Login.gov

Program Roadmap

About This Artifact

The content presented here is forward-looking and intended for informational purposes only. We will be updating and re-sharing this artifact quarterly.

Value to the Public

We're building a future where every member of the public has seamless and secure access to Government services.

| Fewer Headaches	Better Support	Identity Protection
- Just 1 password to remember - Proof once, use everywhere - Easy to use web and mobile experience	- Multiple choices for MFA, proofing, etc. - A "serve everyone" mindset and mission - 24x7 contact center	- Strong security and anti-fraud controls keep your information secure - Your data is private by default and not used for any purpose unrelated to identity verification or fraud detection

Login.gov is

- The public's "1 account for Government"

- Each agency's "public option" for Identity

- A key piece of national infrastructure

Services

Public-sector digital identity management as a service to Federal agencies and State governments
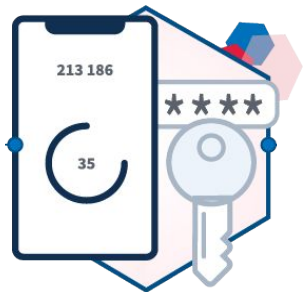
Authentication

Identity Verification

Strong Privacy Model **+** Anti-Fraud Controls **+** 24x7 Contact Center

Value to Agencies

We're building a future where every agency can focus on their mission.

Simplifies Identity Management	Expands Access To Government Services	Protects Identity of Users And Integrity of Systems
- Benefits of SaaS - Simple integration & agreements process - 24x7 user support - An account manager, integration support, etc.	- Platform that scales - Imperative to reach all members of the public - Reusable credential reduces friction to service delivery	- Privacy-preserving encryption model - FedRAMP compliant security controls - Anti-fraud program - Public sector accountability / transparency

Who We Serve

70+ million user accounts

250+ million sign-ins annually
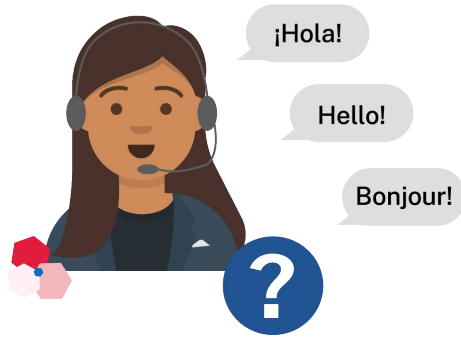
400+ live sites and services

43 agencies* and states

Login.gov is used widely across Government, currently providing services to 14 out of the 15 cabinet departments
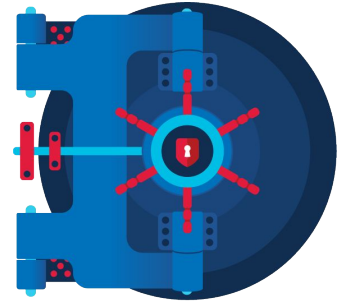
Major Accomplishments Over Last Year

Login.gov **verified 137% more identities** than in the previous year, while launching:

24x7 contact center via phone and email

In-person proofing at 18K USPS locations

Advanced fraud controls

Areas of Focus - Next 2 Years

End-User Improvements

- Improved proofing rates
- More off-ramps
- Expanded use cases
- Easier MFA / account recovery
- Additional language support

Expanded Partner Support

- Updated pricing
- Better reporting
- Self-serve tools
- Cross-agency working groups / collaboration

