



Identity Management and ICBC

BC Public Sector IdM Forum

April 3-4, 2006

Agenda

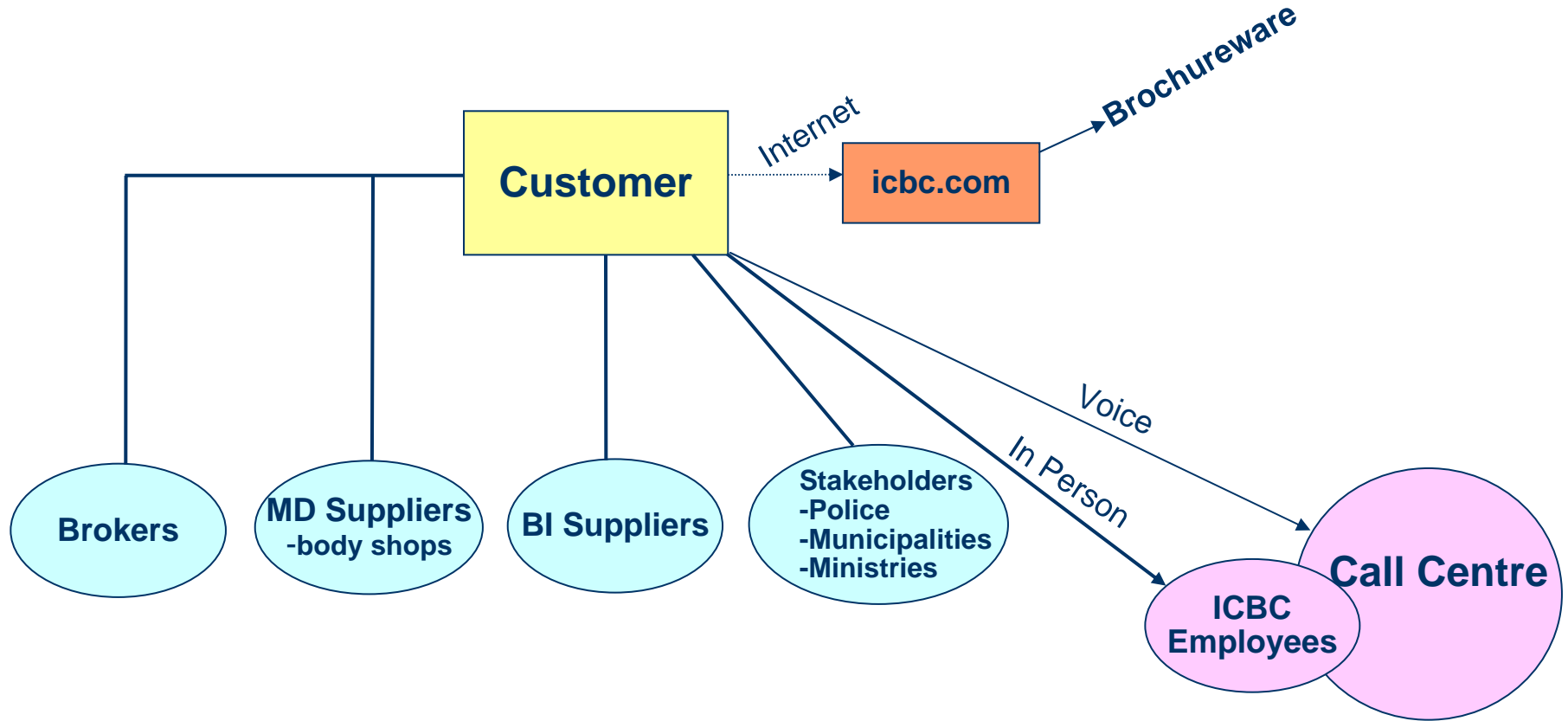
1. Corporate background
2. Status of IdM at ICBC
3. Current IdM related Projects
4. Future Plans

Road Related losses

On a typical day:

- There are 679 motor vehicles crashes
- 63 vehicles are stolen
- 104 vehicles are broken into
- 74 vehicles are vandalized
- 214 people are injured in crashes - including 4 cyclists and 6 pedestrians.
- At least one person dies.

Customer Interface Model



- [Home](#)
- [Autoplan Insurance](#)
- [Driver Licensing](#)
- [Claims & Repairs](#)
- [Road Safety](#)
- [Geared 2 Youth](#)
- [Buying A Car](#)
- [Auto Crime & Fraud](#)
- [Library](#)
- [Inside ICBC](#)

Report a Claim

Online or by phone
Lower Mainland:
604-520-8222
Rest of B.C.:
1-800-910-4222

Travellers' Tips

road conditions, maps,
traffic, highways, ferries,
weather and ICBC phone
numbers.

The Insurance Corporation of British Columbia (ICBC) is a provincial Crown corporation established in 1973 to provide universal auto insurance to B.C. motorists. In addition, the Corporation is responsible for driver licensing, vehicle registration and licensing. [\[more...\]](#)



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ICBC is Helping to Keep Rates Low and Stable

Rates will be lower in 2006 than they were in 2004 for approximately half of ICBC's customers who purchased Optional and Basic insurance for their private passenger vehicle. [\[more...\]](#)

More News

- [Local Speedwatch program hits milestone](#)
Speedwatch is a community based volunteer program that helps improve safety and....(28 Mar. 2006)
- [Buyer beware when purchasing used vehicles](#)
ICBC offers tips to avoid buying a stolen vehicle and announces the new enhanced vehicle claim's history report, CarProof Verified BC....(23 Mar. 2006)
- [ICBC on site in Prince Rupert to expedite vehicle-related claims](#)
ICBC representatives are on site in Prince Rupert today to assist passengers from the Queen of the North to...(22 Mar. 2006)
- [Consumer Alert: ICBC warns US residents of lottery scam](#)
ICBC has issued a consumer alert, warning US citizens about an apparent lottery scam...(21 Mar. 2006)
- [It's no fun if you're dead](#)
Car crashes in B.C. killed 44 youth aged 18 to 21 and injured more than 7,500. Car crashes

ONLINE SERVICES

- [Services Overview](#)
- [Report Your Claim](#)
- [Book Your Road Test](#)
- [Practice Knowledge Test](#)
- [Vehicle History Reports](#)
- [Unclaimed Funds](#)

LOCATIONS

- [AirCare](#)
- [Autoplan Brokers](#)
- [Claim Centres](#)
- [Collision Repair Shop](#)
- [Glass Express Shop](#)
- [Licencing Offices](#)

POPULAR PAGES

- [RoadSense Tips](#)
- [Business Partners](#)
- [Address Changes](#)
- [Careers](#)
- [Fairness Process](#)
- [Graduated Licensing](#)
- [Moving to B.C.](#)

Find a Collision Repair Shop

Safe,
quality,
guaranteed
repairs



Road Test Booking Service



About this Service

You can use this service to book a road test in the [Lower Mainland](#) for a [Class 5, 6, 7, or 8](#) driver's licence, or to cancel, rebook or confirm an existing appointment. You cannot use it to book a [re-examination](#) ordered by the Superintendent for the same class of driver's licence. The earliest date you may take a road test is shown on the back of your driver's learner's or novice licence.

What You Need

You will need your driver's licence number and the keyword you gave when you went in to write the knowledge test.

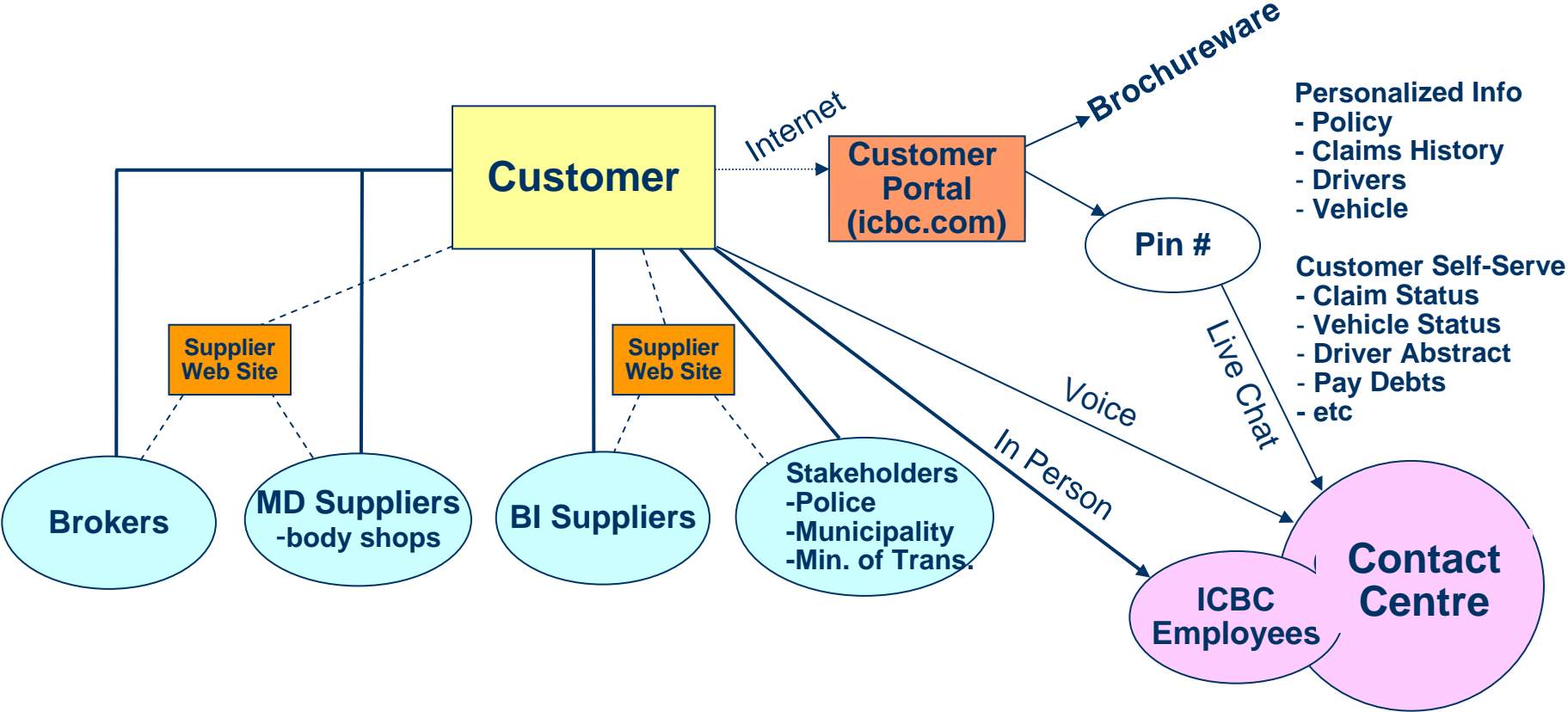
Online Booking Hours

Monday to Saturday: 6:00 AM to 11:30 PM
Sunday: 9:00 AM to 11:30 PM

To continue, click NEXT.

