

# 2016 NASCIO Nomination



**Sponsor:** David Behen, DTMB Director and Chief Information Officer

**Title:** MILogin - An Enterprise Identity and Access Management Solution

**Category:** Improving State Operations

**State:** State Of Michigan

**Project Initiation Date:** February 2014

**Project Completion Date:** September 2015 (Phase 2)

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## Executive Summary

The State of Michigan (SOM) with a diverse ecosystem of citizens, employees, businesses, and commercial enterprises demands stable information technology (IT) operations supported by a secure, enterprise cyber platform. A platform that is highly available, protects IT infrastructure, safeguards users sensitive data, and empowers businesses. In February 2014, the Michigan Department of Health and Human Services (MDHHS), formerly the Michigan Department of Community Health (MDCH), and Department of Technology, Management, and Budget (DTMB) embarked upon a vision to establish an Identity, Credential, and Access Management (ICAM) solution known as MILogin to enhance security, improve user experience and operational efficiency. This initiative was pioneered and sponsored by the State's leadership and completed its foundational work in September 2015 by providing a secure, enhanced, and feature-rich (E.g., Multi-Factor Authentication (MFA), Identity Proofing, Identity Federation) solution to Citizens, Business partners, State Employees and Contractors, and even to the State of Illinois for their Medicaid Provider Enrollment Web application.

The solution adapts to the Cyber Security policy and standards, provides innovative use of technology and secure ways for the State to protect applications containing sensitive data. It has opened several avenues and opportunities for the State to save cost, bring efficiencies, improve security and value added services to users aligned to Michigan's Mobile First strategy. It improves upon the siloed approach that State agencies and local government services have followed in the past, to a single enterprise solution to establish and manage user identities and their access to the IT systems and applications in a secure and consistent way.



## Concept

### Genesis and Evolution

In the Michigan Cyber Initiative report of 2011, Governor Rick Snyder discussed how Michigan plans to take a visionary, proactive approach to meet its IT operations challenges and embrace opportunities around cyber security. Around the same time, the *SOM Bureaucracy Buster report* stated its #1 recommendation was to reduce the number of user IDs/passwords in order to increase productivity and enhance end user experience.

MILogin is an enterprise identity, credentialing, and access management system, and an important step in the direction aligned with the State's vision and key priorities:

- Citizen-Centric Government
- Mobile First Strategy
- Cloud First Strategy
- Cybersecurity Strategy

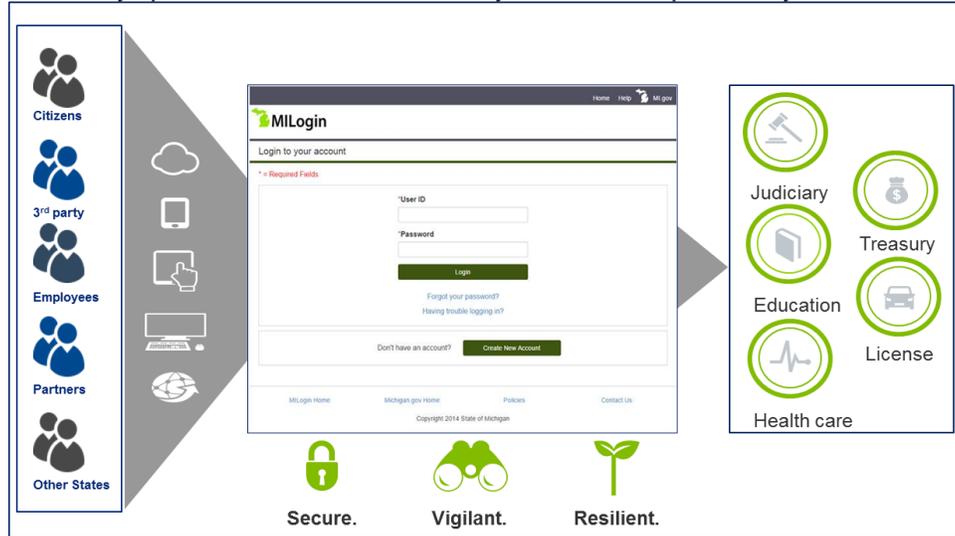
Over the past few years, the State rolled out various Web applications and IT system to provide users with Medicaid benefits, transportation, financial, judicial, administrative, tax, and other services. These services faced several challenges along the way, such as:

- These services have not been available under a single enterprise umbrella. Different services have used different portals and mechanisms to provide access for users to connect with the State.
- These services led to poor end user experience and increased the total cost of ownership as the same service is provided via different portals thus increasing the cost of implementation and maintaining these solutions.
- Different IT applications have used varied security mechanism, protocols, and developed security services which were inconsistent and lacked in common security framework. Many sensitive applications were available over the Internet without an additional layer of security, such as MFA or identity proofing, thus increasing the risk of unauthorized access to the sensitive information.
- With the advance of mobile technology, there has been a conspicuous gap of the mobile friendly solution for users to access business application securely.

