# okta

# The Hybrid Work Maturity Framework

**Your roadmap to trusted flexible working**

Enter

**$121k** per year in employee and IT productivity savings with SSO and password self-reset
**Norwegian Refugee Council**

**This framework is a roadmap for establishing trust in the dynamic, hybrid workplace. Use it to evaluate your current workforce identity infrastructure and identify the steps you should take to achieve full maturity.**

## A new era for workers

Since the pandemic hit, many of us have become acclimatised to working from home, cafes, co-working spaces, or wherever we choose. This new-found freedom has become critical to our job satisfaction – and we're reluctant to give it up. But with it comes new challenges around trust. As employees, we expect safe remote access to the tools we need, just as we had back in the office. Meanwhile, businesses want confidence that their newly dynamised workforces are working responsibly, sustainably and effectively, wherever they are.

At Okta, we believe these aspirations can only be realised by establishing full Trust at Work, with a modern identity solution at its foundation.

## What is Trust at Work?

Trust at Work embraces and establishes the trust that bonds an organisation and its workforce, wherever, whenever and however they choose to work. Taking an identity-first approach and starting with a cloud-based identity solution like Okta's is key to building it successfully, balancing the security that businesses need with the seamless access workers demand.

To achieve Trust at Work maturity, businesses must focus on 4 key areas:

- **User experience** – the ease with which workers can access resources and IT teams manage employees, partners and contractors across the business
- **Security & resilience** – how close the organisation is to achieving a Zero Trust security model and its ability to withstand future disruption
- **Environmental impact** – the effects of working patterns on the company's overall workplace greenhouse gas emissions
- **Compliance** – whether the business approaches compliance requirements on a reactive or proactive basis

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**$259k** per year in security savings due to reduced data breach risk
**Enterprise transportation organisation, EMEA**

# The barriers to trust

At Okta, we've helped thousands of companies build trust and prepare their business for the future workplace. Along the way, we've noticed some common hurdles that can get in the way of realising these goals.

**No joined-up identity strategy**
There is no unified workforce identity or security strategy in place. Priorities are fragmented and disconnected, exacerbated by legacy technology and siloed teams.

**Identity is viewed as an overhead**
Investing in a modern identity solution is viewed as an unaffordable luxury without immediate financial benefits, rather than a strategic tool for improving workforce efficiency.

**Limited internal identity expertise**
Identity is perceived to be too complex to build and manage internally, especially if multiple legacy systems exist.

**Security is seen to restrict freedom**
Strong security is seen as incompatible with a smooth user experience, putting extra tasks in workers' way that hinder access and slow down productivity.

**Little consideration of environmental impact**
Many companies fail to factor in the environmental impact of the way employees work, such as the carbon footprint generated by commuting.

**A reactive attitude to privacy & compliance**
Companies are reacting to regulation enforcing data security and worker protections, rather than implementing these measures ahead of the game.

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**80%** reduction in time and costs spent on provisioning and deprovisioning users **Enterprise transportation organisation, EMEA**

# Benefits of maturity

Achieving Trust at Work maturity will enhance your capabilities in four key areas.

**Seamless user experiences**
When total Trust at Work is established, digital experiences are elegant and delightful for both end users and IT admin teams. Employees enjoy swift, frictionless access to the tools, apps and resources they need, with proportionate security controls based on risk. IT administrators can easily manage employees through a single, centralised identity architecture, with many routine tasks automated, saving time and money.

**Robust security and resilience**
With a Zero Trust approach to authentication, permissions are continually assessed and granted at an individual level, ensuring only the right people have access to the right systems whether they're working inside or outside the network perimeter. Password reliance is a thing of the past, with Single Sign On and multi-factor authentication minimising the risk of lost or stolen credentials. This protects your business from data breaches and reduces the burden on IT teams, who can shift their focus from admin to innovation.

**Lower carbon footprint**
Workplace greenhouse gas emissions are minimised as a result of fewer employees commuting to the office and more meetings being conducted online. This reduction more than offsets the associated increase in home energy consumption, with a positive net effect on your business's carbon footprint. The outcome is to establish you as a socially and environmentally responsible business, an important indicator of trust that is now being formally recognised with the introduction of the B Corp certification scheme.