NEXT ►

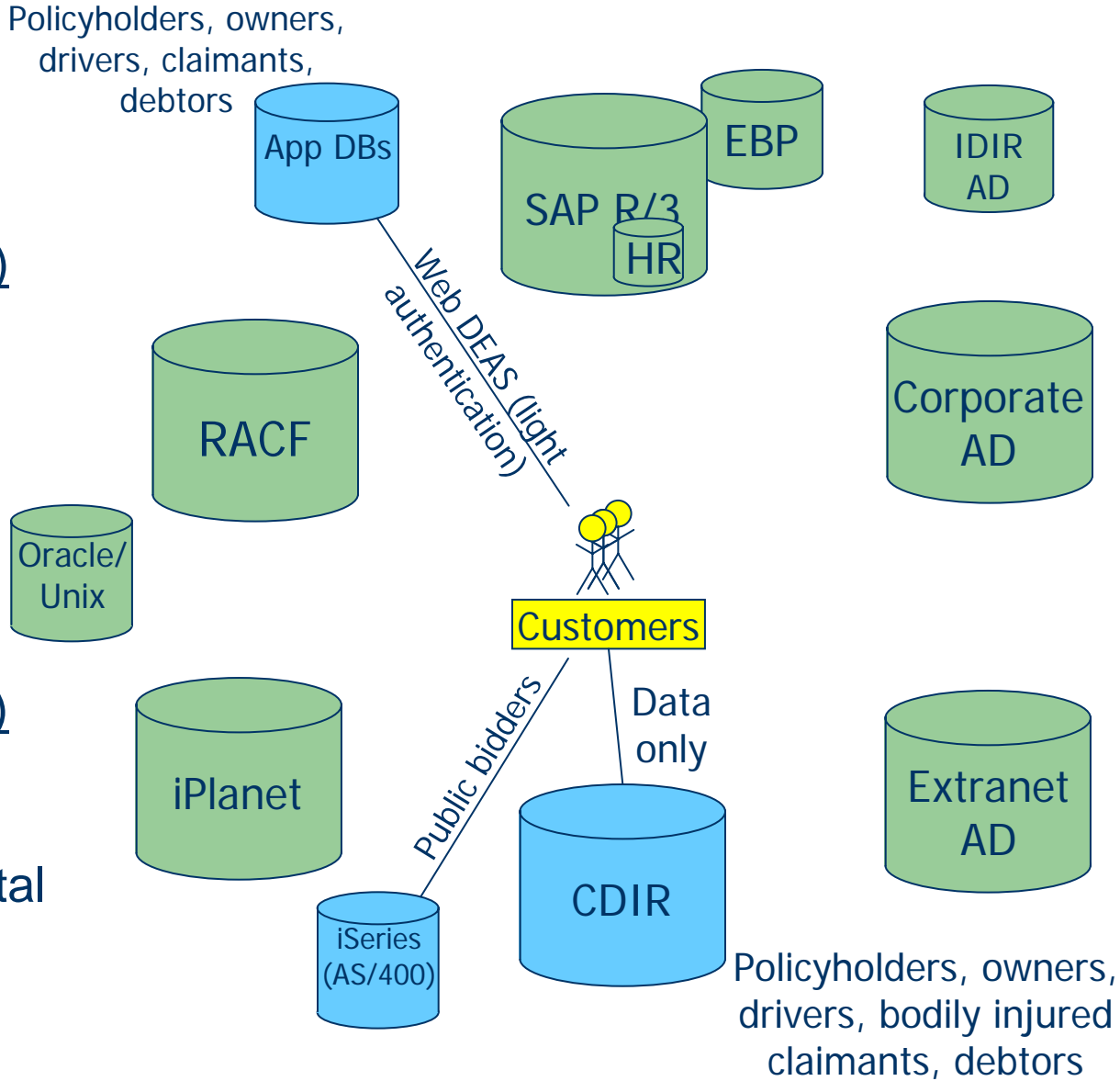
Customer Interface Model



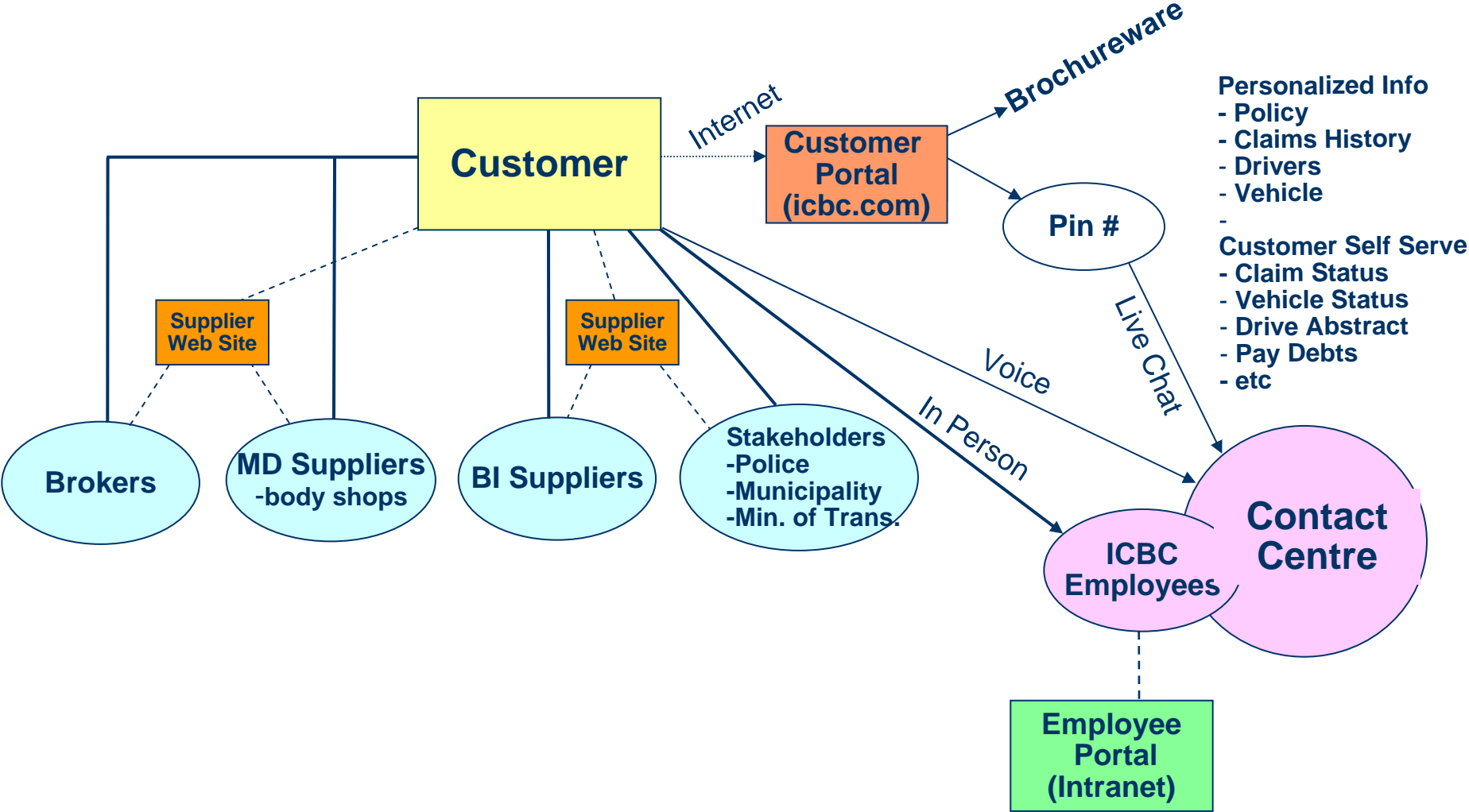
Customer Identification and Access

Provisioning (today)
 - Entered manually at POS

Provisioning (2007)
 - Entered manually at POS
 - via Customer Portal



Customer Interface Model



Ways to Find Info...

- ▶ [A-Z site index](#)
- ▶ [How Do I...](#)
- ▶ [Departments](#)
- ▶ [Categories](#)
- ▶ [Search ICBCWeb](#)

Directories...

Find a Person:

by last name


- ▶ [ICBC Phone Directory](#)
- ▶ [Emergency Contacts](#)
- ▶ [White Pages](#)
- ▶ [Yellow Pages](#)
- ▶ [Postal Codes](#)
- ▶ [ICBC Locations](#)
- ▶ [Government Employees \(GEMS\)](#)

Having Problems?
[Check current system outages](#), or call the Help Desk at (604) 661-6234.

ICBC Announcements

New telephone voice response system: *welcome to the 21st century* (03/7/06)

ICBC's customers, brokers, licensing points of service, and material damage business partners are now greeted by a voice response system. [\[more\]](#)



- [ICBC begins BCUC oral hearing next week](#) (3/31/2006)

[View the [ICBC News homepage](#)]

ICBC in the News

[Monday, April 03](#)

- Man's heart races when police stop him as city's speedwatch milestone driver
- Drunk driving isn't funny
- Groups working to help young drivers make safe choices

[View [90-day archive](#)]

What's New on ICBCWeb

- [Release 63.6 Summary Guide](#) (3/22/2006)
- [Corporate Services](#) (5/5/2005)
- [Website Filtering](#) (4/6/2005)

Quick Links...

