

Using Commercial Commerce Software to Manage External Customers

NYS Department of Taxation
Jim Lieb, Director of Architecture

8/21/06

FTA Technology Conference - 2006

1

Agenda

- Problem Definition and Requirements
- Definition of users and resources
- Proposed solution
- Demonstration
- Solution futures
- Questions

8/21/06

FTA Technology Conference - 2006

2

Business Problem

How do you give external customers (business partners and constituents) access to applications and resources?

Requirement for Authorization System

- Self Service
- Easy to use interface for account administration including delegation
- Low cost, Easily Maintained
- Single signon to multiple accounts
- Meets Statewide accessibility
- Auditable
- Resolves issues of previous models

Consumers of Services

- Enterprise Users
- Business Users
 - Payroll Service Providers
 - Tax Preparers
 - Corporations
- Individuals
- Casual Users

8/21/06

FTA Technology Conference - 2006

5

Resources

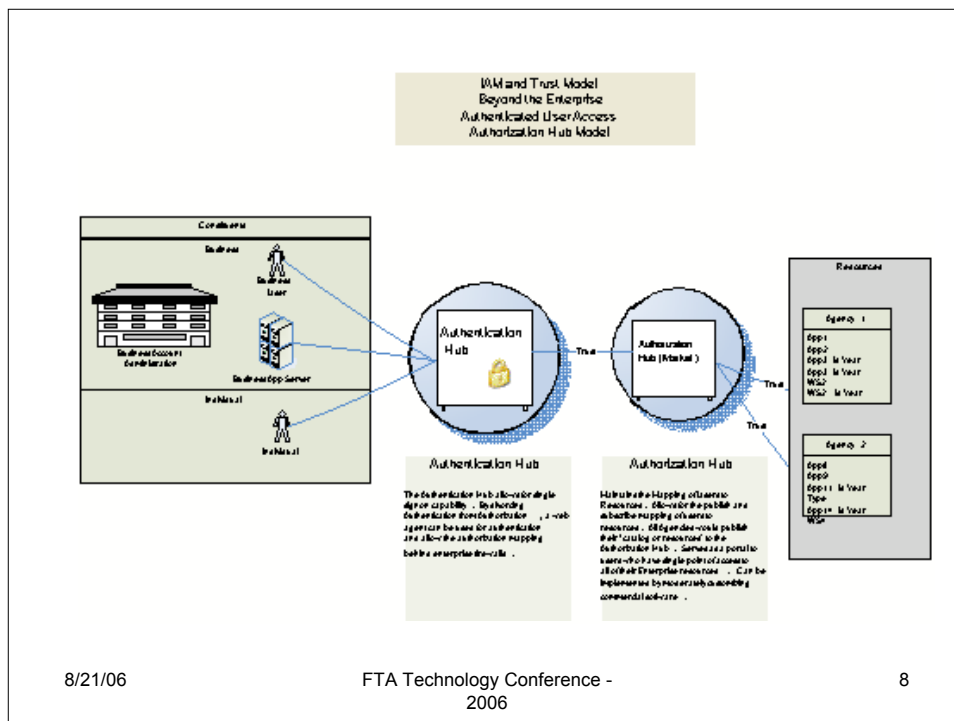
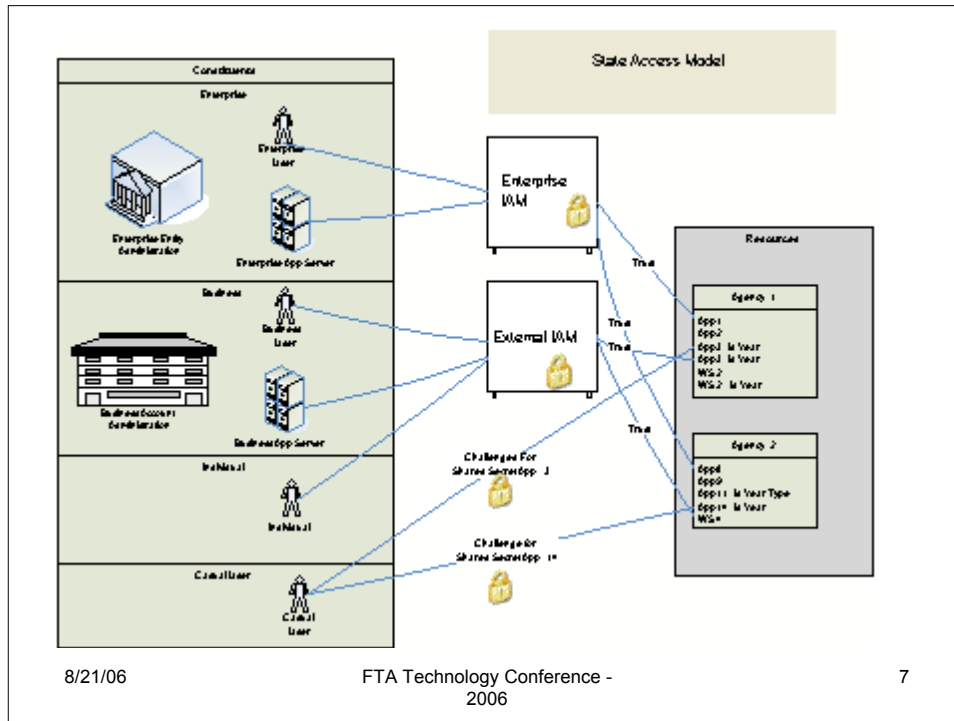
Defining Internet Resources

- Differs from Enterprise resources
- Not just to an application
- Probably contains identifiers that should not be in Statewide LDAP
- At authorization to the resource, the parameters used to access the application are captured
- At publication of the resource its security level and authorization pattern (contract) are also published

8/21/06

FTA Technology Conference - 2006

6



Redefining the Problem

Using Available Web Commerce Software for an Authorization Model

- Resources become Products
- Delegation and Account creation built in, Web Services leveraged for vetting
- Authorization is handled through a “product purchase contract”



8/21/06

FTA Technology Conference - 2006

9

IBM WebSphere Commerce

- Used by many companies (Home Depot, CVS, etc.) for online shopping
- Highly scalable
- Highly configurable Accelerator feature allows quick updates
- Supports Publish and Subscribe paradigm
- Supports multiple “sites”, “contracts”

8/21/06

FTA Technology Conference - 2006

10

Commerce Advantages

- Whole CRM side of product which can promote resources and deliver information based on profile of account, users or resources
- Integrates with plug-in modules for payments, other web service products
- 300 off the shelf reports
- Allows for easy integration with Portal and new technologies
- Chat (with known user) and other features built into product
- IBM Labs highly engaged and consistently improving product

8/21/06

FTA Technology Conference - 2006

11

System Implementation

- The system will be administrative tool for external customers
- As administrative tool, will work with NYSDS (web service integration)
- Will serve as "launching pad" for authorized resources
- Will provide usage reports to constituents

8/21/06

FTA Technology Conference - 2006

12

Demonstration

8/21/06

FTA Technology Conference - 2006

13

System Futures

- Servers – not only users, but available servers that can perform web services
- Resources accessed only from known domains
- File Transfer automation
- Could facilitate user certificates and signatures

8/21/06

FTA Technology Conference - 2006

14

Questions?

8/21/06

FTA Technology Conference - 2006

15