THE POWER OF IDENTITY IN A DIGITIZED WORLD

A time of evolution and opportunity: driving modernization at scale for increased efficiency, interoperability, and transparency.

This infographic series, *The Power of IDentity in a Digitized World*, examines the top identity-related priorities, challenges, and opportunities facing government agencies today.
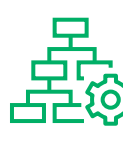
Key interoperability challenges emerge as agencies build to scale, integrate, and centralize systems. Risks emerge due to maintaining legacy technology, staffing resources, and preserving operational and data transparency. These challenges endanger an agency's ability to solve complex identity challenges and drive better outcomes.

Top Priority Pillars: Precision & Modernization Challenges

Interoperability and centralized systems become reality.

PRECISION & MODERNIZATION	SECURITY & RISK	TRUST & EXPERIENCE	OPTIMIZATION & EFFICIENCY
Establish identity transparency across channels	Prevent escalating and evolving cybersecurity, identity fraud, third-party, and reputational risk	Establish trust and increase service satisfaction for trusted citizens	Optimize workflow, reduce inefficiencies, and maximize resource allocation

Identity Challenges: Common Questions

- How can you confidently **gain a precise view** of citizens when **interacting** across multiple platforms?
- How can you **seamlessly integrate and modernize legacy technologies?**
- Can you **accurately detect the precision** of your efforts and reporting?
- How can you **centralize and consolidate operations and infrastructure** to serve your needs to today while allowing for future evolution?
- What progress have you made in **establishing enterprise-wide identity platform and operations?**

An Evolving and Complicated Modernization Outlook

Citizens expect the same level as service as they do in the private sector. Challenges reside in building integrated architectural information foundations scaled for the future within a condensed, pressurized timeframe.

According to NASCIO, legacy modernization is a top priority for state IT leaders in 2023, trailing only concerns about cybersecurity, digital government, and the workforce.[1]

Each year, the U.S. government spends over $100 billion on information technology. Most of that will be used to operate and maintain existing systems, including aging—or "legacy"—systems. These systems can be costly to maintain and vulnerable to hackers.[2]

In order to operate and maintain legacy systems, staff may need experience with older technology and programming languages. Agencies have had difficulty finding employees with such knowledge and may have to pay a premium for specialized staff or contractors.[3]

IT modernization in the federal sector is a work in progress:
- 89% told us that at least some progress has been made toward modernization.
- 11% said that their agencies had made no progress or that they were unsure if any modernization gains have been made[4]

The top three obstacles to modernization cited by IT leaders were:
- 64% – Security risks
- 53% – High costs
- 49% – Difficulty integrating and maintaining legacy tools[5]

The top consequences of IT modernization failure were identified as:
- 58% – Security risks
- 56% – A poor employee experience
- 52% – Costs required for support[6]

For fiscal year 2022, the White House requested an IT topline of $109.4 billion, the highest ever:
- $58.4 billion for civilian agencies' IT modernization
- $38.6 billion for the Defense Department's unclassified programs
- $12.4 billion for the Pentagon's classified programs.[7]

48% of state IT leaders indicate that the majority of their applications need to be modernized.[8]

Understanding identity is central to solving challenges in an increasingly anonymized age.

Establishing and maintaining remote identity trust solves the challenge of delivering secure services without compromising experience.

Modernize with Confidence

Finding a trusted and proven identity provider is critical to your interoperability and modernization success. Leveraging the latest in advanced machine learning, identity intelligence, and advanced analytics ensure a secure and seamless experience.

Identity management solutions should be easy to implement and maintain. Simplicity is preferred as agencies do more with less. Agencies need technology able to scale in real time.

End user preference demands consistent service and access across channels (device, online, and in-person). While experience is prioritized, protecting the perimeter is equally important. Transparency is key.

Expertise and experience matter.

FINTECH BREAKTHROUGH AWARD 2023	CNP AWARDS	FORRESTER WAVE LEADER 2022 Identity Verification Solutions
Best Overall Digital Identity Solution Provider 2023	2022 Judges Choice Best Identity Verification and Authentication Solution	2022 Leader in Identity Verification

MARKET LEADER	FRAUD REDUCTION INTELLIGENCE PLATFORM	CNP AWARDS
2023 Customer Success Awards Fraud Prevention Market Leader	2023 Market Champion Fraud Reduction Intelligence Platform	Best Cybersecurity Provider 2022

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1. https://statetechmagazine.com/article/2023/02/why-modernizing-it-top-priority-state-and-local-governments
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