Active Directory Federation Services (ADFS)

Last updated 6-13-23

Active Directory Federation Services (ADFS) provides single-sign-on (SSO) technologies to authenticate a user to multiple web applications (either on or off premises) over the life of a single online session. SSO gives the user the ability to access multiple applications by signing on once, and improves efficiency while maintaining security. ADFS accomplishes this by securely sharing digital identity and "claims" across security and enterprise boundaries.

WaTech will maintain a 99.9% service availability for ADFS excluding scheduled maintenance periods. ADFS is an approved technology that supports OCIO 183.20.10 Standards for Identity Management User Authentication.

Intended customers

The WaTech ADFS service is available to members of the Enterprise Active Directory (EAD). This includes all members of the Enterprise Shared Tenant.

As EAD customers expand into cloud SaaS services the demand has increased substantially. ADFS currently supports more than 800 applications.

Options available with this service

Currently, there are no additional options for this service.

Customer engagement

- Semi-annual customer town hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council and Business Management Council meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and business relationship managers to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Just completed implementing the high-available cluster for ADFS, which consists of a redundant SQL server and databases for failover and redundancy.
- Upgraded the ADFS environment to Windows Server 2019 and the ADFS version to 2019.
- ADFS Modernization Project is underway with Microsoft. We are identifying agency applications that support Azure AD integration and working with agencies on migrating applications from ADFS to Azure AD.

Helpful information

Service category
Identity

Service availability
24/7/365

Planned maintenance
Planned maintenance is performed after hours.

Related services
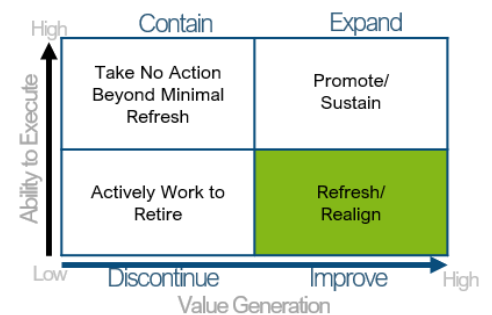- Enterprise Active Directory (EAD)
- Enterprise Shared Tenant

How to request service
Submit a request for service through our Customer Portal.

Service owner
Angie Sherrer

One- to two-year goals

- Develop performance metrics.
- Migrate existing applications from on-premises ADFS to leverage Azure Active Directory Federated Services.

Three- to five-year goals

Continue to migrate applications from on-premises ADFS to leverage Azure Active Directory Federated Services, when appropriate and applicable. All new applications will be federated with Azure Active Directory Federated Services.
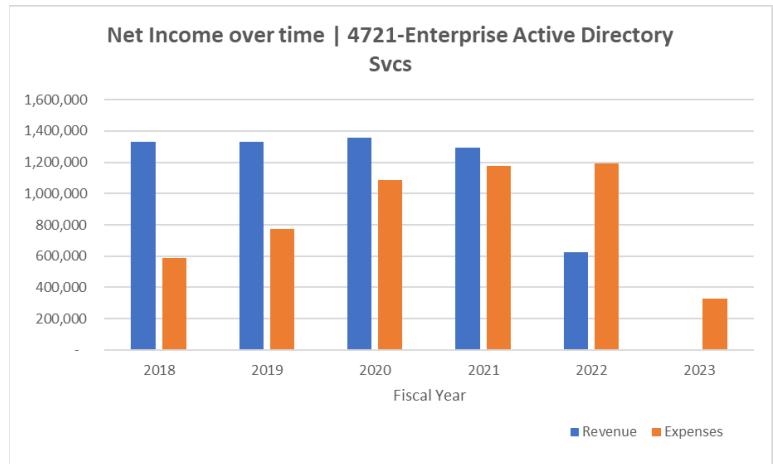
	2021	Dec	Jan	2022	Dec	Jan	2023	Dec
ADFS				Implement high availability cluster			Upgrade servers to Windows Server 2019, upgrade ADFS to version 2019	
				Migrate applications from on-premises ADFS to Azure Active Directory Federation Services				

Service review and fully loaded service budget projection

Revenue source:

ADFS is a part of the Enterprise Active Directory (EAD) service fee. The financial picture for this service has changed dramatically since it is now included in the Shared Tenant fee-for-service model.

Net income over time:

The dip in revenue in FY2022 is a result of rolling the ADFS costs into the Shared Tenant service offering. Cost Center 4721 will become a part of Cost Center 4365.

Decision packages

None to date.

Net Income over time | 4721-Enterprise Active Directory Svcs