

State of Utah Saves Up To \$15 Million By Modernizing Identity Management

The state integrated hundreds of online services with the ForgeRock Identity Platform, enabling money-saving efficiencies



The laws and services administered by state governments have a profound impact on quality of life and favorability to business. That's why most states have focused so much effort on making their services accessible online, streamlining everything from renewing a driver's license to registering a new business. It not only improves the end-user experience, but can also save the state a lot of money. Just ask the State of Utah.

Utah has integrated more than 900 applications and online services on the ForgeRock Identity Platform, with plans to bring all 1,400 of its existing services, and many more in development, into the unified identity and access management (IAM) environment. As a result, the state has gained broad efficiencies, from streamlining administration of state services to integrating citizen data and automating numerous processes that provide citizens, businesses, and employees with a more responsive and consistent online experience. Moreover, Utah has plans to further enhance efficiencies by leveraging cloud services with its recent upgrade to the ForgeRock Identity Platform 6.5.

Dave Fletcher, Utah's Chief Technology Officer, remarks, "We're looking at savings of up to \$15 million over five to six years tied directly to the efficiencies gained from having modernized our IAM infrastructure leveraging the ForgeRock Identity Platform."

Greater reliability and scalability for growing number of online services

The state had calculated that the cost to the state of an online transaction is nearly \$14 less than an over-the-counter transaction. This was strong motivation to move as many services online as possible. But as the number of online services grew, managing identities while maintaining strong access security became difficult.

Fletcher explains, "We had customized various parts of our older solution and it was getting brittle. Outages were more frequent and that was unacceptable to our customer agencies,

/HIGHLIGHTS

Customer

Located in the western United States, the State of Utah is a center of transportation, education, information technology and research, government services, mining, and a major tourist destination for outdoor recreation.

Industry

State Government

Challenge

Gain greater reliability and scalability in the state's identity and access management infrastructure to integrate more data and applications, and expand the number of online services available to employees, citizens, and businesses.

Solution

ForgeRock Identity Platform to integrated more than 900 applications and online services, providing the flexibility and scalability to support all 1,400 of the states online services and a growing variety of additional applications and services, including those running in the cloud.

as well as citizens and businesses. If people have a bad experience with an online service, they may not use it and go back to doing things in person, which costs the state more money. We needed an identity management platform that was more reliable, scalable, and secure to meet our growing needs."

After carefully evaluating potential solutions, the State of Utah selected the ForgeRock Identity Platform. ForgeRock is now enabling the state to integrate a wide variety of

applications and services, including those running in the cloud, which ties directly to Fletcher's long-range outlook.

"In addition to our online services, we want to integrate digital assistants like Google Assistant and Alexa for Business into our login architecture," Fletcher notes. "We want to adopt biometrics and other technologies to facilitate an easier, yet more secure login. And being adaptive to cloud solutions was a very important consideration. ForgeRock offered a platform that would support all these capabilities and make it easier to pull a wide range of applications and services into a single identity platform."

He adds, "What I like about ForgeRock is they have a strategic outlook that aligns with our own."

Seamless deployment of IAM platform enhances users' online experience

Fletcher reports that implementing the ForgeRock platform was a smooth process, and his small team was able to be productive more quickly compared to other solutions they've used. In fact, some cloud applications took only about 15 minutes to integrate into the single identity management environment using ForgeRock. Integrating the state's entire online training system was just as fast. Fletcher comments, "Being able to integrate these applications into our IAM environment so quickly and easily is pretty awesome."

Ongoing administration is just as easy. In fact, the entire IAM environment, which includes approximately 1.7 million internal and external identities, is managed by only one dedicated engineer.

This ease of use has enabled the state to improve efficiency across many departments, impacting employees, individual citizens, and businesses. For example, using APIs to the state's human resources system, the ForgeRock platform streamlines provisioning of new employee profiles and access rights. Centralized role-based user provisioning reduces the time and cost of administering portfolios, and it enables the state to automatically populate online forms with user data to save time and ensure consistency. Enabling users to reset their own passwords is another time and money saver for help desk personnel.

Citizens and employees also benefit from a more responsive and consistent online experience thanks to the unified IAM environment. Fletcher points out that even a few seconds in response time can make a difference in whether a user stays on the site or abandons it. Fletcher says this is a major factor in overall customer satisfaction with the state's online services: "We know that over 85 percent of citizens feel like our online services saved them money and improved their satisfaction with government."

