



Digital Economy and Communications briefing

Hon Jan Tinetti
Minister for Internal Affairs

Hon Dr David Clark
Minister for the Digital Economy and Communications

Title: **Continued operation of RealMe Services and Digital Identity
Modernisation Initiatives Post Budget 2022 Decisions**

Date: 30 May 2022

Key issues

This briefing provides a high-level report on the Department of Internal Affairs' (the Department) proposed approach to RealMe modernisation following Budget 2022 decisions.

Action sought

Direct officials, within baseline funding provided in Budget 2022, to progress the RealMe modernisation initiatives: Identity Check and work to develop a Verifiable Identity Credential (VIC).
Note the Department will provide a quarterly report to both Ministers on progress made on Identity Check and VIC.

Timeframe

By 6 June 2022

Contact for telephone discussions (if required)

Name	Position	Contact Number	Suggested 1 st contact
Alan Bell	Executive Director Digital Identity	9(2)(a)	✓
Justin Rowlands	General Manager Partners and Products	9(2)(a)	
Ann-Marie Cavanagh	DCE - Digital Public Service Branch, Deputy GCDO	9(2)(a)	

Return electronic document to:	Alan Bell, 9(2)(a)
Cohesion document reference	EEJU23W3HNHT-2011802585-1180
Ministerial database reference	DEC202200130

For Minister's office:	<input type="checkbox"/> Seen	<input type="checkbox"/> Approved	<input type="checkbox"/> Declined	<input type="checkbox"/> Withdrawn	<input type="checkbox"/> More information required
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Purpose

1. This briefing:
 - 1.1 seeks your formal direction to progress the modernisation of RealMe services of Identity Check and to work to develop a Verifiable Identity Credential (VIC) within baseline funding provided in Budget 2022; and
 - 1.2 provides a high-level plan for the Department of Internal Affairs' (the Department) proposed approach to RealMe modernisation.

Background

Cabinet mandate: modernising digital identity services

2. In December 2021, Cabinet [GOV-21-MIN-0061 refers] endorsed modernising the Department's contribution to the digital identity system by:
 - 2.1 the implementation and running of a digital identity regulatory regime (the Digital Identity Services Trust Framework);
 - 2.2 modernising the Department's digital identity services, including RealMe services;
 - 2.3 continuing the operation of the Department's key digital identity services, including RealMe login and the Identity Verification Service; and
 - 2.4 driving uptake of modernised digital identity services through support to agencies and engagement with market providers.

The Digital Identity Services Trust Framework Bill

3. Following Budget 2022 decisions, the Minister for Digital Economy and Communications (DEC Minister) has previously directed officials to:
 - 3.1 progress the Digital Identity Services Trust Framework Bill (the Bill);
 - 3.2 9(2)(g)(i) [REDACTED]
 - 3.3 continue development of the rules which will be required for the Bill; and
 - 3.4 continue stakeholder engagement for the above.

Modernisation of digital identity services: proposed initiatives

4. In line with your direction, the Department will progress work to develop two key services designed to support the new digital identity approach underpinned by the Digital Identity Services Trust Framework: Identity Check and Verifiable Identity Credentials.

Identity Check

Overview

5. Identity Check is a Department-operated service that provides organisations with a common approach to verifying user identity information submitted through online services. The key purpose of the service is to provide these organisations with confidence that the user providing the information is the owner of the identity. The

Identity Check service would verify a submitted photo of the identity, taken in real time, and core identifying information against the authoritative records, such as the New Zealand Passports database.

6. Client demand for Identity Check comes from both the public and private sectors. The ability for customers to prove their identity in a fully digital channel in real-time has mass appeal.

Distinction from RealMe

7. Identity Check differs from the RealMe verified identity in that Identity Check is completely digital and in real-time for both the application and back-office approval processes. Identity Check is a one-use transactional identity verification process. It does not create a reusable identity credential. By contrast, once the RealMe verified identity has been approved, it is able to be re-used again and again. The RealMe verified identity does have a higher confidence rating than Identity Check as it has a more extensive validation process, which is governed by the Electronic Identity Verification Act.

