OMB Control #0690-0030

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Understanding the barriers of acquiring relying parties to NSTIC

BACKGROUND

The National Strategy for Trusted Identities (NSTIC) is a White House initiative signed by President Obama in 2011. The NSTIC envisions an Identity Ecosystem, where individuals and organizations utilize secure, efficient, easy-to-use, and interoperable identity credentials to access online services in a manner that promotes confidence, privacy, choice, and innovation. The Identity Ecosystem Steering Group (IDESG) is a private-sector led organization, funded by the NSTIC, that's facilitating the development of the Identity Ecosystem.

PURPOSE OF THIS SURVEY

The Identity Ecosystem will be most successful if it has an abundance of Relying Parties (RPs) – organizations accepting 3rd party federated credentials from Service Providers for access to their services. Unfortunately, there is currently a dearth of organizations willing to act as RPs; this survey delves into this issue, seeking to further understand the barriers that prevent organizations from transitioning to this role.

WHY WE VALUE YOUR RESPONSE

As an existing or potential RP, **your input is critical** in helping the NSTIC National Program Office (NPO) identify and mitigate the barriers that currently prevent many organizations from accepting 3rd party credentials. The results of this survey will inform the work of the NPO in implementing the NSTIC, and will be particularly useful for the IDESG in establishing an Identity Ecosystem.

CONFIDENTIALITY STATEMENT

All responses - including any personal information - will be kept strictly confidential. No identifying information will be saved with survey data. All survey participant information - including contact persons and organization names - will be kept anonymous and will not

be shared with NPO or any external party.

If you have any additional questions, please contact us.

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Please indicate your level of seniority in your organization?

Top level management (C-level, VP, board of directors,...)

Midddle level management (General manager, branch/plant manager,...)

First level management (Supervisor, assistant manager, team leader,...)

No management function

Are you responsible / have authority over at least part of your organization's web presence / website?

Yes

No

Is your organization consumer oriented?

Yes

No

Does your organization have more than 300 employees?

Yes

No

Is your organization based in the U.S.?

Yes

No

National Strategy for Trusted Identities in Cyberspace (NSTIC) Video:

NSTIC and the Identity Ecosystem:

Low awareness of 3rd party federated credentials among _____
prevents 3rd party federated credentials from being adopted by my
organization.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
The public						

Lack of understanding of 3rd party federated credentials among
_____ prevents 3rd party federated credentials from being adopted by
my organization.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
The public						

Low awareness of the Identity Ecosystem among _____ prevents 3rd party federated credentials from being adopted by my organization.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
The public						

Lack of understanding of the Identity Ecosystem among _____ prevents 3rd party federated credentials from being adopted by my organization.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
The public						

I think _____ is **sufficiently aware** of the **security risks of passwords**.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
The public						

I think _____ is/are more comfortable using passwords for authentication than biometrics, PINs, other methods.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
My customers						

I think _____ is/are more comfortable using my proprietary credentialing services rather than 3rd party federated credentials.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
My customers						

I think that overall my industry's existing **protection measures** against security breaches are **sufficient**.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

I don't know

Not applicable

I think **3rd party federated credentials** will make **online transactions** between my organization and customers **more secure**.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

I think my customers would prefer to use 3rd party federated credentials which **enhance privacy**, if given the opportunity and educational information.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

I think my customers would prefer to use 3rd party federated credentials which can be **used conveniently in multiple places**, if given the opportunity and educational information.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

Less control over collecting consumer data resulting from using 3rd party credential providers prevents my organization from adopting 3rd party federated credentials.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

Less control over user experience resulting from using 3rd party credential providers prevents my organization from adopting 3rd party federated credentials.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

Current security authentication standards (username / password) are perceived sufficient enough by _____ that it questions the necessity of 3rd party federated credentials.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know	Not applicable
My organization							
My customers							

Concerns over **loss of customers due to requiring 3rd party federated credentials** prevents my organization from adopting 3rd party federated credentials.

    Strongly Disagree

    Disagree

    Neither Agree nor Disagree

    Agree

    Strongly Agree

    I don't know

    Not applicable

Concerns over increased ease for **customers to move to competitors** prevents my organization from adopting 3rd party federated credentials.

    Strongly Disagree

    Disagree

    Neither Agree nor Disagree

    Agree

Strongly Agree

I don't know

Not applicable

It is important to _____ that the rules and policies of the Identity Ecosystem are being developed by the **private sector.**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I don't know
My organization						
The public						

Lack of clear financial benefits prevents my organization from adopting 3rd party federated credentials.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I don't know

Not applicable

My organization has _____ over **unclear liabilities** in the case of **security breaches** if adopting 3rd party federated credentials.

No concerns

Minor concerns

Strong concerns

Very strong concerns

"I don't know"

"Not applicable"

My organization has _____ that 3rd party federated credentials may not support **compliance to regulations** applicable to my industry.

No concerns

Minor concerns

Strong concerns

Very strong concerns

"I don't know"

"Not applicable"

My organization has _____ that 3rd party federated credentials would require **more compliance reviews**.

No concerns

Minor concerns

Strong concerns

Very strong concerns

"I don't know"

"Not applicable"

My organization has _____ that acceptance of 3rd party federated credentials will **erode my organization's brand image.**

No concerns

Minor concerns

Strong concerns

Very strong concerns

"I don't know"

"Not applicable"

Are you a current member of the IDESG?

Yes

No

Has your organization been in contact with the IDESG before?

Yes

No

I don't know

What is the **activity / sector** of your organization? (Multiple entries possible)

Financial Services	Textile	Environment	Tourism/Travel
Transportation	Health	High-tech	Insurance
Biotechnology	Consulting	Construction	Internet
Manufacturing	Electronics	Government	Other, please describe

Please list any other barriers which prevent your organization from adopting 3rd party federated credentials and explain their significance in your opinion.

Please let us know of any questions or comments you might have.

You have reached the end of the survey. Thank you for your participation!

NOTWITHSTANDING STATEMENT

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number. Public reporting burden for this collection is estimated to be 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information.

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