



MyGeorgia

The Evolutionary Leap in Digital Identity

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Digital Experience: Enterprise Solutions

State of Georgia
Georgia Technology Authority (GTA)

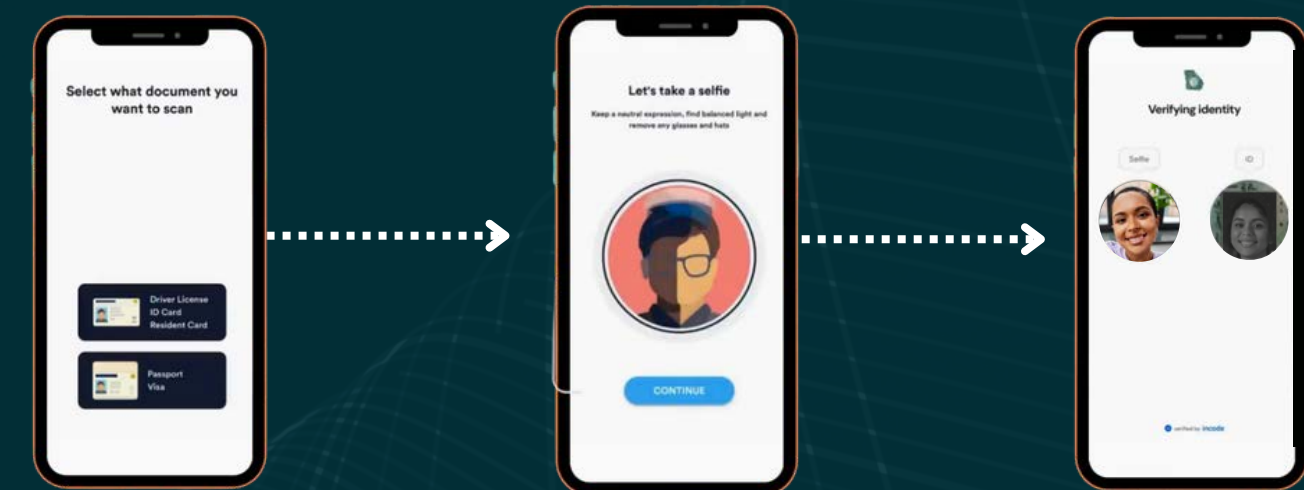
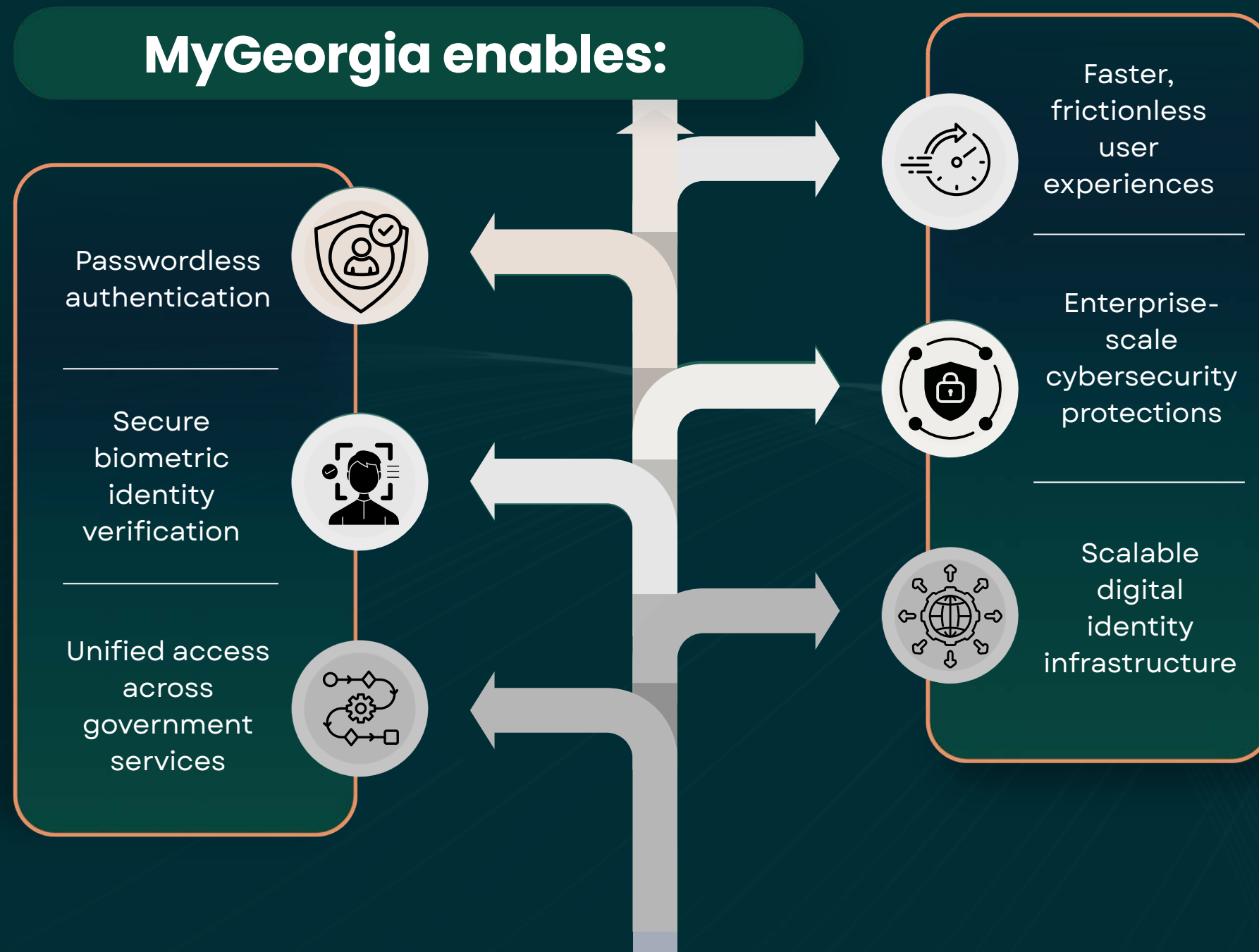
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EXECUTIVE SUMMARY

