

Citizen-Centric ID Programs

How Citizen Needs are Shaping Secure Government ID Programs

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ICAO MRTD Symposium, Montreal
October 23, 2013



The eID Revolution is Here

The Shift to eIDs and ePassports

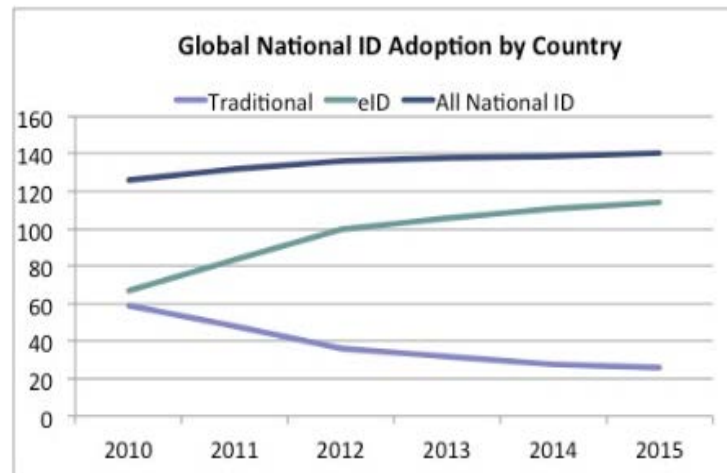


eID Adoption by 2015

85% of all credentials issued annually will be eIDs

Countries issuing eIDs will exceed traditional **by 4 to 1**

The number of countries issuing eIDs is growing



ePassport Adoption

- Adopted by ~105 countries
- 88% of all passports issued annually by 2015 will be ePassports

Acuity Market Intelligence

eDoc Adoption Driven Increasingly by Citizen Expectations



Main Historical Drivers

Security

Standards

Government-derived efficiencies

Today's "Citizen" Drivers

Security as confidence and trust throughout card lifecycle

Security as privacy of data/transactions

More and better service delivery

Reduced waiting time and greater ease



Impacted by "citizens as consumers": benefits and services delivered by e-commerce and today's devices

The Power of 'e' in ePassports and eGates



Well-Executed eGates Deliver Massive Benefits to Citizens

■ ePassports (RFID-based)

- Better protection, reliability, longevity
- Resilient and efficient travel, border and immigration documents

■ eGates (ePassports, eIDs, eReaders)

- Automated border control
- Now in ~40 airports (Europe, Asia)
- Can take as little as 30-45 seconds
- Cost reduced by 4X* (man-hours)



eDocs: Costa Rica Foreign Resident Card has Citizen Centric Foundation



Conditions

Lead to...

Challenges

- Desire to assure basic legal rights and privileges



- Appropriate institutional, civic and technological infrastructure

ISSUES:

Increased illegal immigration, vulnerable paper IDs; badly overloaded system

- Citizens without access to social services
- Border agency unable to ensure border security
- Lengthy processing; long waiting lines

SOLUTION & IMPACT:

New legal framework with human rights at core; focus on humanity, security, efficiency, and local resources

- Reduced illegal immigration
- Reliable offline authentication
- Effective elimination of counterfeits
 - Protect borders, citizen privileges, national resources
 - Reduced waiting times
 - +3 years no system downtime

eDocs: Social Dynamics

Driving Need for Distributed Issuance



Conditions

Lead to...

Challenges

- Large populations outside city centers



- Timeliness, problematic security, lack of convenience

Aside from **security**...

97% cited CONVENIENCE

73% cited SCALABILITY & FLEXIBILITY

...as the **primary reason for decentralization.**

2013 SDW survey respondents believe that **decentralization** will:

78% make life easier for citizens

56% enable cost-effective delivery of IDs

*50% of organizations responding have been involved in the rollout of decentralized issuance or enrollment solutions.*based on 2013 survey performed for Security Document World

Angola: Remote Enrollment & Issuance

Extreme Example of Citizen Convenience



Challenges

- Securely cover 16 million people, many in rural remote locations
- Newly democratic nation
- Flexible/ modular / new functions over time
- Limited citizen information and infrastructure
- Use of false documents on rise



Solutions

- **Flexible data capture/issuance**
 - 50+ regional and mobile data capture and card personalization centers
 - 15+ data capture and card issuing vehicles
- **Reliable enrollment and issuance**
- **High service levels**
 - Convenience and productivity – time/cost savings
 - Access legal rights and citizen privileges
 - Heightened operational / issuance security for citizen privacy



eDocs: Citizens as Consumers Within Complex Ecosystems



Conditions

- Poor service delivery

Lead to...