Controlled pilot implementation

8. To manage performance and client expectations, the Identity Check service will be implemented initially as a controlled pilot study. Baseline funding will enable the production of the initial version of Identity Check and some customisation to meet the needs of partners. Partner feedback will help inform future work to develop the service and provide insights for the product roadmap and 9(2)(f)(iv)

Current interest/potential uptake

9. Identity Check has been tested with some public and private agencies and demand is strong. There is active interest from the following:
 - 9.1 9(2)(b)(ii)
 - 9.2 Telecommunications companies and banks;
 - 9.3 9(2)(b)(ii)
 - 9.4 Public sector agencies, such as the New Zealand Transport Authority, Ministry of Business Innovation and Employment and the Ministry of Social Development; and
 - 9.5 the University of Auckland.

Costs/funding for full implementation

10. The Department can generate revenue by charging for the transactions facilitated by intermediaries each time someone utilises Identity Check. There are a number of questions to be worked through including, for example, whether the Department should charge government agencies for this type of service and, if so, how much. In addition, there are also some outstanding questions around equity of access to services for New Zealanders and how to make any identity proofing services low or no cost. This is the work the Department would do this year to understand how Identity Check will be put fully into production.
11. The Department considers that, given the wide ranging commercial interest in Identity Check, productionising it with different client types could enable the Department to

continue iterating the product and evolving it for the customers' benefit. [REDACTED]

9(2)(f)(iv) and 9(2)(g)(i)

Verifiable Identity Credentials (VIC)

12. A VIC can be stored by individuals on their personal device via an app or in an online account and can be shared directly with organisations or agencies to prove their identity. The VIC concept differs from the RealMe verified identity in that the VIC will be interoperable with other digital wallet or web-based service providers, not just via RealMe.
13. The Department's VIC solution, their role in New Zealand's digital identity system, and how they may be used by private and public-sector entities, will need to be assessed against existing legislative frameworks. These include the privacy principles and standards yet to be implemented through the Digital Identity Services Trust Framework Bill.
14. 9(2)(f)(iv) [REDACTED] effort will be put into detailed solution design including market engagement with vendors. This will test the VIC's interoperability and identify any issues with product design in this area, with a view to completing proof of concept implementations where possible, and completing operational analysis and planning.

9(2)(f)(iv) and 9(2)(g)(i)

Quarterly reporting

15. Going forward, the Department will report to you both on the progress made with the Identity Check and VIC initiatives. This will provide you with up-to-date information to allow you to continue to engage with your Cabinet colleagues to reinforce the value and importance of this work for their own portfolios. Reporting will be on a quarterly basis.

Governance

16. The Digital Government Leadership Group¹ will be the cross-agency governance body for Identity Check and VIC, as the membership is already across the Department's initiatives and other digital strategies across the public-sector.

¹ The Digital Government Leadership Group (DGLG) is a group of 13 public service system leaders and chief executives from across the public-sector. The DGLG oversees government's digital transformation, working with ministers, the Public Service Leadership team, and public service agencies to support New Zealanders to have seamless access to the government services they want and need.

Recommendations

17. We recommend that you:

- a) **direct** officials, within baseline funding provided in Budget 2022, to progress the modernisation initiatives of Identity Check and the development of a Verifiable Identity Credential; **Yes/No**
- b) **direct** the Department of Internal Affairs to report quarterly on progress made on Identity Check and VIC; **Yes/No**
- c) **note** the Digital Government Leadership Group will act as the governance body for the Identity Check and VIC modernisation initiatives a cross-agency. **Yes/No**



Ann-Marie Cavanagh
Deputy Chief Executive/ Deputy Chief Digital Officer
Digital Public Service
Department of Internal Affairs