Security & Policy Depth

- NIST compliance
- Trusted referee
- Anti-fraud acceleration
- FedRAMP High

Program Roadmap

	Jul - Dec 2023 In flight / soon to start	Jan - Jun 2024 Next on the docket	Jul - Dec 2024 Expected direction
End User Impact	• Improved proofing rates • Accessibility improvements • Platform authenticators • Additional languages • Improved account recovery	• New identity verification channels (full in-person or remote supervised) • New use cases supported via new evidence types and data sources	• Additional identity verification channels • Additional use cases / evidence / data sources • Inherited proofing / mDLs • Path to "passwordless"
Partner Support	• New pricing plan developed • Improved reporting	• Initial self-serve dashboards • Identity working groups	• More self-serve dashboards • Improved data sharing
Policy & Compliance	• Trusted referee policy work • NIST coordination	• NIST 800-63-4 compliance • Expanded anti-fraud operations	• Path to FedRAMP High
Other	• Equity study • Additional identity vendors	• Biometric path forward • Fuller expansion across states and localities	• Ongoing platform improvements

Last Updated May 2023 – These are estimates and may be revised in the future; Login.gov will be transparent with partners about when / why this happens.

Program Roadmap

End User Impact

End User Impact

Partner Support

Policy & Compliance

The Login.gov User Journey

Creates a secure account
with email + MFA

Reuses their credential
across Government

| Initiate | Authenticate | Verify | Reuse |

Seeks access to a service
provider's website

Verifies their identity
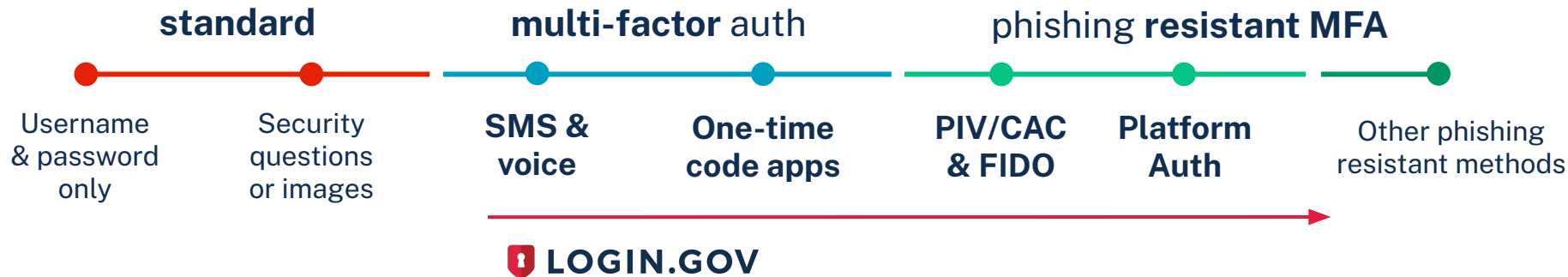remotely or in-person
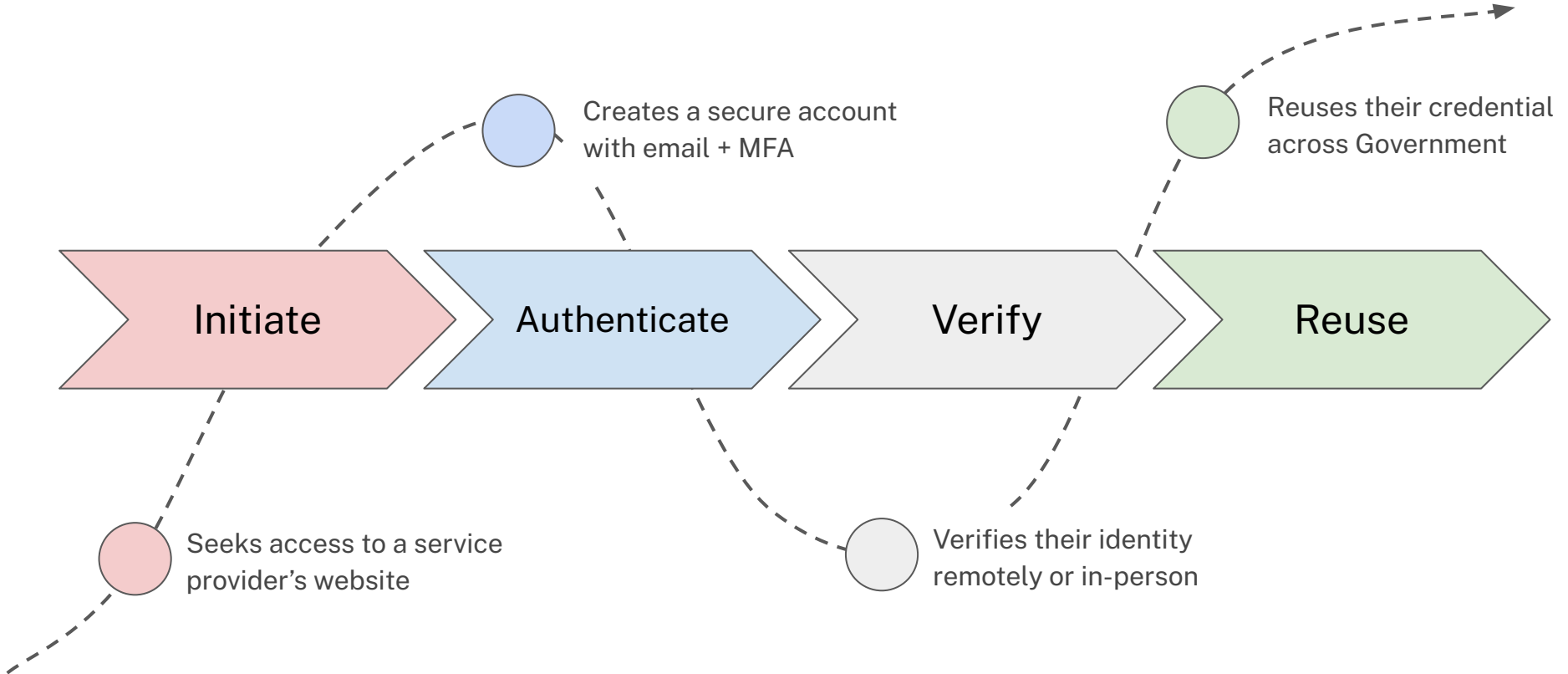
Authentication Improvements

