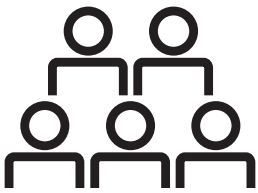# State of Louisiana transforms the citizen experience with CA Technologies
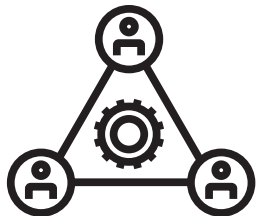
CLIENT PROFILE

Industry: State Government

Company: State of Louisiana

Employees: 35,000

4.6
million citizens

35,000
members of staff

Modern life means online shopping, mobile news updates and sharing things with friends 24x7. And now the general public expects the ease and convenience of the online consumer experience from other organizations. For the State of Louisiana, giving citizens access to services online and on the move is a top priority, as Michael Allison, Chief Technology Officer for the State of Louisiana, explains, "We need to give citizens access state services easily and efficiently though their preferred device, whether that's a mobile or a desktop."

As the state's younger citizens come of age, the need for change becomes even more pressing. "Millennials are used to doing everything on handheld devices, so we have to be able to adapt how we deliver social services so that they can be more effective in using them," adds Allison.

To offer its citizens a better experience, Louisiana State implemented CA Single Sign-On and CA API Management. Residents will be able to access the full range of services from any device, via a single portal and using just one account and password.

"We have been able to realize our vision for offering citizens a better experience in partnership with CA Technologies, offering a single interface to all state services from any device," confirms Allison.

Serving citizens efficiently

The US State of Louisiana has approximately 4.6 million citizens and 35,000 employees. As well as serving its citizens and employees, the IT department also supports around 16 agencies, such as Public Safety, Children and Family Services, the Department of Labor and more.

"Ultimately, our role is to make the lives of our constituents easier and better," comments Matthew Vince, Chief Design Officer for the State of Louisiana. "That means driving cost down and efficiencies up so that citizens have better access to services."

Although its citizens view the State of Louisiana as one entity, in reality it is a consortium of smaller agencies providing different services and using legacy systems that were not designed to work together. For citizens, this previously meant having a number of user accounts and different passwords for dealing with different agencies. "It was cumbersome for citizens as they need to navigate separate systems with different logins and passwords," says Vince.

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Michael Allison
Chief Technology Officer,
State of Louisiana

To address the challenge and help change its approach to service delivery, Louisiana State built a private cloud on a hyper-converged infrastructure and then began to extend into the public cloud. CA Technologies was selected to provide a single sign-on solution and API management.

"With CA API Gateway we'll be able to interface with third party federal agencies as well as those within the State of Louisiana to build more systems that work together," comments Vince.

In addition to improving the experience for citizens, better online services will help to reduce costs by reducing the state's office footprint and call center operations.

Security and speed to market

As the State of Louisiana exposes more systems to the public, security and appropriate access remains at the forefront of design and can now be done more efficiently with CA Technologies solutions.

"Speed to market has increased, because instead of redesigning systems from scratch, we're building on standards and patterns, so it's much easier for us to implement systems than it would have been in the past," comments Vince.

The state's citizens are accessing more systems and services than previously, while password resets, access problems and support calls have decreased. Louisiana State is now moving into microservices and service-oriented design, using CA API Management to build more systems that work together.

"CA Technologies solutions have been instrumental in allowing us to reach the point where we can innovate, be forward-looking and continually improve access to services, and the experience, for our citizens," concludes Allison.

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