- ▶ [ClaimsPortal](#)
- ▶ [Collective Agreement \(2003 - 2006\)](#)
- ▶ [Connect with Paul](#)
- ▶ [Customer Service](#)
- ▶ [Employee Self Service \(ESS\)](#)
- ▶ [Insurance Division](#)
- ▶ [IT Security Updates](#)
- ▶ [Learning & Development](#)
- ▶ [Managers @ Work](#) 
- ▶ [Marketplace Online](#)
- ▶ [OneStop ServiceExpress](#)
- ▶ [Organizational Charts](#)
- ▶ [People @ Work](#)
- ▶ [Planning](#)
- ▶ [Rware](#)
- ▶ [Supply Online](#)
- ▶ [System Outages](#)



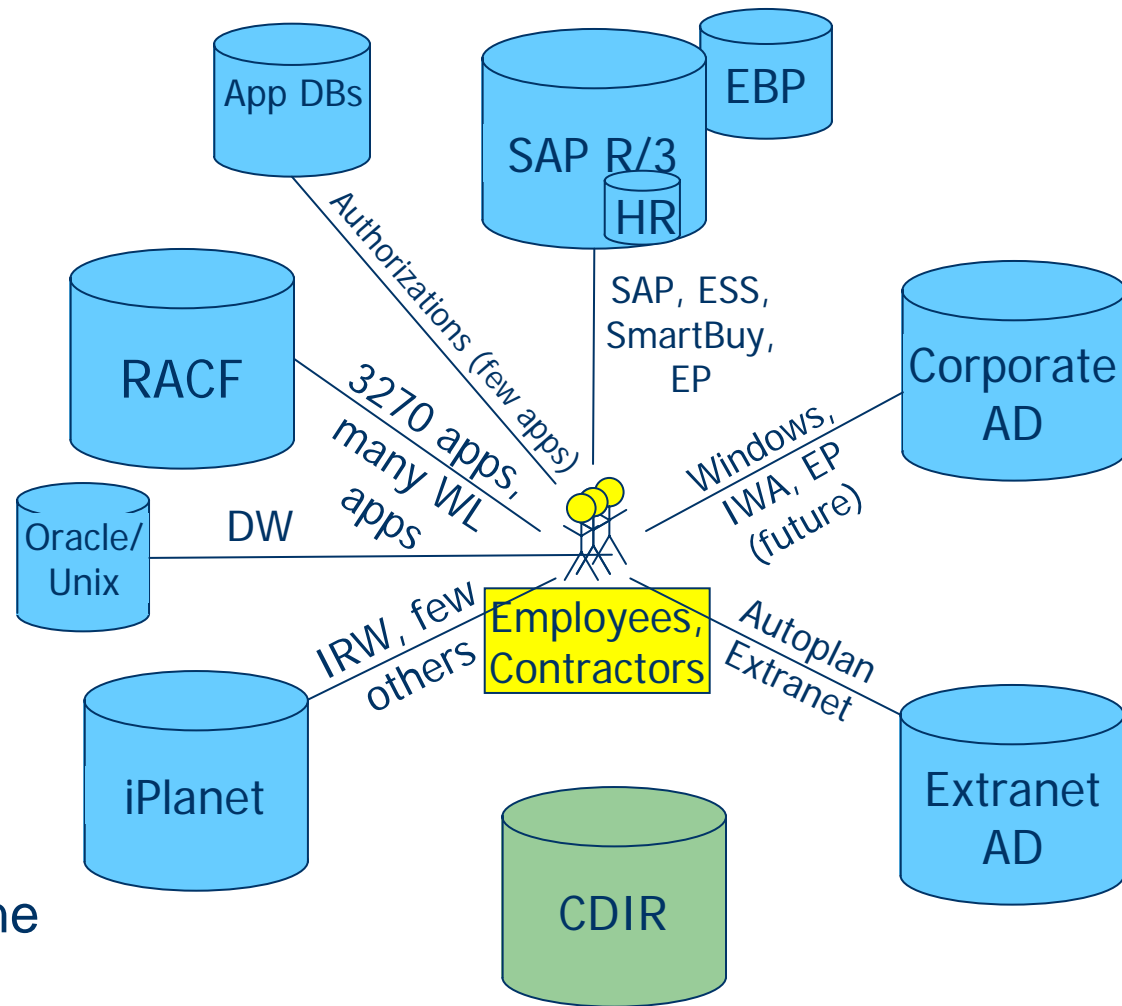
Employee Identification and Access

Provisioning

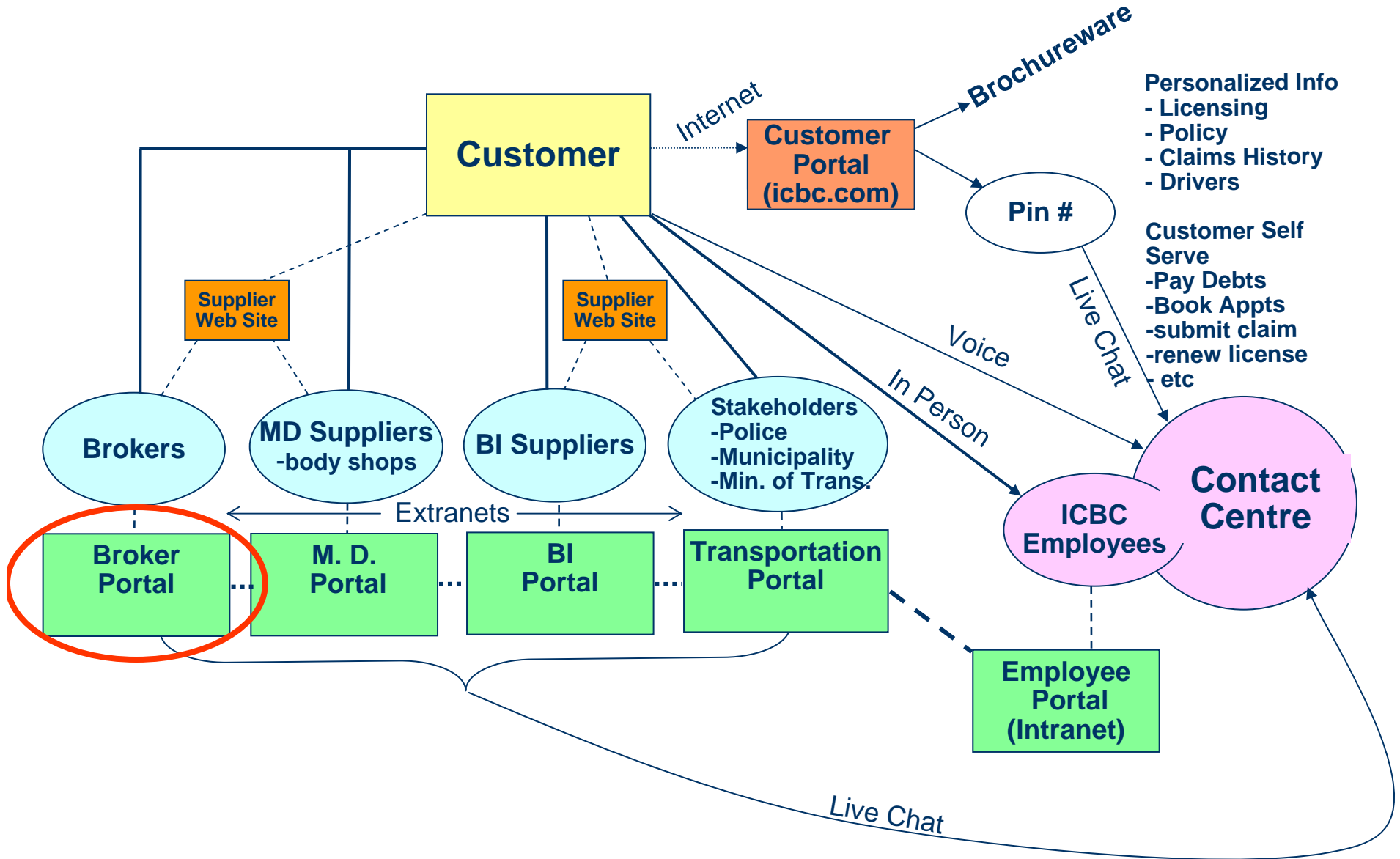
- Data entry into SAP
 - Job
 - position
 - name
 (creates empl #)

- Batch job (overnight)
 - RACF ID
 - Email ID
 - AD ID (desktop)

- Access to systems done manually (copy cmds)



Customer Interface Model



SessionManager2 - Microsoft Internet Explorer provided by ICBC

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address <http://ho54802:9080/SessionManager2/> Go Links

Autoplan *EXTRANET*

[Home](#) | [Site Map](#) | [ICBC](#) | April 27, 2004

- APPLICATIONS
 - Session Manager
 - Autoplan Rate Quote
 - Data Download
 - Web Policies >>
 - Stock Centre >>
 - Vehicle Claims History
 - VIC Finder
- INFORMATION
 - News Centre >>
 - Manuals & Bulletins >>
 - Autoplan Products >>
 - Broker Road Safety >>
 - Vehicle Online >>
 - Technical Support >>
 - Training >>
 - ICBC Contacts >>

EXTRANET SEARCH

GO

Advanced Search
Search by Content Type

Copyright

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Welcome to ICBC's refaced Session Manager! To view Session Manager FAQs: [Click here](#)

Lower interest rates make Autoplan12 an even better option

Autoplan12 makes budgeting auto insurance convenient and easy, at a cost much lower than most credit cards. Ask your customers: "Will that be Autoplan12, cash, or credit?" Find out more >> **GO**

