



SUCCESS STORY



State of Kansas

Moving E-Government Forward with VeriSign Solutions

SOLUTION SUMMARY

Industry

Government

Challenge

Move key aspects of a state bureaucracy online, in a secure system that encompasses 90 state agencies as well as 55 educational institutions.

Solution

Using VeriSign Managed PKI Services, the State of Kansas will be able to secure all online transactions and control user access to information.

When conducting business online, it is imperative that all parties trust in one another's identities. So when the State of Kansas wanted to provide a way for citizens, businesses, and employees to conduct online business with the state's 90 agencies and 55 institutions of higher learning, it was a vital necessity to provide a system for verifying the identities of all concerned.

+ Due Diligence

The State of Kansas embarked on a six-year plan to implement security technology that would provide more efficient "e-government" services to its citizens. State officials reviewed security technologies for nine months before choosing VeriSign® Managed Public Key Infrastructure (Managed PKI) Services. Using VeriSign Managed PKI, agencies and citizens could exchange documents and information using digital certificates, the equivalent of a digital signature. These services also allow a customer, such as the State of Kansas, to distribute digital certificates to authorized users, selectively controlling access to sensitive data.

When Kansas began to implement its security strategy, the state wanted to avoid having to integrate disparate systems from various agencies. So Kansas sought to issue digital certificates to all state employees, according to Janet Chubb, assistant secretary of state. "We didn't want to have to establish the communication among silos," Chubb says. "Unlike the federal agencies, we didn't want to have to start connecting multiple providers of PKI or electronic systems in five years."



Where it all comes together.™



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Results

- The State can now provide services online by authenticating users with VeriSign digital certificates.
- The State can streamline internal operations as well as its relationship with businesses and citizens by developing secure online applications that use PKI technology.
- The State of Kansas can increase efficiency and reduce costs by eliminating paperwork.

CUSTOMER PROFILE

"We're providing a greater level of security with PKI than you can with a simple phone transaction, but most importantly, VeriSign Managed PKI frees up agency resources and personnel that can be used more efficiently. This also saves money, but that's a byproduct of the goals we're trying to accomplish: enhanced communication and a better flow of information."

Ron Thornburgh
Secretary of State,
Kansas

+ Putting PKI To Work

VeriSign Managed PKI technology allows the State of Kansas to connect residents with information and forms, allows government employees to share data securely, and lets private companies with ties to the state connect to government systems to transact business.

One of Kansas' first applications of this technology is called "E-Lien," which enables the Kansas Department of Revenue to work with credit lenders and automobile dealers to digitally sign and release automobile liens. Normally, processing such transactions requires complex paperwork. Since implementing E-Lien, the transactions that took several days, or even weeks, to process are now often completed in one day, according to state officials.

"There's a significant amount of excitement in the business community about online processing," says Glenn Yancy of State of Kansas' Department of Revenue. "Financial institutions that had to prepare paperwork for the Department of Revenue can now process transactions very quickly."

+ Scaling Upward

In providing the State of Kansas with Managed PKI, VeriSign is supplying the state with the back-end security processing to expand its systems across all of its agencies and academic institutions. Initially, the State of Kansas planned to issue 1,200 certificates to employees within the Kansas Revenue Department's E-Lien program, and 300 certificates for securing specific transactions within the Kansas Treasurer's office.

"The state has relationships with many entities at many levels. In terms of business, we hope to foster a model in which businesses are an integral part of our system rather than just a benefactor of it," Yancy says. "Once we issue a certificate to validate someone's identity, we will be able to implement additional processes that will enhance that partnership."

The State of Kansas will be busy in the coming years as it expands its online services, but officials are focused on the benefits of PKI technology and are excited about the prospects for success. "The sky is the limit on how effective we can be," says Ron Thornburgh, Kansas Secretary of State. "We're providing a greater level of security with PKI than you can with a simple phone transaction, but most importantly, VeriSign Managed PKI frees up agency resources and personnel that can be used more efficiently. This also saves money, but that's a byproduct of the goals we're trying to accomplish: enhanced communication and a better flow of information."

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