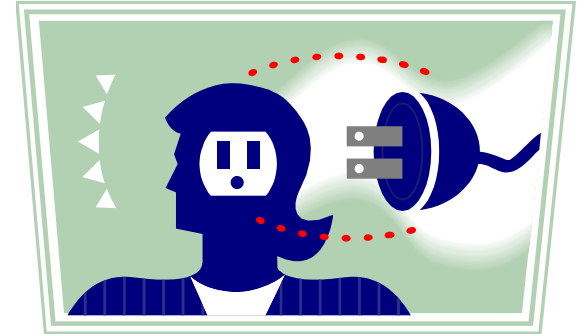


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The Future of Electronic Verification in Australia

Malcolm Crompton

Managing Director, IIS

Tonkin's 4th Annual Electronic Identity Verification Roadshow

Sydney, 28 February 2013

About IIS

- **Services:** privacy governance & strategy; privacy impact assessments and audits; regulator, customer & stakeholder engagement; privacy training...
- Strong expertise in the field of identity management



Australian Government

Department of the Prime Minister and Cabinet



Building trust and innovative privacy solutions

The Internet

- Originally developed as a trusted environment

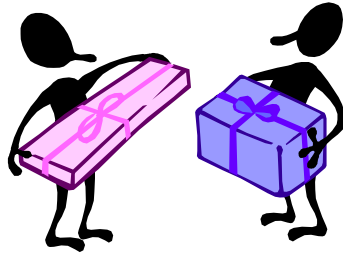


"On the Internet, nobody knows you're a dog."



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Identity and the Internet



- In many online contexts we want (and need) to know about each other

You must be **21** years old
to enter this site.

MM DD YYYY
month day year

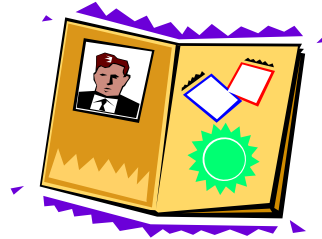
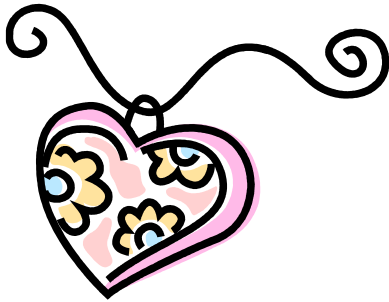
exit enter



- Today's identity management solutions have major shortcomings...

Inconvenience

- Clunky solutions based on “token necklace”



- Inefficient



- Not compatible with other logins



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Security risk

- Vulnerability to hacking
 - Same password for everything
 - 'The note on the screen'
- Identity theft



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Privacy invasive



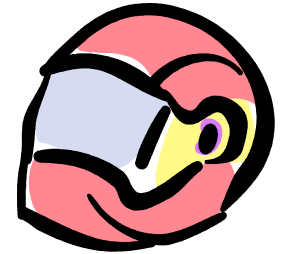
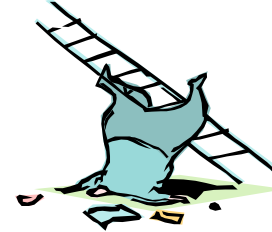
- Organisations collecting more information than they need
- Tracking of online activity



