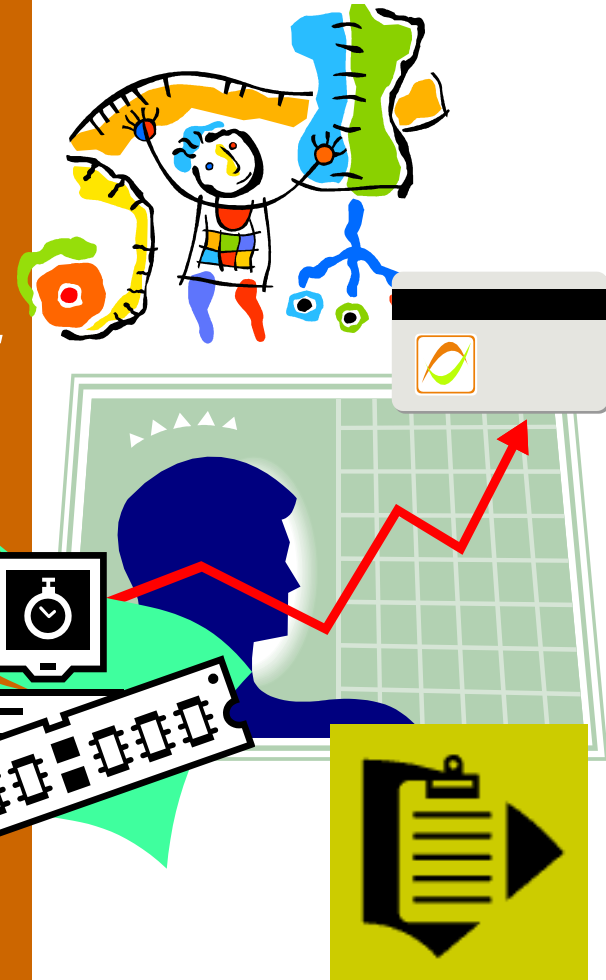# Malcolm Crompton

User Centric ID Management
An oxymoron or the key to getting identity management right?

**Managing identity in New Zealand
Identity Conference 2008**

Wellington
29 April 2008

Coming to a business near you…

INFORMATION INTEGRITY SOLUTIONS

DATA BREACH
California Lawmaker Wants To Toughen Breach Law
State Senator Joe Simitian has drafted two new bills designed to stiffen California's data breach law, including one that would outline new guidelines for breach notice requirements and another to require consumer notification letters to be more clearly understood.

DATA BREACH
EDS To Pay For SSN Error
Saying that the company was "deeply regretful" for a printing error that exposed Social Security numbers on envelopes sent to more than 260,000 Wisconsin residents, Electronic Data Systems (EDS) announced that it would pay for ID theft insurance and credit monitoring for all those affected by the breach

DATA BREACH
100,000 Docs' IDs At Risk Follo...
Wisconsin's WEAU television news...
10 states have had their Social S...
Web posting by California-base...
a health insurance firm that...
The breach occurred in D...

