ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY
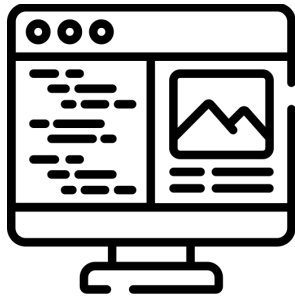
NASCIO 2019 State IT Recognition Awards
Emerging and Innovative Technologies

Arizona Department of Transportation
Identity Super Portal

Title:	Arizona Department of Transportation - Identity Super Portal
Category:	Emerging and Innovative Technologies
State:	Arizona
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Project Executive Summary

The Arizona Department of Transportation (ADOT) Motor Vehicle Division (MVD) is currently modernizing its core legacy computer systems and business processes that provide vehicle title & registration, driver licensing, finance, trusted partner licensing & contracting, and related services to customers and business partners.

As part of this modernization, MVD built a new consumer portal, AZ MVD Now. This new portal allows Arizona citizens to obtain most MVD services without having to visit an MVD field office. Using new enhanced digital identity authentication technologies, some new services requiring a higher level of identity authentication that previously required an office visit could be performed online.

Using a Federal grant and leveraging intellectual property and technology from the AZ MVD Now portal, MVD was able to develop the eAZ Identity Super Portal.

Project Concept

The eAZ Identity Super Portal enables digital government and citizen engagement as a "Portal of Portals." Arizona citizens can find and obtain online services from participating Arizona state agencies, boards, and commissions. Eventually, it can be extended to support the needs of county and city governments and even commercial organizations all from one, unified portal. While providing a unified consumer managed integrated portal, participating organizations can choose to still operate independent specific portals providing 'no wrong door' access to services.

eAZ eliminates the need for multiple usernames and passwords, duplicate address and contact information, and confusion where to obtain services. Often times, eAZ will be able to provide single sign-on capabilities not only between organizations but within organizations as well as eAZ supports multiple 'connections' to each organization supporting the various portal options within an organization for different systems and services.

The eAZ Identity Super Portal includes:

- Enhanced Identity Authentication
    o Standard two factor authentication for lower risk services and activities where convenience is the dominant consideration
    o Three factor authentication including biometrics for activities and services where security is the primary concern and a higher identity confidence is required
    o Supports multiple remote biometric options including remote digital authentication using IDEMIA's eID ™
- Single Sign-On (SSO)
    o "No Wrong Door"
    o Eliminates multiple usernames and passwords
- Digital Customer Identification
    o Management and consolidation of customer identification
    o Customer claim manager
- Citizen Customizable Dashboard

- o Presents all integration options allowing the consumer to opt-in to desired managed services
- o At a glance visualization of important information from all participating organizations
- o Allows for citizen-managed personalization and customization
- Common Service Set
  - o Message center
  - o Service history
  - o Single profile manager
  - o AI Chat bot (multi-lingual actionable)
- Planned Future Services
  - o A centralized consumer managed privacy and information sharing dashboard
  - o Administrative support services for eAZ and participating organizations
  - o Centralized financial account

In addition to the benefits to Arizona citizens and state & local governmental entities, it provides the following additional benefits:

- Avoiding pressure for proliferation of Personally Identifying Information (PII)
- Federated verification of information
- Customer-enabled fraud detection
- Customer-driven data correction and clean-up

Project Significance
The eAZ Identity Super Portal provides enhanced identity authentication leveraging the trust of the MVD-issued driver license or ID card into the online world with remote biometric authentication. Rather than just limiting this to MVD services on the AZ MVD Now portal, it now can be extended to other state & local governmental entities.

The initial pilot of the eAZ Identity Super Portal was between MVD and the Arizona Secretary of State's Office. The pilot included common MVD services including driver licenses and vehicle title & registrations as well as the campaign finance reporting system for the Secretary of State's Office. Candidate near term extensions include the City of Mesa, Arizona Registrar of Contractors, Arizona Department of Revenue, Arizona Department of Economic Security, and many others.

Potential future use cases could include applying for benefits, opening accounts, protecting sensitive transactions, managing licenses, securing tax refunds, transferring vehicle titles, starting a new business, and many more services.

Project Impact
With over 5.3 million driver licenses and 1.1 million ID cards active in Arizona, the eAZ Identity Super Portal has the potential to assist almost all Arizona citizens in obtaining online government services.

The underlying technology used for the eAZ Identity Super Portal has been in use for the current year at MVD for eTitle Transfers (electronically transferring vehicle title between parties upon sale) and Permit Test @ Home (allowing teens to take their knowledge test for their driver's permit remotely using a parent as a proctor). Already, these have saved more than 80,000 customer visits to an MVD field office.