CARILLON FEDERAL SERVICES SELECTED TO PROVIDE SECURE PIV-I CREDENTIALS TO DEPARTMENT OF EDUCATION CONTRACTORS

Context

In the wake of recent security breaches affecting US Federal agencies in 2014 and 2015, the U.S. Office of the CIO launched a cyber initiative of which one objective was to greatly accelerate the implementation of multi-factor authentication for all federal executive branch users. Following up on this initiative, the Department of Education required that privileged access to sensitive data (especially personally identifiable information) stored in its contractors' IT systems required strong authentication with PIV-I credentials.

CREDENTIALS

SOFTWARE SOLUTIONS

MANAGED SERVICES
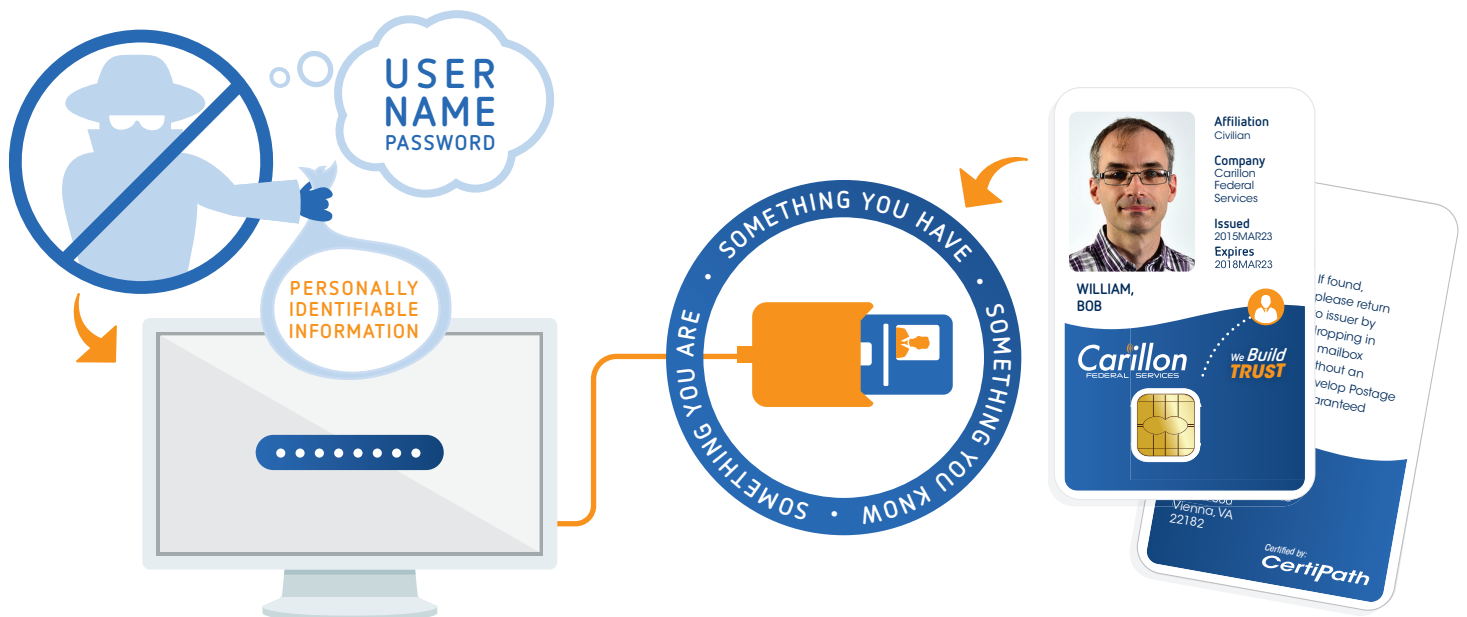
Challenges

The deployment of PIV-I credentials to Department of Education's contractors posed many challenges:

❶ Users from all contractors of all sizes accessing Department of Education sensitive data had to meet a hard deadline by which they would only be able to access this data with PIV-I cards and that date was set in August 2015 to be December 31st 2015.

❷ Contractors were of different size ranging from less than 10 to close to 200 individuals.

❸ All contractors were submitted to the same FIPS 201 PIV-I issuance rules, namely:

- **Naming an official identifiable customer requestor to handle PIV-I issuance requirements for its users;**
- **In person Identity proofing with designated trusted agents;**
- **Fingerprint (or other biometric) capture;**
- **Face capture;**
- **PIV-I card printing and encoding.**
- **Etc.**

4   All contractors required the same levels and quality of service.

5   With budget in mind, the solution had to be as competitively priced as possible.

6   The solution had to integrate easily with Active Directory services for easy management of PIV-I card holders.

7   If successful, the requirement for PIV-I would move from privileged users representing a small percentage of users to all users, for all contractors. This meant the solution had to be scalable to potentially allow for rapid deployment of thousands of users and take into account that once all users were deployed, contractors still have to provision for normal staff turnaround for both small and larger contractors.

Solution

The Carillon Federal Services solution consisted in packaging together a service offering where it would provide complete turnkey PIV-I issuance for privileged users. Since PIV-I issuance needs to obey a defined set of rules, Carillon provided a streamlined, easy and light onboarding process for the contractors. This also included some professional services, namely for the active directory integration, project management, identification and training of internal staff. The key role taken by the customer was that of the customer requestor. They are responsible for confirming which users require a PIV-I credential and coordinating an appointment with a trusted agent responsible for in person identity verification of the user.

With regards to scalability, the solution had to allow contractors to eventually deploy hundreds or thousands of users plus address staff turnover. Carillon offered the option for each of its clients to own and host their own PIV-I issuance station and provided training to key staff so that each client could be self-sufficient once the initial privileged user deployment was completed successfully.

Finally, Carillon provided an easy, economical all-inclusive pricing model, which meant no surprises and no extras, with a catalogue of options or a multitude of "à la carte" products and services to choose from.

Results

Carillon customers were all successfully deployed and compliant with the Department of Education deadline of December 31st, 2015. Most of Carillon's customers are now fully self-sufficient to issue PIV-I credentials to their employees and address future needs. Lastly, based on a post implementation survey, **Carillon received a score of 100% for customer satisfaction with regards to its professional services.**

CREDENTIALS

Digital Certificates
PIV-I Credentials
Specialty Digital Certificates

SOFTWARE SOLUTIONS

Trust Validator
Pathfinder Suite

• SCVP Server
• SCVP Client
• Web Proxy
• Radius Server

e-ARC
Certificate Discovery Services

MANAGED SERVICES

Managed PKI for Airlines
Managed Corporate PKI
Managed PIV-I Services
PKI Consulting

Carillon
FEDERAL SERVICES

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