Challenges

- Better information, more services from one card, process improvements

Market-based dynamics are emerging; citizens as customers, patients, clients – expectations rising

- Keys to success: integration, multi-function, innovation, durability, customization

German National eID

- One of world's largest and most innovative programs
- 'Small' changes have big impact: automated address change etal



U.K. eHealth Care

- Successful implementation of contactless eID & readers
- Securely records every medical action & recommendation
- Safety and control in operating rooms; Contactless enables germ-free interaction



U.S. Green Card: Effectively Establishing Identity and Serving Travelers



2010: Multi-technology Green Card introduced

- ~ 25% of all entries by foreign nationals into USA
- Largest deployment of secure, advanced cards in North America
- 16+ years in use — >30M cards issued - deployed at 42 busiest ports of entry
- Multi-technology and biometrically-enabled
 - First with UHF Gen2/RFID tag and LaserCard® Optical Security Media (OSM)
 - OSM for visual authentication and counterfeit resistance
 - RFID facilitates border crossing

Government and Citizens Win with eDocs



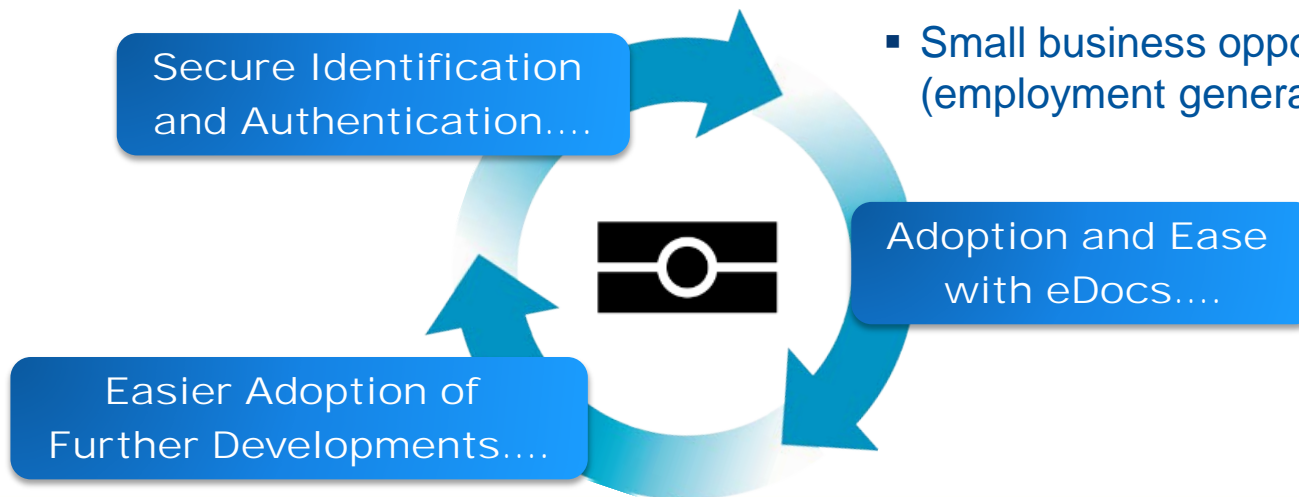
Increased National Security and Productivity

Government

- Increased security
- Increased efficiency and speed
- Increased citizen satisfaction
- Transparency
- Accountability

Society

- Increased security (privacy of data/transactions)
- Improved productivity
- Cost and time savings (travel, reduced re-issuing)
- Increased comfort and convenience
- Increased sense of belonging
- Transfer to commercial applications
- Small business opportunities (employment generation)



What is Next for Citizen-Centric Programs?



Future developments driven by considerations including:

- **Convenience**

- Citizen uptake of mobile devices, software as a service, internet access
- New roles and interdependencies with citizen ID cards
- Converged physical and logical access systems

- **New Services/Functionality**

- Protect citizens where age identification is key (gambling, chat rooms, secure transactions)
- Payment (cash withdrawal)
- Transportation
- eVisas





HID Global: The secure, advanced technology inside and behind many of the world's most advanced eID programs

Questions?

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36 ePassport programs



49 National ID/eID programs



Readers, desktop, OEM all around the world used by top scanner suppliers

