

STATE SERVICES COMMISSION  
Te Komihana O Ngā Tari Kāwanatanga



# IDDY Awards Webcast: User Centric Identity in NZ

# Background – Who We Are

- NZ State Services Commission
  - The Commission works with Public Service departments, Crown entities and other State sector organisations to ensure the New Zealand government operates efficiently and effectively.
- All-of-government Authentication Programme
  - Develop and Manage Authentication Standards
  - Build and Operate Shared Authentication Services for Govt
  - Develop ‘Future’ Authentication Services



# What's The Problem?

- Agencies spend considerable resources in collecting, verifying, and maintaining information that is already authoritatively known to other parts of government:
  - Multiple investments across government
  - A reliance on secondary (paper) documents to move information between agencies via customers

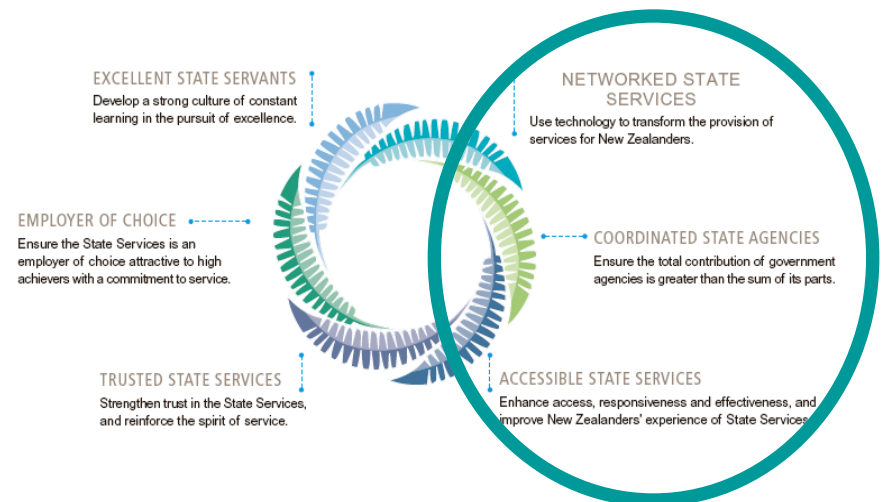


## What's The Problem? continued

- For people and organisations there is inconvenience, extra costs, and delays.
- Customers (people and organisations), rather than government, are forced to integrate services across agency silos.
- There are transactional risks for both agencies and its customers.

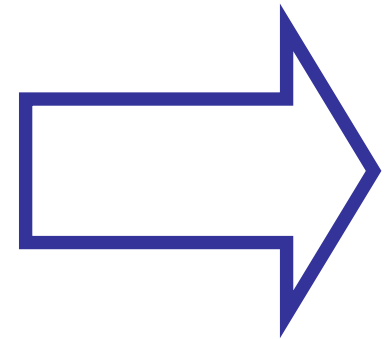
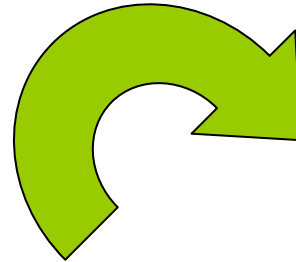
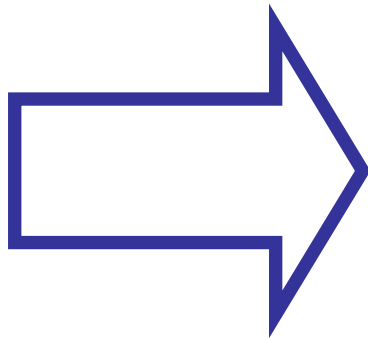
# What's The Problem? continued

- At a system level, sharing of information across structural silos is an obstacle to reaching the transformation and joined-up government vision.
- This will make it difficult for us to achieve the Development Goals, in particular the CAN goals.



# Generic Government Operations

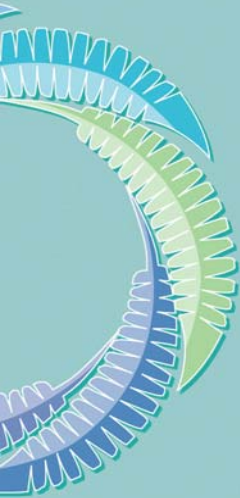
Agency processes information



Information input

Decision, action, etc.