The Georgia Technology Authority proudly submits **MyGeorgia**, Georgia's enterprise digital identity and authentication platform, as a transformative model for secure, citizen-centered digital government.

MyGeorgia modernizes how citizens securely access state services by replacing fragmented, password-based authentication systems with a unified digital identity platform built on biometric verification, privacy-first security principles, and modern cybersecurity architecture.

The platform enables citizens to access participating state services through a single trusted identity while significantly strengthening protections against identity fraud, phishing, credential theft, and unauthorized access.



By combining advanced identity verification with a seamless user experience, Georgia reimaged digital trust in government rather than incrementally improving legacy authentication systems.

The initiative strengthens cybersecurity resilience, improves operational efficiency, enhances public trust, and establishes a scalable framework for future statewide digital transformation efforts.

MyGeorgia demonstrates how state government can responsibly leverage emerging technology to modernize service delivery while creating a replicable national model for secure digital government.

[Click here](#) or scan the code below to view the demo video.



Reimagining Digital Trust in State Government

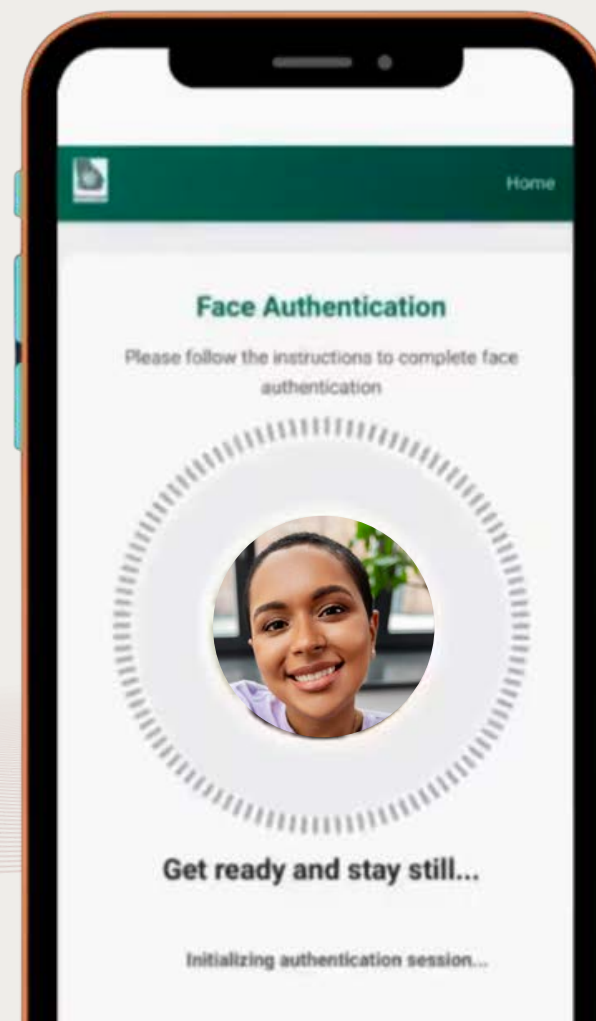
The Challenge

For years, citizens interacting with state government faced a fragmented digital experience that required managing multiple usernames, passwords, and authentication methods across numerous agencies and platforms.

