

Identity Governance & Access Management Program

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Identity Governance & Administration (IGA)

Assures the right people with the right levels of access



Identity & Access Management (IAM)

Single Sign On & Centralized Access Management

Consolidates Siloed Access Management for business-to-business (B2B) and business-to-consumer (B2C) use cases into one.

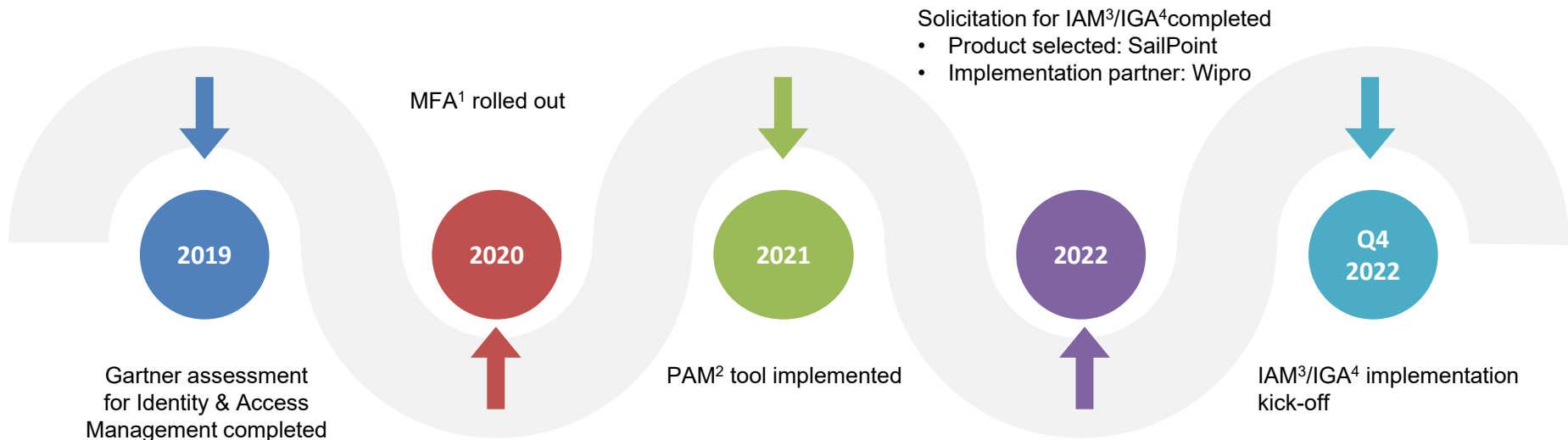


Single sign-on provides easier and secure access using centralized authentication mechanism



Multi-Factor Authentication provides an additional layer of security for access to systems and applications

Program History



¹MFA – Multi Factor Authentication

²PAM – Privileged Access Management

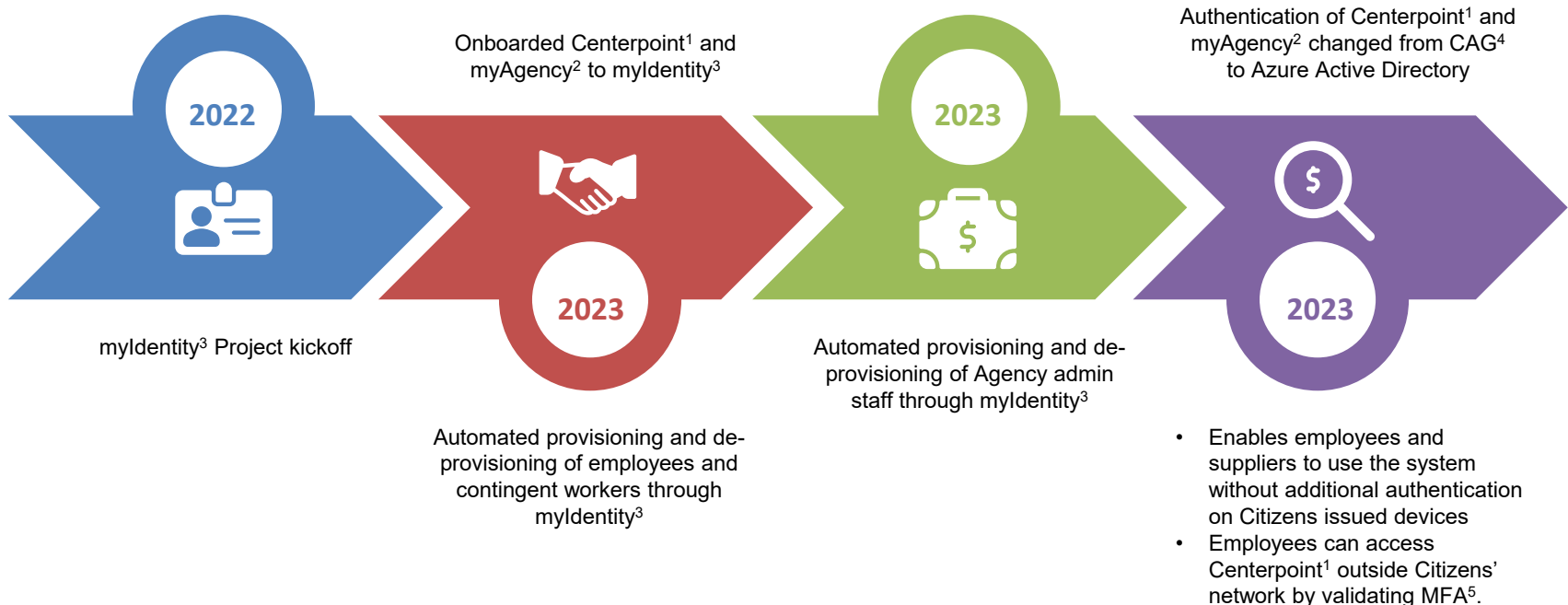
³IAM – Identity & Access Management

⁴IGA – Identity Governance & Administration

myIdentity Implementation

Identity Governance Administration (IGA)

IGA Implementation of myIdentity³ kicked-off in 2022, along with Azure Active Directory Implementation for Single Sign-On



¹Centerpoint – Enterprise Resource Planning (ERP) System

²myAgency – Agency Management System

³myIdentity – Identity Governance System

⁴CAG – Citizens Authentication Gateway

⁵MFA – Multi Factor Authentication

What's Next?

Implementation Pipeline (2024-2025)

- Fraud Analytics Software(FRISS)
- Agency Management Platform (myAgency)
- Citizens Insurance Suite
- Citizens Learning Center
- CAIS (Vendor Credentialing Platform)
- Internal Website
- External Website
- Claims Legal Management System
- Customer Policy Management Portal
- Other Citizens Applications & Systems

Budget and Spend

Budget and Spend

	Action Item ¹	Spend To Date ² (2022 – 2024)	Available (2024 – 2032)
Products	\$4,299,879	\$859,486	\$3,440,393
Implementation	\$2,000,000	\$560,450	\$1,429,550
Support Services	\$2,300,000	\$111,400	\$2,188,600
Contingency	\$859,976		\$859,976
Total Spend	\$9,459,855	\$1,531,336	\$7,928,519

¹Action Item for Identity Governance and Administration was approved on March 23, 2023.

²Spend as of March 2024.