- Many examples of this across government



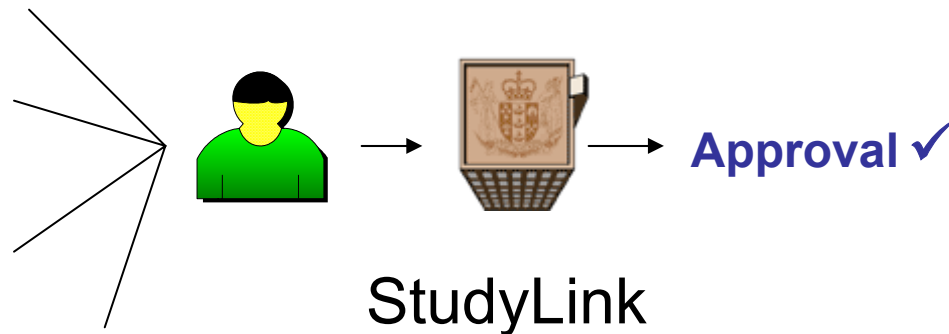
# Student Loan Example

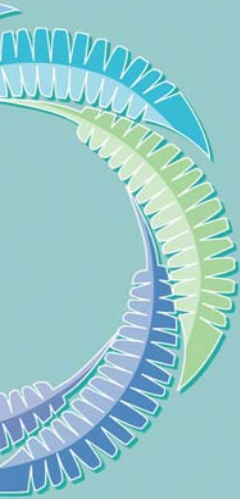
Birth Certificate- DIA

IRD Number- IR

Citizenship (DIA) or  
PR visa (DoL)

Eligible Course- University





# What Does “Government” Know About You?

Quite a bit actually...

Name  
Date of birth/age  
Place of birth  
Gender  
Marital status  
Parents  
Children, siblings  
Address  
Phone number, email  
Previous names

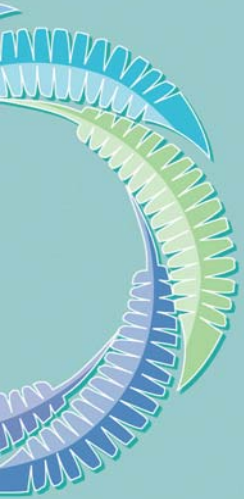
Right to drive  
Drivers Licence number  
Which car you own  
Car registration  
Warrant of fitness  
Donor status  
Howances/benefits you get

Citizenship  
How much you earn  
Where you work  
Permanent Resident  
Overseas travel  
Goods imported/exported  
Life events, Medication

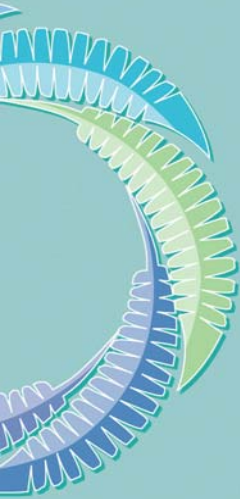
Passport number  
Health record  
Criminal/police history  
Educational record  
Test results  
Fines  
Business interests  
Property interests  
Library history

Accidents





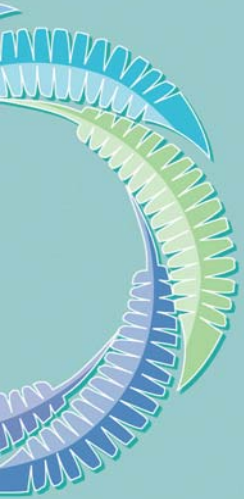
# What kind of information sharing is required?



