



Fending off Fraud:

Modern Identity Management in State and Local Governments

MeriTalk surveyed 105 state and local government (SLG) IT decision-makers to understand how organizations are using modern identity and access management (IAM) to protect vulnerable systems and citizens.

Intentional Implementation

86%

of SLG IT leaders say their organization's focus on **identity and access management (IAM)** increased since the start of the pandemic



Top drivers?

- #1 Rising cybersecurity threats **(53%)**
- #2 Increased cloud adoption **(46%)**
- #3 Increased remote workforce **(43%)**

Impact of Identity

95%

feel **improved identity services are vital** to protecting cyber-vulnerable citizens

To modernize, IT leaders are implementing or expanding:

(50%)



Enterprise-wide identity stores

(49%)



Multifactor authentication

(45%)



Behavior-based risk assessments



And efforts are working – Those who significantly increased their focus on IAM are more than **TWICE** as likely to have **reduced ransomware attacks** driven by credential theft than those who only slightly increased their focus

Invest and Improve

Most essential technologies to support IAM:



- Cloud services **(73%)**
- Managed detection services **(69%)**
- Multi-factor authentication **(66%)**

Top benefits from modern IAM practices:



60%
Increased security



44%
Reduced incidence of identity fraud



44%
Improved reliability



41%
Increased privacy/ownership over personal identity

Doubling Down on Digital ID

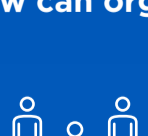
79%

of SLG IT leaders are in favor of a voluntary, government-wide digital ID service where citizens could use **the same credentials when interacting with Federal, state, and local government agencies**

Nearly all **96%** believe such a service would **benefit state and local government departments**



How can organizations increase support?



#1
Build trust within local communities



#2
Increase transparency over what data is being collected



#3
Invest in modern digital identity management across government

Learn more about how state and local governments are working to improve fraud protection and IAM:

meritalkslg.com/study/fending-off-fraud