**Regulatory compliance**
With full Trust at Work, digital experiences are fully compliant with regulations requiring businesses to provide a flexible and secure workplace environment, whether in the office, at home, or while travelling. This includes compliance with:
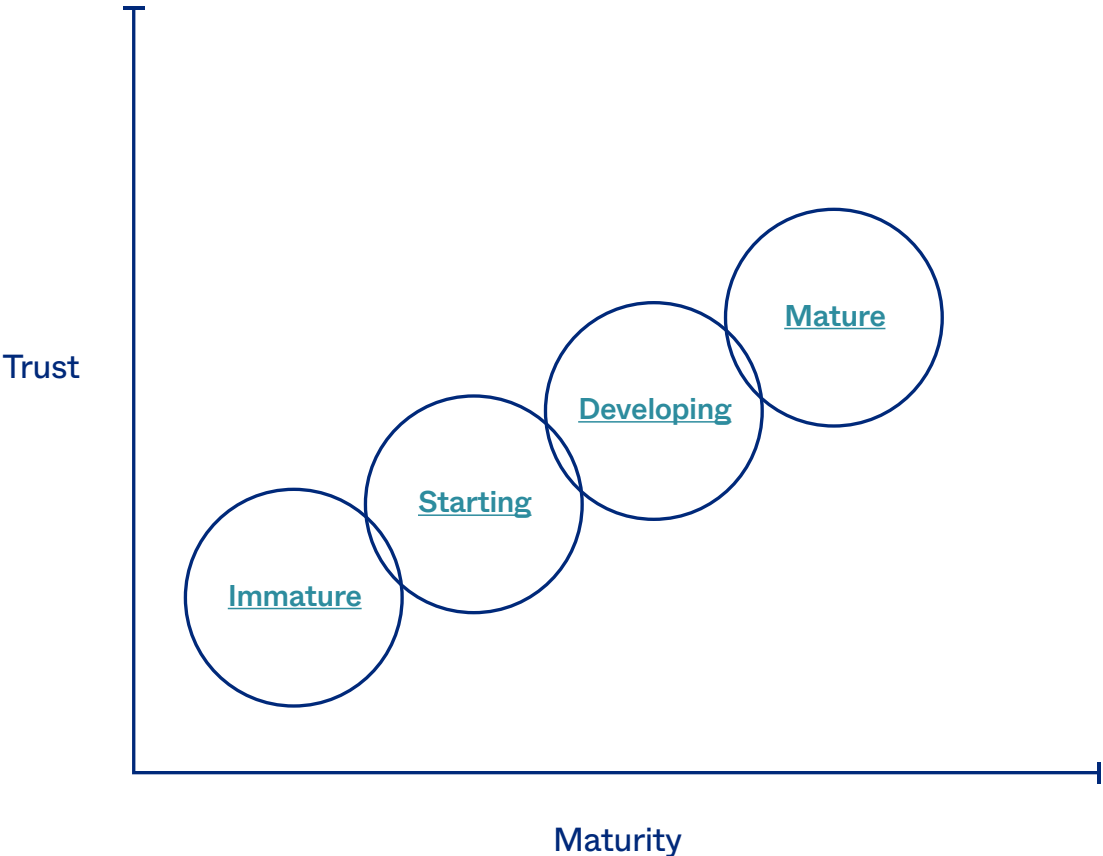
- General Data Protection Regulations (GDPR) Core IT security standards, such as the ISO 27000 series
- Enhanced security regulations for specific industries, such as PSD2 in financial services and TOGAF for enterprise architecture
- Broader employee rights on data protection, working time and health and safety in the remote workplace

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# The Trust at Work maturity framework

At Okta, we've used our understanding of our customers' workforce challenges and our expertise in identity to put together the Trust at Work maturity framework. This will help you evaluate how close your business is to establishing Trust at Work, where you could be and the practical steps you can take to get there.