# Types of Information Sharing

Depends upon the role that the person is playing and function of Government

<b>Person's role</b>	<b>Government function</b>	<b>Information sharing approach</b>
Subject of the State	Authorising, Defending, Protecting, Rulemaking, Upholding rules	Agency-centric
Customer	Assisting, Enabling, Enriching	<b>User-centric</b>
Citizen+ (right to demand accountability)	Administration (internal), Informing, Infrastructure, Policy making, Representing	None (aggregated only)



# User-centric Information Sharing

- User-centric is when information sharing between agencies is:
  - At the request of the user
  - Active consent of the user is obtained before information is sent
  - The user can cancel the request at any time
  - The user reviews the information before it is sent (but cannot change the information that is sent)
  - The user is authenticated to the appropriate strength

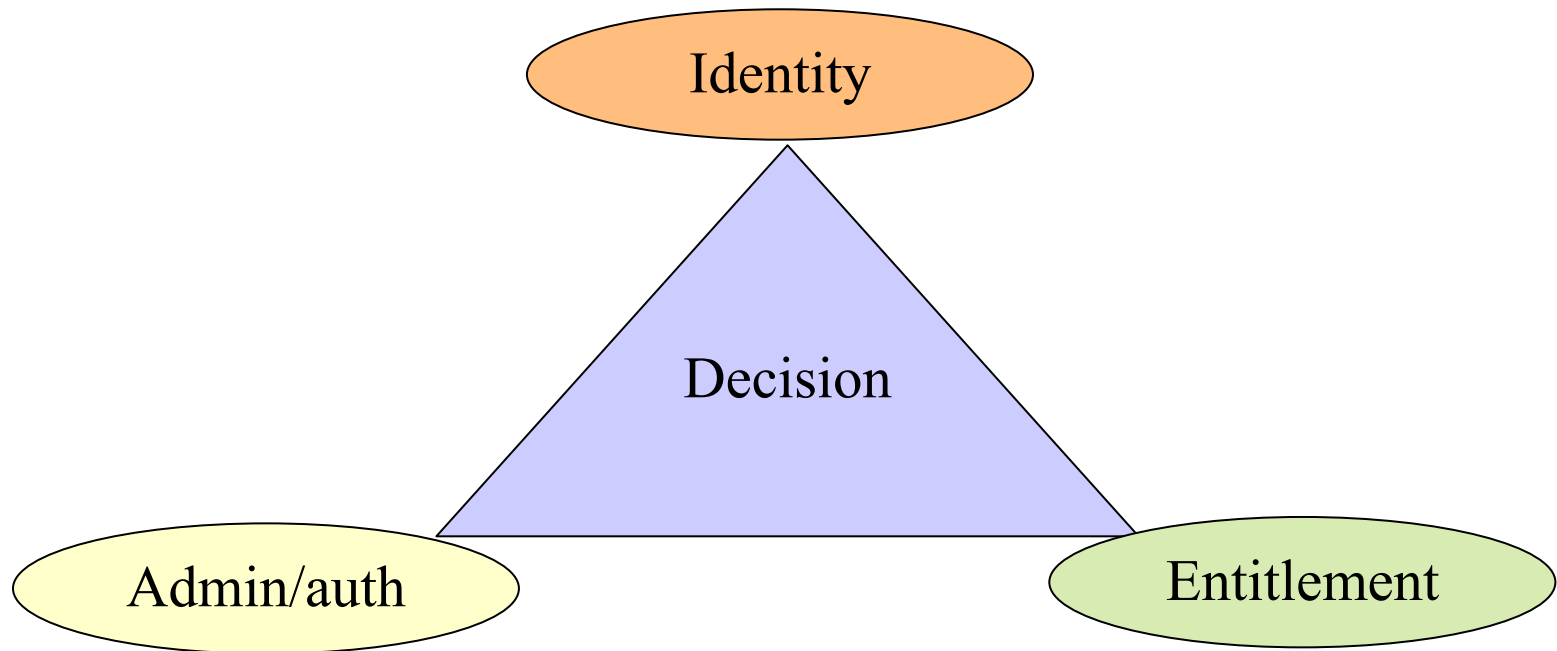


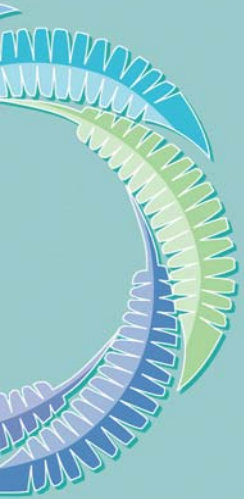
# Benefits

- Agencies
  - Significant reduction in operational costs
  - Reduced transactional risks
  - Greater consistency in decision making
- People and organisations
  - Convenience, reduced compliance costs
  - Speedy decision making
- Government as a whole
  - Key enabler for transformation and joined-up service delivery
  - Real time government

# Real-time Government

- In many cases, agencies will now have ALL the information they need to make routine operational decisions in real-time, consistently, and cost effectively.





