Digital Identity in Government

Digital identity services that deliver value for Government and its citizens

The world is how we shape it

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DIGITAL IDENTITY IN GOVERNMENT

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Digital identity is a key enabler for modernising public services. Having digital identity solutions in place will improve and streamline access to services, thereby creating a superior user experience and unlock the digital economy. For government, this will enhance administrative efficiency — improving service uptake, reducing paperwork and speeding up processing. We are at the forefront of shaping the thinking on Digital Identity, leading the conversation, embracing new technologies and collaborating across sectors to deliver transformative solutions which are evolving in step with the demands of our ever more connected world. We will achieve this and in doing so help to grow a better, more secure digital economy and realise a truly digital future.

Key Government Challenges

Proving identity online – At present proving identity online is difficult and cumbersome. Usually scanned copies of sensitive documents need to be sent to organisations to verify who a person is

High risk of fraud – Sending scanned copies and storing these in centralised data stores creates 'honey pots' of personal data for hackers to access and use, eroding public trust and damaging reputations

Disparate identity systems – The UK Government has a number of different identity and access management systems making it confusing and difficult for citizens to access services

Digital Exclusion – *One in five* of the UK population has no root anchor document, such as a passport or driving licence

Managing accounts – The average person manages *in excess of 191 pairs of usernames and passwords*

Disjointed Experiences – There are over 300 transactional services on GOV.UK. All of them collect data and over half offer some kind of an account

The citizens perspective

I want one digital identity which I can use to access all public sector services

I want to be able to securely submit sensitive documents remotely to allow me to be identified online

I need confidence that any information I share about myself is stored safely and securely by government agencies

I want to be able to access public services online easily, quickly and in one place, using a single identity

What should government agencies focus on?

Set up an effective operating model: A wholistic strategy needs to be defined that is recognised and accepted across government, with clear roles and responsibilities

Ensure system interoperability: Provide interoperability across private and public services, promoting identity reuse across sectors and markets nationally and internationally

Establish user trust: Digital services including digital ID will only be embraced if citizens have complete trust that their data is safely and securely stored

Superior customer experience: Citizens will only use digital government services if they enhance their experience. All services must be design led and customer centric

Offer high-value use cases: Delivering value to citizens is essential to increase adoption, focusing on those use cases which stand to deliver the greatest value to government, society and citizens

Digital Ethics: Sopra Steria' Digital Identity Principles

Our Digital Identity principles enable us to articulate the standards and ethics which underpin our solution, providing us with a framework through which we govern our delivery.

PRIVACY:

Users have the ability to selectively disclose data attributes and have the confidence that their attributes are held and used in a way which preserves their privacy

CONSENT:

Users should be able to choose how, why and where their digital identity and related attributes are used, with transparent mechanisms of consent

TRANSPARENCY:

Users are able to understand how, why and when their data is used, and how the digital identity service works for them

SAFETY:

Users and their data are kept safe by ensuring that the service protects the holistic physical and mental wellbeing of the user

SECURITY:

Users and their data are kept safe by ensuring that their data is adequately protected, with relevant policies and practices to ensure data integrity

INCLUSION:

Digital identity services must encompass the needs of all users and must not exclude or discriminate against anybody

INTEROPERABILITY:

Digital identity services must conform to governance and technology frameworks, adopt common standards and promote a separation of concerns between solution components to encourage competition and innovation
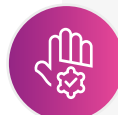
USABILITY:

Digital identity services must be user centred and deliver a high level of utility, providing a user with the ability to re-use a single identity across different industries and sectors

ACCOUNTABILITY:

Digital identity service providers and their partners must be held accountable for the impacts their solutions have on individuals, communities an wider society. They must also put in place mechanisms to address those impacts

Biometric solution empowers inmates and frees up resources to reduce reoffending

What we did:

Sopra Steria partnered with Lava Group, to develop a bespoke identification and verification system for NIPS. The information is instantly stored on a secure database and uses updates from the central Causeway system.

Inmates simply use their contactless ID cards and scan their fingerprint to progress through the secure turnstile.

Benefits:

- 95% of inmates move 'unescorted'
- 254 cards checked per day
- 86 inmates moving per day

Building the new shared Biometric Matching System (sBMS) for border protection of the Schengen Area

What we did:

The shared Biometric Matching System (sBMS), aimed at fighting against irregular immigration and trans-border crime, will become one of the world's largest biometric systems when it integrates all the existing and upcoming biometric databases of the European Union. By 2022, the sBMS will be one of the largest biometric systems in the world, integrating over 400 million third-country nationals with fingerprints and facial images.

Benefits:

- Tackle foreign nationals overstaying visas
- Make border controls faster and more accurate
- Minimise traveller time in border controls
- Avoid hiring additional border security

Helping Police in Norway enhance citizen security through smart Identity Management

What we did:

Sopra Steria has been delivering biometrics solutions for Scandinavian police forces for 30 years. The current system gives officers on patrol new standards for mobile identification effectiveness to enable fast and accurate capture, processing and transmission of biometrics data.

Benefits:

- Connect all database identity record types - passport, criminal, asylum seeker
- It provides a central communications server through which several internal and external applications interface to give several thousands of users the ability to download and use

In the future, we envisage that individuals are able to seamlessly **Create, Manage** and **Share** a truly 'Digital' Identity, unlocking digital journeys and enabling seamless user experiences, underpinning the effective delivery of digital services for government agencies.

Create

Manage

Share

Create refers to the combination of activities that result in the verification and issuance of identity credentials relating to an entity.

Resolution/ Capture

Validation

Verification

Issuance

Manage encapsulates the storage of captured identity attributes and includes the ongoing process of retrieving, updating, and deleting identity attributes concerning an entity.

Maintenance

Authentication

Authorisation

Revocation

Sharing refers to the ability of an entity to securely access services on the basis of previously verified identity information.

Ecosystem Integration

Ecosystem Authentication

Ecosystem Verification

Consulting

Technology, Development & Transformation

Cloud & Infrastructure Services

Cyber Security & Systems Integration

Software Development

Business Processing Services

Stress-free access
Seamless and frictionless access to government services via a single, secure and trusted digital identity

Manual to automation
Improve accuracy, compliance and reporting by replacing legacy and manual systems with secure and automated solutions

Reducing paper
Reduced reliance on paper based correspondence will free up time and reduce your carbon footprint

Safe & Secure
We have a strong track record of creating and maintaining safe and secure digital identity solutions for our clients

Reducing costs
Faster, automated identity checking will help reduce your operating cost, related to due diligence, manual checks and document processing

Regulatory compliance
Demonstrate regulatory compliance through more accurate identification and reporting

Sopra Steria's approach to Digital ID will allow government agencies to unlock a number of benefits

46,000
employees

€4.3B
2020 revenue

Top 5
European digital
services companies

30
countries

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A LEADER IN DIGITAL TRANSFORMATION

Sopra Steria, a European leader in consulting, digital services and software development, helps its clients drive their digital transformation to obtain tangible and sustainable benefits

BUSINESS PROCESSING SERVICES

IT DEVELOPMENT & TRANSFORMATION

CYBER SECURITY

DIGITAL CONSULTING

CLOUD & INFRASTRUCTURE SERVICES

Sopra Steria Digital Identity Services

Digital services to help you unlock the digital economy

For more information on the Digital Identity services we provide to Government agencies please email pscomms@soprasteria.com and one of our specialists will be in touch.

www.soprasteria.co.uk

We look forward to working with you.

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