



Enterprise Design Patterns: Utilizing Enterprise Identities

What are Enterprise Design Patterns?

Reusable templates that guide the enterprise to implement a set of technologies in standard ways

How do Enterprise Design Patterns relate to the Enterprise?

Enterprise Design Patterns translate OI&T's strategic goals, as documented in the Enterprise Technology Strategic Plan (ETSP), into "real world" direction to guide system design

How can I learn more?

To learn more about Mobile Enterprise Design Patterns, contact Nicholas Bogden
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To read the full document, see the TS website:

www.techstrategies.oit.va.gov

To ask questions about Enterprise Design Patterns in general, reach out to AskTS@va.gov

- **Enterprise Design Pattern Scope:** This Enterprise Design Pattern addresses persistent issues related to VA's identity services and the ADS for identity data supporting those services. This document addresses goals such as to enhance existing VA enterprise identity management system (MVI) to augment enterprise identity management capabilities across LOBs, promote adoption of, and innovation with, EIs at the LOB and project team level, engage Data Stewardship, Governance Boards, and LOBs in the data definition and development of enterprise business rules for EIs and identity traits, and develop enterprise requirements and standards for reporting suspected or confirmed incidents of identity fraud.
- **Current State:** Until recently, VA lacked a shared, enterprise-wide system or standard for representing individual people in the real world. Organizational units at the line of business (LOB) level (or lower) used their own separate ways to identify, track, and refer to the people they served. VA had no reliable basis for sharing information about or coordinating service delivery to individual people without shared Enterprise Identities (EIs) to use as a common reference point for those people.

To address that capability gap (and persistent access management issues), VA launched the Identity and Access Management (IAM) program in 2010. All present and future VA systems and applications that use and/or retain Veteran data are required to integrate with the Master Veterans Index (MVI), VA's designated authoritative data source (ADS) for identity data. All VA LOBs, offices, programs, and project teams now have the EIs they need to address systemic service delivery problems and support new, innovative capabilities and service offerings.

VA has realized significant improvements in the data management and service delivery capabilities since instituting the IAM program. IAM contends with multiple problems on how some VA applications consume identity services, and they include:

1. Disagreement over Definitions. Different LOBs have different working definitions for common terms, stalling efforts to develop enterprise policies, standards, and best practices.
 2. Lack of Adequate Governance. Executives and project managers within VA organizations are ignoring requirements to integrate with MVI because existing governance structures do not enforce those requirements.
 3. Poor Data Quality. Some consuming applications do not have sufficient quality control measures to ensure correctness and accuracy in their own identity data, which impacts correlation to MVI EIs.
 4. Deficient Enterprise Identity Fraud Handling. MVI has identity theft/fraud notification capabilities, but VA's incident response policies and processes do not address or leverage them.
- **Design Pattern Solution:** The goals of this Enterprise Design Pattern are to: Help the IAM program in efforts to continuously improve existing services, deploy new capabilities, and promote productive adoption and use of enterprise identity services; Define terminology associated with managing and using Veteran records; Increase rates of compliance with requirements to integrate with MVI and use EIs.; Establish core roles and responsibilities for identity data stewardship and quality assurance in consuming applications; Outline basic requirements to use MVI for reporting suspected or confirmed incidents of identity fraud.

This Enterprise Design Pattern supports the strategic goals of integrating Veteran data, building and maintaining the VA EA, and providing Veterans with more transparent access to their own records. Elements of this Enterprise Design Pattern may be applied to upcoming VA ESS, including future ADS designated under the Enterprise Information Management (EIM) policy.