SESSION MANAGER SIGN-ON

UserID:


Password:

Change Password? (Y or N)

Date: 04/27/04
Time: 15:37:26

ENTER USERID
Enter F1=Help F3=Exit

System: SYSC
Device: V516A00

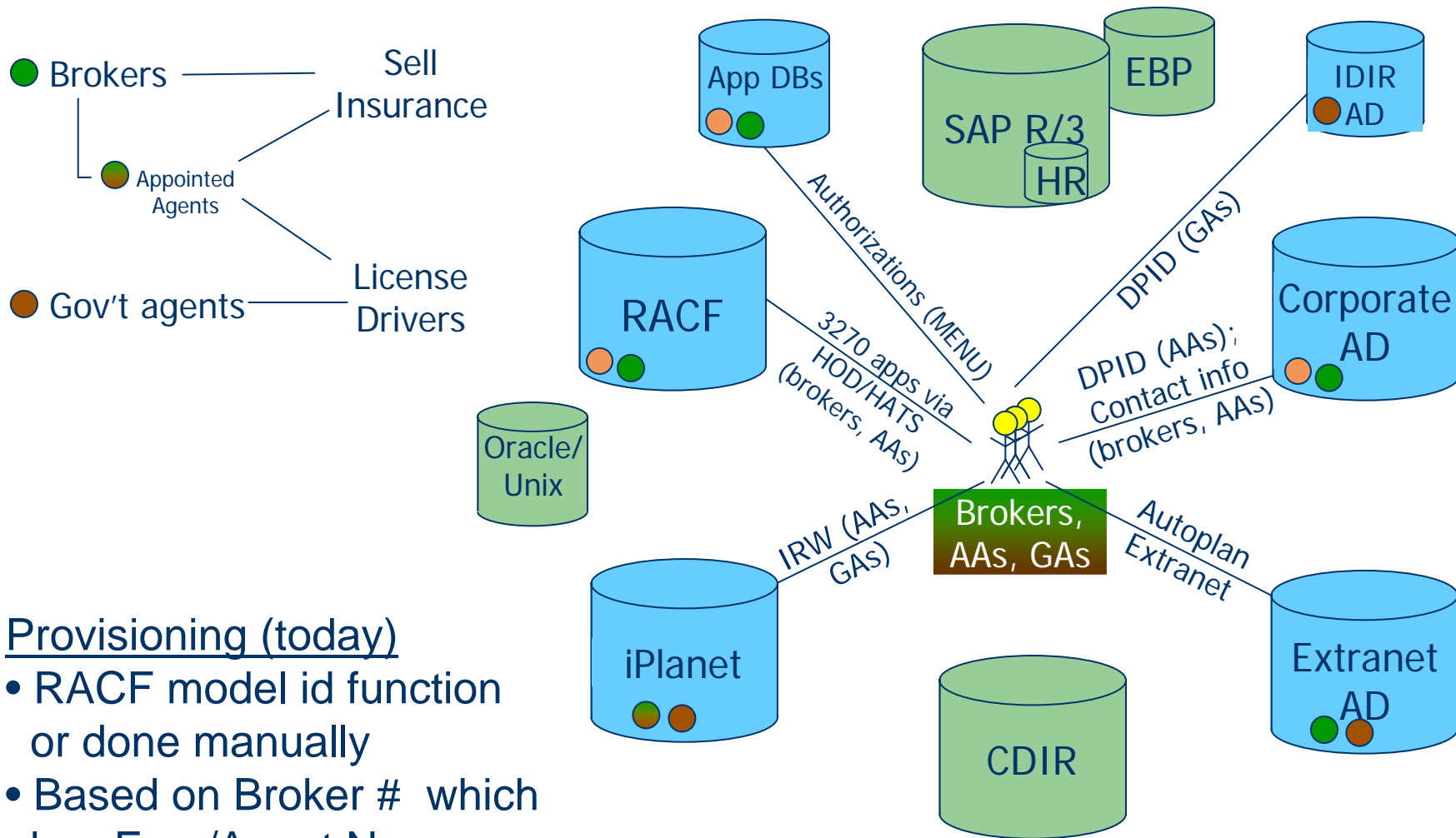


Print

e x t r a n e t

1324 (16,44) Local intranet

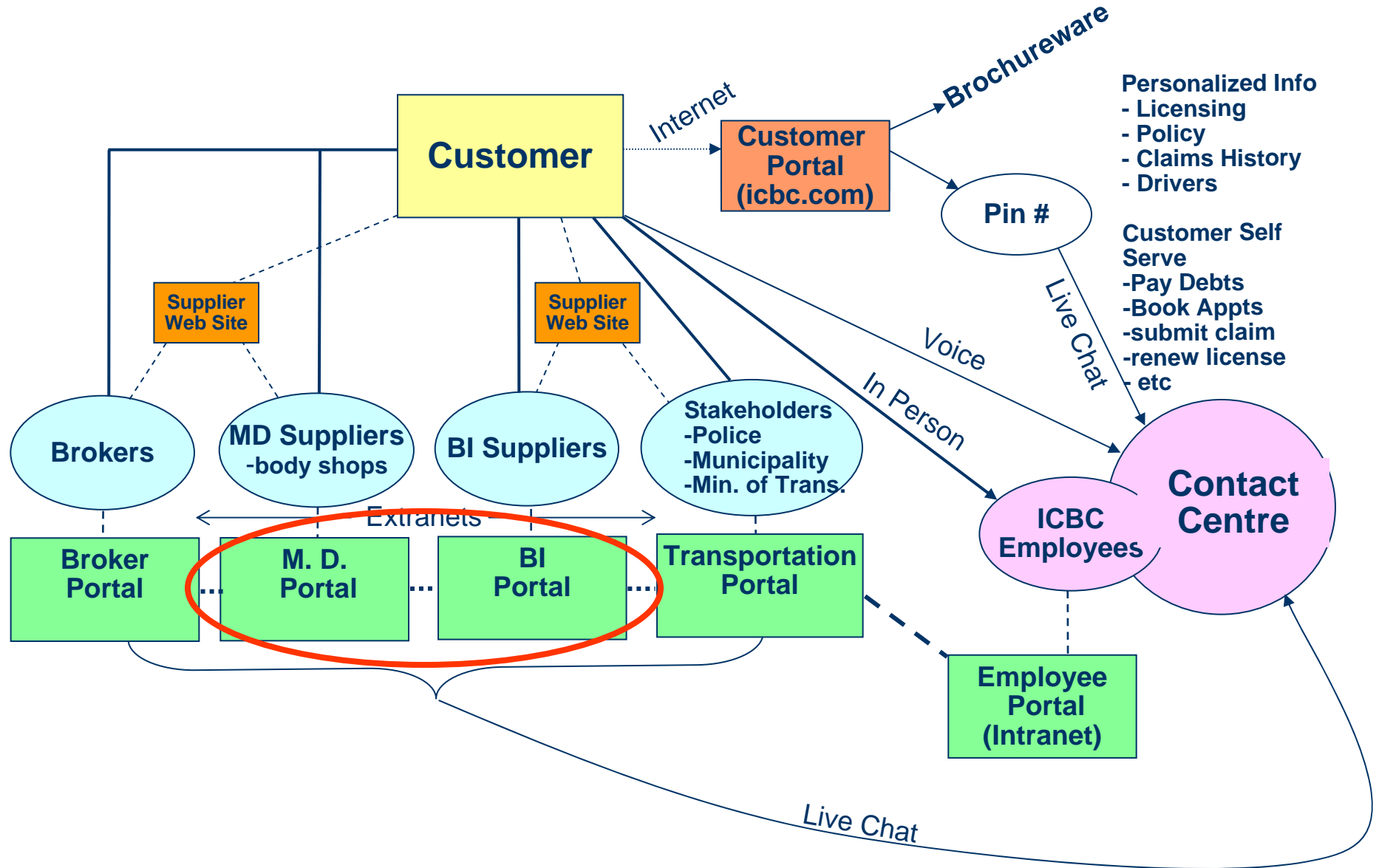
Brokers, Appointed Agents and Government Agents – Identification and Access



Provisioning (today)

- RACF model id function or done manually
- Based on Broker # which has Emp/Agent Name

Customer Interface Model





June 18, 2004

Health Service Providers

MD Education

Salvage Web

Material Damage/ARIES

VDWS

Material Damage/ARIES



Welcome to the ICBC Partners Page

This site contains business applications for use by ICBC's business partners. A logon ID and password are required to use these applications.

Health Service Providers

Health Service Providers can produce and submit invoices directly to ICBC Claim Centres. This system is only available to Health Service Providers with an ICBC Supplier Account Number.

MD Education

Material Damage listing of education courses.

Salvage Web

Salvage Web is the Salvage Operations Listing and Bidding System. This application allows licensed registered salvage bidders to inquire and bid on salvage assets. It is only available to licensed registered salvage bidders with a logon ID and password.

Material Damage/ARIES

ARIES: the Automated Repair Identification and Estimating System, intended for Vehicle Repair shops to record information needed when requesting reinspection of a damaged vehicle.

