



CASE STUDY



A Large, Globally-Respected U.S. Federal Agency Achieves HSPD-12 Compliance with VeriSign® Managed PKI Services

One of the largest U.S. federal agencies is today responsible for the regular identity verification and authentication checks of its 90,000 employees and contractors under the Homeland Security Presidential Directive-12 (HSPD-12) that was adopted in August 2004.

+ Personal Identity Verification (PIV) on a Large Scale

HSPD-12 contains a stringent set of requirements concerning validation for all federal employees and contractors. These include use of an approved shared service provider public key infrastructure (PKI) and a card management system. Faced with a potential need to re-badge entire departments, the agency wanted to automate remote enrollment and access issuance in order to reduce any adverse impact on its service delivery. Simultaneously, there was also a requirement to enhance operational effectiveness, and support more sophisticated access and authorization control services and systems.





A Large, Globally-Respected U.S. Federal Agency

SOLUTION SUMMARY

A large U.S. federal agency is deploying VeriSign® Managed PKI Services together with VeriSign® Shared Service Provider (SSP) PKI Service, VeriSign® External Certification Authority (ECA) Service, and MyID PIV for VeriSign to accomplish full HSPD-12 compliance for staff of 90,000.

Industry

- Government

Challenges

- Accomplishing compliance with HSPD-12 for staff of 90,000.
- Maintaining service delivery while enhancing operational effectiveness, and supporting more sophisticated identity validation of authorized personnel.

Solution

- VeriSign® SSP PKI Service
- VeriSign® ECA Service
- MyID PIV for VeriSign
- VeriSign® Managed PKI Services

Results

- HSPD-12 compliance has been achieved for all employees and contractors based at the agency's headquarters, and implementation at regional offices is well underway.
- The agency expects 100% compliance within 18 months.

+ A Phased Approach

The agency elected to deploy VeriSign® Managed PKI Service for certificate issuance and lifecycle management in heterogeneous environments together with VeriSign® Shared Service Provider (SSP) PKI Service, VeriSign® External Certification Authority (ECA) Service, and the MyID PIV for VeriSign card management system. VeriSign SSP PKI Service helps federal agencies comply with HSPD-12 with low cost and low risk. MyID PIV for VeriSign is pre-packaged and integrated with VeriSign® SSP PKI Service—enabling integrated user enrollment, document and biometric capture, card production, credentialing, and printing within a strictly role-separated application suite—collectively delivering flexible deployment alternatives, with custom tailored features and workflow options, for meeting Federal Information Processing Standards Publication 201 (FIPS 201) requirements. VeriSign ECA Service facilitates organizations, contractors and individuals to securely communicate with federal, state and local government agencies.

To meet its goal of minimizing the impact on the delivery of services, the agency chose to implement the solution in four phases. The plan started with a rollout at the headquarters, then focused on key regional deployments, followed by satellite enrollment stations, larger populations and pilot projects, and finished with all remaining locations.

+ Moving to Widespread Rollout

To date, the agency is well into executing the stated plan, with card enrollment and issuance completed for all headquarters-based employees and contractors. Regional offices are well underway with complete re-badging of local personnel, accounting for 4,300—approximately five percent—of the total staff needing agency access. In preparation for the third (and much broader) phase of the rollout, the agency has estimated it will need to have a hundred satellite stations in addition to the twelve core personal identity verification enrollment and issuing sites. An HSPD-12 employee portal has been created and on-line training is in place to help streamline the implementation. The agency anticipates that complete deployment will take a further 18-months to achieve.

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00026847 12-22-2008