

# Conclusion

The intent of this journal has been to address a range of applications for identity management systems and the related impact for government, business and citizens. Clearly, the use of a well coordinated identity management system provides the opportunity to drastically reduce duplicative expenses for identity and credential management. The fact that governments and citizens require stronger forms of identification is well proven and accepted. Several regulations in the United States have set specific requirements for improved background check processes and more secure and stronger credentials for access to government facilities. Other countries are also exploring the benefits of identity credentials in the areas of immigration, healthcare and government services.

In this journal, we have presented some of the ways in which information technology for identity management will enhance security and public value to citizens. The activities of planning, coordination and integration of identity management systems will allow agencies to achieve their intended missions with greater utility and interoperability. Identity management technology is here to stay, and the vision of government leaders toward the coordination of digital

identity credentials will save tremendous amounts of money while improving services delivery to citizens.

## HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 12

Mandatory compliance with U.S. HSPD-12 regulations means that most government agencies have already had to address several challenges to meet the required deadlines, and there will be more to come. First, government agencies had to fund the implementation of HSPD-12 from existing budget dollars associated with physical and logical access control and security. Second, the value of interagency cross-credential recognition and utilization will provide significant savings in efficiency and security interoperability. Fully realizing the benefits of HSPD-12 and a cross-credential system depends upon a well defined and interoperable set of standards, combined with a full lifecycle identity management system. HSPD-12 is more than just technology applied to identity credentials. The ultimate success of the system will rely upon the combination of strong security policies, procedures and practices necessary to support the mission of security for the U.S. government.

The benefits to government will result from interoperable identity and credential recognition. The time and money saved will be significant, as each agency will be able to avoid duplicate costs for credential management and card issuance. The management of credentials will also save time by getting required staff to the right work locations with greater efficiency.

## REAL ID IS IDENTITY MANAGEMENT

The move toward a stronger identity credential at the state level is a vitally important move for the United States. The variety of background investigations and the diversity of driver's license credentials pose many challenges for national law enforcement, government offices and others that have come to depend upon the driver's license as the de facto national identity card. The regulations associated with the Real ID Act are the driving force for change. Ultimately, it is the interpretation of the law and the resulting requirements that will drive the definition of identity management technology that will be used to solve the current problems.

The real value that will result from the Real ID Act will come from the necessary collaboration among agencies. Government

agencies already require some form of government-issued identification for entering certain buildings, boarding airliners, participating in particular government services and programs and obtaining other licenses or permits. The mutual recognition of a common credential will provide significant benefits to the citizen and will save both time and money for the participating government agencies.

## SOCIAL WELFARE

The growing need for social programs including healthcare has created a significant challenge for governments globally, as well as the potential for millions of dollars in fraud and abuse. More governments are leveraging identity management to help address this growing demand and to facilitate the efficient and secure identification of eligible recipients. As a consequence, identity management is making a positive difference.

Citizen services are varied, and the potential overlap in a service population is fairly high. In an approach similar to the one discussed in the Real ID paper, a common card could be used by government health and human services organizations, saving substantial amounts of money while providing a consistent interface.

The challenge for governments is twofold and involves problems with both technology and business processes. Example cases have shown that the technology problem can be solved with several effective solutions that provide a high assurance of individual identification. The business process challenges require a more extensive “self-examination” of current systems, policies, procedures and resources. Once the business processes have been examined, the best overall solution can be piloted, with results monitored and streamlined toward the desired end state.

## OFFENDER MANAGEMENT

When society successfully captures, convicts and incarcerates a criminal offender, the justice system is working properly. Following a period of incarceration and rehabilitation, the offender will often be placed on parole, allowing the offender to re-enter the general population. The value of identity management to support offender management is significant; in fact, the improved identification, location and control of offenders that identity management systems facilitate is critical to public safety.

Identity management systems for offender management can, among other things, generate an electronic record of an individual’s location and specific required activities, thus helping maintain judicial control over offenders. Proper integration of technology and processes will provide for an efficient and effective offender management system that supports the mission of the justice system for government.

## CLOSING THOUGHTS

Identity management has been a key element of governments’ responsibilities for many years, and the numerous reasons why effective identity verification is needed are just as true today as ever before. The means for establishing identity credentials have gone through a tremendous evolution, resulting in our current technology-based solutions. The perfect solution is probably still in the future, but today’s systems are very effective and provide immediate benefits. The evolution will continue, certainly, as legislation, public concerns over privacy, technology and an ever-increasing need to verify identity all converge over time.

This journal has presented many issues, cases and potential solutions across a wide range of applications. The fact that identity management is here today and works

effectively cannot be ignored. The pace of progress and the rate of adoption by both business and government will continue to gather momentum over time. Today, the astute organization, commercial or government, must take measure of the benefits that can be derived and gauge the tempo of change – and then take the plunge. The financial, operational and relationship impacts to government and business are both positive and near-term.

Identity management solutions can be effective for a breadth of applications, including citizen services, immigration, passports, and personal identity verification for access to airlines and public buildings. The growing demand for strong identity credentials is necessary, as fraud and identity theft continue to increase as never before. Unless governments take positive action, with conviction and vision, the many benefits that may be gained from identity management will continue to be only a dream. Identity management applications are not only here – they are already working now to solve many challenges faced by both business and government.

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