



CASE STUDY

Police Department Addresses CJIS Compliance with Gemalto Strong Authentication

When out on patrol, it's imperative that police officers in a large city have access to data from the FBI's Criminal Justice Information Services (CJIS) system, the primary central repository for criminal justice information in the United States. Now, Gemalto helps ensure this access is not only fast and easy, but secure.

The Organization

This US Metropolitan Police Department (Metro PD) is the largest law enforcement agency in its state, and one of the largest police agencies in the United States. Not only that, but the state is a hub for tourists enjoying its natural wonders and vivacious cities, bringing in visitors from all over the US and abroad.

The Business Need

Good law enforcement has always been about effective intelligence gathering and analysis. Today, through the use of increasingly innovative technologies and services, law enforcement officers of the Metro PD can bring more resources to bear in detecting and preventing criminal activities.

With so many out of town visitors, some of the most critical assets are the Criminal Justice Information Services (CJIS) system and information provided by the Federal Bureau of Investigation (FBI). Timely, convenient access to these resources is vital in helping Metro PD officers maintain safety and security in their city. At the same time, the intelligence repositories amassed by law enforcement agencies represent highly sensitive resources that have to be protected against unauthorized access. Toward that end, the FBI has issued CJIS security policies that all participating law enforcement agencies must adhere to.

Challenge

To address its security policies and achieve CJIS compliance, a large US metropolitan police department had to institute more robust authentication for police officers and other remote staff. At the same time, when implementing these mechanisms, they wanted to minimize any changes and inconvenience for users.

Solution

With SafeNet strong authentication solutions from Gemalto, the department was able to deploy multi-factor authentication devices and management platforms that help verify user identities and guard against unauthorized access.

Benefit

Gemalto delivered the capabilities that the metro police department needed to strengthen security and comply with the stringent authentication policies of the CJIS mandate—while minimizing any end-user disruption or inconvenience.

In order to retain the CJIS certification it requires, the Metro PD has to comply with CJIS security policies. These policies feature specific mandates surrounding authentication and access controls of remote users, including officers using their laptops to access CJIS data from their patrol cars. The Metro PD needed to institute strong, multi-factor authentication in order to comply, yet at the same time, it was vital that any authentication mechanisms employed not introduce unnecessary delays or inconvenience for these officers while they're undertaking their vital law enforcement activities.

The Solution

After an evaluation of the offerings available, the management team found that Gemalto's suite of SafeNet Authentication Solutions offered an unparalleled blend of ease of use, unobtrusive implementation, and value. Today, the Metro PD relies on these Gemalto products:

- > **SafeNet eTokenPASS.** eTokenPASS is a compact, portable one-time password (OTP) authenticator that allows the Metro PD to easily establish OTP-based user access controls.
- > **SafeNet MobilePASS.** Leveraging the mobile device already carried by officers, MobilePASS provides two-factor authentication by generating one-time passwords on smartphones and tablets, replacing the need for a separate OTP device.
- > **SafeNet Authentication Manager.** With SafeNet Authentication Manager, the Metro PD's IT staff can leverage a comprehensive platform for managing the entire lifecycle of users, permissions and authenticators. From provisioning to updates and revocation, SafeNet Authentication Manager supports the organization's entire remote user base, including executive staff, law enforcement officers, and other personnel.

In addition to SafeNet Authentication Solutions, the Metro PD enlisted the Gemalto professional services team to help with deployment. Prior to deployment, Gemalto professional services representatives took time to gain familiarity with the Metro PD's environment, and were able to leverage their integrations expertise to help optimize the implementation.

Implementing strong, multi-factor authentication for our remote staff was a critical mandate. At the same time, it was also critical that these authentication mechanisms not present any inconvenience for our officers. With Gemalto, we could institute the strong authentication methods required, without adding any hassles or extra effort for our staff. Not only did Gemalto solutions give us all the features we needed, but they provided the best value.

Information Technologies Architect - Network/Data
Communication Security, Large US Metropolitan Police
Department

The Benefits

By adopting Gemalto SafeNet Authentication Solutions, the Metro PD was able to realize several critical advantages:

- > **Ease of use.** Given the high-stakes, fast-paced nature of Metro PD officers' ongoing responsibilities and activities, it was vital that any new authentication mechanisms introduced minimal disruption and inconvenience. With Gemalto, users could continue to work with the same interfaces to which they were accustomed, and with minimal change to existing login processes, so no retraining would be required.
- > **Seamless implementation.** With their flexibility and standards adherence, Gemalto's solutions were easy and non-disruptive to implement in Metro PD's environment. For example, in its Microsoft Windows environments, the Metro PD relies on Microsoft's graphical identification and authentication (GINA) library for authorization procedures. Other solutions would have required the modification of existing GINA code, which would have added to the up-front cost and deployment effort required.
- > **Compliance.** By delivering strong authentication capabilities and centralized visibility and control over user tokens and access, SafeNet Authentication Solutions helped the Metro PD establish and sustain CJIS compliance through user authentication.
- > **Optimal value.** Through their combination of cost-effectiveness, as well as streamlined implementation and use, Gemalto solutions offered the Metro PD the most value for their investments.

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