



Personal Identification and Identity Management in New Modes of eGovernment

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What is personal identity in an information age?

- “What you are”: eg finger print, iris scan, DNA)?
- “What you carry”: eg identity card, smartcard, electronic tag?
- “What you know”: eg pass word, PIN, shared secret?
- Other???

Research perspectives

- New technologies for identification and IDM
- eGovernment
- Information relationships between government agencies and citizens in different policy fields
- Varying institutional settings
- Cross-government and policy learning

Technological access points to eGovernment

- Fixed telephone service: eg NHS-Direct
- Mobile telephone based service: LBS, eg tourism advice; text-based, eg University Admission application
- Internet Portal: eg buying a TV licence online
- CCTV: eg London Congestion Charging scheme
- Biometrics: eg automated border passage at Heathrow
- Smartcard: eg SmartCities Card Southampton
- Electronic tagging: eg supervision young offenders

Research questions (1)

- How are 'personal identity', 'identification' and 'identity management' being reconstructed conceptually in different policy fields against this backdrop of new ICT applications in e-government relationships?
- To what extent are complexities in the institutional settings of IDM creating and sustaining ambiguities in operational definitions of these core concepts?
- What are the barriers and enablers within and between complex institutional settings to the harmonisation of approaches to IDM?
- What are the managerial and governmental implications of new electronic ways of facilitating the construction of identity, personal identification and authentication in eGovernment relationships?

Research questions (2)

- What information resources are being made available to agencies involved in eGovernment from new means of identification and authentication?
- How reliable are these information resources?
- What implications do new information resources deriving from IDM systems have for citizens and citizenship?
- Do agencies need all the personal information they collect to deliver eGovernment objectives and can citizens be sure that personal data is not being used by agencies without their consent for instance?
- How are 'service values' for eGovernment being balanced against security, public safety and privacy values?
- Can cross government learning occur from design decisions and implementation choices on identification and IDM in particular institutional settings, including relationships to the citizen?

Research methodology

- Two year research project (02/05-01/07)
- Eight 'rich' case studies
- Use of the OXIS-survey: questions on personal information exchange in eGovernment relationships
- Focus group meetings with policy specialists and user groups
- Study visit: international policy learning from the US
- Involvement in European FP6 project on 'Privacy and Identity Management for Europe'
- End of project symposium for UK academics and practitioners