## Where Do We Start From?

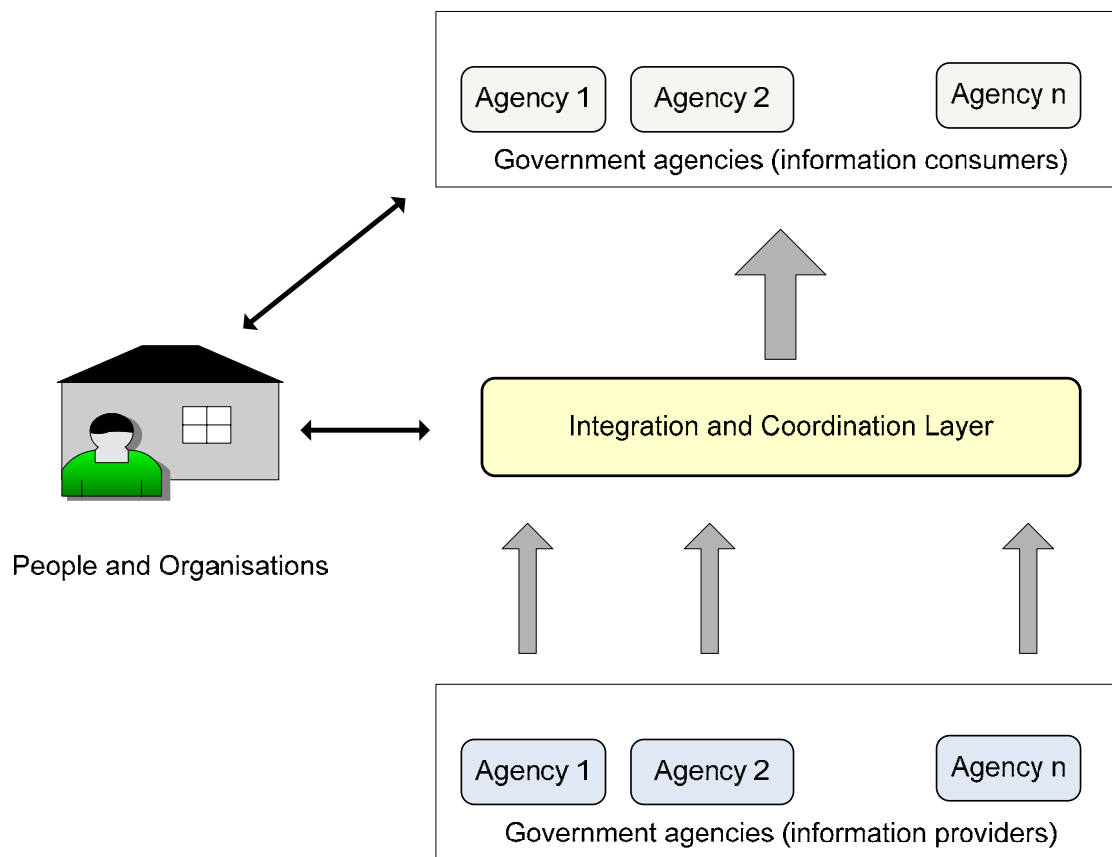
- Government has accepted the truth of claims people have made
- Government often holds these truths authoritatively in one place
- Government can – and does – use these authoritative sources of data in many ways



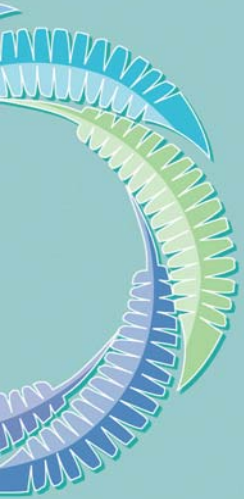
# Alternatives Considered

- The following alternatives to implement the proposed framework were considered:
  - Standalone agency solutions
  - Extending existing Authentication services
  - A centralised database
  - Citizen vault
- None of them provide a viable alternative.

