

Enabling secure access to government services through the SSO solution (Gluu) for citizens, customers, and workforce in Dubai Municipality

The Customer

The Dubai Municipality is a government entity in the Emirate of Dubai, United Arab Emirates (UAE). Dubai Municipality is a key government organization responsible for overseeing the urban planning, development, and maintenance of public facilities and services in the city of Dubai. Established in 1954, it plays a crucial role in shaping the city's infrastructure, ensuring public health and safety, and implementing sustainable and innovative solutions for the community.

The municipality is involved in various sectors, including city planning, waste management, environmental protection, public health, and municipal services.

It works to create a smart and sustainable city, embracing technological advancements to enhance the quality of life for residents and visitors.

As part of to develop the happiest and most sustainable city on Earth, Dubai Municipality looked to embrace modern technology that provides secure and unified digital identity to simplify the way citizens interact with municipal services.

Dubai Municipality consists of 2 sectors, the Corporate Support Service Sector, and the Planning and Governance Sector, both led by Chief Executive Officers that report to the Director-General.

In addition to the sectors, the DM has 4 separate agencies led by Directors, each with their own departments and jurisdictions

1. Waste and Sewerage Agency
2. Public Facilities Agency
3. Environment, Health & Safety Agency
4. Buildings Regulations & Permits Agency

Profile

Dubai Municipality, Dubai, UAE

Users

260k+ users

Industry

Public Sector

Applications

300+ Web, Mobile &

Legacy

Challenges

Multiple passwords for a single user

Challenge in managing user identities and access across various platforms

User and Application onboarding and offboarding complexity

Risk in password sharing

Solutions

Directory Sync, Single Sign-On (SSO), Authentication, Inbound Identity, Multi-factor Authentication (MFA)

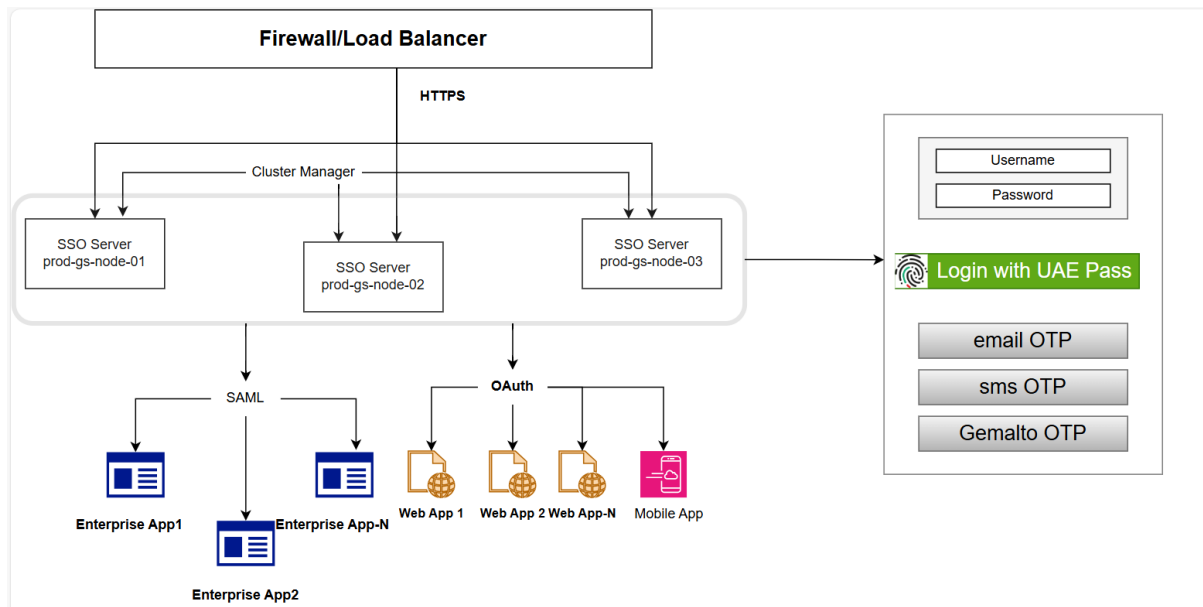
Centralized identity management for all users

Streamlined Access Management

Federated Identity management system

The Needs

"Dubai Municipality, being a government organization, places paramount importance on security. Consequently, the municipality sought a self-hosted Identity and Access Management (IAM) platform that could be tailored to align with their stringent network security standards for system access and audit capabilities. The objective was to establish a unified IAM platform catering to both employees and citizens, capable of seamlessly scaling to accommodate millions of authentications across web and mobile devices."