Trust

Maturity

Mature

Developing

Starting

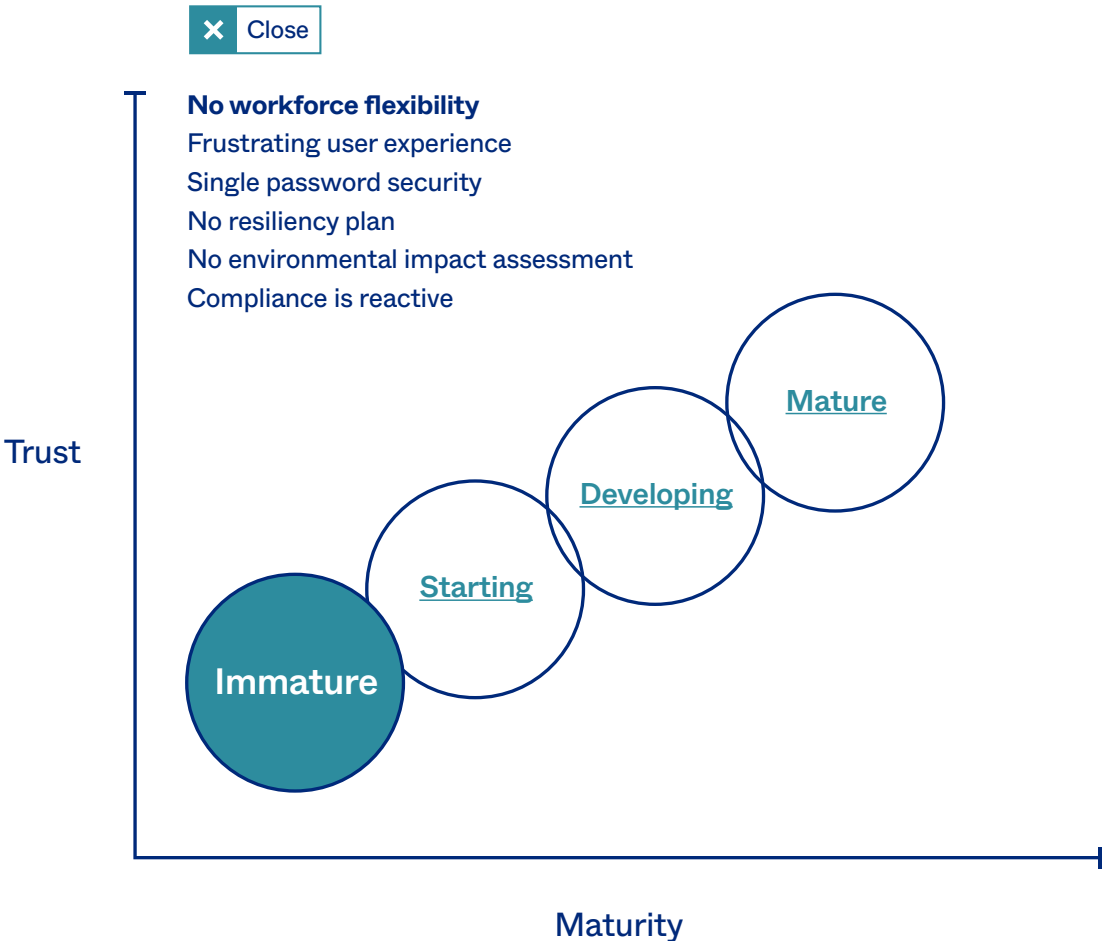Immature

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**✕ Close**

**No workforce flexibility**
Frustrating user experience
Single password security
No resiliency plan
No environmental impact assessment
Compliance is reactive

