



Memorandum

Date: September 5, 2019

To: Diane Palmer-Boeck, Director of Procurement and Project Management

From: Chris Chiancone, Chief Information Officer

Subject: Recommendation for OKTA SSO and MFA

The City of Plano is currently modernizing their technology presence to accommodate future City needs and support growth. To support this effort, the City is modernizing the Identify Access Management systems by implementing Single Sign-On (SSO) and Multi-Factor Authentication (MFA). These methodologies streamline authentication processes, reduce user account compromises, and allow for a single account management point for granting and revoking network access to all City products and services.

Currently, City staff utilize traditional username and password authentication schema to authenticate to the City of Plano network, applications, and services. Each product requires its own set of credentials, which staff must memorize and SSO alleviates this problem by allowing the user to access all authorized products and services by use of one set of account credentials; all staff members will be provisioned for SSO.

Additionally, Plano Police Department (PPD) has a requirement for advanced authentication to satisfy security policy requirements set forth by the U.S. Department of Justice, Federal Bureau of Investigation, and Criminal Justice Information Services Division. In accordance with CJISD-ITS-DOC-08140-5.6. The requirement for advanced authentication is necessary when data is accessed from outside a physically secured location. In performance of official police business, officers will require the use of computers outside of physically secured locations to access and process CJI data. To date, PPD has physically secured the computers to the interior of police vehicles that inhibited its removal without the use of tools. Though this meets regulatory requirements, it is inefficient as it necessitates officers spend twice the time recording the same information due to their inability to utilize the computer outside of the vehicle.

Technology Services recommends the purchase of OKTA SSO and Adaptive MFA via Critical Start, Inc. DIR-TSO-3248 in the amount of \$142,434 from account 29.94309 for the initial one (1) year term, and annual recurring costs of \$65,696.50 from account 395.6313 through FY 2023-24; for a total amount of \$405,420. This solution will establish the enterprise wide centralized management point for up to 3,000 SSO licenses and 550 MFA licenses.

If this purchase is not approved, PPD's ability to receive, catalog, and disseminate critical information accurately and in a timely manner will be impacted by preventing officers flexibility in processing data where needed in performance of duties. Additionally, staff would be required to memorize numerous sets of account credentials for accessing the many products and services utilized in day-to-day job duties.