VA Lighthouse Governance Model Microconsulting

OPM’s Login.gov team

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# Objectives

What was OPM’s recent experience integrating with login.gov?

## Attendees

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## Warm up questions

* Tell me about your role and responsibilities.
* Saleim Abushanab - DC jobs, FE views, login, SIF (their API for posting jobs/applicant info)
* Matt Dingee- user interface, integration
* Daniel Descomes - dev, scrum master, not actual coding experience
* John Still- BA, program office, helps with testing
* Jodie Young- BA, exp with changing over to login

## Best Practices and Governance Models

* Before login.gov, were you managing your own database of users?
* S: has on user database help with security that they were following NIST guidelines, what rules to follow, managed everything internally
  + Login is AWS powered, so performance was better
  + 2-factor auth in phones, login fills that need now
  + User not being able to get in, 24,000/month with user writing about auth, solving users pain points and the friction on not being able to get in
  + Accounts go inactive after a certain period of time, ex: those who have found jobs
  + Moving to login.gov reduced the friction
* Did you identity proof? If so, to what level and how?
  + What were some of the benefits/challenges with that earlier process?

- used email

- got rid of secure ?s

- working on LOA3, wasn't ready when they were ready to transition

* After login.gov, what are the benefits of not maintaining your own user base? What risks do you see?
* Don't have to worry about missed guideline changes, more on login side to make that change, don't have to know passwords anymore, can't hack us from passwords. A Lot more environments to test on, takes off burden of auth, with users having login issues, helpdesk tickets are at an all time low, helpdesk can focus on the core function of the site…. Help folks find and apply to jobs,
* Challenge was having to have a phone for 2- factor auth, for those who are on military bases who cannot have phones with them
* What’s been your experience with implementing login.gov?
  + Did people have any problems with that process?
  + Strengths and weaknesses?
    - They provided us with a design team, could answer questions, helped vet our designs, good resource for opm team, able to get them added to our slack channel.
    - As much as possible have resources available on an ongoing basis, our designer is on a new project now since
  + What tools did they provide that made it easier to integrate with? Are there things you wished they had provided?
    - In a perfect world, Having a roadmap would be nice, so that any changes an API provider pushes out gets communicated well
      * Using a coding library
      * Lists of deprecated features, having a published list somewhere
      * Versioning: thinking about that for their own APIs, so that an new version gets pushed out, and people have time to level up to a newer version
  + What level of communication did you have? Was it totally self service?
    - Login.gov team was helpful when needed. They had good documentation, didn’t need to reach out too much.
    - Make assumptions on users - used cookies for authentication between login.gov and us, and cookies means if I change devices halfway between devices it wouldn’t work. So now we store what login step you’re at in our database
    - Documentation was enough to implement. Any questions we had were on configuration, so we had to configure out site to talk to their’s, lots of emails back and forth to get that right. Since they have created a new dashboard so you can see what configurations are out there, and even add your own yourself. \*self service dashboard\*
    - Internal difficulties - internal deadlines
    - Dashboard for integration, for login.gov - what site is going to be calling this environment, devloopemt.gov is calling user…… where the user is being redirecting to, able to go in himself and make the changes, added a dashboard for all the configurations, had to communicate a lot more to get it out there
    - Problems were linking the accounts up between login.gov and user.gov, weren't using email address as primary key
    - Username had to be dismantled
    - In a login.gov features: Users could delete login.gov accounts and couldn't get into USA job account
    - Asked for more advanced notice of the changes, ex: an unexpected change was the unlinking of accounts so the account is un-orphaned
    - WIsh list: Road map, or a list of deprecated things, advanced notice so they can better address things on their side, using a code library so they will not what's changing- current, the one they are aiming for and being able to adopt changes
    - Not being able to move things forward, moving to a more aggressive schedule
    - Moved on the the next things , so it takes a little longer to get info, having info available and upfront
  + Do you know what data standards they use?
    - Early on international phone numbers - confusing in interface how to enter that, but that’s been addressed now
    - Username/email linking was more of a user.. Problem was on our side, coming from a login provider they cant tell us….
    - Were able to provide guidance from previous projects, for specific UI- they set up the user account then move them back to the devs
    - Asked for specific feedback, were able to discuss what worked and what didn't, some problems couldn't provide them with guidance because they didn't have the experience with it
    - Educating the on 2-factor, maintaining it on their own,
    - Friction from moving over because they had it for 8-9 years, if they were not updating it we are not improving it, why change to login if we aren't having issues??
* User experience post transition:
* Accepted a user name and people didn't remember the email they used, couldn't remember answers to security ?s, hard time reaching out to those with auth issues
* -global entry = when they did pre-transition outreach, lots of users got confused, started creating new duplicate logins
* Couldn't reach out to everyone and backed them away from upfront communication
* Most ?s were about having to keep a phone around them, not wanting to do it, not having a data plan to cover the text messages, users not wanting to use phone period
* Transient errors: not having access to personal email, inconvenience of 2-factor
* Login.gov -implemented “remember this computer” feature- this did alleviate some friction
* If user created a login.gov account, they can use it for most agencies

## Closing Questions

* Is there anyone else that you think would be good for us to talk to?
* Is there anything we haven’t talked about today that you think I should know?
* Any last thoughts?
* Going through the integration and how it went over overall wasn't too bad, had some pitfalls

Good Documentation: WS Federation, never used the open ID connect, explained what was needed to pass to login.gov, 3 redirects to do to get a login...where those cals need to happen, it was very robust

* Documentation told everything we needed to do

Bad Documentation- agencies that use SIFF says they dont document enough, documents that excludes steps, I make the first call but doesn't list what I do next (as long as its full fleshed out, its good documentation