Best Operational Success – Runner up

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For the past 18 months, Edd and his team of seven people have been modernizing the Identity Management landscape at the Defense Intelligence Agency (DIA). In just over a year, Edd transformed the most critical function of information technology at DIA, Identity Management and Governance, from a legacy, underperforming GOTS application to a comprehensive, best-of-breed commercial off-the-shelf (COTS) Identity Governance solution that provides the most security and dramatically increased functionality for all users.

Edd inherited a nearly 15-year-old government-built (non-COTS) Identity Management application that utilized older versions of legacy technologies. Through the years, as applications grew in numbers and complexity, the legacy Account Management System showed its age, was not meeting the needs of the users, and was not providing the specialized security needed for an enterprise of DIA's size and mission.

In an effort to modernize the identity management landscape, Edd sought a best-of-breed solution to propel the identity management framework from merely a provisioning system to one that provided robust management and governance of all identities and data across the enterprise. Edd brought a comprehensive Identity Governance and Administration to DIA. Edd fundamentally changed Identity operations at DIA by moving from a Help desk-driven process to a solution that puts access control in the hands of the resource owners and enables users to request access without directly involving the Help desk. This streamlines the process of granting access to systems, applications, and data, and provides stronger access controls, as those who own the resources certify each user's access.

The modernization project relied heavily on using industry best technologies to replace government-written applications. Radiant Logic's virtual directory is now utilized to pull resources into a single location, and SailPoint's industry-leading IdentityIQ™ governance software manages and governs access for all users. Edd's team automated the account creation process for all government employees, as well as contractors who originate in the agency's human resources system. Historically, this manual process took up to one month; it is now performed with automation in less than six hours. By streamlining this process, DIA has realized savings of more than $80 million over the first 18 months of the project.