

# A State's Journey to Centralized Identity Management

Transforming Digital Access

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# A State's Journey to Centralized Identity Management

Case Study

A State Agency in the Midwest embarked on an ambitious journey to overhaul its Identity and Access Management (IAM) system with the launch of a centralized identity access platform, aiming to centralize citizen access to all state agencies.

This transformative initiative was propelled by the need to streamline the digital service delivery process, enhance cybersecurity, and improve the overall user experience.

## THE CHALLENGE

The platform needed to unify over 60 state agencies, each with its own systems and user stores, making interoperability a major challenge. Security, especially around identity proofing, was critical to protect against identity theft and fraud. Ensuring widespread user adoption of the new centralized platform required careful planning, while all applications had to comply with strict federal and state data privacy regulations.

## THE APPROACH

The platform used Okta's IAM solutions to create a secure, centralized access point for state services, integrating features like multi-factor authentication and threat detection. To enhance security, an industry-leading identity-proofing provider was incorporated, reducing fraud risk.

## KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED

1

### Deep-Dive Consultations

Interviews to uncover technical and regulatory identity verification requirements, ensuring the platform could handle a wide range of proofing needs.

2

### User Adoption

Introducing the new system statewide with strategic outreach to engage citizens through education, support, and facilitating a smooth transition to the new platform.

3

### Standardization of Identity Proofing

A cohesive set of identity verification protocols was created, customized to meet specific agency needs, ensuring consistency and security across the board.

4

### Compliance and Governance

Aligning with federal and state regulations regarding data privacy and security, the onboarding of applications adhered to all legal requirements.

```

r = $row['Correct'];
'] = $row['Anum'];
'] = $row['Bnum'];
'] = $row['Cnum'];
'] = $row['Dnum'];
Correct'] = $correctAnswer;
Answer'] = rtrim($row[$correctAnswer], ".");
Query'] = "SELECT * FROM TechTerms WHERE Date='&date'";
Array;
Error'] = 'Quiz load query failed';
Array;

```



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## THE RESULTS

The centralized platform brought about a profound transformation in the way citizens accessed state services.

- **Improved Security & User Satisfaction:** Enhanced security measures and streamlined login processes improved trust and satisfaction with state digital services.
- **Interoperability Achieved:** Successfully integrated services across over 60 agencies, enabling seamless user access through a single login.
- **Standardized Identity Proofing:** Created consistent, agency-customized identity verification protocols, ensuring security across all services.
- **Compliance & Governance:** Ensured all applications adhered to legal privacy and security regulations, fostering trust and compliance.

## ACTIVE CYBER

Active Cyber is a strategic global boutique and a platinum-level solution provider specializing in comprehensive cloud-based solutions tailored to meet the unique needs of dynamic organizations.

Our focus on compliance, scalability, and automation ensures that our clients are well-equipped to face the challenges of today's rapidly evolving technological landscape. Whether you are looking to enhance your infrastructure or meet complex regulatory requirements, Active Cyber is your trusted partner in success.

## CONCLUSION

By centralizing identity access to the state services and the strategic collaboration from Active Cyber underscores the potential of public-private partnerships in achieving large-scale digital transformation.

For more information on how Active Cyber can help your business, visit [www.activecyber.com](http://www.activecyber.com) or contact us at [info@activecyber.com](mailto:info@activecyber.com).

