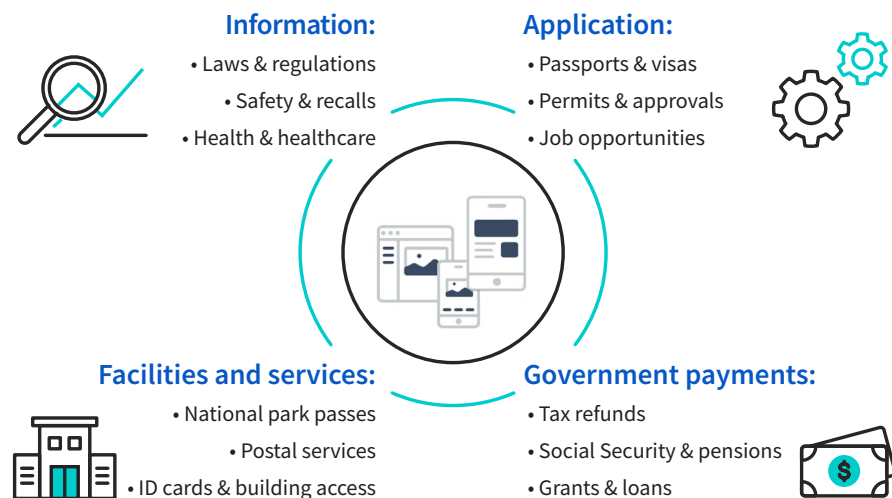# Liferay DXP: A Robust, Flexible Platform for Federal Systems Integrators (FSIs)

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FSIs and the Need for DXPs

Federal systems integrators (FSIs) play a critical role in helping federal agencies carry out their missions through a variety of digital solutions. To serve their clients, these agencies require digital experience platforms (DXPs) that are secure, easily adaptable to a wide array of use cases, simple to maintain, and that integrate easily with legacy systems.

Initiatives such as the President's Management Agenda (PMA) and the 21st Century Integrated Digital Experience Act (IDEA) make clear that digital platforms serving federal missions should improve constituent services and increase employee engagement by delivering rich, personalized experiences, while ensuring that access to information is appropriately managed and safe-guarded.

Services for Citizens and Government Employees

Information:
- Laws & regulations
- Safety & recalls
- Health & healthcare

Application:
- Passports & visas
- Permits & approvals
- Job opportunities

Facilities and services:
- National park passes
- Postal services
- ID cards & building access

Government payments:
- Tax refunds
- Social Security & pensions
- Grants & loans

FSIs need to consider these core capabilities when evaluating digital experience platforms:

- **Robust security.** Digital experience platforms must provide robust support for securing access to content and data. This includes role-based access using identity management and fine-grained permissions. Ideally, the platform should use the Security Assertion Markup Language (SAML), a standard that provides a framework for implementing single sign-on and supports federal identity systems such as Login.gov. Additionally, the platform should have a proven ability to achieve an Authority to Operate (ATO) in a variety of

configurations including on-premise and cloud (e.g. AWS Government Cloud). Finally, any credible DXP must provide full support for DevSecOps practices and initiatives.

- **Human-centered design.** As human-centered design becomes more widely adopted it is critical that a digital experience platform is capable of inherently supporting complementary practices like rapid prototyping and A/B testing. Further, the platform should provide support for government developed and sponsored tools such as the U.S. Web System Design for building accessible, mobile-friendly sites that comply with IDEA. The platform should also enable agencies to build portals/websites that non-technical staff can easily update and maintain and that are simple and intuitive for end users.

- **Digital workflow.** The digital experience platform should be versatile enough to serve as the foundation for a variety of needs. In a world where more staff work remotely, the DXP becomes the basis for digitizing, optimizing, and streamlining business processes that were previously manual and inefficient.

- **Integration with third-party systems.** It is critical that a DXP seamlessly and securely integrates with the plethora of tools and systems most agencies already use — such as ServiceNow, Salesforce, and Microsoft — to enhance and support existing business processes.

- **Flexible.** Every agency has different needs, so the DXP also must be modular, configurable, and extensible.