Login.gov leverages a mandatory MFA (Multi-factor Authentication) approach in order to ensure a secure, robust cross-agency account. We are investing in numerous ways to simplify the process:

- Improving the MFA selection process (e.g. SMS vs. TOTP)
- Relaunching platform authenticators
- Partnering with the mobile OS platforms to implement passkeys
- Streamlining the account recovery process

standard   **multi-factor** auth   phishing **resistant MFA**

Username & password only | Security questions or images | **SMS & voice** | **One-time code apps** | **PIV/CAC & FIDO** | **Platform Auth** | Other phishing resistant methods

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Identity Verification Improvements

Login.gov's identity verification service has served millions of people to date by balancing UX, security, privacy, anti-fraud, and equity principles. We will be investing deeply this coming year in:

User Experience	Anti-Fraud	Equity
A user gets stuck because of confusion.	*A user gets rejected by anti-fraud controls*	*A user gets blocked because of systemic access issues*

User Experience
- Improving the document authentication process
- Iterating on accessibility (e.g. screen readers)
- Reducing the number of steps in the flow

Anti-Fraud
- Fine-tuning controls to maximize true positives
- Improving the redress process for false positives
- Expanding the set of anti-fraud controls in use

Equity
- Finishing GSA's equity study
- Rolling out new identity verification channels (e.g. full in-person, remote supervised)
- Expanding coverage of user populations via new data sources / trusted referee