### The Solution Elements

The MILogin solution was envisioned, as defined in the figure below to be 'Secure, Vigilant, and Resilient' and embrace the opportunities around citizen-centric Mobile first strategy, streamlining operations and pioneering cybersecurity. The MILogin solution is the ICAM standard for the State of Michigan and is being leveraged for existing and future Web and Mobile applications to protect access to sensitive data, securely expand services to users and bring transparency. The solution is deployed on a distributed

platform following the principles of n-tier architecture in its design for enabling scalability, security, performance, extensibility, and interoperability.



A key objective for the project has been a *reduction in total cost of ownership (TCO)*. The estimated cost of this project phase is approximate \$14 million spread over a period of 20 months. It has been instrumental in bringing down the overall TCO by breaking down siloes, thus significantly reducing the investment by moving away from agency-specific solutions to the enterprise-wide solution.

The DTMB and MDHHS joint leadership governs the project progress, manage risks and brings all the stakeholders together to achieve MILogin's vision, goals, and objectives. The communication team has developed several informative videos, communication channels, and animations to inform, educate, and advise the users about MILogin, highlighting its functionalities, usage, and associated benefits.

## **Significance**

### **The Scope**

The MILogin solution started as planned with Citizen-facing ICAM solution and has now evolved into the enterprise-wide solution and de-facto standard for the State. The solution is architected, deployed and hosted in such a way that it provides 24x7 access to the users. The solution is providing self-service, access control, Single Sign-on (SSO), password management, MFA, Identity Proofing and Federation capabilities since the outset without any unscheduled downtime.

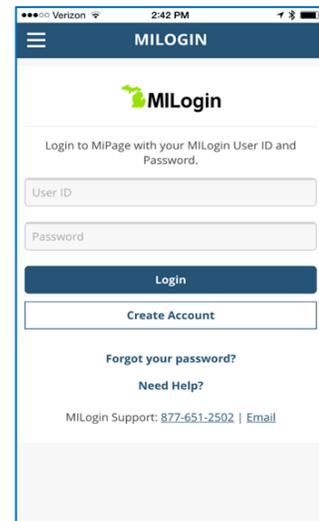
The following sites are provided by the MILogin solution to the Michigan citizens, business partner and employees:

- **MILogin for Citizen:** <https://milogin.michigan.gov>
- **MiPage:** <http://www.michigan.gov/mipage>
- **MILogin for business partners and 3<sup>rd</sup> party:** <https://milogintp.michigan.gov>

- **MILogin for State employees and contractors**

## The Scale and Transformation

To date, MILogin is used by over 15,000 state workers, 150,000 businesses and 100,000 Michigan citizens. In its full potential, the solution will be leveraged by more than 5.5 million citizens, over 400,000 business entities, and over 60,000 State employees and contractors. Users are already leveraging the benefits of enhanced security, transparency, and user experience while accessing majority of MDHHS applications from the State, which in the next few years will be extended to over 400 State applications across agencies.



MILogin since its inception has been at the forefront of innovation and has enabled users access to over 15 MILogin integrated applications anytime and from anywhere. MILogin provides end users with a home page/dashboard that is one stop shop for users to update their profiles, request access to State’s applications and services, access application/services a given user has access to. In line with the State’s vision, MILogin home page supports various interfaces including smartphone, tablets, and desktop/laptop, and is compliant with Americans with Disabilities Act (ADA).

MiPage, the States’s enterprise Mobile application, is real-time link to Michigan news, events, maps and resources for citizens. This free application has enhanced features that bring the news to Citizen and let user search for the information and events to all things Michigan. The access control, user account administration and SSO solution capabilities are provided by the MILogin solution.

## Impact

The table below summarizes the benefits and value-added services provided by the MILogin solution.