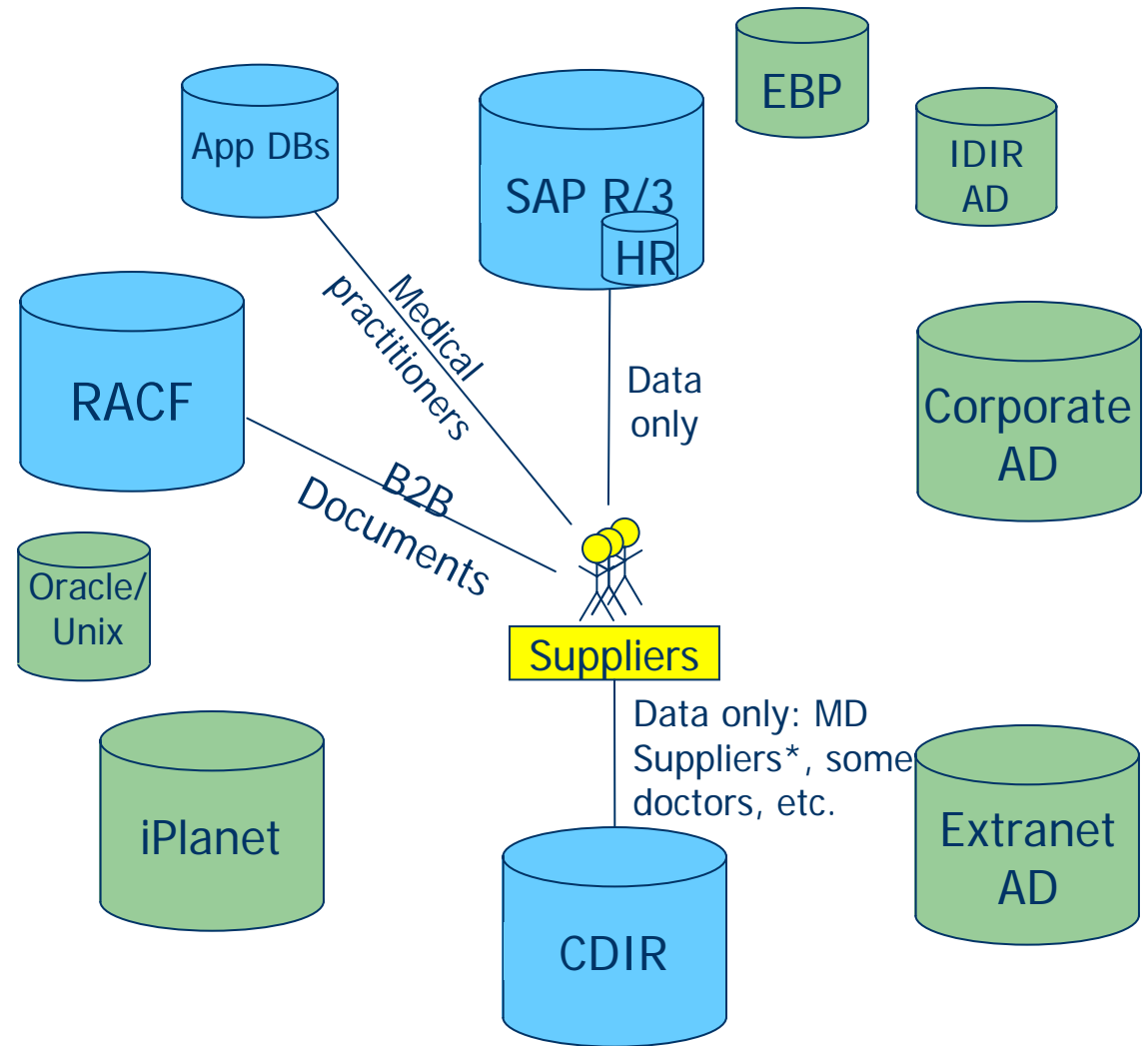
VDWS

The Vehicle Damage Web System allows value-added resellers to determine the vehicle damage history of a vehicle insured by ICBC.

Suppliers Identification and Access

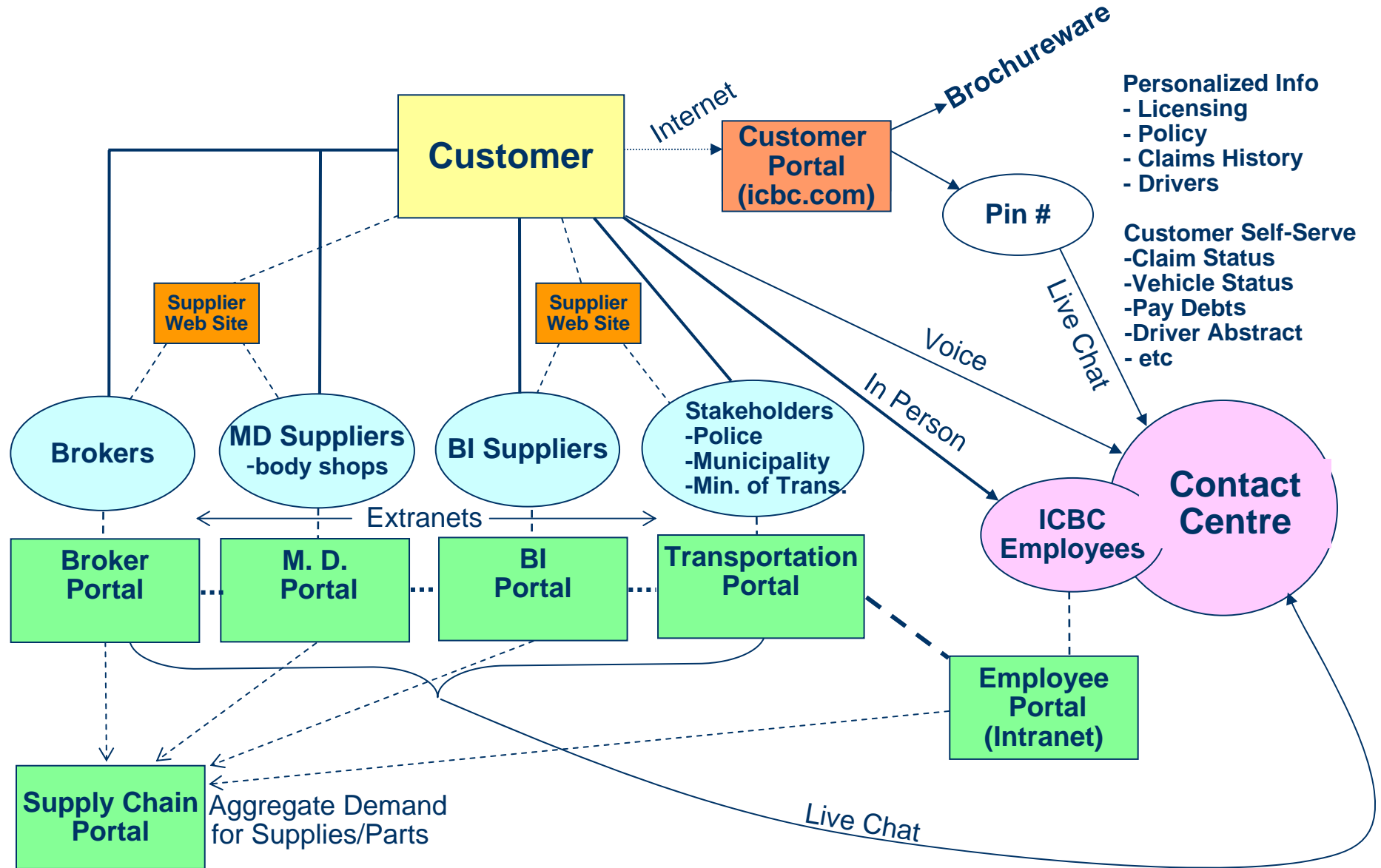
Provisioning

- Info sharing agreement in place
- Data entry into SAP to create vendor number
- Manual process to provide access to systems or copy commands



*Material Damage Suppliers: Repair shops, body shops, etc.

Customer Interface Model





Logout

Browse Catalogue	Order	Order Status	Customer Support	
Advanced Search	Frequently Ordered Items	Product Specials	Rebate Centre	Inkjet & Toner Finder

476-000-1166-00, 304-151 W ESPLANADE, Jeannie Yuen [start with this page the next time I log in](#)

Quick Search

Search for:

Product Code
 Keyword

Images:

[Advanced Search](#) [Start Search >](#)

Browse Catalogue



- Office Products**
- Accounting & Business Forms
 - Appliances
 - Binders & Accessories
 - Business Books and Maps
 - Business Cases
 - Business Machines & Elect.
 - Calculators & Organizers
 - Desk Accessories
 - Filing Systems & Supplies
 - Labels
 - Mailing Supplies
 - Office & Computer Furniture
 - Office Essentials
 - Office Kitchen Supplies
 - Paper
 - Phones & Accessories
 - Presentation & Visual Supplies
 - Time Management (2005)
 - Writing Instruments

Technology Products

GRAND & TOY

VERTICAL FILE SAVE 30%



Distinctive European styling enhanced by a designer look and crescent-shaped silver coloured pull handles. High side walls..Full cradle suspension for smooth opening and closing.

BUY NOW

GRAND & TOY

PADDED ENVELOPES

Double folded corners and double glued bottom flap provide edge protection and overall bag strength. Convenient tear tape allows simple, fast opening. Assorted sizes.