Trust

Immature

Starting

Developing

Mature

Maturity

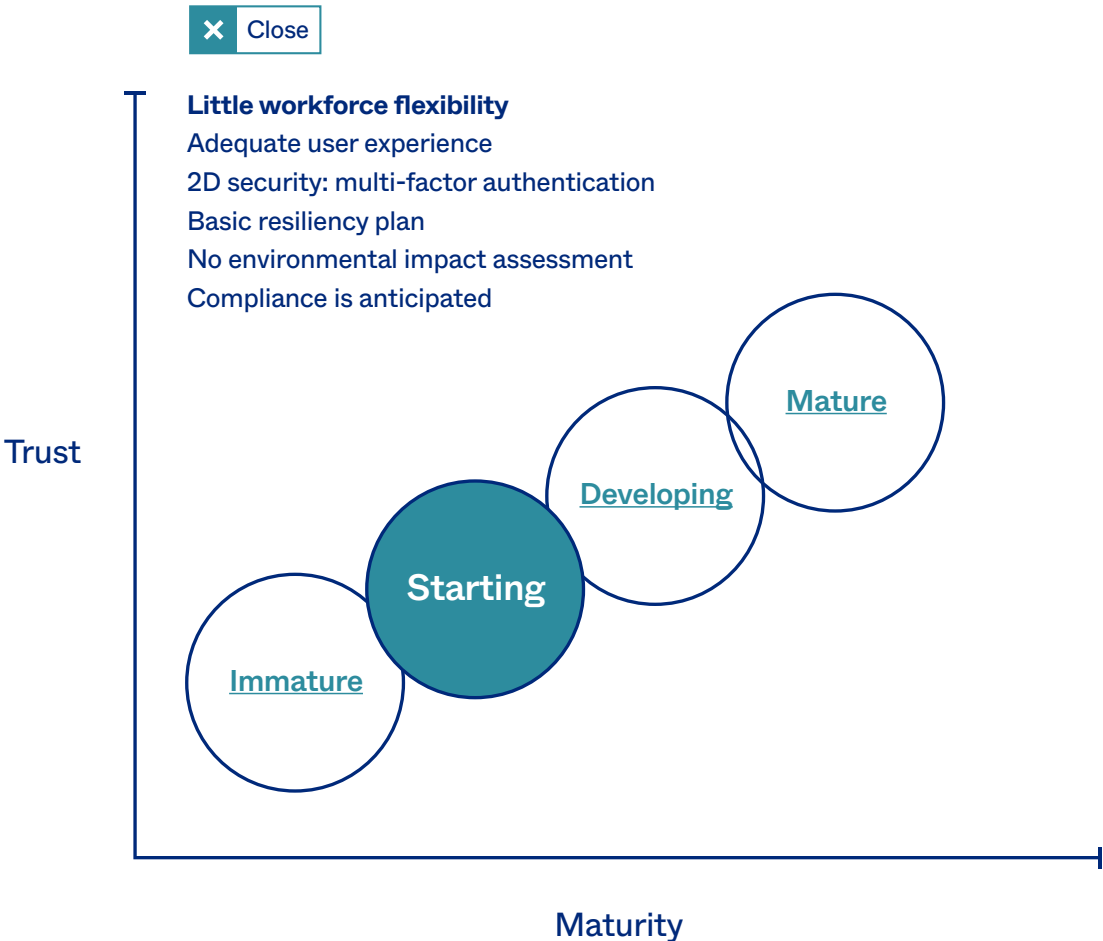okta

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❌ Close

**Little workforce flexibility**
Adequate user experience
2D security: multi-factor authentication
Basic resiliency plan
No environmental impact assessment
Compliance is anticipated

Trust

Maturity

Mature

Developing

Starting

Immature

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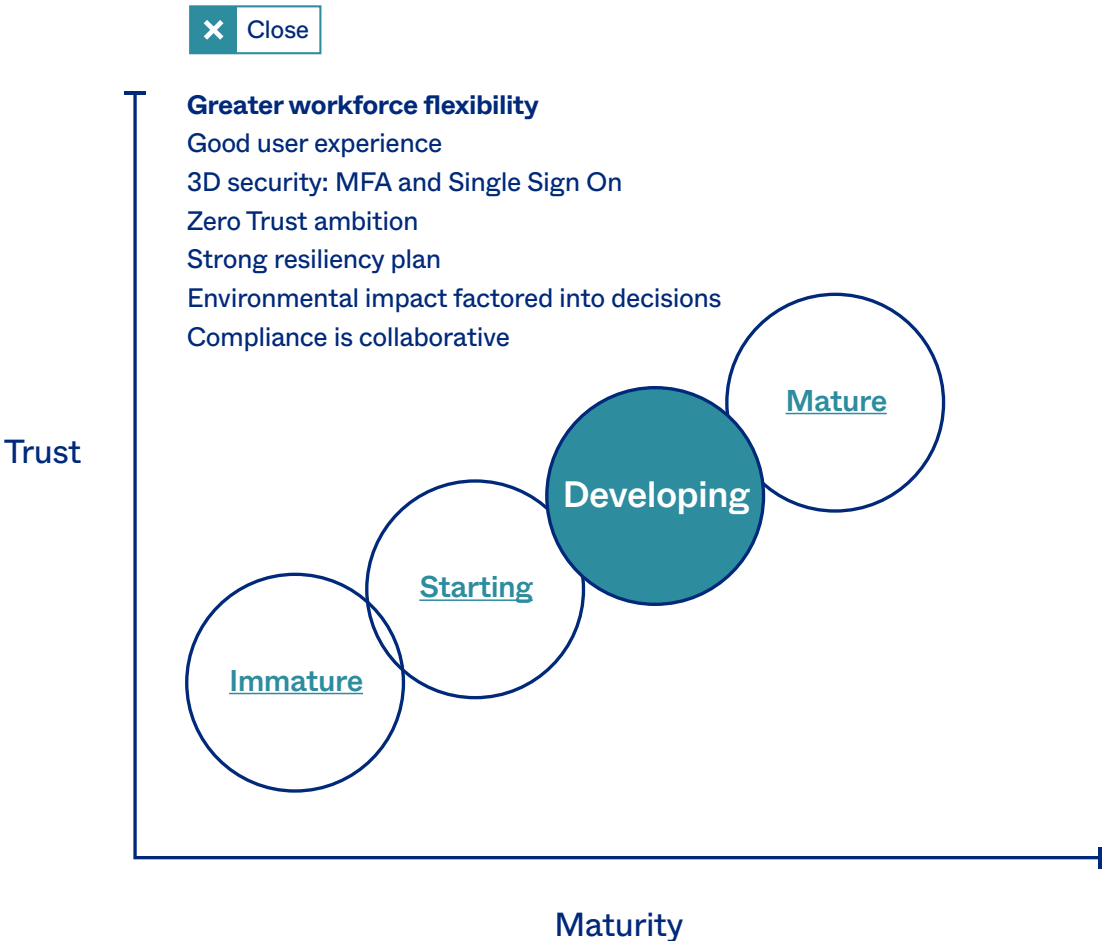# The Trust at Work maturity framework