# High-Level View: Recommended Solution

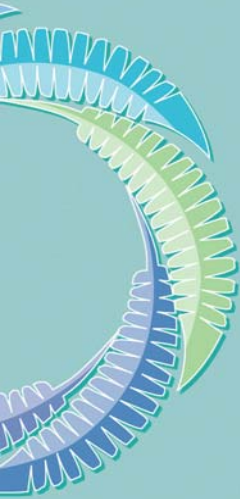






# The Internal Name: GOAAMS

**G** Government  
**O** Online  
**A** Attribute  
**A** Assertion  
**M** Meta  
**S** System



## What GOAAMS Isn't

- A comprehensive identity management system for government.
- An exclusive way to share information, e.g. agency-centric information sharing is still required for some roles that government plays.
- Suitable in all cases of user-centric information sharing, e.g. a publish & subscribe type of service or single document submitted to multiple agencies.

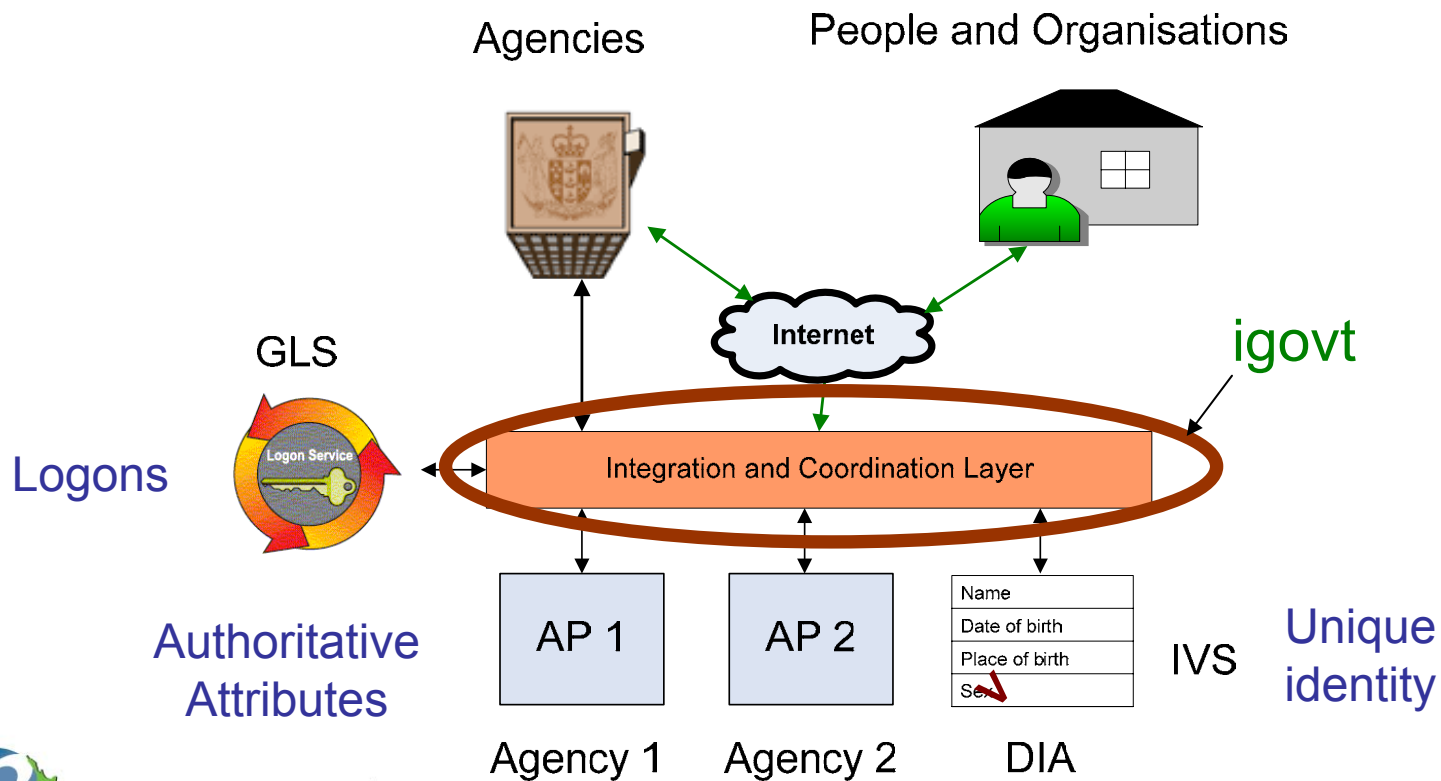


# GOAAMS is a Framework

- Technical implementation is only a minor component with acceptable risk.
- A cross-government transformational effort is required to further develop and implement:
