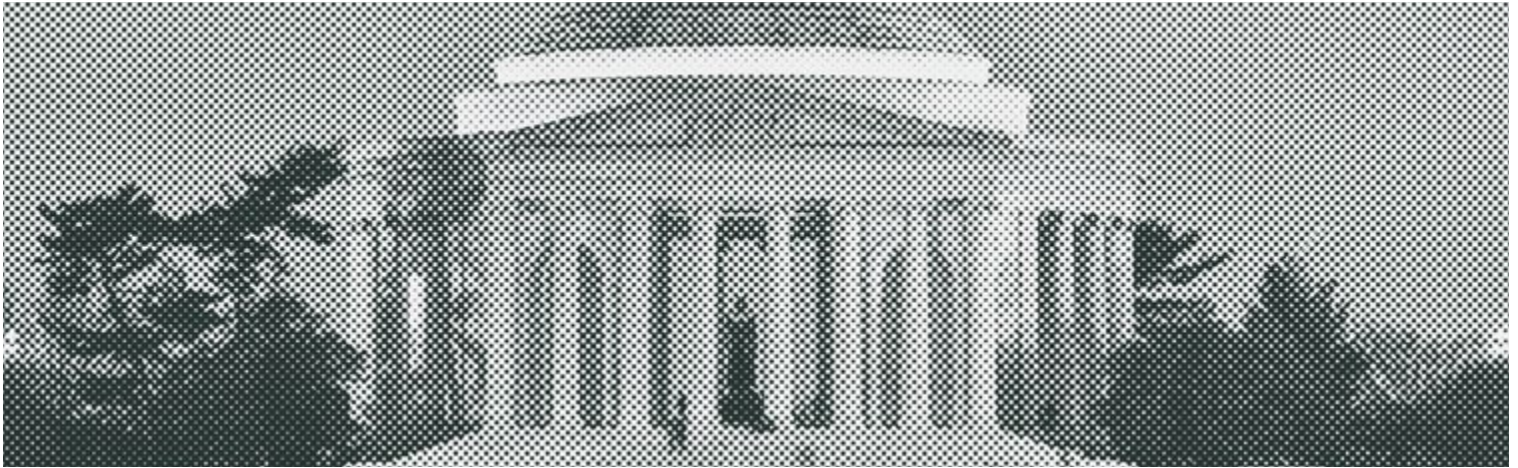# Modernize government identity for every American

The federal government has been on a multi-year journey to modernize its IT systems to deliver better services to the American public.

The Executive Order on Customer Experience (EO 14058) accelerated that journey. It set ambitious new goals to dramatically improve digital user experiences and reduce the "time tax" that people endure with complicated applications, confusing directions, and processing delays.

The long-term goal is to rebuild trust in the government through consistent, excellent service.

Under pressure on multiple fronts

Modernizing is a tall order, as you're working against these headwinds:

1. **Rapidly accelerating pace of IT modernization.** You need to future-proof the investments you're making today so that you're not back in "technical debt" tomorrow. Plus you need to keep the legacy systems running, and you can't rip and replace anything.

2. **The public's need for faster, better services.** You need to build systems that are not only up-to-date, but are also built using human-centered design principles. They must be simple, secure, efficient, and reliable. But they must also be equitable and accessible too.

3. **Expanding cyber attack surface.** Threats continue to evolve, like recent attacks that side-stepped weaker forms of multi-factor authentication. Therefore, you need to build deep security discipline into everything you do, assess it constantly, and make swift updates when new vulnerabilities are discovered.

4. **Scarcity of development talent.** Every industry is facing it, and your agency isn't immune. You need to focus limited resources on your agency's core mission: Serving the public.

Identity is critical infrastructure

Every digital interaction starts with identity. It connects millions of Americans to thousands of applications. What happens if your identity and access functions go down?

Systems go dark, and people get locked out. Some panic. It's just like what happens when the power goes out, or when water gets shut off. When government doesn't work, it erodes trust even further.

Identity is critical infrastructure, the vital connection between Americans and government services that must always be up and running. Identity must be as convenient as flicking a switch or turning on a faucet. It must be able to handle anything you plug into it. It must be secure and protect people's privacy. You must have full confidence in your identity provider. Think about it.

But getting identity right is hard.

> "
> We must use technology to modernize Government and implement services that are simple to use... for all people of the United States."
>
> Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government
>
> Executive Order 14058
> December 2021

It requires human-centered design principles and advanced security built in from the very first line of code. You can't lock identity up in a particular application, or frankenstein it together from a bunch of mismatched parts. You have to design it for future use cases too.

You're already under pressure to modernize and radically redefine your cybersecurity architecture. Are you ready to take on this massive identity challenge too?

Serving the American public is your core mission. At Okta, identity is ours.

You may already know Okta from our deep expertise in workforce identity, managing identity and access for every government employee, warfighter, and contractor.

But did you know that we also apply our knowledge and experience to broader communities like our veterans and Federal retirees? That we can securely manage identity and access for millions of Americans too?

At Okta, identity is all we do.

What makes Okta unique

1. **Universal.** Our vendor-neutral platform enables integrations with any technologies without vendor lock-in. The Okta Integration Network delivers over 7500 out-of-box integrations.

2. **Complete.** We support every identity use case, both today and tomorrow. We leverage the power of our global network to detect and stop account takeovers. And our growing R&D investment keeps your identity capabilities ready for whatever the future holds.

3. **Easy.** We deliver simple experiences for both end users and administrators. User registration and login is friction-free, and we provide the tools your team needs to deploy, manage, and integration our capabilities into everything you use.

4. **Reliable.** With 99.99% uptime and 60 times less downtime than competitors, you can depend on Okta as the most important layer of your digital security.

5. **FedRAMP Authorized.** We achieved our FedRAMP Moderate ATO in 2017, and we're currently In-Process for High. It's just part of our broad commitment to the Federal government.

6. **Recognized industry leader.** Eight times a Leader in the Gartner Magic Quadrant. Stronger Performer in the Forrester Wave. It's further validation of our company's strategic vision, extensive capabilities, and unrivalled execution to serve our customers.

Okta complements Login.gov

Are you using Login.gov today? Planning for it?

Okta extends the identity capabilities provided by Login.gov.

For example, our User Directory connects to both Login.gov and your existing identity stores for centralized user management.

It's your choice.

Use Okta, or use both together.