Exploring Identity Management in E-Government Service Relationships: the Quest for Citizen-Centric IDM

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Managing Citizen Identity in Digital Government

• IDM as *sine qua non* for transactional E-Government service relationships
• IDM as facilitator of cross-government information sharing and service provision
• IDM as means for ‘knowing the unknown’ in E-Government service provision
• IDM as ‘better knowing the customer’
What is IDM in 21st Century Govt?

- Traditional IDM in the physical world:
  - IDM as public activity
  - IDM used for monitoring/controling

- Fundamental IDM changes from a citizen perspective:
  - What is the “management” of “citizen identity” in (E-)Government?
  - IDM used for multiple activities (e.g. service)
  - Impact on multiple citizen rights, such as privacy, security, accountability, transparency, service quality

- Convergence between physical and digital identity
Dominant IDM perspectives

• IDM as a *technical solution*:
  – secure systems will lead to enhanced citizen trust
  – ‘Build and they will come’ focus

• IDM as an *intrusion of an individual’s privacy*: Surveillance Society, Database State

• IDM as *modernisation effort towards digital age govt*:
  – digitising paper-based processes
  – IDM as front-office activity
IDM Paradigms & Models

- Maximising collection and use of identity information
- Minimising collection and use of identity information
- Organisation-centric IDM
- Federated IDM
- User-centric IDM
Case study 1 - Online provisional driving licence
Case study 2: E-Benefits
Case study 3 - Automated Number Plate Recognition
Case study 4 - NZ Companies Office
Analysis of Citizen IDM (1)

- Managing citizen ID is a holistic, longer-term cross-organisation process of collecting, managing, storing, using and re-using personal data

- Convergence of ‘E’ and ‘government’

- Increasing hybridity in the organisation of managing citizen ID:
  - New public-private partnerships
  - New public-public partnerships

- Restricted transparency; education

- Diversification in access and public service arrangements
Analysis of Citizen IDM (2)

Differences between UK and NZ:
- IDM value sets in the public management system (e.g. privacy vs security)
- IDM paradigm
- Hybridity in IDM governance & accountability
- Transparency
Analysis of Citizen IDM (3)

IDM concerns from a citizen-centric perspective:

- Personal data protection (e.g. consent)
- Security
- Data quality (collection, storage and maintenance)
- Service quality & equity
- Governance
- Accountability
- Transparency
Conclusions

• The need for developing citizen-centric IDM frameworks
• The need for a holistic perspective on IDM in govt
• The need for a cultural perspective on IDM in public management
• Broad public debate about fundamental changes happening in citizen IDM
• The need for more interdisciplinary empirical knowledge about managing citizen ID