Liferay DXP: Robust Capability and Versatility That Meets FSI Requirements

The Liferay Digital Experience Platform meets the requirements listed above and is one of the world's most popular open-source software solutions for creating modern, self-service oriented citizen experiences. Liferay DXP has been recognized for 10 years straight by Gartner as a Magic Quadrant Leader in digital experience platforms.

Many agencies across the federal government use Liferay DXP for a wide array of solutions, including:

INTEGRATING SYSTEMS AND DATA

Liferay DXP's ease of integration and strong security features enable agencies to bring data from disparate systems together. Additionally, the platform's artificial-intelligence/machine-learning and enhanced search capabilities make it quick and easy to ensure that users find the information they need. For example, the federal government's Grants.gov is the central website for information on, and applications to, federal grant programs. The site uses Liferay DXP to consolidate information from more than a thousand grant programs, scattered across 17 legacy solutions. Liferay DXP's search capabilities dramatically improves search performance and the overall experience for its four million weekly users. Today, the website is the fourth most visited site in the U.S. government.

Bringing 17 legacy systems together, Grants.gov was able to improve the experience of more than four million weekly users.

Data integration capabilities are also critical to the Federal Aviation Administration's Aeronautical Information Management Modernization (AIMM) program, which integrates information from numerous legacy systems to provide aviation users — including air traffic controllers, pilots, and government agencies — with aeronautical information. Through a Northrop Grumman contract, Liferay serves as the primary user interface for the system.

CATALOG MANAGEMENT AND E-COMMERCE

Ordering and paying for items and services online has become a standard demand of citizens. Liferay provides an e-commerce solution, Liferay Commerce, built on the Liferay DXP platform, that is applicable to both commercial and non-commercial use cases. An example of a non-commercial e-commerce use case is the Centers for Medicare and Medicaid Services, which employs Liferay DXP to serve as the user interface and catalog for its Chronic Conditions Data Warehouse. This site provides researchers with data on Medicare and Medicaid beneficiaries, claims, and assessments, and presents the information in an easy-to-use catalog so medical researchers can find and download the data they need.

PERSONALIZATION WITH SECURE ACCESS

Personalization and identity management capabilities make Liferay DXP a flexible yet highly secure platform for delivering relevant information to specific categories of users. The U.S. Navy Sea Warrior Program Office uses Liferay DXP to replace 60 human resources applications with one consolidated solution, providing a one-stop shop for sailors to manage their careers. Named "My Navy Portal," the platform delivers human resources information, education, and training for the 870,000 users, automatically personalizing home pages and permissions by rank and user preferences.

Similarly, the U.S. Army is replacing a slow and inefficient legacy platform with Liferay DXP for an education and credentialing system that helps soldiers transition from military to civilian life through education programs at universities, commercial vendors, and colleges around the world. The ArmyIgnitED system enables users to find and register for training in more than 1,500 credentials and improves the user experience and collaboration between soldiers and counselors.
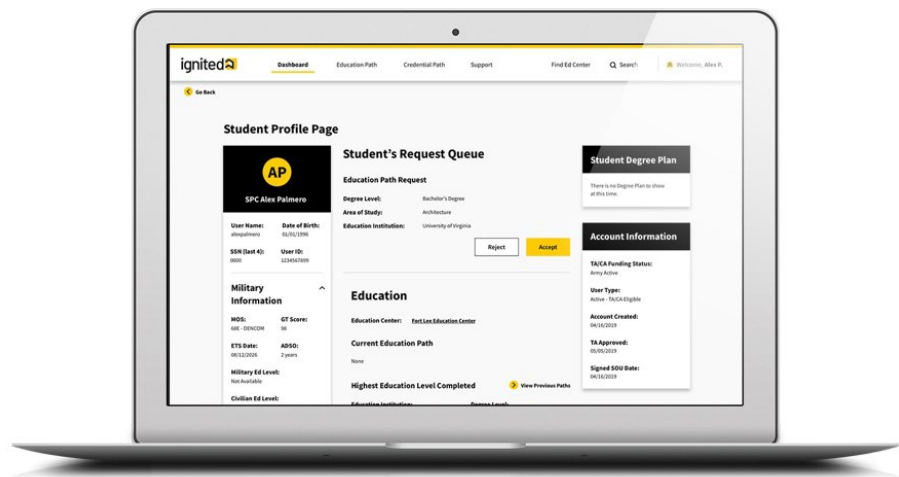
The U.S. Army offers training to soldiers and counselors through a secure credentialing platform.