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A deficit of trust

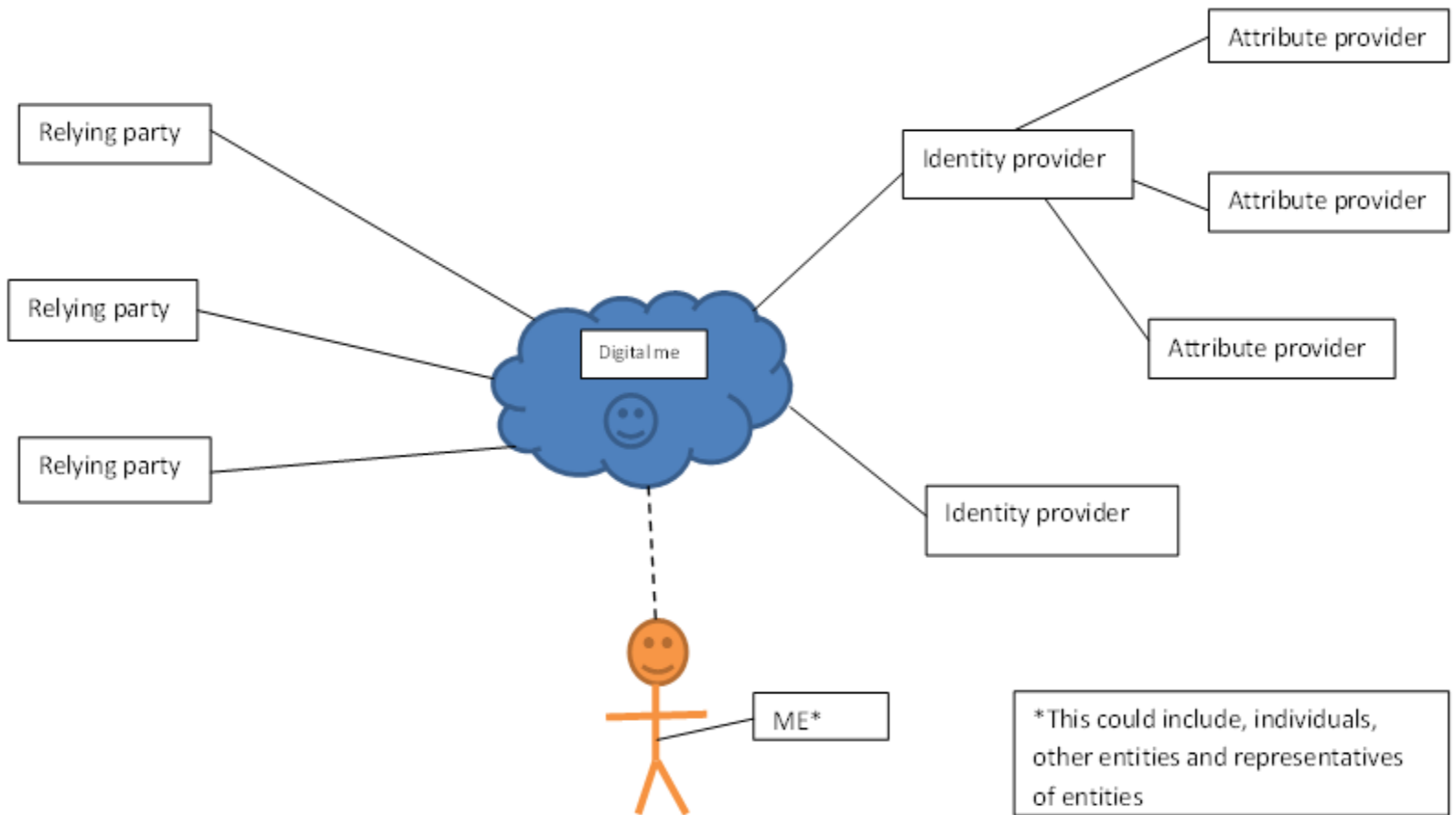
- Individuals avoid engagement
- Individuals become defensive – minimise or falsify responses
- Missed opportunities to develop relationships
- Innovative products and services unused
- New security vulnerabilities



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Trusted identities – a solution?

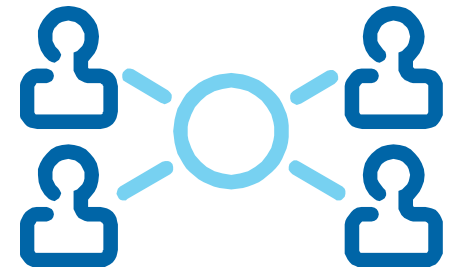
What might a trusted identities market look like?



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Trusted identities framework

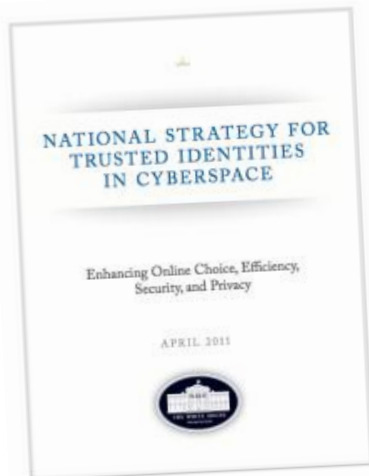


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What is it?

"... [P]articipants, policies, processes and technologies required for trusted identification, authentication, and authorisation across diverse transaction types..."

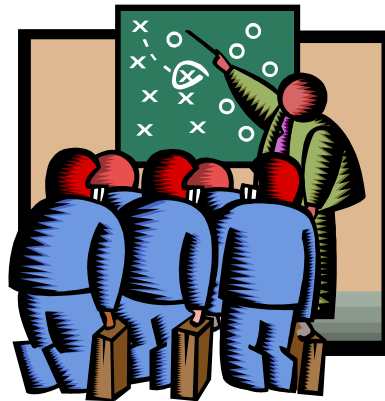
- NSTIC, [‘Enhancing Online Choice, Efficiency, Security and Privacy,’](#) April 2011



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What is it?