...REACH -- UK
Carphone Warehouse In Fix After Breach
British mobile phone retailer Carphone Warehouse and sister company TalkTalk have been ordered to bring data privacy and security practices in line with the Information Commissioner's Office demands, or face "unlimited fines" following the recent discovery of a data breach that has put the personal information of thousands of customers at risk.
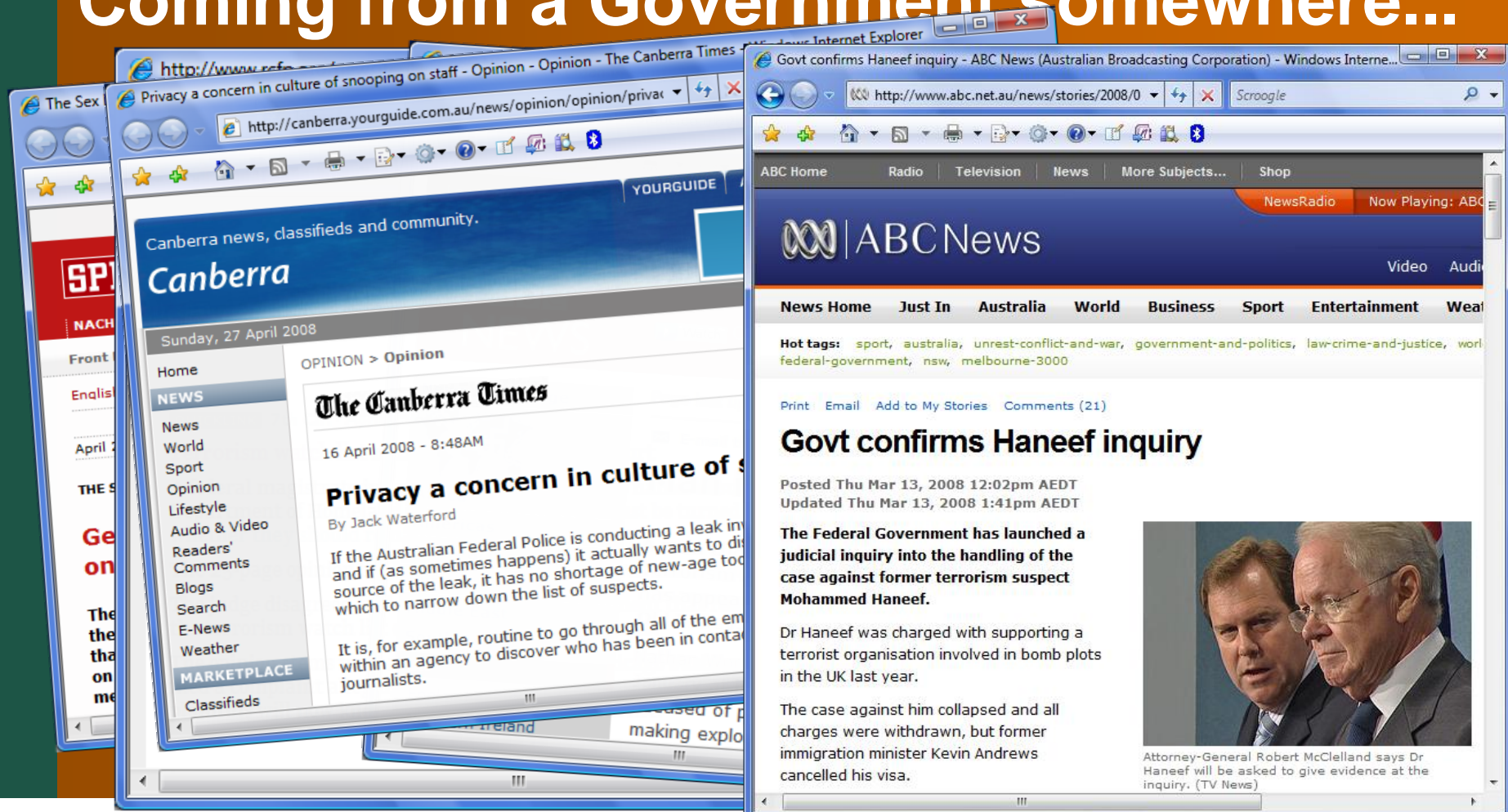
ONLINE MARKETING
ValueClick To Pay $2.9 Million To Settle FTC Charg...
According to an agency press release, The Federal Tr... collect $2.9 million from online advertiser ValueClick, ... date based on the 2003 CAN-SPAM Act.

The impostor in the ER

Medical identity theft can leave you with hazardous errors in health records

Coming from a Government somewhere...

Canberra news, classifieds and community.

Canberra

Sunday, 27 April 2008

OPINION > Opinion

The Canberra Times

16 April 2008 - 8:48AM

Privacy a concern in culture of s

By Jack Waterford

If the Australian Federal Police is conducting a leak in and if (as sometimes happens) it actually wants to dis source of the leak, it has no shortage of new-age too which to narrow down the list of suspects.

It is, for example, routine to go through all of the em within an agency to discover who has been in conta journalists.