50% OFF

BUY NOW

GRAND & TOY

PEN-STYLE FLUORESCENT HIGHLIGHTER



Fine wedge-shaped tip. Smear-proof ink. 12 each/box. Green, Blue, Pink, Yellow

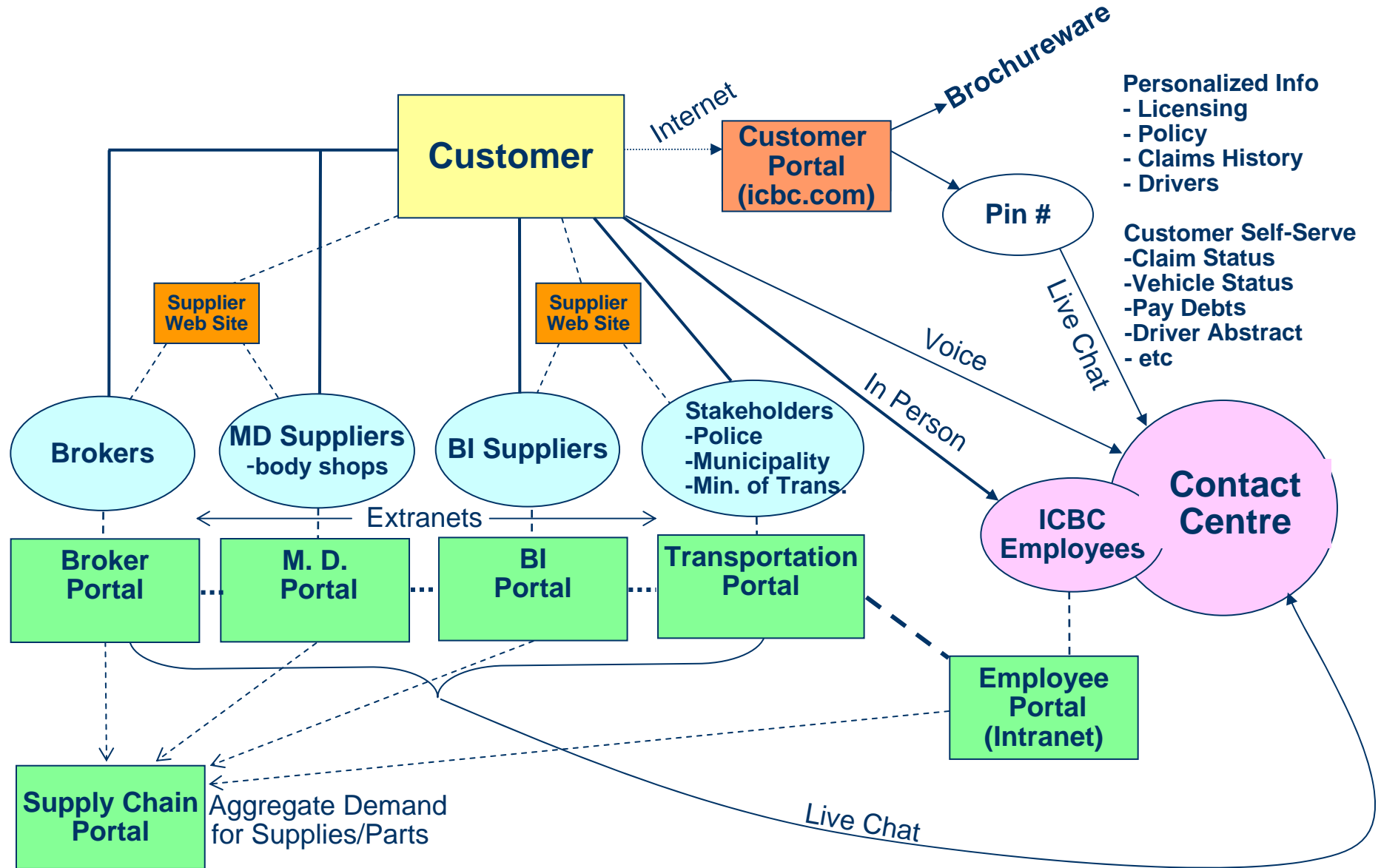
GRAND & TOY

PERMANENT MARKER

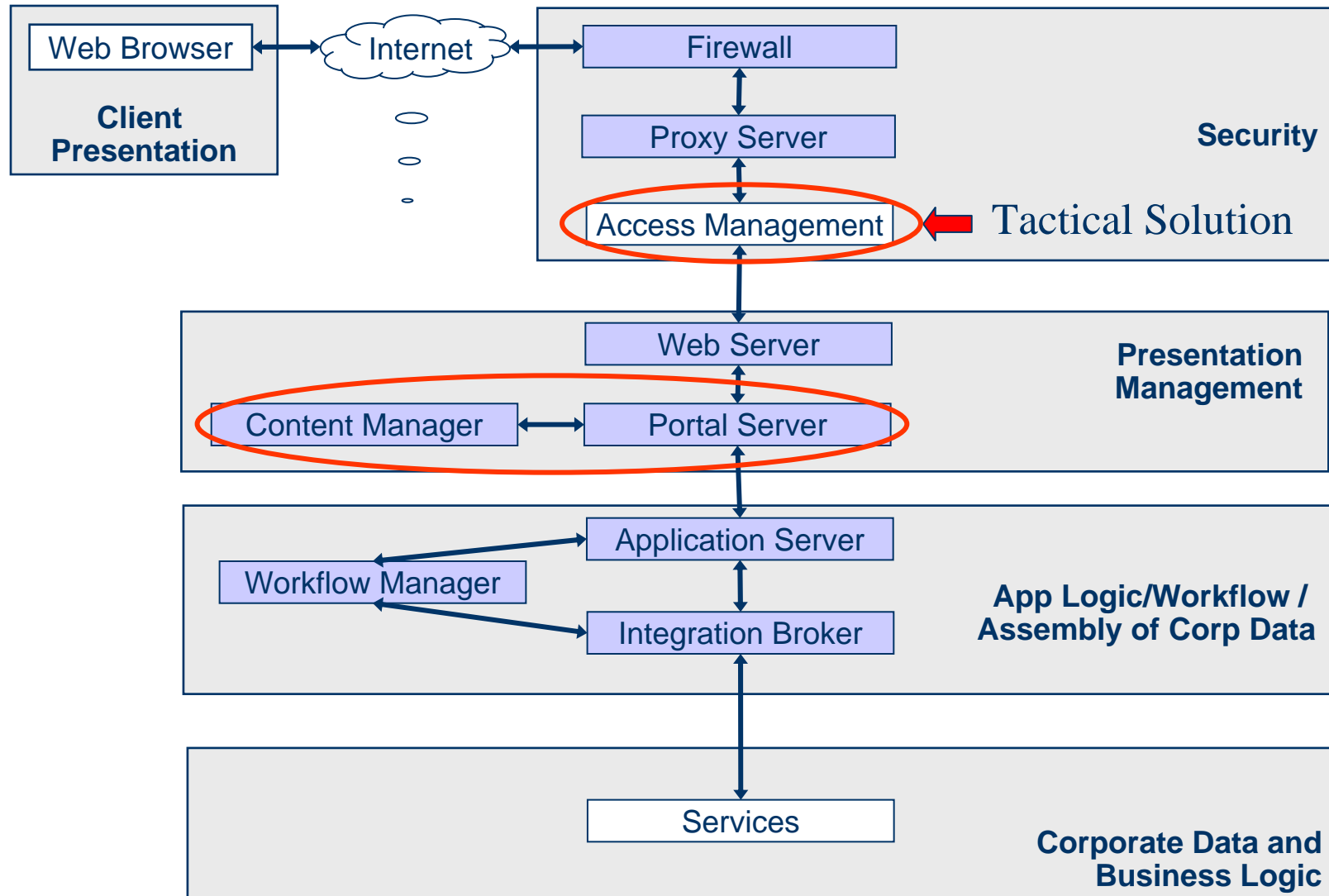


Quick-drying, waterproof ink. Certified non-toxic. Mark on most surfaces including plastic, glass, metal, foil and leather.

