



**CONNECT.GOV**

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ENABLING TRUSTED DIGITAL  
INTERACTIONS BETWEEN  
**PEOPLE & GOVERNMENT**

# Connect.Gov Industry Day

## Event Format: Webinar

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# Connect.Gov RFI Industry Day Panel Introduction



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## Naomi Lefkowitz

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Technology Management  
Connect.Gov Program  
US Postal Service

# Opening Remarks



**Kathy Conrad**

Kathy P. Conrad  
Deputy Associate Administrator  
Office of Citizen Services and Innovative  
Technologies/18F  
U.S. General Services Administration



**Mary Davie**

Assistant Commissioner, Office of  
Integrated Technology Services  
Federal Acquisition Service  
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# CONNECT.GOV OVERVIEW

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**Jennifer Kerber**

Director of Connect.Gov Program  
Office of Citizen Services and Innovative Technologies  
U.S. General Services Administration

# The Challenge

# 76%

NETWORK INTRUSIONS  
EXPLOITED **WEAK** OR  
**STOLEN** CREDENTIALS



# 46%

OF CONSUMERS  
WILL ABANDON A  
SITE RATHER THAN  
ATTEMPT TO  
RESET THEIR  
PASSWORDS OR  
ANSWER SECURITY  
QUESTIONS



# 25

...IS THE AVERAGE  
NUMBER OF  
ACCOUNTS A USER  
HAS THAT  
REQUIRE  
PASSWORDS

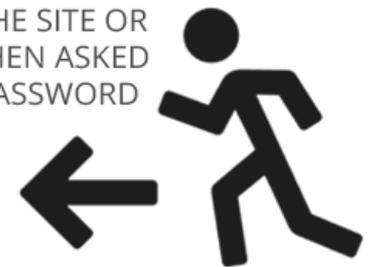


# 6.5

...IS THE AVERAGE  
NUMBER OF  
WEB PASSWORDS  
HELD BY A USER

# 54%

...OF USERS LEAVE THE SITE OR  
DO NOT RETURN WHEN ASKED  
TO CREATE A NEW PASSWORD



# What is Connect.Gov?



Connect.Gov is a shared service that enables agencies to provide online services to consumers using government approved commercially-issued digital credentials with greater security, privacy and efficiency.

# Partners

## GSA

Provides the Program Management Office

Provides the government wide-shared services

Contracts for the Identity Service Providers

Manages the Federal Identity & Credentialing Access Management (FICAM) Office

## USPS

Provides the technology management services for Connect.Gov

Provides the secure broker service

Guides technology integration

## NIST

Provides leadership & strategy as defined by the National Strategy for Trusted Identities in Cyberspace (NSTIC)

- Enable Digital Government Services by providing identity as a service
- Remove sign-up barriers for citizens
- Improve user experience for citizens when interacting with government
- Preserve and improve user privacy
- Reduce agency credential management costs and administrative burden
- Reduce credentialing and integration complexities

# Identity as a Service

Authenticate User's Identity Once – Re-use Across Government



# Customer Benefits



## **SIMPLIFIES ACCESS**

Allows use of a single government approved third-party credential to interact with multiple government applications.



## **PROTECTS PRIVACY**

Consumers control decision to share their identity and personal data and solution prevents tracking of consumers' online government activities.



## **ENHANCES USER EXPERIENCE**

Provides users choice of credentials, streamlines access, and provides a simple consistent way to access government services.

# Agency Benefits



## **INCREASES SECURITY & PRIVACY**

Facilitates strong authentication of users that need access to online services, while protecting their privacy and personal data.



## **STREAMLINES ACCESS**

Provides a “one stop shop” for authenticating users to online applications.



## **ENABLES DIGITAL SERVICES**

Offers credentials with a high level of trust to allow more personalized information and applications to be delivered online.



## **REDUCES INVESTMENT**

Enables the re-use of interoperable credentials across government and promotes standardization in application design and development.

# Initial Customers



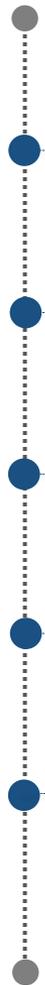
**VA** | U.S. Department  
of Veterans Affairs



**NIST**



# Future State

- 
- Expanding Credential Service Providers
  - Enhancing User Experience
  - Easing Integration
  - Exploring Identity Componentization
  - Leveraging In-Person Proofing Capabilities

# CONNECT.GOV RFI



## **Stanley Kaczmarczyk**

Director of the Cloud Computing Services (CCS) Program Management Office (PMO), Federal Acquisition Service (FAS), Office of Integrated Technology Services (ITS), General Services Administration (GSA)