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ABC News

Video | Audio

News Home | Just In | Australia | World | Business | Sport | Entertainment | Weat

Hot tags: sport, australia, unrest-conflict-and-war, government-and-politics, law-crime-and-justice, worl federal-government, nsw, melbourne-3000

Print Email Add to My Stories Comments (21)

Govt confirms Haneef inquiry

Posted Thu Mar 13, 2008 12:02pm AEDT
Updated Thu Mar 13, 2008 1:41pm AEDT

The Federal Government has launched a judicial inquiry into the handling of the case against former terrorism suspect Mohammed Haneef.

Dr Haneef was charged with supporting a terrorist organisation involved in bomb plots in the UK last year.

The case against him collapsed and all charges were withdrawn, but former immigration minister Kevin Andrews cancelled his visa.

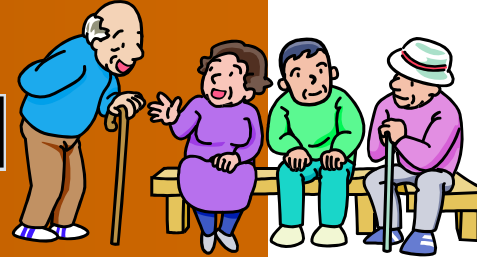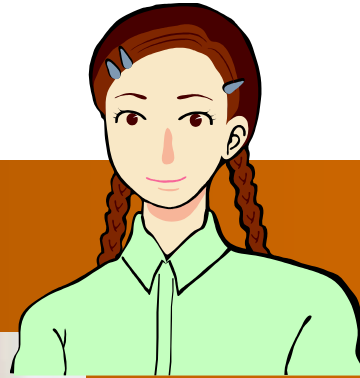Attorney-General Robert McClelland says Dr Haneef will be asked to give evidence at the inquiry. (TV News)
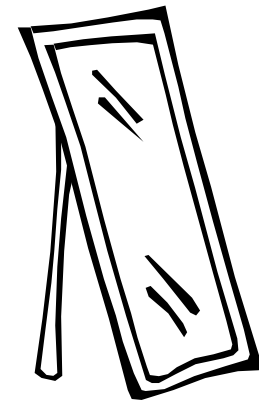
But where is the individual when we "manage" "identity"?
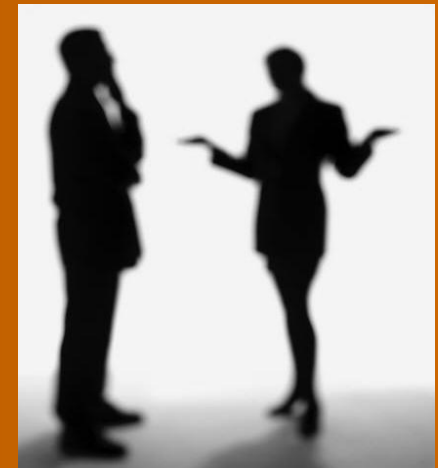
Identity?

... a very personal concept

Wait till you hear Dick Hardt

INFORMATION
INTEGRITY
SOLUTIONS

"Managing" "identity":
Whose risks are you managing?
What's your concern?

- **Identity fraud, identity theft, identity takeover?**

- **Border control?**

- **Traveller identification?**

- **The bottom line?**
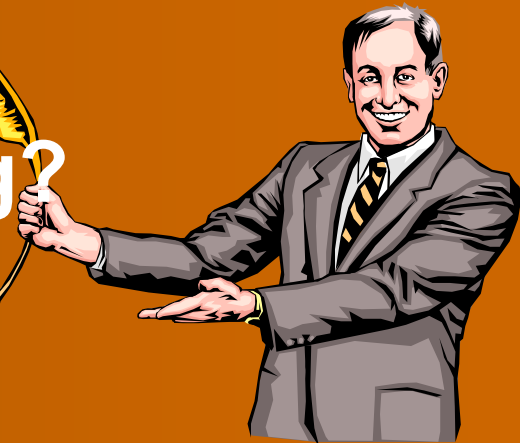
The internet has changed the rules

- Privacy principles ineffective in the face of the tidal wave of new technology

- Capacity to range through vast amounts of information

- Digital footprints allow behavioural targeting

- Not just individuals who can pretend they are someone else
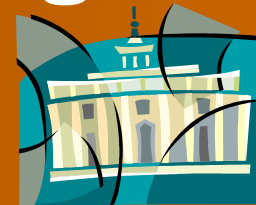
Don't take my word for it ...