MULTICHANNEL AND RESPONSIVE

The ability for applications to operate across different devices and modalities, such as touch or voice, is a must for today's applications. Liferay DXP has a mobile framework and mobile components library for quickly building and adapting apps for mobile devices. This ensures a consistent user experience across web, mobile, wearable, conversational, and other touchpoints. As example, the GLOBE Program, sponsored by NASA, is a network of citizen scientists focused on climate and the environment. When the program desired to launch a special project to track a solar eclipse in 2017, developers used Liferay to quickly build a page for its mobile app that let users capture and upload measurements as they observed the eclipse from their individual locations. The platform accommodated an unexpected influx of 50,000 new users within a few weeks before the eclipse. Last-minute features were added within a week and Liferay DXP's identity management functionality was able to determine new users and understand those who joined because of the eclipse project.


The Globe Program launched a mobile app that tracked the solar eclipse accommodating 50,000 new users within a few weeks.

SUMMARY

Liferay DXP supports federal agency digital transformation strategies, including the mandates of the PMA and IDEA, enabling agencies to build sites that are modern, secure, and responsive, delivering exceptional constituent and employee experiences, increasing productivity, and improving performance.

Learn more about how Liferay helps government agencies at liferay.com/solutions/industries/government

Liferay is available on GSA's Schedule 70 and SEWP via Carahsoft. Learn more at carahsoft.com/vendors/liferay
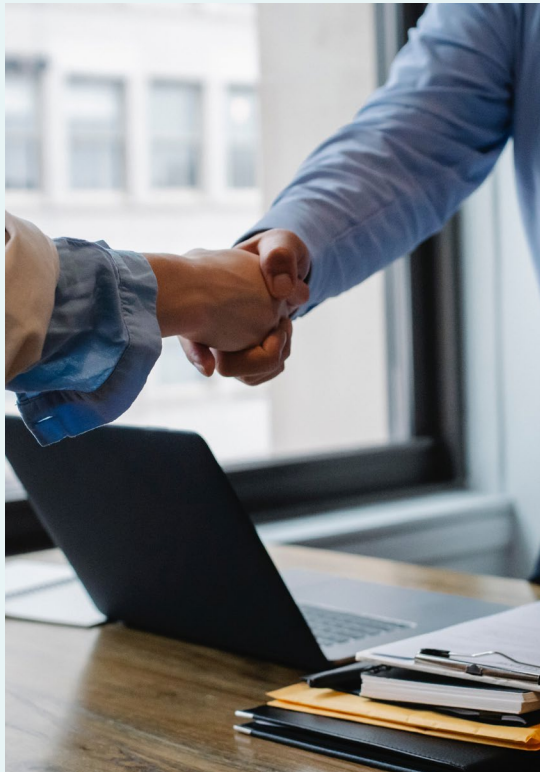
Liferay's Partner Program

Through its Partner Program, Liferay provides many resources and tools to help FSIs, including:

- Free access to the Liferay platform
- Unlimited free technical and sales training through Liferay University
- Discounts and rebates on software
- Sales and technical support, including lead referrals from Liferay
- Demo software
- Marketing support, including marketing development funds and joint marketing programs
- Promotion in the Liferay Partner Directory

For more information on the Partner Program, see liferay.com/services/partners/become-a-partner

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Liferay helps organizations solve digital challenges with omnichannel intranet, portal, commerce, and integration solutions. The Liferay DXP platform is open source, making it more reliable, innovative, and secure. Thousands of organizations in financial services, healthcare, government, insurance, retail, manufacturing, and multiple other industries use Liferay for one platform, endless solutions.