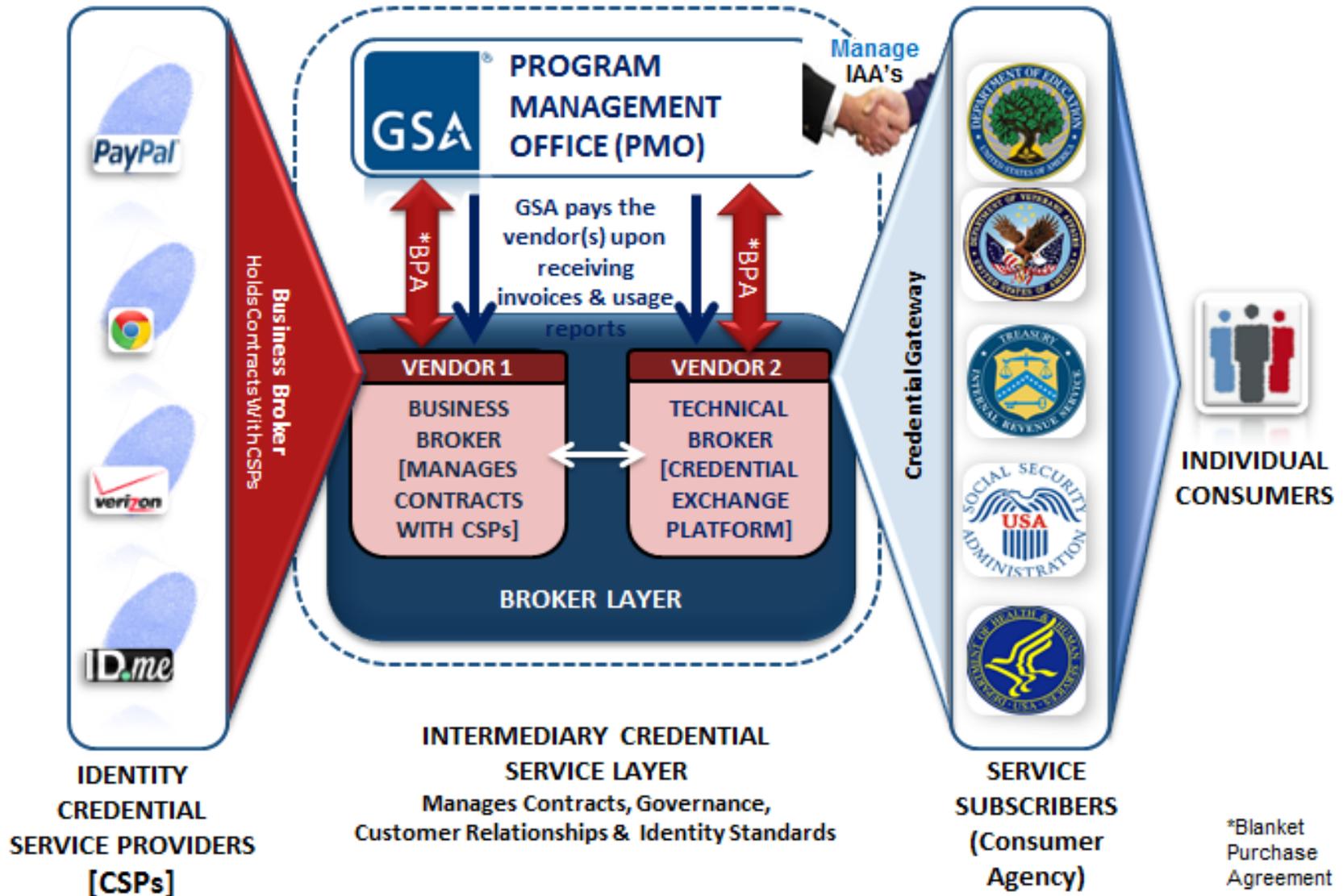
**GSA FAS ITS Cloud Computing PMO** is seeking information, insight and industry subject matter expertise regarding implementation of a Connect.Gov shared service.

- **Option 1:** Two (2) Contracts – Technical & Business Broker
- **Option 2:** Single Consolidated Contract

## **GSA PMO Responsibility Applicable to Both Models:**

- ✓ Provide the acquisition vehicle enabling government agencies to establish their digital identity ecosystem
- ✓ Customer Relationship Management
- ✓ Vendor Management
- ✓ Program Management Support, Contract Administration, Governance, Policy Guidance in partnership with NIST

# OPTION 1 - GSA Awards Two Contracts



# OPTION 1 - GSA Awards Two Contracts

## GSA

- Manages Inter Agency Agreements (IAAs) with every service subscriber – agencies transfer funds to GSA PMO once IAAs are approved
- Subscriber agencies issue Task Orders against the GSA contracts to consumer Technical Broker and CSP services.
- The vendor submits usage report and invoice to GSA for the services consumed by the Subscriber agencies.
- GSA manages the money and pays the vendor(s) for their services.

