Modernizing Identity Management for a Housing Policy Agency:

Streamlining Security and User Experience with Okta

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Modernizing Identity Management for a Housing Policy Agency

The Housing Policy Agency modernized its identity management system for the Federal Housing Administration Connection (FHAC), replacing its outdated SiteMinder platform with Okta's secure identity solution. The transition enabled single sign-on (SSO), enforced multi-factor authentication (MFA), and streamlined the user experience.

Operating in a hybrid mode during the migration, the agency ensured continuity while enhancing security, reducing infrastructure costs, and improving operational efficiency.

THE CHALLENGE ⌄

The Housing Policy Agency's outdated identity system for the Federal Housing Administration Connection (FHAC) relied on legacy SiteMinder technology, making it challenging to enforce multi-factor authentication (MFA) and maintain efficiency. To address security vulnerabilities and inefficiencies, the agency sought a modern solution to enhance security, improve user experience, and reduce costs while ensuring a seamless transition from its legacy system.

THE APPROACH ⌄

The Housing Policy Agency transitioned to Okta's identity management solution in phases, integrating it with the legacy SiteMinder system. This hybrid approach allowed seamless user authentication, enhancing security and user experience while gradually replacing the old system without service disruption.

KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED ⌄

1 **Integration of Okta for Identity Management**

Okta was implemented to provide secure and scalable user authentication across FHAC applications.

2 **Single Sign-On (SSO) Implementation**

Okta enabled seamless SSO, simplifying the login process and improving user experience.

3 **Multi-Factor Authentication (MFA) Enforcement**

Okta applied MFA based on user roles, adding an extra layer of security.

4 **Hybrid Mode Operation**

A hybrid system with Okta and SiteMinder ensured continuity during the transition.

5 **Decommissioning Legacy On-Premise Infrastructure**

Replacing SiteMinder with Okta reduced reliance on on-premise infrastructure, cutting costs and improving efficiency.

6 **Federated Identity Architecture**

A federation between Okta and SiteMinder ensured secure communication and authentication during the migration.

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Case Study

AGENCY OVERVIEW & USER BASE ⌄

The Housing Policy Agency plays a vital role in managing and enforcing housing policies across the nation, impacting millions of Americans by supporting homeownership and community development initiatives. They support over 1 million users across its various platforms, including homeowners, mortgage lenders, and government employees who access the Federal Housing Administration Connection (FHAC) suite of applications.

MAIN CLIENT CHALLENGE ⌄

The main challenge faced by the Housing Policy Agency was its reliance on a legacy SiteMinder identity management system, which required extensive on-premise infrastructure and made it difficult to enforce modern security measures like multi-factor authentication (MFA). This outdated system not only posed security risks but also hindered the user experience and increased operational costs. The agency needed a modern, cloud-based solution that could enhance security, simplify authentication, and reduce infrastructure costs without disrupting critical operations.

THE RESULTS ⌄

By implementing Okta's identity management solution, the Housing Policy Agency enhanced security, simplified user access, and reduced infrastructure costs. This transition not only streamlined the management of over a million users accessing the Federal Housing Administration Connection (FHAC) applications but also provided a modern, cloud-based solution that improved compliance with security standards.

The move from a legacy, on-premise SiteMinder system to Okta's scalable platform resulted in a more agile infrastructure, enabling the agency to better support its growing user base.

The seamless integration of Single Sign-On (SSO) and multi-factor authentication (MFA) further enhanced the security posture, while reducing the complexity of managing multiple logins for users.

Overall, the transition improved operational efficiency, reduced costs, and delivered a superior user experience for a diverse range of stakeholders, including homeowners, mortgage lenders, and government employees.

- Eliminated legacy on-premise SiteMinder infrastructure, resulting in significant cost savings.

- Enhanced security with enforced multi-factor authentication (MFA) tailored to user personas.

- Improved user experience with seamless Single Sign-On (SSO) across the FHAC application suite.

- Achieved a smooth migration through a hybrid model, ensuring no disruption in services.
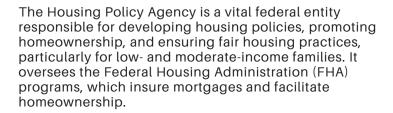
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THE CUSTOMER ⌄

The Housing Policy Agency is a vital federal entity responsible for developing housing policies, promoting homeownership, and ensuring fair housing practices, particularly for low- and moderate-income families. It oversees the Federal Housing Administration (FHA) programs, which insure mortgages and facilitate homeownership.

The agency's Federal Housing Administration (FHA) suite serves a diverse user base, including homeowners, lenders, and government employees. To meet evolving regulatory and security standards, the agency requires a secure, efficient, and user-friendly system that ensures safe access to sensitive data and services.

ACTIVE CYBER ⌄

Active Cyber is a strategic global boutique and platinum-level solution provider specializing in comprehensive cloud-based solutions that cater to the unique needs of dynamic organizations. Our focus on compliance, scalability, and automation ensures that clients are equipped to tackle the challenges of today's rapidly evolving technological landscape. We excel in critical business areas, including Identity Access Management, Enterprise Planning, FP&A, IT Service Management, and Data & Analytics.

By partnering with leading technology providers, Active Cyber delivers cutting-edge solutions designed to enhance infrastructure and address complex regulatory requirements, ensuring our clients' long-term success.

CONCLUSION ⌄

The modernization of the Housing Policy Agency's identity management system through the implementation of Okta has not only enhanced security and reduced costs but also significantly improved the user experience for its diverse audience. By replacing the legacy SiteMinder system with Okta's cloud-based solution, the agency was able to enforce multi-factor authentication, enable seamless single sign-on, and decommission expensive on-premise infrastructure.

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