okta

Unlock low- to no-code Identity automation in U.S. government services

How Okta Workflows orchestrates digital touchpoints with low- to no-code, Identity-based logic and connections

Adopting modern tools and creating innovative regulatory frameworks is known to lay the groundwork for reducing the time needed to meet performance objectives and deliver on high customer expectations. Without smart and logical connections, policies remain on paper and technology fails to support the flexible operations, security, and experience requirements embedded in U.S. government missions. It prompts the question: How does an Identity-first solution drive efficiencies across your agency?

Tackle complex Identity processes at scale

Okta Workflows[1] puts Identity at the center of automating personalized, secure, and agile models in the U.S. public sector. With a low- to no-code interface, anyone can build any Identity-based experience — from strengthening the security of user on/off-boarding for a distributed workforce to customizing notification campaigns of critical service updates, and more.

Get the most from your tech stack

Harness APIs: String together actions across multiple APIs and call API endpoints if they're not found in our connectors

Custom Scheduling: Trigger actions from Okta or other applications, or run flows on a schedule and eliminate scripts
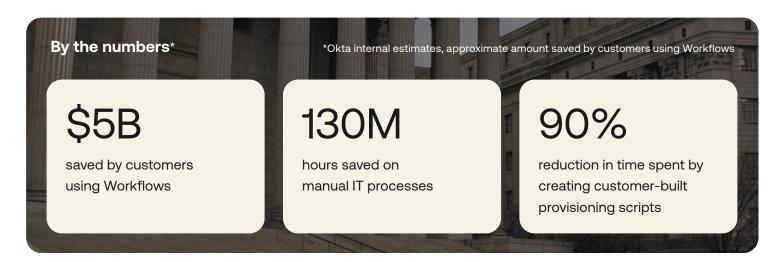
Data Manipulation: Format and clean data as it passes between apps with drag-and-drop functionality

Builder Community: Explore predefined, Okta-validated templates to learn best practices and gain insights into how Okta's community is using Workflows

By the numbers*

*Okta internal estimates, approximate amount saved by customers using Workflows

$5B
saved by customers using Workflows

130M
hours saved on manual IT processes

90%
reduction in time spent by creating customer-built provisioning scripts

[1] Okta Workflows is Authorized for our Okta for Government High (FedRAMP High) environment. This means a FedRAMP authorized Workflows is available to all Okta for Government High and eligible Okta for Government Moderate customers. To use this new feature, customers must be on the Okta Identity Engine (OIE). Learn more about how to turn on early access features here.

Top reasons U.S. government organizations use Okta Workflows

From extending lifecycle management to automating security protections, Okta Workflows takes care of labor-intensive Identity processes — at scale — by replacing custom code and scripts.

1. **Customizable provisioning beyond out-of-the-box lifecycle management solutions:** Deeply and flexibly activate, provision, or deactivate users or devices across systems or Identity domains automatically. For an extra security layer, your agency can build phishing resistance into your onboarding flow by requiring users to sign in with YubiKey[2] on the day they join or automatically grant and revoke time-bound access when someone forgets or loses their PIV/CAC.

2. **Dynamically spin up partner environments:** Give business partners, contractors, vendors, temporary workers, and consultants the right access at the right time with limited duration and scope. Agencies can automatically trigger partner-specific group assignments as well as scan users for removal on a scheduled basis.

3. **Sync customer identities with Customer Relationship Management (CRM) and marketing tools:** To better engage consumers, agencies can add Okta-managed customer identities into CRM tools like Salesforce. This integration automates customer lifecycle events, like when specific contact details are updated, to support data-driven, personalized service delivery enhancements, such as new "Voice of Customer" programs.

Agencies can also use Okta Workflows to build custom reports. Our staff pick is a live dashboard report of multi-factor authentication (MFA) enrollments per month, which can automate digital identity in public benefits datasets or similar U.S. government trends analysis.

Want to get started using Workflows and test its capabilities for your organization?

Contact us or talk to your account team today to enable Workflows Starter, which can be used — and is included — with your IDaaS subscription.

[2] The onboard users with pre-enrolled YubiKey template is available and customers may use this feature with their Workflows subscription. This flow is also available for app access only, and your users must have U.S. mailing addresses.