Customer Interface Model



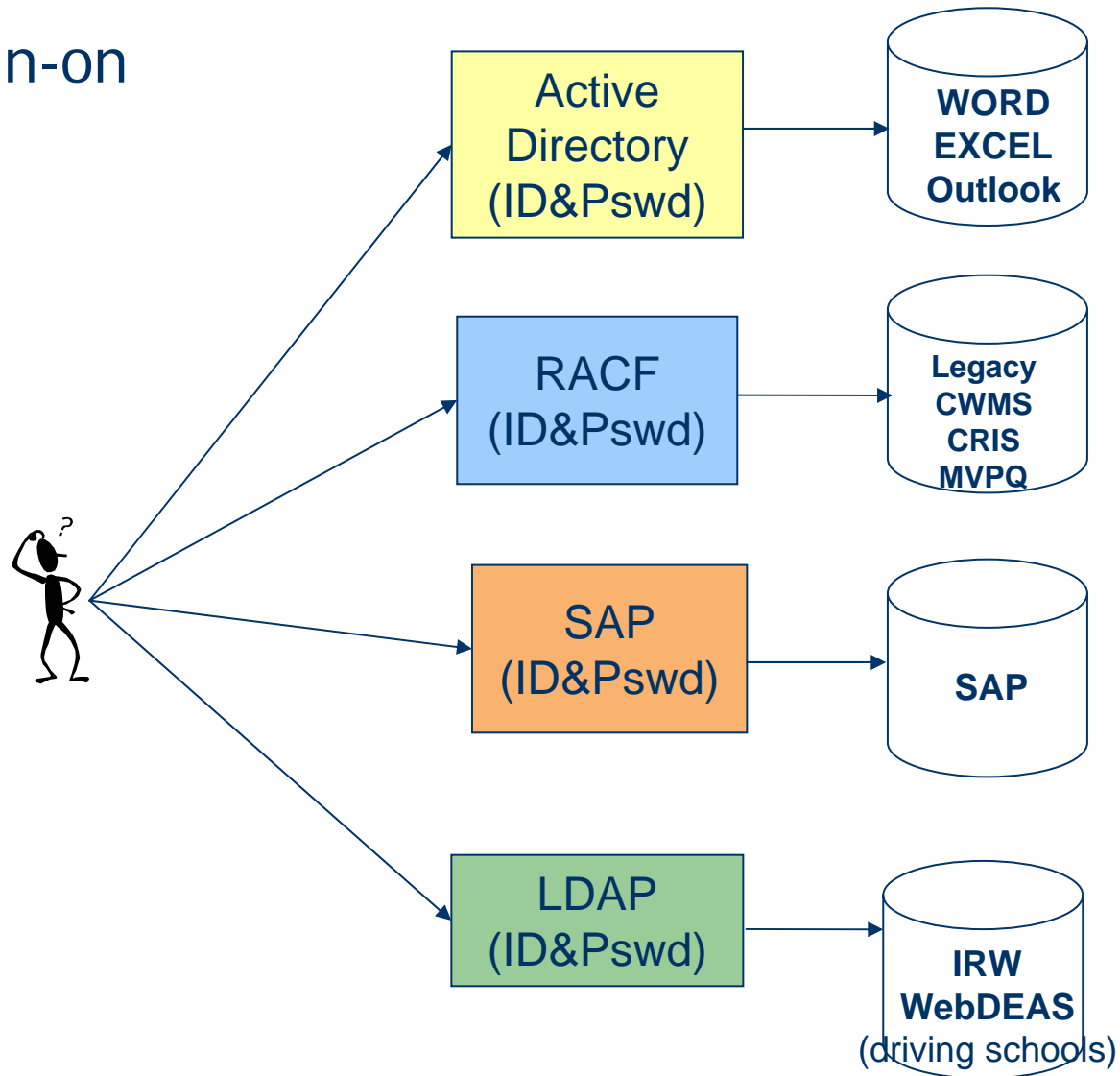
E-Business Infrastructure



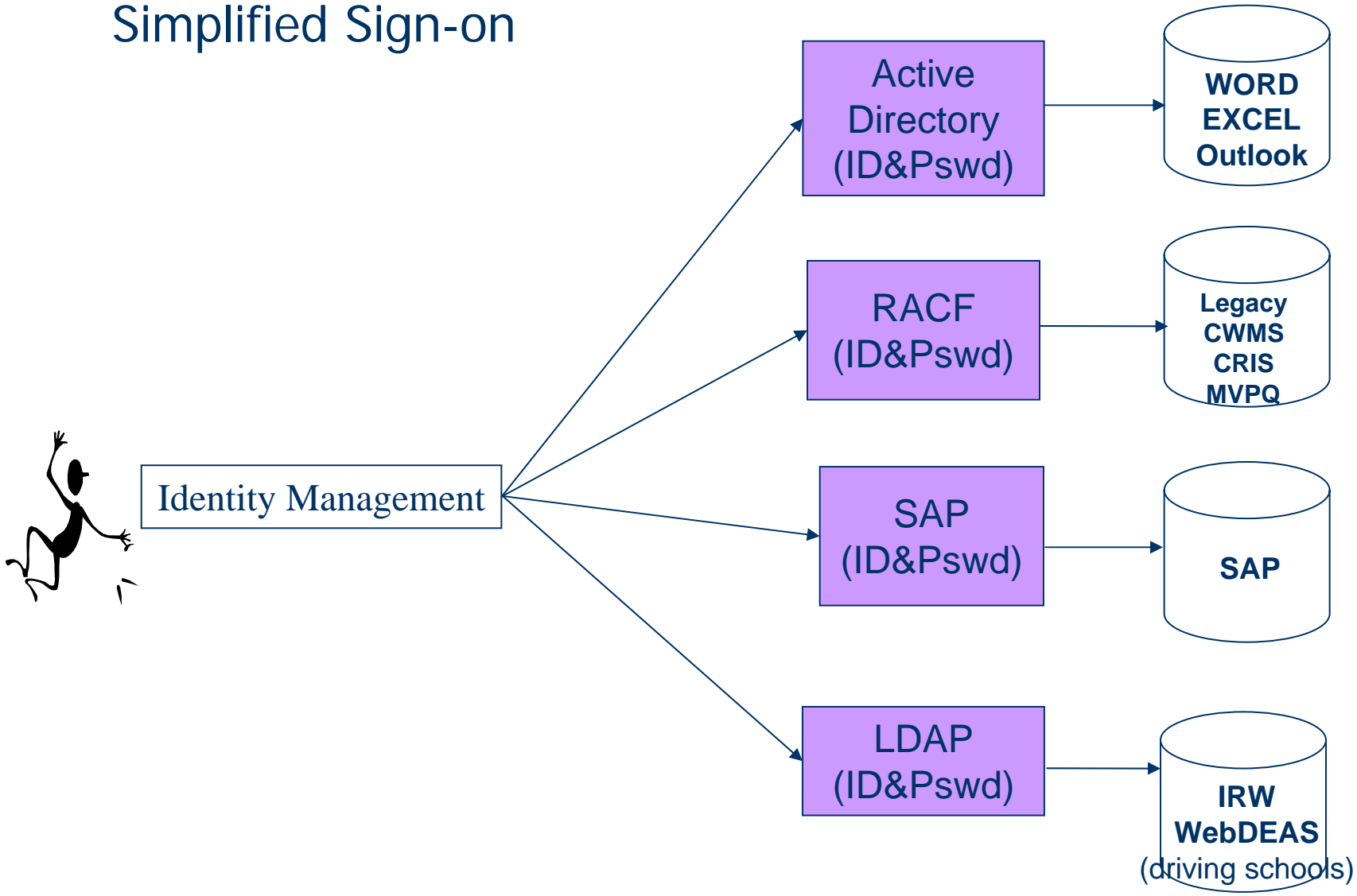
E-Business Infrastructure Enhancement Project

- Enterprise Identity Management (EIM)
 - Authentication and Authorization
 - Password Synchronization
 - User Provisioning
- Portal and Web Content Mgmt (PCM)
 - Ability to customize user views
 - Common platform for existing web environments
 - Workflow tools and decentralized publishing

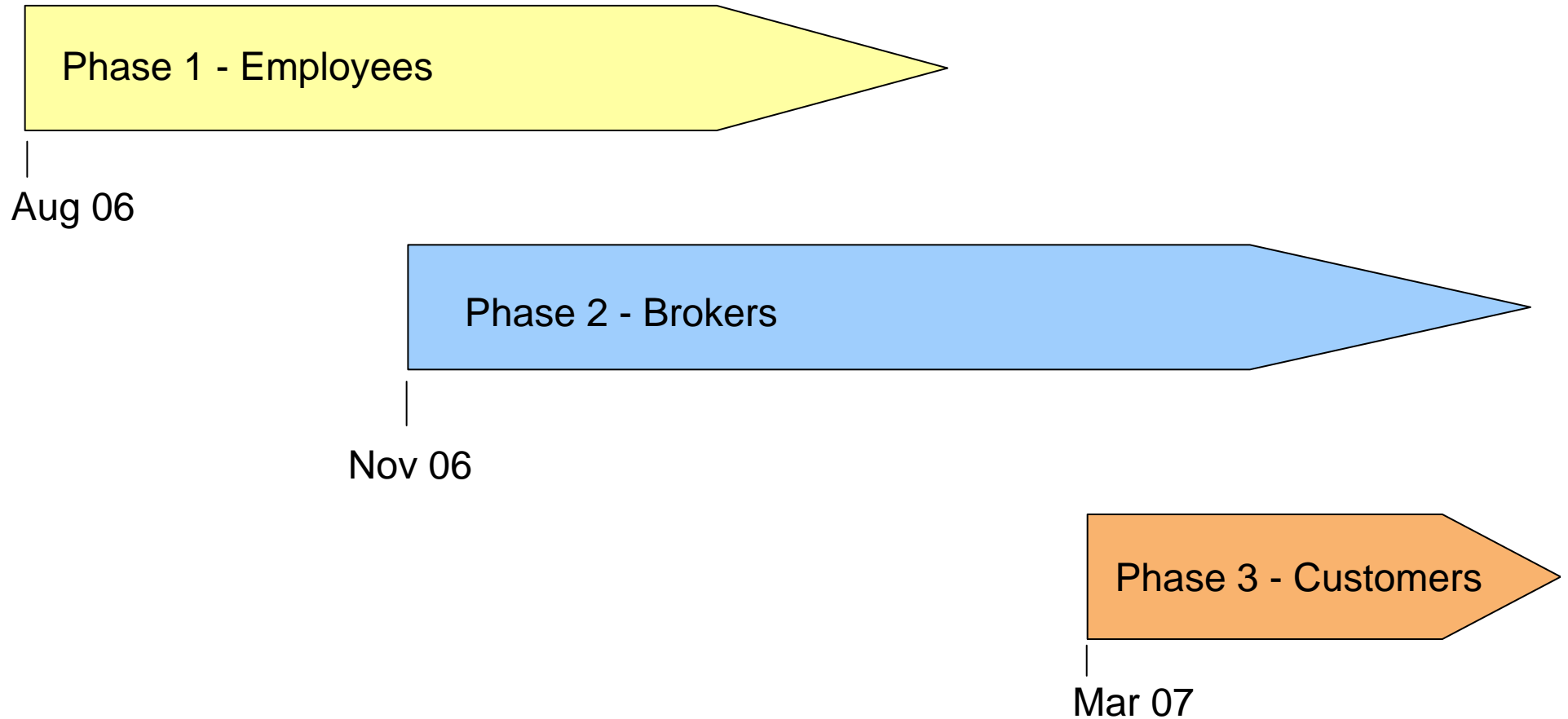
Multi Sign-on




Simplified Sign-on



Enterprise Identity Mgmt



Enterprise Identity Mgmt –Phase 1

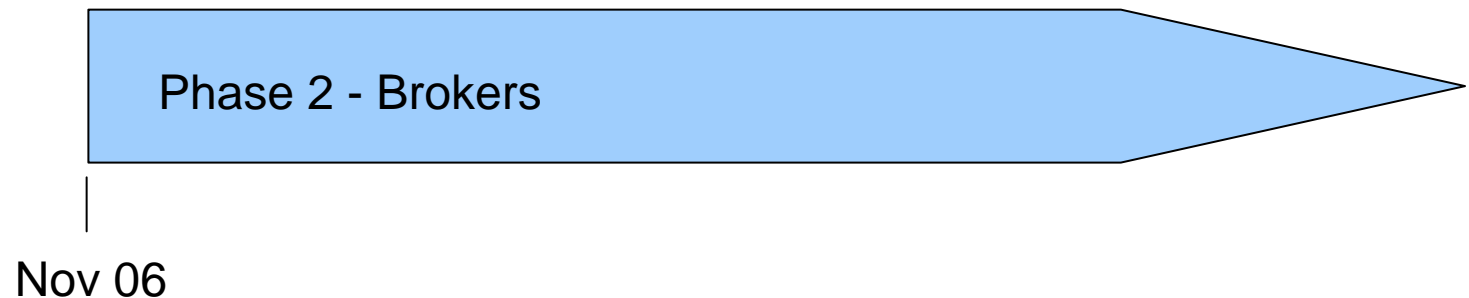


Phase 1 - Employees

Aug 06

- Password Synchronization (Simplified Sign-On)
 - SAP, LDAP, RACF, Active Directory
- Ability to self-administer passwords resets
- Reduce password reset calls at the Help Desk