The Solution

"As we embarked on the assessment of IAM products available in the market, it became evident that we required a solution capable of accommodating both our current and future access management needs.

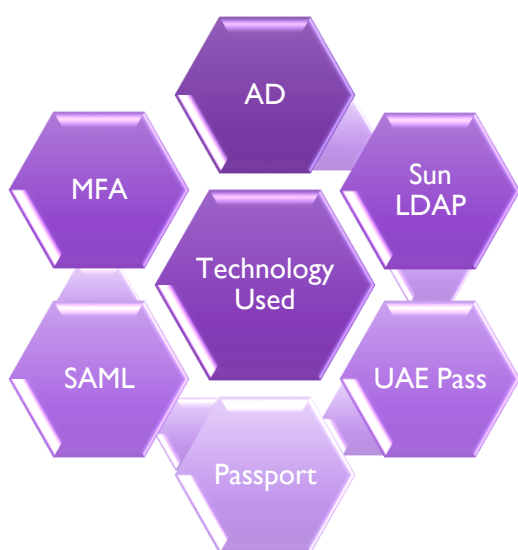
Opting for Gluu, we were confident that the platform would effortlessly scale to meet our performance demands, seamlessly integrate with our existing technology stack, and empower us to introduce a broader array of products and services in the future.

The Gluu platform not only enables on-premise deployment but also secures both modern and legacy applications, offering the flexibility essential for meeting our distinctive business requirements in authentication and authorization."

Dubai Municipality has strategically deployed a cluster of Gluu Servers to ensure highly available access for new OpenID Connect web applications, catering to both citizens and employees.

This involved designing separate login pages for each group, with employee authentication integrated through LDAP and Microsoft Active Directory (AD). To streamline citizen access, an "inbound identity" system was configured, leveraging state and national identity services like Dubai ID and UAE Pass.

In parallel, Dubai Municipality has implemented Multi-Factor Authentication (MFA) to fortify access control. MFA demands users to provide multiple forms of verification, heightening security for systems and applications. This proactive approach aligns with the municipality's commitment to safeguarding sensitive information and upholding the highest security standards for both employees and citizens accessing digital services.



Developers – **can now more quickly deliver better** applications with more personalized content and services.

Citizens – **can now easily access** government services using their existing state and national digital IDs.

Employees – **can now use their existing credentials** in backend LDAP servers to access old and new government applications.

Applications – **can now use new SSO** platform for the authentication and access management.

The Results

- The SSO solution has become the cornerstone of Dubai Municipality's identity infrastructure, offering a centralized and consolidated identity service for a diverse array of mission-critical applications.
- This centralized management simplifies administration, reduces overhead, and ensures consistent security standards across all applications and services.
- Dubai Municipality emphasizes the pivotal role of the SSO solution in supporting deep integration between identity and the applications it provides for government services.
- With the SSO solution at the heart of the identity infrastructure, the digital services offered by Dubai Municipality have evolved to be more secure, agile, and user-friendly than ever before.
- MFA adds an extra layer of security beyond traditional username and password authentication. By requiring users to provide multiple forms of verification.
- MFA significantly reduces the risk of unauthorized access due to compromised credentials.
- The SSO solution (Gluu) helps Dubai Municipality meet regulatory compliance requirements and adhere to security best practices. By centralizing authentication and enforcing consistent access controls, Gluu SSO facilitates compliance with industry standards and regulations.
- The SSO solution (Gluu) offers flexibility in configuring authentication policies and integrating with various identity providers. This customization enables Dubai Municipality to tailor the authentication experience to its specific requirements, ensuring optimal security and usability.