



SUCCESS STORY



State of New Jersey

Creating a Connected, Secure Government in New Jersey

SOLUTION SUMMARY

Industry
Government

Challenge
Turn a sprawling government bureaucracy into a safe, secure technology innovator using the Internet, migrating government services for businesses and residents online

Solution
VeriSign PKI services for digital certificate registration and issuance, including 65,000 certificates

Results

- Using VeriSign® PKI services, the State of New Jersey is expanding its online services for residents and businesses conducting secure online transactions with the government

Every day, state governments have to sift through myriad paper forms, but the Internet has enabled state and other local governments to better interact with their citizens and business partners by dramatically reducing paperwork. The Internet also allows state governments to rid themselves of expensive proprietary networks that have been used for years to connect computer systems.

+ Creating a Virtual Government

The challenge facing the State of New Jersey was how to effectively create an intranet presence to allow residents, government agencies, business partners, and state employees to share information in a secure fashion. In addition, the state needed to provide online access to a large volume of forms, documents, and other types of data stored throughout various corners of disparate government offices. “There has been a paradigm shift across all sectors—private and public—such that everything now stored as paper will ultimately reside in electronic form,” said Paula Arcioni, Public Key Infrastructure (PKI) and Directory manager for New Jersey’s Office of Information Technology. “Once we get all of these processes and forms available electronically, there will be a tremendous cost savings to the State.”

New Jersey’s Office of Information Technology (OIT) serves 17 agencies in state government. New Jersey needed to streamline the flow of information and services to residents and government offices, such as the Department of Human Services and the Department of Labor. But security is paramount; especially with the U.S. government’s new emphasis on Homeland Security as well as recent healthcare and privacy legislation.



Where it all comes together.™



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- Playing a role in securing the state's computer systems during a time of increased vigilance due to September 11 and its aftermath
- Keeping the state on the cutting edge with its use of information technology to serve its citizens

"We provide significant e-government services, but we would not be able to provide the necessary levels of security without VeriSign. It is extremely important to us that our digital certificates are issued by the State of New Jersey, yet carry the inherent trust that comes with using the VeriSign® product."

Paula Arcioni
New Jersey Office of Information,
Technology

The Internet cannot always be viewed as a panacea for streamlining a state bureaucracy if it means compromising the security of the data that resides on the many computer systems that help provide services to its citizens.

+ VeriSign Expands the State's Reach

A VeriSign customer since the late 1990s, New Jersey commenced a project with VeriSign in the year 2000 to implement an enterprise-wide PKI in order to provide a viable security toolset for any state agency to make use of when developing secure online services. Using VeriSign® PKI services, the state distributed over 65,000 digital certificates which identify users, allow them to digitally sign contracts or forms, and encrypt confidential information. The State's decision to build a secure yet flexible infrastructure was one of its strategic e-government initiatives.

VeriSign digital certificate technology allows the state to connect residents with information and forms, it allows government employees to share data securely, and it lets business partners connect to government systems. That is just part of the State's plans for VeriSign security technology. "We are working to ensure that our clients, which are all state agencies, have a very clear understanding of the security toolset that PKI brings to enterprise Web services," Arcioni said. "These agencies are likely to see that the PKI toolsets are standards that are being used much more frequently, and that ultimately will be integrated into certain processes in New Jersey undergoing business process re-engineering as a result of Homeland Security, domestic preparedness, and the like. PKI is an electronic identity/security credential that can be leveraged to mitigate risk both for the government as well as the citizens that use the system."

+ Making the Difference

New Jersey, a state with 85 million residents, now views itself as being on the leading edge of state governments using Internet technology to touch more citizens. Arcioni said the state is "one of four or five leaders in setting the tone for building electronic infrastructure" and has a "unique approach," one that is likely to expand in the coming years as more government documents and services move online. Moving from basic Web site access control and email authentication, the state is now moving toward delivering more sophisticated services in a secure fashion over the Internet.

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