

Who, What, Where?

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STATE & LOCAL IDENTITY MANAGEMENT

In an effort to balance progress and security, state and local government organizations are increasingly turning their attention toward identity management.

▶ However, a June 2017 Government Business Council survey reveals significant room for improvement.

While most state and local respondents express confidence in their organization's data security, they also reveal gaps in identity management processes.



Nearly 25%

say that their organization doesn't plan to leverage analytics to combat fraud, waste, and abuse.



Just 22%

characterize implementing a citizen identity management platform as a high/critical organization priority.

Respondents identify various elements that might be improved through implementation of a cohesive identity management platform, including:



Customer service



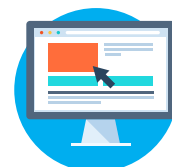
Security/privacy



Efficiency



Cost-effectiveness



Confidence in online services



Collaboration with other groups

How can organizations get started on establishing an enterprise-wide identity management platform?



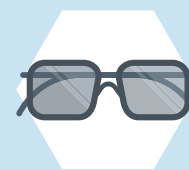
Communicate the benefits of new solutions



Allocate funding for modernization



Devise a robust strategy



Invest in skilled in-house IT personnel

Want more insights on state & local identity management?
Read the full report.

Government
Business
Council

About GBC

As Government Executive Media Group's research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of Government Executive's 40 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.



About Symantec

As Symantec Corporation (NASDAQ: SYMC) is the global leader in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see more threats, and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data where it lives.

Methodology

GBC and Symantec released a survey on June 8, 2017 to a random sample of state and local government employees. 305 respondents representing all levels of state and local government — including municipal, county, township, and special district governments — completed the survey.