Hon Jan Tinetti
Minister for Internal Affairs

_____/_____/_____

Hon Dr David Clark
Minister for the Digital Economy and Communications

_____/_____/_____



Ngā Pānuitanga Whakamōhio

Internal Affairs briefing

Hon Jan Tinetti
Minister of Internal Affairs

Copy to:
Hon David Clark
Minister for the Digital Economy and Communications

Title: **Progress of the Identity Check service**

Date: 12 September 2022

Ngā take matua | Key issues

- The Identity Check service is set for a pilot go live ~19 September 2022 in partnership with Hospitality New Zealand.
- People will use Identity Check to prove who they are as part of the process to get a Kiwi Access card via a new online Kiwi Access Card application process.
- Identity Check is an example of the products and services that will operate under the Digital Identity Trust Framework and used by agencies and private identity services providers.
- There has been media coverage around the development of the service, its use, and concern about the sharing of personal information including selfie photos.
- This briefing gives you current state, likely uptake, next steps, and talking points should you require these
- You have previously been briefed about the Department's intentions to move forward with this service 9(2)(f)(iv) [DEC202200130]

Te mahi e rapua ana | Action sought

- Note Identity Check will go live ~19 September and media interest is expected
- Note the attached talking points in Appendix A
- Advise officials if you would like a practical demonstration of the service
- Note the Department will provide a further update in December 2022

Timeframe

28 Sept 2022

Contact for telephone discussions (if required)

Name	Position	Contact Number	Suggested 1 st contact
Tim Waldron	Acting General Manager, Te Pou Manawa	9(2)(a)	<input checked="" type="checkbox"/>
Grant Stark	Senior Product Owner	9(2)(a)	

Return electronic document to:	Grant Stark: 9(2)(a)
Cohesion document reference	https://dia.cohesion.net.nz/Sites/IDT/SYSM/layouts/15/DocIdRedir.aspx?ID=WHQ_PJXVXQWTM-761111134-149
Ministerial database reference	IA202200927

Te Kaupapa | Purpose

1. The pilot for Identity Check is due to commence on 19 September 2022. The purpose of this briefing is to provide you an update on recent progress, next steps and talking points should these be required.
2. You were previously briefed about the Department's intent to move forward with this service offering [DEC202200130] and in June 2022 you directed officials to continue to progress the development of Identity Check within existing baselines and report back quarterly on progress.

He Whakarāpopototanga | Executive summary

3. Identity Check (previously known as One Time Identity) is a new identity verification service operated by the Department of Internal Affairs (the Department) that provides a person a secure, trusted, and real-time way of proving who they are online so they can access the services they need.
4. Identity Check is an example of the products and services that will operate under the Digital Identity Trust Framework which can be bundled and integrated by both agencies and also private identity services providers.
5. Identity Check compliments the Departments existing RealMe Verified Identity service by providing a convenient single use verified identity credential for people who don't have time to complete the more robust RealMe identity verification process.
6. There is strong demand for Identity Check from both the public and private sectors. The ability for customers to prove their identity in a fully digital channel, in real-time, with a high degree of integrity has mass appeal as it enables organisations to create more innovative and transformative digital experiences for their customers.
7. The Department has completed robust legal, privacy, and security, reviews of the Identity Check service, including consultation with the Office of the Privacy Commissioner, detailed legal analysis, and security certification and accreditation. The pilot service is now ready to be used.
8. The next phase of product development is a pilot study which will provide a safe way for the Department to; test how the service functions in the real-world environment, tune service performance, identify areas for further product development, and increase partner buy-in.
9. In August, the Department entered into a pilot agreement with Hospitality New Zealand (HNZ), which will see Kiwi Access card applicants (or their identity referee) use Identity Check to prove who they are in a new, fully online, Kiwi Access Card application process. The pilot is planned to begin on 19 September 2022 and will run for 12 months.
10. In recent months, there has been media interest in Identity Check focused on its development, how it works, and concerns around the sharing of personal information including selfie photos. Therefore, it is likely you will be approached for comment when the pilot becomes public knowledge.
11. The Chief Executive of HNZ, Ms Julie White, intends to brief the Minister for the Digital Economy and Communications on this from HNZ's perspective.
12. Talking points are included in Appendix A.