  - Policy and principles (including, possibly, legislation)
  - Governance
  - Funding and charging models
  - Liability
  - Standards
  - Enabling delegation and proxies
  - On-going strategy and private sector participation

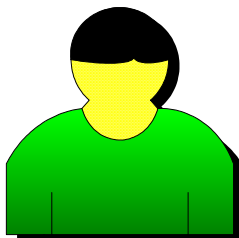
# Implementing the Framework

- Extend the all-of-government infrastructure, systems, and processes being put into place by the Authentication Programme



# Implications for the Authentication Prog

- Focus was on online authentication



Name = Joe Bloggs  
Date of birth = 01/01/1970  
Place of birth = Wellington  
Sex = male

Identity Verification  
Service (IVS)

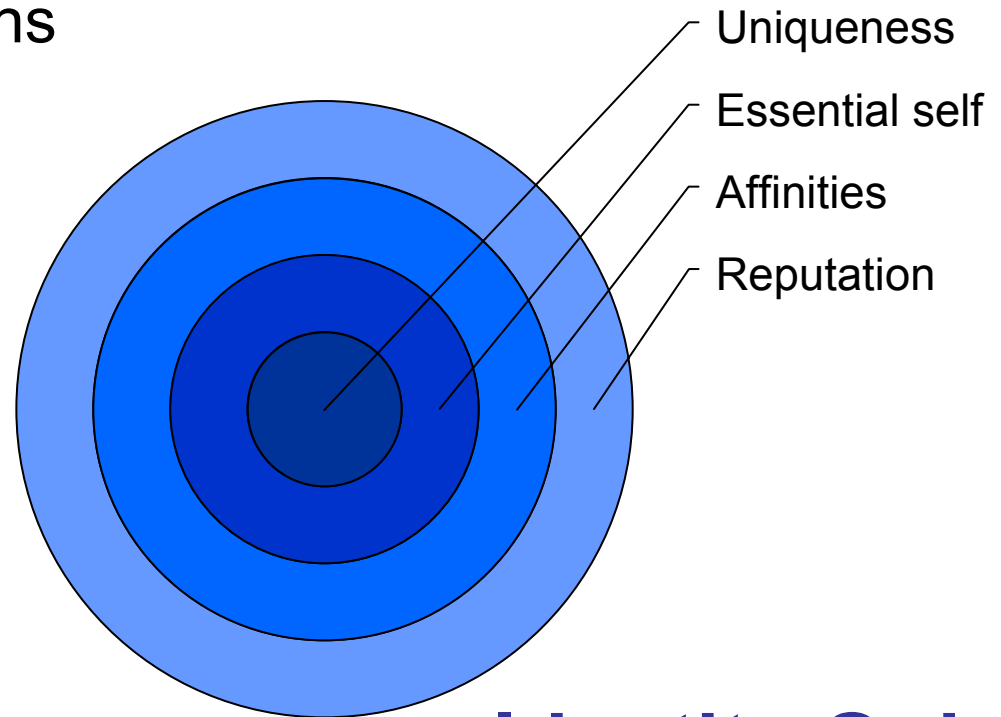
Username = joe, Password = joeblo22

Government Logon  
Service (GLS)