Language Support

Login.gov currently supports 3 languages:
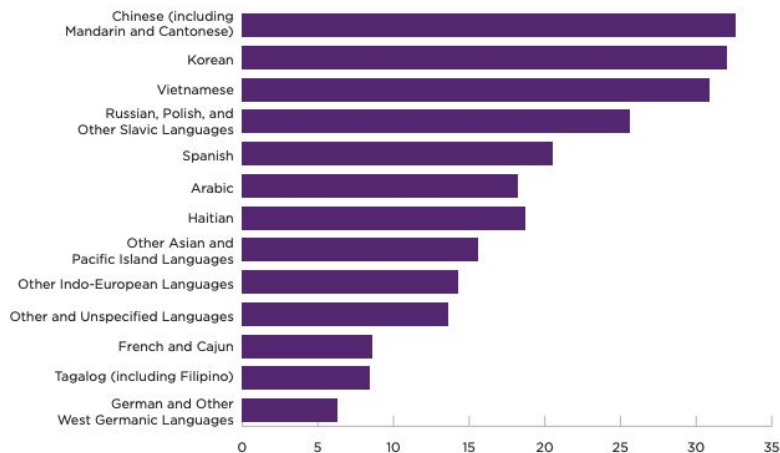
English   *Spanish*   *French*

The program plans to expand its language support capabilities in FY24 for:

- Login.gov website
- Help center articles
- Contact center support

Figure 3.
Percentage of Households With Limited English Speakers by Household Language: 2019

Source: U.S. Census Bureau, 2019 American Community Survey, 1-year estimates.

Note: We are finalizing our evaluation of which languages will be next. If you have opinions on this topic, please let your account manager know.

Additional Use Cases

Login.gov's imperative is to serve *all* members of the public. A core challenge is the lack of reliable data sources that Login.gov can use to verify a person's identity for certain user populations. We will be:

1. Documenting hard-to-reach use cases and their data source limitations*
2. Exploring agency partnerships to use governmental attribute validation services (e.g. passports, SSNs, etc.)
3. Leveraging pre-existing identity credentials where possible (e.g. mDLs)
4. Developing policy around a "trusted referee" program

e.g. international, non-citizen, unbanked, unhoused, etc.

Program Roadmap
Partner Support

End User Impact

Partner Support

Policy & Compliance

Enterprise Capabilities

Login.gov offers self-serve developer docs, sandbox accounts for testing, and dedicated partner support resources. To continue to meet the needs of agencies expanding Login.gov across their enterprise, we will be:

1. Reviewing and updating our pricing model to reflect new realities
2. Offering richer reporting and billing capabilities
3. Improving our developer documentation and integration tooling
4. Offering more self-serve tools to initiate launches, manage applications, etc.

Active Partner Collaboration

1 Forums for directly engaging feedback from customers on direction

2 Cross-agency working groups on key topics like security, fraud, and equity

3 A regularly updated roadmap and frequent webinars, updates, etc.

ℹ **Are you subscribed to our partner newsletter?**
If not, request access from your account manager so that you can stay apprised of all the Login.gov happenings.

Program Roadmap
Policy & Compliance

End User Impact

Partner Support

Policy & Compliance

NIST Compliance

Login.gov is taking a transparent and accountable approach to NIST compliance, including working on ways to meet the current and future standard at the IAL2 level.

Current State
- Known gaps for IAL2 compliance in 800-63-3
- Close collaboration with NIST on 800-63-4 specification

Working Towards
- Completion of GSA equity study on remote biometrics
- Documentation of compliance gaps / remediations to 63-3
- Program roadmap to 63-4 compliance (including IAL2)
- Compliant off-ramps *that don't require* a biometric

Next Steps

Human-centered Iteration

Login.gov is **built by digital service experts** with substantial government and industry experience.

We **listen to the public and agencies** alike to fix issues and develop new capabilities.

Our team **follows agile practices** and deploys code to production every two weeks.

We believe in **continuous improvement** and employ a variety of methods to learn and grow. We stay ahead of emerging technologies and federal policies.

We Value Your Feedback

We will be updating and re-sharing this artifact quarterly, and will be using your feedback to adapt our plans. Please let us know:

- What use cases and/or languages would you like us to support?

- What capabilities would improve service delivery?

- How can we continue to improve the way in which we collaborate?

Thank you.

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