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❌ Close

**Greater workforce flexibility**
Good user experience
3D security: MFA and Single Sign On
Zero Trust ambition
Strong resiliency plan
Environmental impact factored into decisions
Compliance is collaborative

Trust

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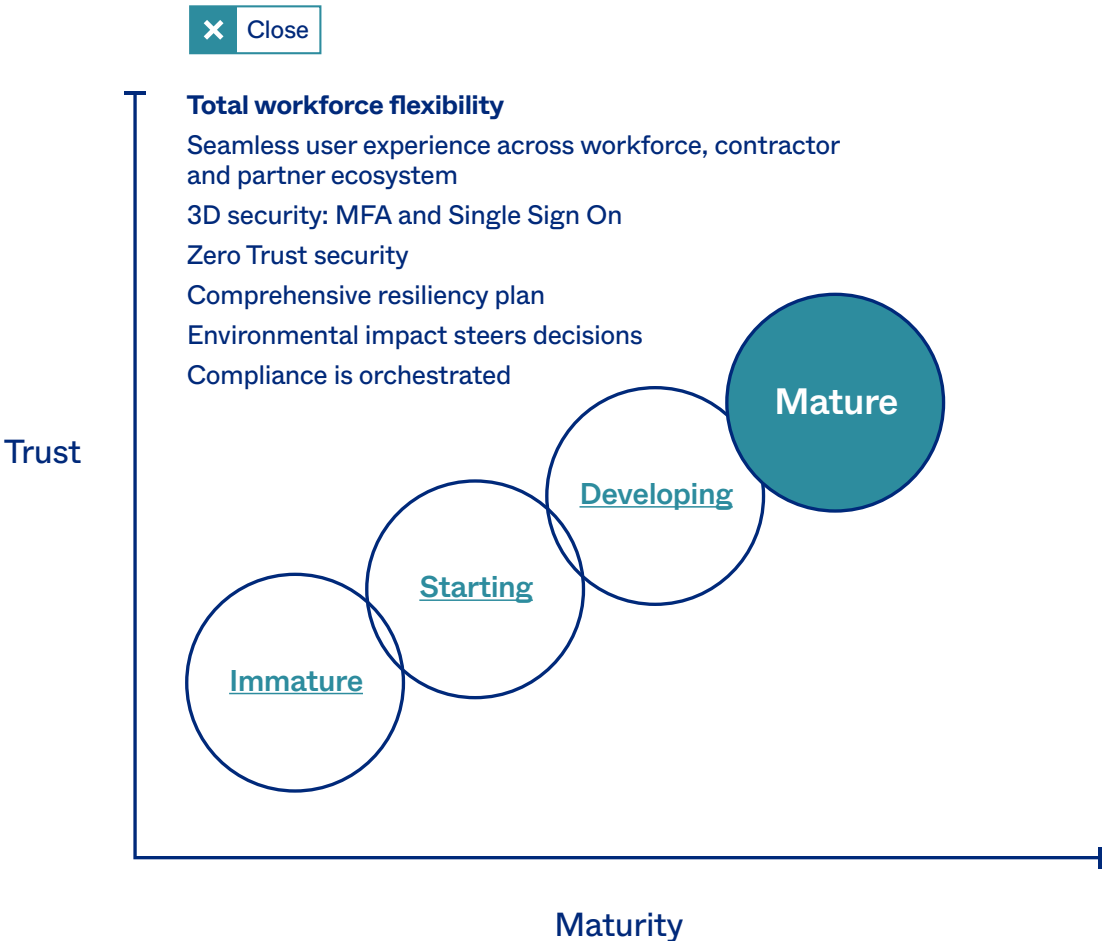
**✕ Close**