/RESULTS

- » **Enables** projected savings of up to \$15 million due to operational efficiencies
- » **Streamlines** IAM integration, with some cloud applications taking only 15 minutes
- » **Manages** 1.7 million internal and external identities with one dedicated engineer
- » **Delivers** more responsive and consistent online experience for employees, citizens and businesses
- » **Supports** ongoing integration of wide-ranging applications and services, leveraging APIs and microservices
- » **Establishes** a foundation for adopting Intelligent Authentication to further enhance the end-user experience and strengthen security

"ForgeRock 6.5 will allow us to use things like user location, device, key patterns, and a variety of other factors to apply more of an intelligent, risk-based approach to authentication instead of requiring people to remember complex passwords or go through multiple steps to log in. Intelligent Authentication will reduce the friction of using our online services while protecting sensitive systems and data from unauthorized access."

DAVE FLETCHER
Chief Technology Officer,
State of Utah

He further emphasizes the importance of an efficient, secure online experience for Utah businesses. With access to a single centralized portal, a business owner could register a new business, as well as set up tax, reporting and other accounts, in one online visit within about 30 minutes instead of spending countless hours driving from office to office.

"Providing a secure, scalable portal with unified identity and access management is a key part of our business strategy and has helped Utah maintain its top ranking for business friendliness," says Fletcher. "It's probably the most critical piece of our enterprise architecture."

Streamlines application integration while strengthening security

Leveraging the APIs and microservices available within the ForgeRock Identity Platform, the State of Utah continues to integrate additional applications and services to improve efficiency and security across its digital landscape. This includes an increasing number of cloud-based services such as Google Apps and Google Drive, Trans-Management, and ServiceNow.

The state has also recently launched a major initiative to tie together all public health records into a unified identity system. Electronic Health Record (EHR) systems will continue to be maintained by private sector hospitals and clinics, but leveraging ForgeRock, Utah will match identities in its central repository with identities in the Department of Health Master Person Index, which links to individual birth certificates, immunization records, and other health information currently tracked by the state. This new capability will give citizens easier access to their own data, either through the statewide citizen portal or through notification services that allow updates to private EHRs through the state's health data exchange.

"We could not have taken on such an ambitious project without a platform like ForgeRock," Fletcher acknowledges. "It not only enables the integration, but supports important security and privacy measures through multifactor authentication and omnichannel, both of which are essential for ensuring trust with our internal customers and the public."

Taking the next step to cloud and Intelligent Authentication

Due to the sensitive nature of the data under its management, Utah must ensure adequate controls are in place to secure access to sensitive data in compliance with federal regulatory requirements. Looking toward the near future, Fletcher sees new opportunities to do just that by leveraging the latest features and capabilities of the ForgeRock Identity Platform

6.5. He views this upgrade as the key to moving more applications and services into the cloud. And the latest platform opens the door to adopt Intelligent Authentication, which will enable the state to further improve the online experience for employees and citizens while strengthening security of private information. This includes enabling citizens to specify what information they consent to share. Advanced capabilities like this are especially important as the state integrates its medical systems and other sensitive systems such as tax processing, which must comply with federal regulations such as HIPAA, FERPA, and FTI.

"ForgeRock 6.5 will allow us to use things like user location, device, key patterns, and a variety of other factors to apply more of an intelligent, risk-based approach to authentication instead of requiring people to remember complex passwords or go through multiple steps to log in," Fletcher says. "Intelligent Authentication will reduce the friction of using our online services while protecting sensitive systems and data from unauthorized access."

He concludes, "We want to make it as easy as possible to live and do business in the State of Utah. That means continually making more services and information accessible online. Just as important is removing obstacles that get in the way of accessing our services, which we're doing today with the unified identity management, and soon the Intelligent Authentication, of the ForgeRock platform. Ultimately, our end goal is to provide services that help every citizen enjoy a high quality of life and have access to good employment opportunities."

/ABOUT FORGEROCK

ForgeRock®, the leader in digital identity management, transforms how organizations build trusted relationships with people, services, and things. Monetize customer relationships, address stringent regulations for privacy and consent (GDPR, HIPAA, Open Banking, etc.), and leverage the internet of things with ForgeRock. We serve hundreds of brands, including Morningstar, Vodafone, GEICO, Toyota, and Pearson, as well as governments like Norway and Canada.

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