Building Constituent Trust:

A Better Way to Implement Identity and Access Management

Virtualized services will only grow more important in the future. Three of NASCIO's 2021 State CIO Top 10 Priorities¹ were:

- ✓ Digital Services
 ✓ Cloud Services
- Identity and Access Management (IAM)

To protect constituent data, government organizations rely on IAM and authentication.



of digital constituent service applications require some form of authentication to verify user credentials²

When considering IAM tools, state and local government organizations traditionally faced a tough choice: Build it yourself or buy it off the shelf from a third-party vendor?

Here's what to know with each of those options:

Build It

Why It's Smart

- Customized to meet the exact needs of your organization
- Ownership of data, product features and roadmap

What to Keep in Mind

- Will take months or years to develop in-house
- Your team must keep up with shifting cyber threats, along with emerging compliance and privacy requirements
- You assume internal risk management for waste, fraud and abuse
- Difficult to retain institutional knowledge when CIOs and other IT leaders leave or retire
- Hard to meet evolving needs on regulation and certification requirements

Buy It

Why It's Smart

- Easy to implement in a matter of days
 Fast, reliable, 24/7 support from cybersecurity experts
- What to Keep in Mind

Can be difficult to customize many off-the-shelf applications for government agencies

- Unique requirements of different public agencies can result in siloed identity engines
- for every application and a frustrating user experience
 Difficult to pivot in future as needs change (vendor lock-in)
- Inadequate feature set or roadmap to meet current and future requirements

Fortunately, modern government organizations don't have to choose whether to build or buy. They can do both.

a vendor for an identity-as-a-service (IDaaS) solution combines the benefits of building in-house with the strengths of buying off the shelf. IDaas offers:

Partnering with

• Custom-built application: Meet the needs of multiple agencies, ensuring a single sign-on experience

weeks instead of months or years.

• Rapid speed-to-service: Implement IAM within

- Flexible deployment: Choose to deploy in a fully managed public or private cloud to eliminate costly
- Extensibility: Further customize and scale as your future requirements change.
- Best-in-class security features: Protect against data breaches and comply with standards such as

OIDC, SAML, OAuth2.0, and WS-Federation and

certifications like OpenID Connect, SOC 2 and HIPAA.

Government organizations should look for an IDaaS solution that is:

https://www.nascio.org/resource-center/resources/state-cio-top-ten-policy-and-technology-priorities-for-2021/
 https://papers.govtech.com/Enhancing-Digital-Citizen-Services-through-Identity-and-Access-Management-139544.html



Simple enough for your developers to adapt

help with any problem 24/7

Extensible and flexible for

Highly customizable

and agile



Backed by a customer support team, including security experts, ready to

future needs

CENTER FOR DIGITAL

Produced by:



Auth0 provides a platform to authenticate, authorize, and secure access for applications, devices, and users. Security and application teams rely on Auth0's simplicity, extensibility, and expertise to make identity work for everyone. Safeguarding billions of login transactions each month, Auth0 secures identities so innovators can innovate, and empowers global enterprises and government agencies to deliver trusted, superior digital experiences to their customers and constituents around the world. For more information, visit Auth0.com.

©2021 e.Republic. All rights reserved.

with decision support, knowledge and opportunities to help them effectively incorporate new technologies in the 21st century. www.centerdigitalgov.com.

IMAGE PROVIDED BY SHUTTERSTOCK.COM

The Center for Digital Government, a division of e.Republic, is a national

research and advisory institute on information technology policies and best

programs and services, the Center provides public and private sector leaders

practices in state and local government. Through its diverse and dynamic