- Individuals + identity providers + relying parties
- Principles and standards to ensure:
 - Consistency
 - Cooperation
 - Interoperability
 - Extensibility
 - Future proofing



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Public-private collaboration

➤ Recognition that cooperation is needed:



- Operationally

- Private sector as key driver and operator
- Government as supporter and facilitator

- Transactionally

- Each party has data that the other doesn't have but is likely to need



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United Kingdom

- **Identity Assurance Programme**
- UK Government as the relying party, with the Department of Work & Pensions leading the way
- As of January 2013, 8 providers have been chosen to design and deliver an online identity registration service, including Experian, Verizon and PayPal



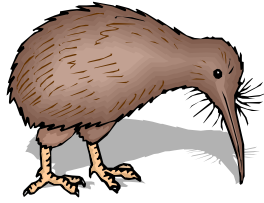
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United States

- **National Strategy for Trusted Identities in Cyberspace (NSTIC)**
- Goal is for the private sector to establish a digital identity ecosystem, with government support
- [5 pilot programs launched](#) in 2012, with more in the coming months



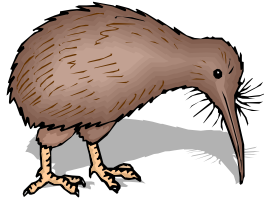
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New Zealand

- Projects guided by privacy best practice
- **igovt logon service**
 - Single sign-in, user control
 - Over 25 online government services
 - [PIAs conducted by IIS](#)
- **igovt identity verification service**
 - [PIAs conducted by IIS](#)





New Zealand

➤ RealMe



- Partnership between government (DIA and NZ Post) and private sector
- Verify once, use repeatedly



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Australia



- Existing trusted identities frameworks are fragmented – no *national* scheme
- PM&C issued a NTIF policy concept paper in 2011 with guiding principles
- IIS has been consulting with industry and community stakeholders – “something must be done!”
- Government response expected in the upcoming Digital White Paper

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What should NTIF exhibit?

➤ User-centricity

- Transparency
- Usability
- Control
- Accountability
- Data minimisation
- Tracking minimisation



➤ Mutual trust – not just one-way trust

➤ Multiple identities – recognising that a person has different identities depending on the *context*

Document Verification Service

- Enables authorised agencies to confirm key details contained on government-issued identity documents presented by individuals
- The 2012-13 Budget announced that DVS would be extended to private sector organisations to meet client identification obligations under Commonwealth legislation



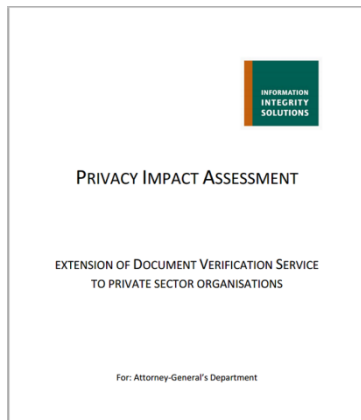
Document Verification Service

➤ DVS has key privacy protections:

- Requires informed consent
- Limits response to yes/no format
- Use limitation for participants
- No storage of personal information
- Reduces need for in-house databases

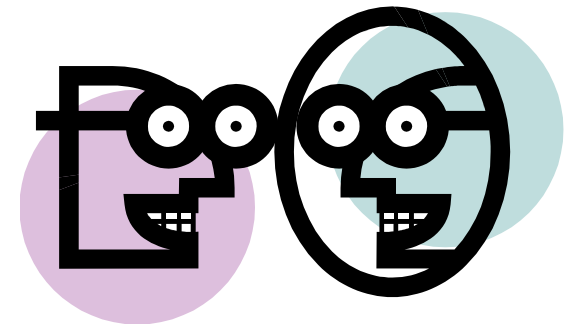
➤ See IIS' [PIA on extension of DVS](#)

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Future of DVS & NTIF

- Expansion of DVS to facilitate online verification
- Complementary initiatives:
 - NTIF – needs a practical project with clear benefits to all stakeholders (consumer, business and government) and strong private sector interest
 - DVS – needs proper governance to optimally manage the expansion



Future of DVS & NTIF

- Multi-stakeholder governance to foster community and business trust is essential:
 - Establish a continuity of understanding and engagement of all stakeholders
 - Enable informed and constructive input
 - Access business views on new initiatives
 - Receive wider community input to build ownership and acceptance

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Future of DVS & NTIF

➤ Significant challenges remain:

- Fragmented databases and regulatory limitations
- Data quality and liability
- ICT infrastructure
- Incentivising data holders
- Community concerns
- Usability



When ID management is done right...

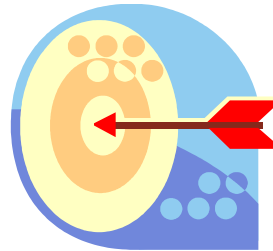
➤ For individuals:

- Improved access and confidence in online services
- Greater convenience
- Enhanced privacy (including security)



➤ For governments:

- Improved and lower cost of service delivery
- Provision of security for citizens
- Creation of new commercial and employment opportunities



➤ For businesses:

- Increased efficiency of transactions, lower costs
- Increased consumer confidence
- Improved security
- New commercial opportunities

Future of EV

- Trusted identities framework – a holistic approach to identity management
- Get on board with the NTIF
- Governance will be key



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