Case study: General Motors

General Motor’s implementation of the Liberty-Enabled solution for federating GM employee from the employee portal to a benefits application.
The solution:

- Solution providers are Sun and Workscape
- Is designed to
  - Seamlessly link the employee portal to our business partner’s site
  - Simplify access to information
  - Provide single log-on and log-off
- Pilot implementation completed Q4 2003
- Go live in 2005
- Production system will support up to 180,000 users
- Supports Liberty Identity Federation 1.x for the pilot
- Evaluating Liberty Identity Federation 2.0 for production
Solution Description

Account federation
Single log-on
Access target page via URL
Single log-off
Account de-federation
Reasoning and Selection of Solution

- GM has used business process outsourcing to manage non-core business functions.
- Additional authentication requirements create obstacles for our employees and disrupt the flow of the employee portal.
- GM uses the Sun Identity Server, making the decision to use a Liberty-enabled solution very easy.
As is often the case, technical issues were relatively easy to overcome.

Business issues are more challenging:
- No hard ROI – return is based on ease of use and employee satisfaction.
- Definition of business partner responsibilities is challenging.
- This is new ground – legal rules regarding liability are not well defined.

Both GM and our partner were pleased with the result.

Both companies plan to extend the use of Liberty-enabled federation.
List of companies/organizations participating in the implementation:

- **Sun**
  - SunONE Portal & Directory, Project Management & Engineering
- **Workscape**
  - Portal Development, Consulting Support
- **Mycroft, Inc.**
  - Consulting Support, Whitepaper Development
- **BMC**
  - Patrol, Analyze server and network performance
Planned Extensions/Roadmaps

- This application will be in production in 2005
  - Considering upgrading to version 2.0
- Planning other internal federations
  - Between GM organizations
  - With business service providers
- Exploring some consumer-facing applications
  - If implemented, will affect millions of users