North Carolina Identity Management (NCID)

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What is Identity Management ?

Identity management is the management of individual identities -- their authentication, authorization and privileges within or across system and enterprise boundaries. Goal is increasing security and productivity while decreasing cost, downtime and repetitive tasks.

What is NCID?

❑ The North Carolina Identity Management system is the standard identity management and access service provided to state, local, business and citizen users of State IT applications and resources.

❑ NCID enables an elevated degree of State-standard security and access control to applications and data.

Benefits of NCID and Identity Management

❑ Simplified administration with standardized account and password management

❑ Provides a single view of the user – one ID for many applications (For example Email, BEACON)

❑ Improves security through better policy and authorization enforcement by granting access to specific applications and data

❑ Delivers economies of scale across infrastructure, software and administrative costs thus reducing statewide total cost of ownership

❑ Provides convenience for agencies, citizens, local businesses with one identity to access State resources

- ❑ 2011/2012 Program Costs : $ 5.99 M

  - **Software Costs and Services - $ 3,433,850**

    - Product and Maintenance Costs (Novell Software Suite) - $ 1,350,000

    - Infrastructure costs (Server and Hosting) - $ 1,766,350

    - Dedicated Network Equipment - $ 100,000

    - Professional Services (Specialized vendor services) - $ 100,000

    - Security and Encryption - $ 117,500

  - **Support and Administrative Services- $ 1,734,692**

    - NCID Integration – Work with agencies integrating applications and testing

    - Technical Support – Implement patches, upgrades, directory services and ensure infrastructure availability

    - Enterprise Identity Management Analysts - Develop & support customizations to NCID components for Identity Management, workflow & web service access.

  - **Agency Overhead - $ 829,167**

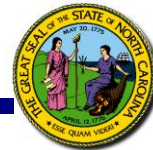- ❑ Coverage: 250,000 identities (projected by June 2012)

  160 applications across 26 agencies

Cost per identity $ 24.00 per ID / year
Industry standard: $ 21.00 per ID / year

Goal: Drive usage and reduce operating costs to below industry standard

NCID Program Next Steps

❑ Focus on reducing program (and unit) costs

❑ Continued expansion/integration with key statewide systems

- DHHS - Medicade Management (MMIS-NCTracks); WIC (Women Infant and Children) State Agency Model; NCFAST (NC Families Accessing Services through Technology for family support program);

- DOA   - eProcurement (NCEP)

- DENR - Authentication Integration into application framework

- DOJ   - File and print management

- DOT   - Trip Permits Application

- DPI   - Licensure Automation System for Teacher Accreditation

Result: Anticipated growth of ~ 400,000-500,000 new identities (phased in FY 12-13)

- ▪ Increased growth/usage with minimal incremental infrastructure cost

- ▪ Cost per identity expected to decrease by at least 50%

❑ Program Evolution

- Single Sign On across multiple systems

- Simplified integration, administration, and reporting