"... technology will outpace in its capacity, the imagination of even the most clever law makers. ...

"Of course that is not a reason to do nothing. To do nothing is to make a decision."

Justice Michael Kirby, High Court of Australia
IIA Dinner speech, 21 February 2008
http://iia.net.au/index.php?option=com_content&task=view&id=617&Itemid=32

"... the Commissioner believes that the time has now come to start a new debate. This recognises the pace of technological change ... [and] .. a growing feeling that the [EU] Directive is becoming increasingly out-dated ..."

Information Commissioner UK
Invitation to Tender – Review of EU Data Protection Law, 14 April 2008
www.ico.gov.uk/upload/documents/pressreleases/2008/invitation_to_tender_1404081.pdf

INFORMATION INTEGRITY SOLUTIONS

This isn't lost on the individual ...

	Broad consents	More EOI	Logging & Monitoring	Inadequate Accountability
Unexpected uses				
Lack of Control				
Burden of Risk				

The Great Trust deficit:
" You don't trust me, so why should I trust you?"

Australian Government

Medicare Australia

Your Health

Authentication Page

- Access Online Services
- Register for Online Services
- Reset Password

Access to Online Services

This page provides you with the Conditions of Use and Access for Medicare Australia's Online Services. Online Services include Online Services Inbox and email, where you opt-in to these services.

If you choose to accept the Conditions of Use and Access by clicking on the **"I agree"** button, you will continue with your access to Medicare Australia's Online Services.

If you click the **"I don't agree"** button, you will be exited from Online Services and you will not be able to continue to access Online Services.

You may print the Conditions of Use and Access at any time by clicking on the **"Print"** button.

For your privacy and security reasons, you will be "timed out" if you do not click on a field, enter information or scroll up or down the page at least once every ten minutes.

Using Online Services is voluntary. You can access or provide information to Medicare Australia over the phone or in person at any time, even if you have accessed and used Online Services.

Online Services Conditions of Use and Access

The following Conditions of Use apply to your access and use of Online Services, including Online Services Inbox and email (where you opt-in to these services).

Your responsibilities

1. You agree to provide true and correct information to Medicare Australia and you declare that all

Online Services Conditions of Use and Access

The following Conditions of Use apply to your access and use of Online Services, including Online Services Inbox and email (where you opt-in to these services).

Your responsibilities

1. You agree to provide true and correct information to Medicare Australia and you declare that all information you provide to Medicare Australia through Online Services is true and correct. Using Online Services does not change any of your obligations to provide true and correct information to Medicare Australia.

2. You must not provide false and misleading information. Doing so may result in prosecution and civil or criminal penalties.

3. Providing false and misleading information through Online Services that results in an overpayment will be treated in the same way as providing incorrect information on a form or in person.

4. You agree to:

    a. keep your Passwords and your Secret Questions and Answers confidential;

    b. not permit any other person to use your Password; and

    c. change your Passwords regularly and when prompted.

5. You agree that your access to Online Services depends on telecommunications and Internet service providers and other external factors, and that Medicare Australia does not guarantee the availability of Online Services during the specified operating hours.

6. You agree that you are responsible for any damage to your computer, systems or software caused by any virus, irrespective of the origin of the virus.

7. You accept the Conditions of Use every time you use Online Services, including acceptance of any changes to the Conditions of Use, in circumstances where it is reasonable to assume that you are aware of the changes.

8. You are responsible for accessing notices and information provided by Medicare Australia on the Online Services website.

Online Services Inbox and email

9. You agree to be bound by clauses 10 to 12, in addition to the other Online Services Conditions of Use and Access, when you opt-in to the Online Services Inbox and/or email (that is, by providing your agreement and/or consent to the use of the Online Services Inbox and/or email). Clauses 10

https://www2.medicareaustralia.gov.au/pext/coir

Google

Links aph aus.gov.au @ Dir.gov.au FedInfo IIS Mail Mooter PrivacyFinder

Medicare Australia Responsibilities

13. Medicare Australia is not liable for the accuracy of any information provided by you and where you do not provide information that is true and correct in all respects.