Enterprise Identity Mgmt –Phase 2



- Password Synchronization (Simplified Sign-On)
 - DB2, RACF, Broker Active Directory
- Ability to self-administer password resets
- Delegated Admin for issuing/revoking access
- Individual user id's for Broker employees

Enterprise Identity Mgmt- Phase 3

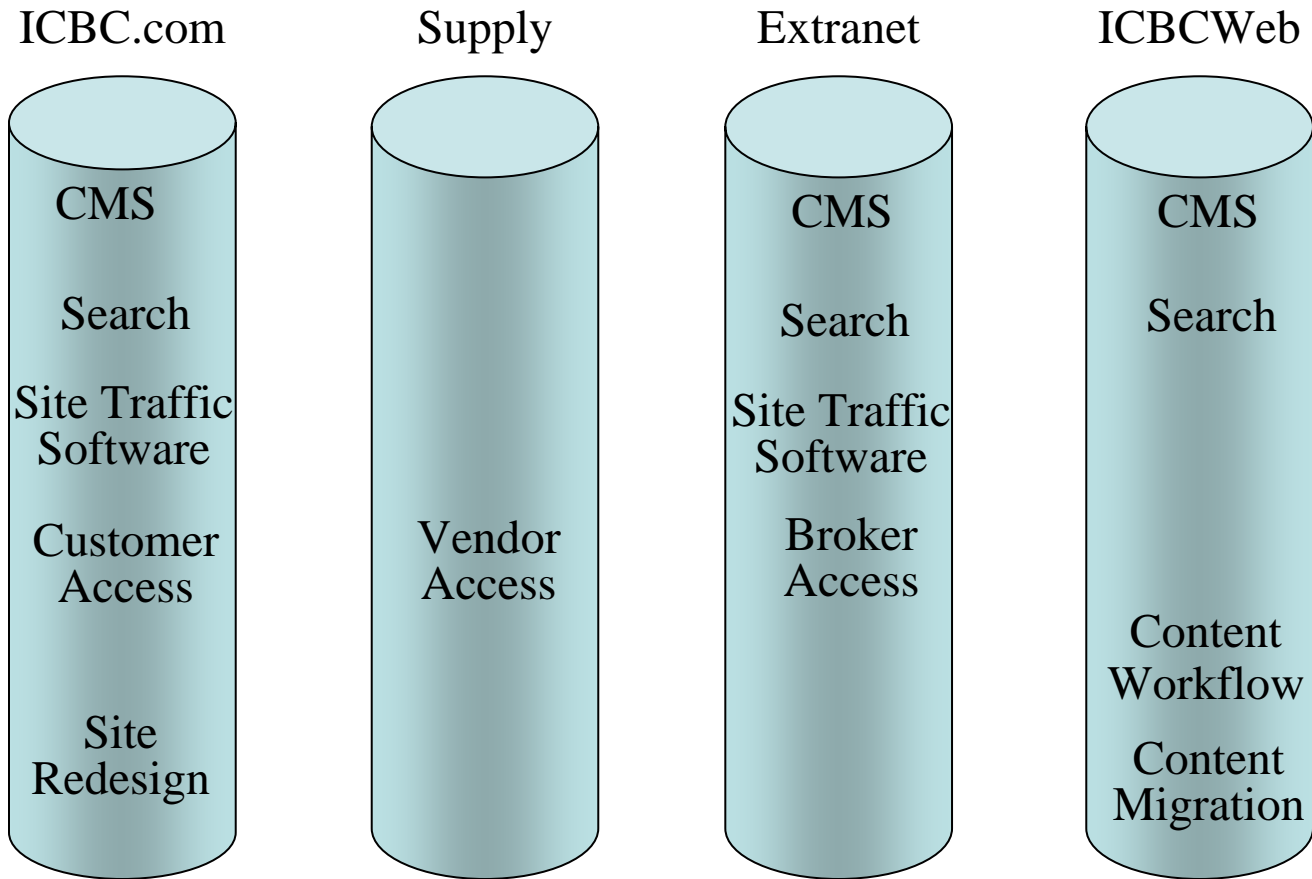


Phase 3 - Customers

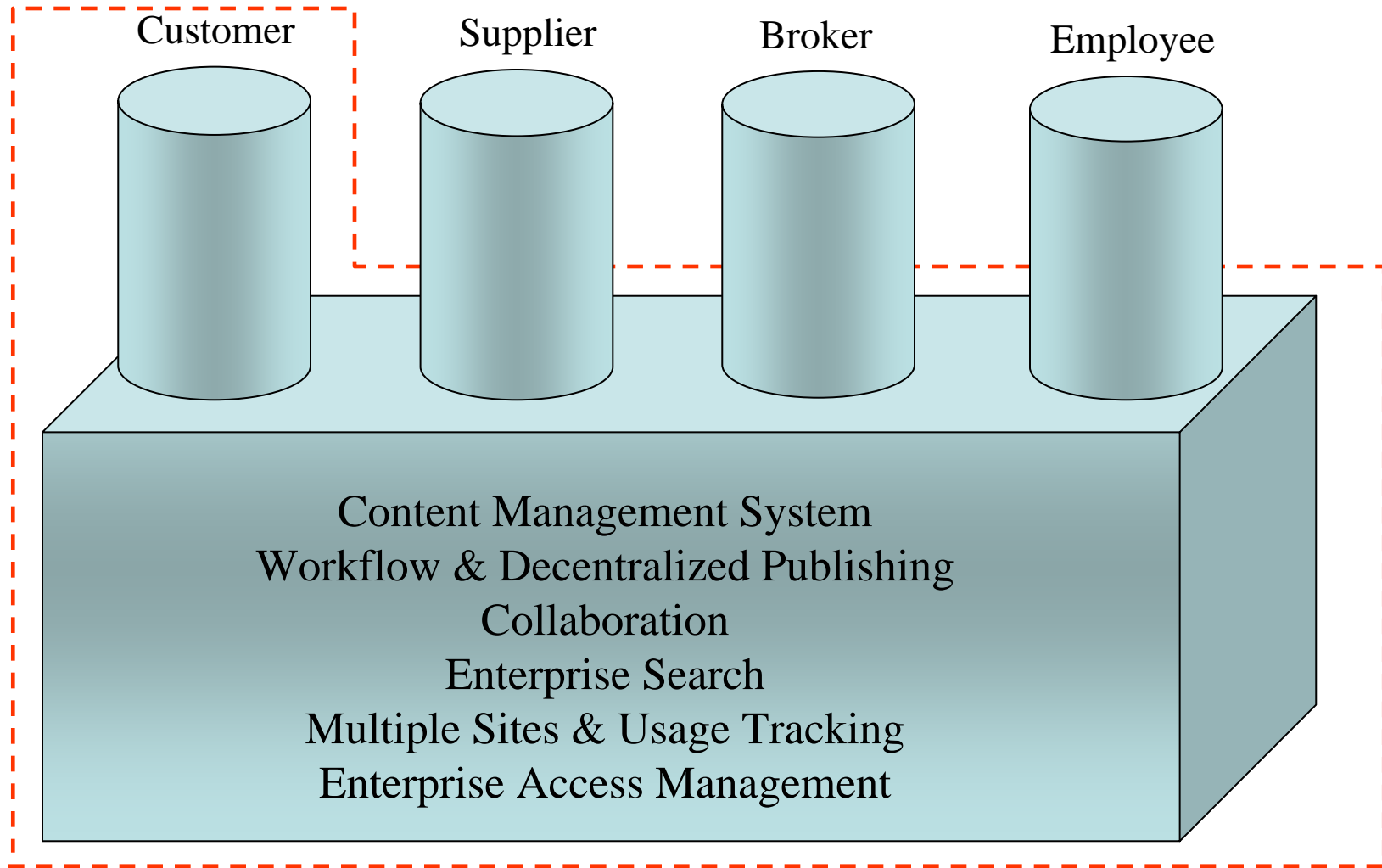
Mar 07

- Individual user id's for Customers
- Single Sign-on
- Ability to obtain & reset passwords through icbc.com
- Stronger Authentication for Customers
- Will be integrated into Portal environment

Portal - Business Area Web Silos...



...Integrated Enterprise Portals



Portal and Web Content Mgmt

- Discovery re: Customer Portal (Feb – Mar06)
 - Understand current system environment
 - Define Requirements
 - Create Statement of Work
- Portal and Web Content Mgmt (Apr06 – Mar07)
 - Overhaul icbc.com content (remove, rewrite, reformat)
 - Design and develop Content mgmt system
 - Design and develop Portal environment

Potential e-Business Initiatives

- **Customer**
 - Driver Abstract
 - Claims History Letter
 - Fines/Debt Status & Payment
 - Enhanced Claims Initiation
 - Claim Status
 - Vehicle Status
 - View Policy
 - Email NTR
- **Employee**
 - Enhanced Communication & Content
 - Collaboration
- **Broker**
 - Enhanced Content
 - Broker Self-Service
 - E-Forms
- **Supplier**
 - Partner Self-Serve Purchasing
 - Corporate Catalogue

IDM future phases

- Automated account/role provisioning
- Single sign-on across web environments for:
 - Internal users
 - Business partners & stakeholders
- Support federated ID

ICBC Snapshot

- Sole provider of 1st \$200K liability in BC
- Competes for Optional coverage
- One of Canada's largest Property Casualty insurers
- \$7.6 Billion in assets
- \$3.1 Billion in annual premiums
- \$2.7 Billion in annual claims payouts

Customer Interface Model

Customer

Claims

- ✓ 2.8 Million active insurance policies
- ✓ 930,000 claims per year

Driver Licensing

- ✓ 100,000 new DLs per year
- ✓ 500,000 DL renewals
- ✓ 200,000 Knowledge Tests/Road Tests