

Active Directory Federation Services (ADFS)

Last updated 12-19-22

[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. 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

- SSO gives the user the ability to access multiple applications by signing on once.
- SSO improves efficiency while maintaining security.

Customer engagement

- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) 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 (BRM) 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

- Implementing a high-available cluster in production. The high-available cluster consists of a redundant SQL server and databases for failover and redundancy.
- ADFS Modernization Project is underway with Microsoft. In the process of identifying agency applications that support Azure AD integration. Begin working with agencies on migrating applications from ADFS to Azure AD. There are over 800 applications supported by ADFS. Azure AD integration should be used for any modern SaaS applications. ADFS integration is primarily used for legacy on-premise applications.

One- to two-year goals

- Upgrade servers to Windows Server 2019 and upgrade the version of ADFS from 2016 to 2019 or newer.

Helpful information

Service category

Identity

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours.

Related services

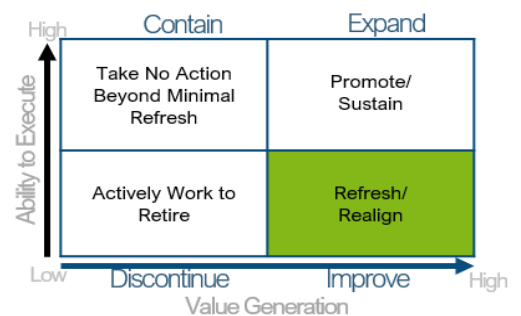
- [Enterprise Active Directory \(EAD\)](#)
- [Enterprise Shared Tenant](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

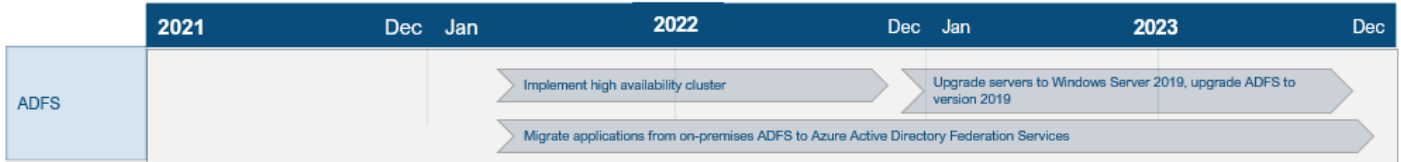
Angie Sherrer



- Develop performance metrics.

Three- to five-year goals

Continue to migrate applications from on-premises ADFS to leverage Azure Active Directory Federated Services, when appropriate and applicable.

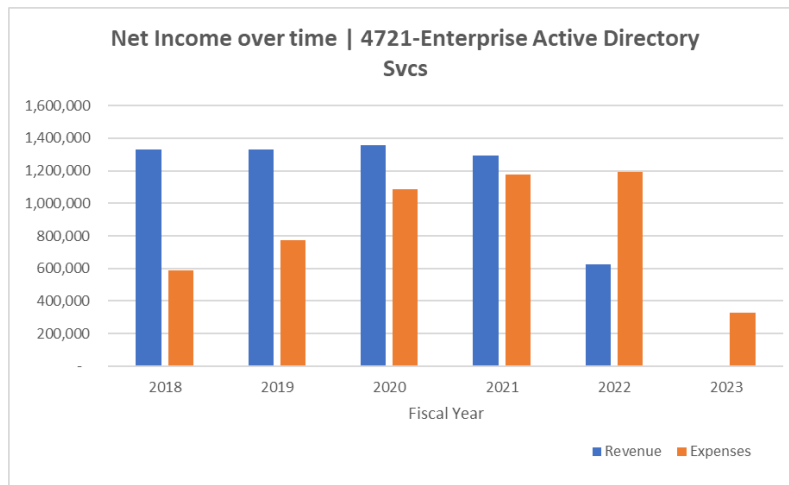


Service review and fully loaded service budget projection

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.

Decision Packages

None to date