14. Medicare Australia is not responsible for any failure in relation to any payments and/or electronic communication with you where you do not provide correct bank account details and/or email address.

15. Medicare Australia will not send you emails with embedded URLs and will not include links to Medicare Australia's website or to other websites in any email to you.

16. Medicare Australia assumes that any transaction using your Online Services account details, which includes using your Medicare card number and Password, is undertaken by you.

17. Medicare Australia may cancel your access to Online Services if:

    a. Medicare Australia believes that your access has been used to perform an unauthorised transaction, or

    b. if you are no longer eligible to access Online Services.

18. Medicare Australia may make changes to Online Services at any time and with or without notice to you.

19. Medicare Australia may notify you of changes to Online Services through information and notices available to you when you access Online Services.

20. To the extent permitted by law, Medicare Australia is not liable to you for any claim, loss, liability or expense incurred by you in your access and use of Online Services.

General conditions

21. The Conditions of Use are governed by the laws of the Australian Capital Territory. Medicare Australia and you submit to the jurisdiction of the courts of the Australian Capital Territory.

[I agree] [I don't agree] [Print]

Last updated 9 August, 2007
Copyright © 2005-2007 Medicare Australia
Medicare Australia | Legal Notices

Internet | Protected Mode: On   100%

The trust deficit – Impact

We avoid engagement

We defend – minimise or falsify our responses

We call for more law regardless of impact

Opportunities missed to develop close relationships

Solutions go on the scrap heap

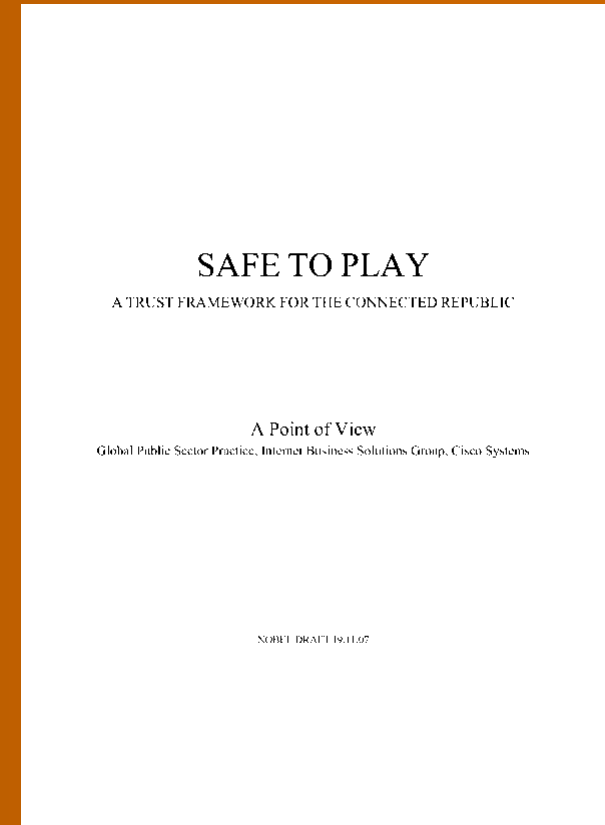New security vulnerabilities – more information collected than needed creates the ID fraud honey pot
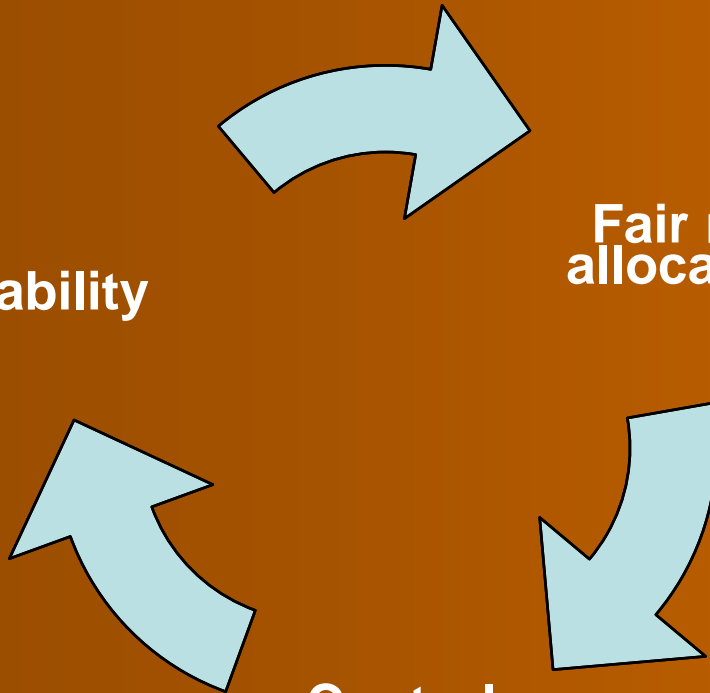
Culture & History also important