**Total workforce flexibility**

Seamless user experience across workforce, contractor and partner ecosystem

3D security: MFA and Single Sign On

Zero Trust security

Comprehensive resiliency plan

Environmental impact steers decisions

Compliance is orchestrated

Trust

**Mature**

**Developing**

**Starting**

**Immature**

Maturity

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# 5 steps to reaching Trust at Work maturity

**1  Take a healthcheck**
Find out how close your business is to achieving Trust at Work. Take IDC's quick online assessment to evaluate your security policies, IT flexibility, employee experience and overall readiness for the hybrid workplace, and get personalised recommendations.

**2  Start your Zero Trust journey**
Work with Okta to discover where the deficiencies are in your current identity infrastructure that are creating frustration and delays for your workers. Together, we'll help you create a plan to start your journey to Zero Trust security.

**3  Assess your environmental impact**
Understand the impact of your current workforce structure on your greenhouse gas emissions. Use our online checklist to review your workplace emissions from offices, commuting and homeworking, and explore how this could improve with a shift to hybrid work.

**4  Get ahead on compliance**
Be proactive about compliance. Learn about the legislation affecting your employees' rights on data protection, working time, and health and safety in the remote workplace. Be part of the movement shaping regulation, rather than reacting to it.

**5  Foster a culture of improvement**
Keep building on your successes by establishing a culture of continuous improvement. Seek out opportunities to enhance collaboration between teams, partners and suppliers. Encourage feedback and invite ideas so that Trust at Work becomes a collective vision that all your people feel part of.

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# Thanet District Council: reaching Trust at Work with Okta

Thanet District Council in England provides a diverse portfolio of to its 140,000 residents. When the COVID-19 pandemic forced employees to work remotely, the council needed to ensure they could carry out their vital work as securely and effectively as before.

- **400** employees able to work remotely during the pandemic
- Time spent resolving MFA prompts reduced by **95%**
- 3 core apps integrated with Okta, saving **1-3 months** of resource time per app
- Over **4,000 hours** of improved productivity with automated provisioning

### Phase 3

**Greater workforce flexibility**

With Okta's Adaptive MFA, roughly two thirds of MFA prompts were removed thanks to contextual access management, saving roughly £90,000 of resource time.

Automating lifecycle management for just three core apps saved 120 hours a year of IT effort across joiners, movers and leavers. New hires are now set up with the tools they need as soon as they start, rather than facing a two week wait.

Okta's Single Sign-On solution allows workers to access 70 applications with a single username and password, reducing friction. And Adaptive MFA means that connections stay secure whatever devices are being used, helping the council to move closer to adopting a Zero Trust model of security.

### Phase 2

**Little workforce flexibility**

Thanet was already using cloud-based Software-as-a-Service (SaaS) platforms for much of its work, but there was still a lot of friction for users. With 90 applications in use, workers had to maintain multiple passwords and deal with two Multi-Factor Authentication (MFA) prompts a day, slowing down access and generating a high administrative and cost burden for IT.

### Phase 4

**Maturity – complete workforce flexibility + continuous improvement**

With Okta, Thanet District Council has been able to build a new hybrid way of working. Employees can work just as effectively from home as they can in the office, with the same technology setup, wherever they are. But the work hasn't stopped. In the spirit of continuous improvement, its digital transformation team is looking to integrate applications even more closely with Okta and expand automation of its HR platform, with the goal of achieving total Trust at Work.

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**Ready to evaluate your workforce identity challenges and take the next step towards hybrid work maturity?**