He whakamārama | Background

What Identity check is and how it works

13. Identity Check (previously known as One Time Identity) is a new identity verification service operated by the Department of Internal Affairs (the Department) that provides a person a secure, trusted, and real-time way of proving who they are online so they can access the services they need.
14. Identity Check differs from the RealMe verified identity in that Identity Check is completely digital and in real-time for both the application and back-office approval processes. Identity Check is a one-use transactional process and does not create a reusable identity credential. By contrast, once the RealMe verified identity has been approved, it is able to be re-used again and again. The RealMe verified identity has a higher confidence rating than Identity Check as it has a more extensive validation process, which is governed by the Electronic Identity Verification Act.
15. Identity Check has been designed to integrate seamlessly into the digital onboarding process of a partner organisation.
16. Identity Check works by leveraging identity verification technology (already used by thousands of New Zealanders when applying for Passports, Citizenship, and RealMe) to verify a presenting individual's information against identity information held in the NZ Passport database or NZ Driver Licence register. Over time it is hoped that Identity Check can be expanded to verify the identity of people who don't have a NZ Passports or NZ Driver Licences
17. Customers will experience Identity Check as an option to prove their identity online when applying for services from a partner organisation.
18. If a person is wanting to transact online and decides to verify their identity using Identity Check (from the option or options provided by the partner organisation) they will be redirected to a DIA website to complete the Identity Check process.
19. Identity Check will always be optional. One of the conditions the Department will require of any organisation using Identity Check is that they must provide an alternative way for customers to prove who they are.
20. If a person chooses Identity Check, they will be asked to enter their identity information and look at the screen of the device they are using. A digital video will be captured and a frame from the video compared to the image held in the passports or Driver's Licence database. This is like what happens at an airport smartgate. Once verified the person will receive immediate notification and be returned to the partner website with confirmation of their identity, removing the need for them to present identity documents in person.
21. The Identity Check service does not allow third parties access to the NZ passports database or NZ Driver Licence register. The only personal information provided to the partner organisation is what the customer provides themselves along with a statement of fact for the Department verifying whether the information submitted matches the relevant passport or Driver Licence record held by the Department or Waka Kotahi NZ Transport Agency (NZTA).

Why Identity Check is necessary

22. In recent years, identity verification services, like Identity Check, have become ubiquitous in New Zealand. These services are used by the public millions of times each year helping a wide range of organisations create innovative and transformative digital experiences while reducing their exposure to identity fraud and helping them meet their evidence of identity obligations under Anti-Money Laundering and Countering Financing of Terrorism (AML/CFT) regulations.
23. As the sophistication of identity fraud in New Zealand has grown, vulnerabilities in the current generation of data confirmation-based identity verification services have begun to be exploited. Today, 9(2)(k) [REDACTED]
[REDACTED]
[REDACTED] This is possible because current settings do not allow identity verification services to compare a customer photo against authoritative government records.
24. Identity Check leverages the Department's unique authorisation to access NZ Driver Licence records and NZ Passport records for identity verification to eliminate this vulnerability, offering organisations a better way to protect themselves and their customers from identity fraud.

How Identity Check is authorised

25. At pilot launch, Identity Check will operate without a specific legislative mandate authorising its entire operation, however, as Minister of Internal Affairs you may authorise the Department to operate Identity Checks as long as it complies with the law.
26. The Department has comprehensively reviewed the design of Identity Check against applicable legislation (the Identity Information Confirmation Act (2012), the Passports Act (1992), the Land Transport Act (1998), and the Privacy Act (2020)) and holds the position that the service is lawful. However, there may be merit in pursuing an explicit legislative mandate to foster greater public trust and confidence in the service.

Identity Check is open to everyone and lever for more equitable access to services

27. Identity Check is a digital tool which, if expanded, has the potential to support greater access to services and greater equity of access in New Zealand.
28. Identity Check is currently limited to use by organisations who engage directly with the Department to serve their customers, however, over time it is hoped that the service can be expanded to support an intermediary model which will facilitate greater partner organisation adoption and enable the bundling of Identity Check with other services that are important to customers. An example of this could be SmartStart acting as an intermediary for the Ministry of Education, Ministry of Social Development, and Inland Revenue to both verify a customer's identity for all of these agencies but also bundle other sharing, such an income or citizenship into a single interaction. Alternatively, a private sector AML-CFT agency could bundle Identity Check with other checks to digitally transform the provision of a variety of services from switching home-loans, to purchasing high value items online, to property conveyancing.
29. While a digital service that requires a device with a camera to work, Identity Check is not limited to online use and can be implemented in multiple ways, including via in

person kiosks (operating in a similar way to airport smartgates) or via assisted service. Kiosks could be implemented in convenient locations and enable access to a variety of services and assisted service models could support people to overcome technology barriers.