This disconnected approach created user frustration, increased administrative burdens for agencies, and exposed government systems to growing cybersecurity risks, including phishing, credential theft, and identity fraud.

The Opportunity

Recognizing that legacy authentication models could no longer meet the demands of a modern digital government environment, Georgia pursued a bold vision: create a secure, enterprise-wide identity platform capable of transforming how citizens establish trust and interact with government services online.



The Innovation

MyGeorgia was conceived as the state's unified digital identity platform — a single, citizen-centered gateway designed to streamline access to government services while significantly strengthening identity assurance and cybersecurity protections.

Several strategic priorities guided the initiative:

- **Simplify and modernize the citizen experience**
- **Reduce reliance on vulnerable password-based authentication**
- **Strengthen statewide cybersecurity resilience**
- **Create a scalable enterprise identity framework for future digital services**
- **Improve trust, accessibility, and efficiency across government interactions**

Rather than continuing to build around outdated credential systems, Georgia reimagined authentication through modern identity verification technologies that securely confirm users are who they claim to be in real time.

Built upon advanced identity technologies initially pioneered in Georgia through the Georgia Department of Driver Services, MyGeorgia represents a shift from fragmented authentication toward a secure, interoperable digital identity ecosystem designed for the future of public service delivery.

Delivering a Secure, Enterprise-Scale Identity Platform

The successful deployment of MyGeorgia required a comprehensive project management approach and close collaboration among technology leaders, cybersecurity professionals, agency stakeholders, and digital service teams. To establish a foundational identity infrastructure supporting cross-agency interoperability, the implementation was intentionally developed using strict "security-by-design" and "privacy-by-design" principles.

Instead of focusing merely on the technical delivery, our architectural strategy focused on why it mattered: eliminating the vulnerabilities of traditional authentication completely by removing usernames and passwords. Built upon advanced technology initially pioneered in Georgia by the Department of Driver Services (DDS), the platform operationalizes enterprise trust through a three-phase "live-to-ID" multi-layered verification architecture.

FORENSIC DOCUMENT AUTHENTICATION

During registration, a user scans a physical government-issued ID, such as a Georgia driver's license, state ID card, or U.S. passport.

Behind the scenes, the system performs rigorous forensic analysis, checking for holograms, microprint patterns, and font anomalies to ensure the document is not a forgery.

ENCRYPTED LIVE STREAM ANALYSIS

To protect against deepfakes, synthetic identity attacks, and spoofing attempts, the user streams a live video of themselves.

The platform evaluates dozens of frames to analyze real-time facial movement, depth, and environmental context, confirming the user is physically present and thwarting impersonation.

BIOMETRIC IDENTITY BINDING

The system extracts the live facial topography and matches it directly against the official image stored on the physical ID.

Once validated, a unified digital identity is securely bound to the user and protected using AES-256-bit advanced encryption.

THE IMPACT

Redefining the Citizen-Government Relationship

A successful enterprise initiative must clearly improve the business of government. Before MyGeorgia, citizens interacting with state government faced a highly fragmented digital experience, forcing them to manage multiple usernames and complex passwords across disparate agency platforms. This disconnected approach frustrated users, increased administrative burdens, and exposed government systems to escalating cyber threats.

MyGeorgia represents a massive evolutionary leap forward, proving that rigorous security does not have to come at the cost of usability.

Measurable Results

To validate this transformation, MyGeorgia is continually assessed against quantitative metrics that highlight its enterprise success, including:

- Substantial growth in the **number of users enrolled** and **agencies participating**.
- Accelerated **authentication speed** alongside high **onboarding completion rates** and **login/authentication success rates**.
- A significant reduction in **password reset tickets**, as well as **decreased projected fraud**.
- Consolidated infrastructure that drives operational efficiency and **projected cost savings**.

By setting a new standard of digital identity in Georgia, MyGeorgia establishes a replicable benchmark for state governments nationwide.



Strengthening Cybersecurity & Operational Efficiency

MyGeorgia acts as an enterprise gateway that eliminates the most common vectors for cyber attacks, such as credential stuffing and phishing. Advanced biometric verification and active liveness detection make unauthorized access nearly impossible for bad actors.

The background features a large, faint gear or circular pattern with a silhouette of a person in the center. The overall color scheme is dark blue and green.

"We aren't just patching old systems; we are rethinking digital interaction from the ground up. This is security that empowers, rather than hinders."

–Shawnzia Thomas,
Georgia CIO & Georgia Technology Authority Executive Director