# But Identity Is Far More Complex

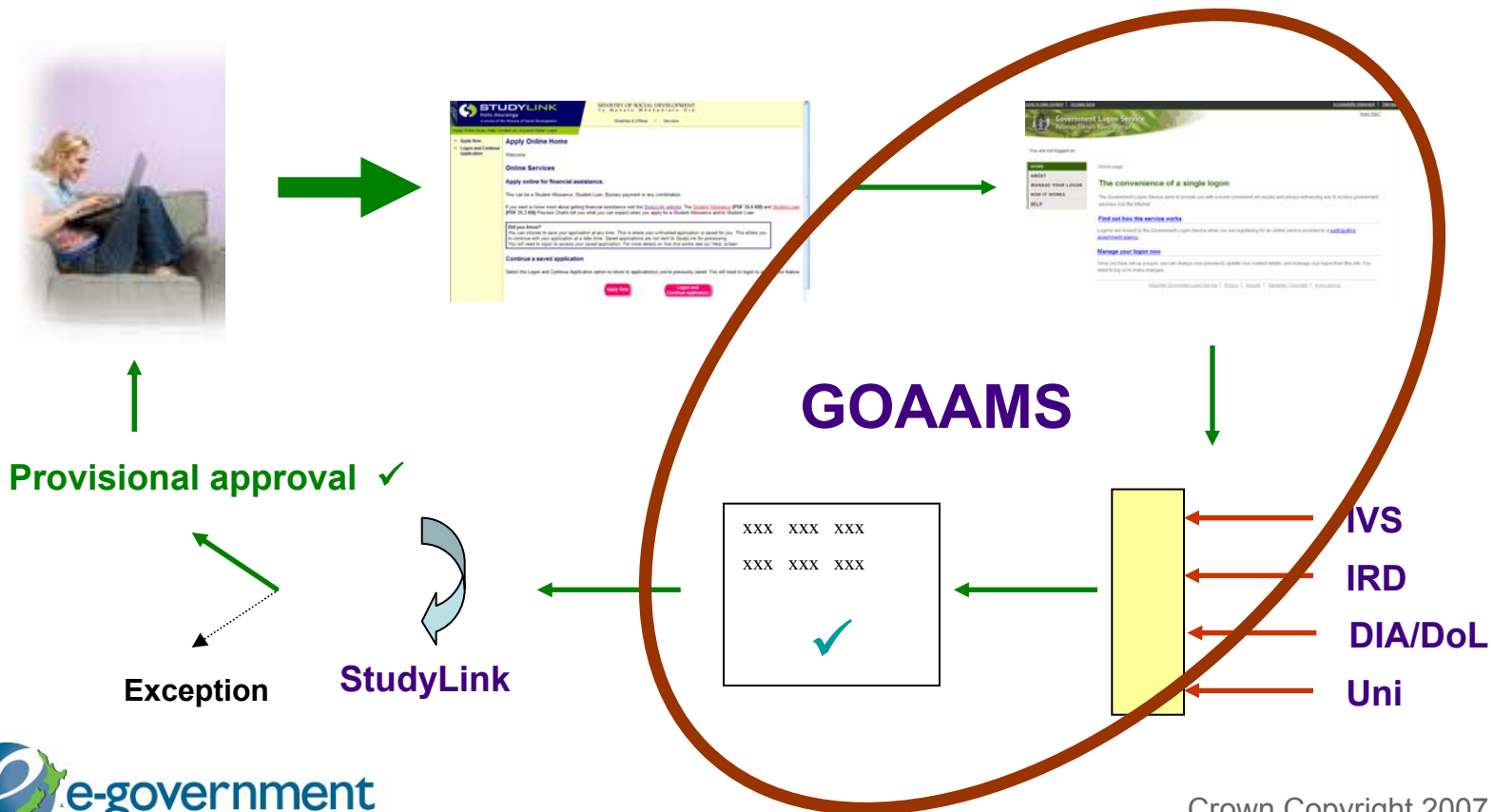
- Identity = information about people and organisations



## Identity Onion

# Example of Transformed Government

- Student applies for a loan online. The loan application is processed in real-time (as opposed to 5-10 days).





# Extending the Example

- This is a natural platform for joined up government. If the student doesn't have an tax number, she can apply for one (and be issued with) simultaneously.
- There is an obvious need to extend the framework to the private sector, both provider and consumer sides. Many issues required to be resolved first.





# Challenges

- Commercial Model (including liability when things go wrong)
- Reaching the Tipping Point
- References? Examples of similar systems?
- Point-in-time assertion vs. managing on-going changes to the attribute at source
- Partial failures or source unavailability, maintaining state
- Where do you put the business logic? “Meta business logic”?



# Questions?

# Comments?

For more information and feedback please contact:

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State Services Commission

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