30. Identity Check is available anywhere with internet access and many places where physical stores are no longer viable. The Department is investigating the inclusion of a zero-rated data scheme into the service to improve access for people who rely on mobile data plans to access services.
31. At pilot launch, Identity Check will be used to enable people to get a Kiwi Access card online. The Department is working with HNZ to help make the Kiwi Access card to be easier to obtain and, by supporting a more robust identity verification process, enable the card to be trusted in more places.
32. Over time it is hoped that Identity Check can be expanded to include people who may not hold a NZ Passports or NZ Driver Licences such as temporary or permanent residents, the elderly, or people with disabilities.
33. Where Identity Check is not right for people, the Department will offer more flexible options via its RealMe Verified Identity service.

Budget 22 decisions and direction from Ministers.

34. In Budget 22 the Department sought funding to modernise New Zealand's digital identity system. 9(2)(f)(iv) [REDACTED]
[REDACTED]
[REDACTED]
35. Following the announcement of Budget 22 the Department briefed you on the Department's intentions to move forward with modernisation initiatives as funding allowed.
36. You directed officials to progress the modernisation of RealMe services, Identity Check and to work to develop a Verifiable Identity Credential (VIC) within baseline funding provided in Budget 22 and report back quarterly on progress made.

Development update

37. The Department has now completed its first phase of development; including work to ensure Identity Check meets all data protection and security requirements and is now ready to pilot the service with partners.
 - 37.1 A thorough Privacy Impact Assessment (PIA) has been completed and reviewed by the Office of the Privacy Commissioner, showing how the Department responsibly manages privacy risks and complies with applicable legislation. The full PIA will be published publicly at the commencement of the pilot.
 - 37.2 Security certification and accreditation for the service has been completed including an audit against the New Zealand Information Security Manual and the development of a risk management plan. All inherent risks have been mitigated to an acceptable level.
 - 37.3 An Identity Check confirmation agreement has been developed that sets out appropriate terms to ensure partner expectations are clear and all information sharing is appropriately authorised.

38. The next phase of product development is a pilot study which will provide a safe way for the Department to; test how the service functions in the real-world environment, tune service performance, identify areas for further product development, and increase partner buy-in.

Business development and engagement

39. The Department continues to work closely with several organisations who have shown active interest in using Identity Check including:
- 39.1 9(2)(b)(ii) and 9(2)(j)
 - 39.2 the Ministry of Social Development
 - 39.3 9(2)(j)
40. In August, the Department entered into a confirmation agreement with HNZ who will be the first partner to pilot the service. This will see Kiwi Access card applicants (or their identity referee) use Identity Check to prove who they are in a new completely digital Kiwi Access Card application process. HNZ believe their newer, more robust, online process will increase the accessibility and utility of the Kiwi Access cards and expect as many as 15,000 people to apply online in the first year. Go live for the pilot is planned for 19 September 2022 and will run as a 12-month pilot.
41. From September, the Department will look to re-engage other public and private organisations which have shown interest in using the service in the past to gauge interest in their participation in the pilot and keep them abreast of service development.
42. Over the course of the pilot the Department intends to work with partners to engage with Iwi and the Māori Data Sovereignty group to demonstrate how the service works and might be used and incorporate Māori views into its future design and/or usage principles.

Media interest in Identity Check

43. Following the proactive release of Cabinet material about *investing in infrastructure for the digital identity system*, the Department received several media enquiries and Official Information Act requests from Radio New Zealand (RNZ) related to Identity Check. RNZ subsequently published several radio segments and website articles which discussed:
- 43.1 the development of the Identity Check service,
 - 43.2 the Departments access to information (including images) from the New Zealand Driver Licence register for Identity Check,
 - 43.3 the potential usage of Identity Check by the private and public sector,
 - 43.4 the digital identity trust framework, and
 - 43.5 government investment in digital identity,
44. To date there has been little interest from the wider news media, but we anticipate greater coverage following go live and it is likely you will be approached for comment when the pilot becomes public knowledge.