Why are many of the countries based on Anglo cultures so fussed about IDM?

Take Scandinavia

- Citizens appear more willing to trust government with their identity

- High levels of trust through history of openness – FOI & stronger accountability?

"Use Cases for Identity Management in E-Government"

Robin McKenzie, Malcolm Crompton, Colin Wallis, *IEEE Security and Privacy,* **vol. 6, no. 2, pp. 51-57, Mar/Apr, 2008**

http://doi.ieeecomputersoci ety.org/10.1109/MSP.2008.51

Implications for identity management

- **User centric**
- **Must foster mutual trust**
- **It's no longer novel:**
  - **LSE "Identity Project"**
  - **Kim Cameron's "Laws of Identity"**
  - **UK Sciencewise "TrustGuide"**
  - **OPC Australia & IIS**

Case study: Australia's failed Access Card

SOON JUST ONE CARD COULD REPLACE THEM ALL.

The Australian Government is proposing to introduce a single card in 2008 for people to access Medicare, veterans' services and Government social services.

What is the card? How will it work? How will the card benefit me?

To find out the answers to your questions, call **131 792** from 8am to 8pm weekdays, visit **www.australia.gov.au/accesscard** or pick up a brochure at your Medicare, Centrelink or Department of Veterans' Affairs office. TTY: 1800 146 180 (for hearing/speech impaired)

Australian Government

Authorised by the Australian Government, Capital Hill, Canberra.

The old website:

www.accesscard.gov.au
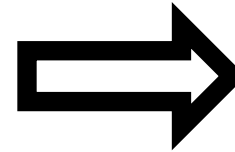
Lost community trust because of:

- Hidden agendas - lack of transparency

- Centralisation of very sensitive information

- Inadequate governance and accountability

- De facto compulsory despite claims

Identity management – the future

User centric good stories emerging

New Zealand State Services Commission

Australian Government Online Services Portal
- – User control
- – Pseudonymous identity provider

User centric becoming into mainstream
- – Decentralisation in identity brokering – OpenID
- – Identity selectors – Cardspace, Higgins
- – Zero Knowledge – Credentica
- – Cooperation and interoperability

Questions for governments

- How will you gain citizen trust where choice not an option?

- What is your agenda for stronger identity management?

- Are you willing to be transparent about your agendas?

- If you cannot be fully transparent are you prepared to be highly accountable?

- Are you willing to take responsibility for fixing failures?

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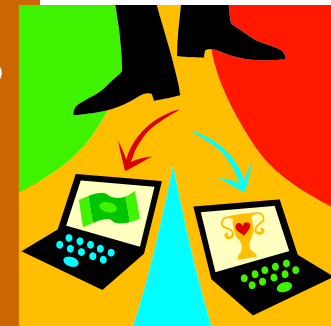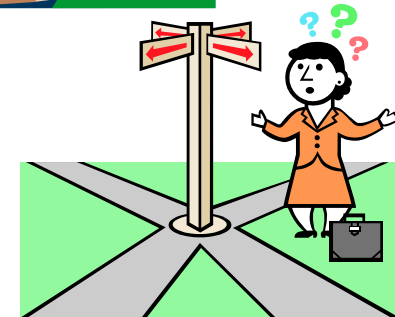
"Identity isn't a revenue situation. It's an infrastructure situation"

<u>User Centric</u> Identity Management:

It's not an oxymoron

It's inevitable

INFORMATION
INTEGRITY
SOLUTIONS

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