

June 2, 2011

ECAR Subscribers:

We are delighted to introduce the [2011 report of Identity Management](#) (IdM). The report finds that many institutions are struggling to deliver the full benefits of IdM. Institutions that report the greatest success have invested in all IdM infrastructure aspects—technical, administrative, and political.

In response to your expressed needs from the fall 2010 subscriber survey, this report ushers in several changes in ECAR research publications:

- We are updating ECAR research products to move away from a heavy reliance on printed materials and lengthy reports. This study is the first that, with the exception of the Roadmap, will not be distributed in paper, to help us move to a greener product line and to enable us to invest your subscription contributions in more research reports.
- The Identity Management report introduces our first “[research hub](#),” a website that organizes a collection of resources stemming from the research to enable you to interact more extensively and flexibly with the results:
 - A summary of key findings you can review at a glance
 - ECAR’s recommendations for the actions you should take based on the research results
 - A PowerPoint version of the report that you can adapt for presentations within your institution, complete with data tables linked from charts to enable you to add your own institution’s data to the charts
 - A featured chart
 - Links to additional report resources with which you are already familiar, including case studies, the Roadmap, the full report, and the survey instrument
- We are also responding to your stated preferences in the fall 2010 survey of ECAR subscribers by shortening the period of time during which ECAR research is accessible by ECAR subscribers only. Most of you agreed that the research is too valuable to restrict for 18 months. We are shortening the restriction period to 5 months, which was your calculated consensus.
- To sustain the value of the ECAR subscription, we have, however, restricted more of the research deliverables than were previously restricted. Now only the findings and recommendations directly viewable on the research hub and the survey instrument are unrestricted. The new PowerPoint and the popular Roadmap and Key Findings documents are all restricted.
- These changes move ECAR in a direction that will continue for future research.

- You may expect to see additional improvements, including briefer reports that are easier to read, data tables from the research that you can use to conduct additional analyses needed for your institution, and interviews with subject-matter experts.
- We intend to streamline and improve our research to achieve the most relevant, actionable research results and to accelerate both the pace and the volume of ECAR research, all with the aim of improving the value of your ECAR [subscription](#).

I welcome your feedback about these changes, all of which are being driven by you and the changing needs of IT and higher education. Please [e-mail](#) or call me at (720) 406-6747. I would love to talk with you.

I also hope to see you at the [July ECAR Symposium](#), where we will have more opportunity to discuss the evolution of ECAR, where you can directly influence the ECAR research agenda, and where we will preview the results of this year's Student Technology Survey, which promises to be particularly intriguing and actionable.

Sincerely,

Susan Grajek
Vice President
EDUCAUSE

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