### Technical Broker

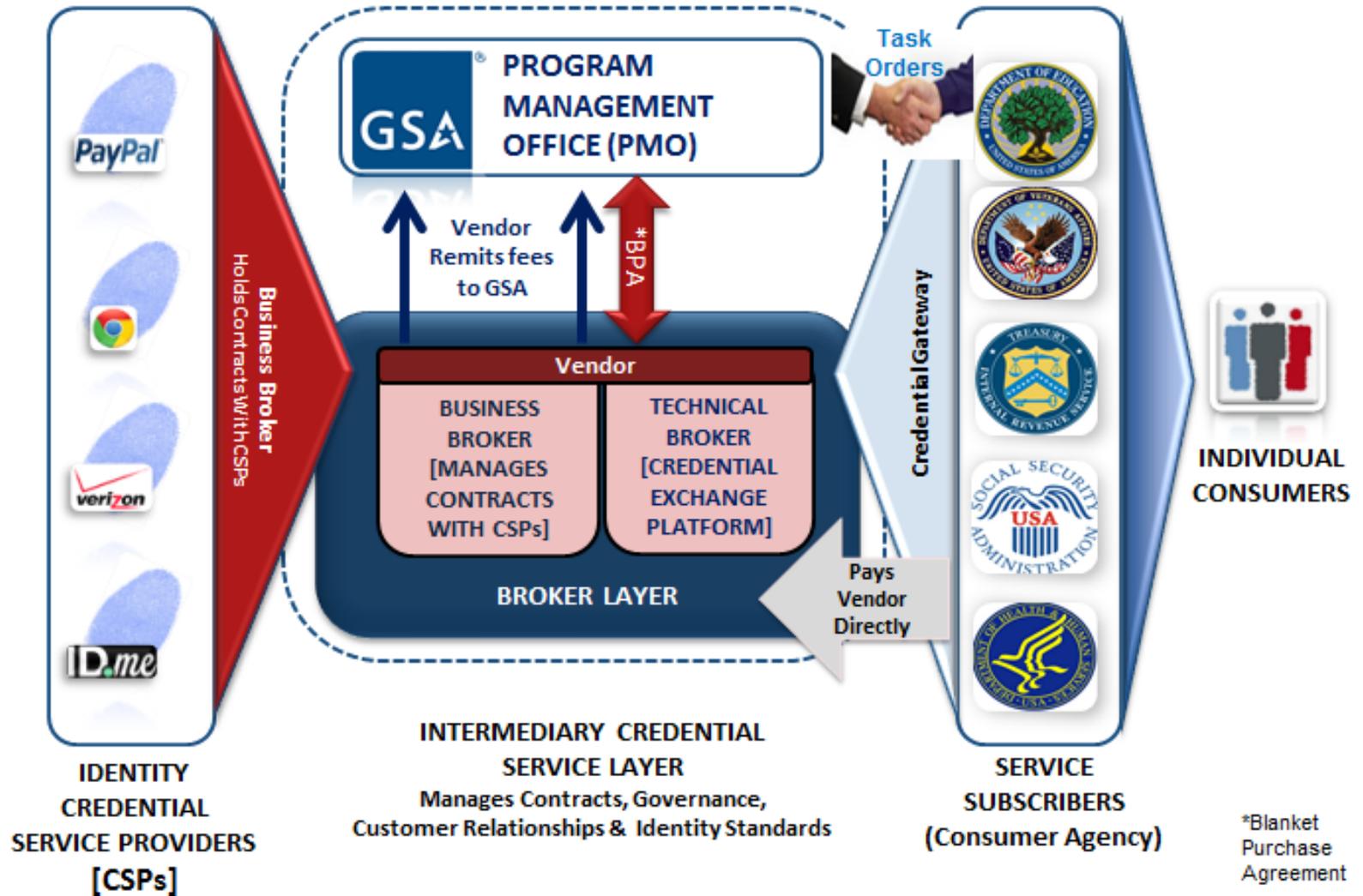
Provides the Secure broker credential exchange gateway service

- Serves as the Technology Operating Platform
- Integrates with the Subscriber Agencies
- Electronically authenticates users/consumers

### Business Broker

- Manages contracts with the Identity Credential Service Providers (CSPs) and partners with Technical Broker

# OPTION 2 - GSA Awards Single Contract



## OPTION 2 - GSA Awards Single Contract

### GSA

- GSA issues and manages one (1) award acquisition vehicle via a Blanket Purchase Agreement (BPA)
- GSA gets paid via IFF and BPA ACT Fee

### Single Award Contract

A single select vendor is responsible for offering **both**:

- The Business Broker and
- The Technical Broker services.

Manages all contracts with the Service Subscriber agencies and CSPs, brokers and GSA.

- Subscriber agencies issue a single task order against the GSA acquisition vehicle to obtain the broker and the CSP services
- Subscriber agencies pay the vendor directly for services consumed
- Subscriber agencies issue a single task order against the GSA contract

