A Multi-method Approach for User-centered Design of Identity Management Systems

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**Motivation**
- Identity management is important to organizations.
- To improve usability of identity management tools, organizational and human factors should be considered.

**A case study of IdM Adoption**
- 4 semi-structured interviews
- Analysis of documents
- Study the process of IdM adoption before, in the middle and after the first phase of deploying an IdM system.

**Methodology**
- Case study of IdM adoption
- Heuristic evaluation of an IdM system
- Field study of IdM technologies and practices
- Develop specific usability guidelines for IdM systems

**Usability heuristics for ITSM**
- Interpretation of Nielsen's usability heuristics for ITSM:
  - An example of a heuristic “Error Prevention”:
    “Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.”

For ITSM tools:
- ITSM tools should facilitate the creation and use of cues and norms.
- ITSM tools can prevent errors by involving other stakeholders.
- ITSM tools can reduce errors by exposing the system at different levels of abstraction.

**Future work**
- The focus of the interviews will be on:
  - different IdM tasks
  - stakeholders involved
  - their communication and collaboration
  - the challenges in IdM

The collected data will be analyzed using coding techniques.
- The central theme in the analysis will be tool usability.
- Based on the analysis, a set of design recommendations will be proposed.