BIG

AGENTS
FOR TECH

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AGENCY FOCUS

What is acceptable for "Bring Your Own" MFA? Want to invest right the 1st time

(time) required to set up MFA? My perspective on security has always been that good security often takes some inconvenience. Is there a balance in time commitment that would be on-balance with the potential loss of

Which vendors do agencies use for MFA with Applied EPIC?

How is MFA solved for with back office offshore support for IAs?

When do insurance agencies have to institute these types of logins?

vendor, my question would be what is an acceptable amount of effort (time) required to set up MFA? Is there a balance in time commitment that would be on balance with the potential loss of money/trust if

Having gone through a cyber incident in the last several months, MFA is a minor inconvenience for the security it provides.

We use Patra for back office work and they have converted over to using MFA without much of an issue.

MFA METHODS

for all of our programs EXCEPT for our management system. Because we have so much of our staff working from locations outside of our office, we decided to require authentication every time they access our

We used DUO at first but when we converted to O365, the MFA came along with the licensing so we did not find the need to pay additional for DUO.

We use DUO

Many employees at otherwise sophisticated SMB clients have no idea how to use authenticator apps.

We don't have a specific MFA for EPIC. We do use Microsoft as our vendor for MFA into our network.

We use Single Sign On function for EPIC, to log into our network we use Global Connect/DUO Mobile Authorization to get in there so we don't need to use for EPIC.

We use Microsoft Authenticator for access to both our management system and our network.

CSRs/Agents - how do you feel about potentially authenticating on your personal cell phone?

CELL PHONES

We are ok using a personal cell phone to authenticate.

I authenticate on my personal cell phone. I would rather do that with a carrier than change my password every 60-90 days.

We didn't get much pushback from personnel regarding personal cell usage as it was by far the easiest to complete MFA.

QUESTIONS

Can you speak to why you would have individual implementations with DUO or Jump cloud tie back to azure either way. This allows not only MFA but also SSO and federation with user creations

How do you feel about using biometrics for authentication?

Are there any resources y'all would recommend that quantify the costs, benefits, or time to implement of MFA?

How quickly do you see that the MFA will move predominantly to 'Push Notifications'?

CARRIERS

Have you heard from any carriers or do you know of any plans to have integration with azure ad for federation?

How does the carrier know when they connect via real time or direct?

Given that there are many options available from the technology point of view, what would the carriers say are the main pain/concerns/issues they want the dream MFA system to address?

Carriers are in a good position to require appointed agencies to comply with data security requirements from each State's Dept of Insurance.

What was the pain point(s) that caused you to cancel your relationship with those carriers?

Are carriers adding another layer for MFA? ID Federation's SignOn Once supports a flag to be sent from the agency to the carrier to confirm MFA was run.

NTS COUNCIL
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SI WG Discussion