<b>MILogin: Value-added Services and Benefits</b>				
<b>Operational efficiency and cost control</b>	<b>Enhanced user experience</b>	<b>Governance and security effectiveness</b>	<b>Audit and regulatory compliance</b>	<b>Business enablement and IT agility</b>
<ul style="list-style-type: none"> <li>• Establishes user account management processes to be leveraged for multiple IT systems for efficiencies and cost</li> </ul>	<ul style="list-style-type: none"> <li>• Improves end-user experience by reducing number of IDs/ passwords required to access State</li> </ul>	<ul style="list-style-type: none"> <li>• Provides centralized access control to ensure that only authorized users can access</li> </ul>	<ul style="list-style-type: none"> <li>• Provides information to be securely handled while authorizing access based on rules and policies governed by</li> </ul>	<ul style="list-style-type: none"> <li>• Aligns with DTMB technology and Cyber Security Strategy</li> <li>• Leverages MFA and identity</li> </ul>

MILogin: Value-added Services and Benefits				
Operational efficiency and cost control	Enhanced user experience	Governance and security effectiveness	Audit and regulatory compliance	Business enablement and IT agility
<ul style="list-style-type: none"> <li>reduction</li> <li>• Provides centralized user lifecycle and access control processes</li> <li>• Reduces cost of administration through self-service and password management</li> <li>• Improves control and accountability to application owners through approvals</li> </ul>	<ul style="list-style-type: none"> <li>IT systems and applications</li> <li>• Compliant with ADA and State's accessibility and usability standards</li> <li>• Ease of use for citizens accessing application for their healthcare, tax filing, and transport needs</li> <li>• Unified access to enterprise applications and systems</li> </ul>	<ul style="list-style-type: none"> <li>State's assets</li> <li>• Sets standards, processes, and security patterns for ongoing application integration to State's applications</li> <li>• Consistent and automated enforcement of security policies and access controls</li> <li>• Reduces risk of privacy-related violations</li> </ul>	<ul style="list-style-type: none"> <li>Federal, State laws, and regulations</li> <li>• Delivers MFA and Mobile SSO in line with State's cyber security policies and standards</li> <li>• Enhances auditing and reporting capability through Security Information &amp; Event Management (SIEM) integration</li> </ul>	<ul style="list-style-type: none"> <li>proofing solution to secure access to sensitive data</li> <li>• Provides 24X7 availability, performance, and reliability to citizens and State workers</li> <li>• Synergizes collaborations with agencies, partners, and providers</li> </ul>

### Qualitative and Quantitative Benefits

Over the past two years, MILogin solution has made a number of improvements in line with the State's policies and standards. It has made the IT security footprint stronger, safer, and more user friendly.

- Onboarded 15 applications, used by over 10,000 users. On target to migrate 127 Legacy Single Sign-On applications to MILogin, resulting in \$4.3M cost avoidance for the State of Michigan.
- MiPage, positioned by the State leadership as a Mobile citizen's portal, leverages MILogin platform on the Mobile devices.
- Established MILogin as a shared and security service provider for the State's agencies and local government bodies.

- The State of Illinois has already adopted the Michigan's identity management platform as a service for one of its critical Medicaid application that is currently used by over 30,000 Medicaid providers and will be leveraged by over 300,000 health care providers in near future.
- Deploys Duo Security (funded by Google Ventures and other investors) to provide cutting edge MFA solution.
- Distinct solutions for citizens, business partners, and employees, i.e., citizens are served by MILogin for citizens, and State employees and business partners are served by MILogin for workers and third party.
- Promoting public-private partnership via Identity Federation with Michigan Health Information Network (MiHIN) to extend the State's MILogin services to various private health care providers leveraging the MiHIN platform.

### The Long Term Benefits – Phase 3 (Starting October 2015):

- Since January 2016, 300,000 Michigan businesses are leveraging new Michigan Treasury Online portal integrated with MILogin for filing business taxes.
- Since March 2016, 100,000 Michigan citizens are utilizing MILogin services for Treasury ID Quiz functionality to prevent fraudulent tax refunds.
- By June 2016, the cost savings of \$250,000/year will be achieved for Michigan Statewide Automated Child Welfare Information System (MiSACWIS) and DHHS by eliminating multiple user credentials, and assisting with application related password resets and Helpdesk activities.
- By September 2017, MILogin will be used by 1.4 million DHHS eligibility beneficiaries.
- By October 2017, the cost avoidance of \$700,000/year will be achieved due to removing employee inefficiencies from SIGMA ERP (State's financial management system) implementation for multiple state user credentials, password management and Helpdesk services.
- By 2018, MILogin will touch lives of 5.5 million citizens, 400,000+ business entities, and 60,000+ State employees and contractors in its full potential.