45. You recently received several written parliamentary questions related to Identity Check. The talking points in Appendix A are based on previous responses to these written parliamentary questions and anticipated questions from media.

Next steps

46. Following go live, the Department will; monitor service performance, look to open the pilot to more organisations, and progress a series of enhancements as funding allows.
47. In September 2022 the Department intends to present the service, amongst other initiatives, to the Data Ethics Advisory Group (convened by the Government Chief Data Steward and Chief Executive of Statistics NZ) for advice on how the service might develop following the pilot.

48. 9(2)(g)(i)

Ngā tūtohutanga | Recommendations

• Note Identity Check will go live ~19 September and media interest is expected	Yes/No
• Note the attached talking points in Appendix A	Yes/No
• Advise officials if you would like a practical demonstration of the service	Yes/No
• Note the Department will provide a further update in December 2022	Yes/No



Tim Waldron
Acting General Manager Te Pou Manawa
Kāwai ki te Iwi | Service Delivery and Operations

Hon Jan Tinetti
Minister of Internal Affairs

_____/_____/_____

Appendix A

What Identity Check is and how does it work?

- Identity Check is a new service being piloted by the Department of Internal Affairs (the Department).
- For many years the Department has used biometric technology to help make it easier for New Zealanders to apply for passports, citizenship, and RealMe.
- Identity Check reuses the existing identity verification technology that New Zealanders access when applying for, or renewing, passports, RealMe, or NZ Citizenship.
- Identity Check is fully consent-based and optional.
- Identity Check will make it easier for New Zealanders to securely access services.
- Identity Check works by allowing third parties to confirm people are who they say they are, by having the Department compare their information against NZ passport or NZ Driver Licence records
- The only information provided from the NZ passports or NZ Driver Licence databases is a confirmation that the applicant matches their relevant passport or Driver Licence record.
- The technology is proven, secure and designed to keep New Zealander's information safe as well as complying with all data protection requirements.

How will the Department be ensuring New Zealanders' data is securely, safely, and appropriately managed?

- A lot of work has gone into making sure Identity Check meets all data protection and security requirements.
- This included getting the proposed service model reviewed by the Office of the Privacy Commissioner.
- It also included security checks by independent third parties.
- Data held by the Department will never be shared with third parties.
- The service will always be consent based – no one will be obliged to use it.
- One of the conditions the Department will make of any organisation using the service is that there must be an alternative way to access the organisation's services if that is what the customer chooses to do.

Why do New Zealanders need Identity Check?

- Enabling New Zealanders to transact online saves them the cost of document reproduction, avoids the costs of travel to physically go to an organisation to prove their identity, and transacting online reduces the time they're away from their productive work or family time.
- The aim is to make access to services more convenient and faster by using online channels. It also helps to prevent fraudulent behaviour and protect people from identity theft.

- Identity Check doesn't rely on physical documents which can be forged or copied – a tactic used by those seeking to steal people's identity.
- In the 21st century New Zealanders rightly expect to be able to easily, and securely, access services.
- It will enable people to access services online, 24/7 and without having to visit offices or make appointments.
- New Zealanders expect government to play its part in ensuring identity verification works as they need it to.

What is the technology the Department uses and how does it work?

- The Department uses facial recognition technology to support four of the services it provides to New Zealanders:
 - Applying for a passport for the first time
 - Renewing a passport
 - Applying for citizenship
 - Applying for a RealMe account
- The technology is only used to help verify someone is who they claim to be.

Released under the Official Information Act 1982

From: Sarah Dickson-Johansen <Sarah.Dickson-Johansen@parliament.govt.nz>
Sent: Tuesday, 26 July 2022 12:44 pm
To: Ann-Marie Cavanagh <Ann-Marie.Cavanagh@dia.govt.nz>; Katrine Evans <Katrine.Evans@dia.govt.nz>; Laura Sommer <Laura.Sommer@dia.govt.nz>; Prashil Reddy <Prashil.Reddy@dia.govt.nz>; Rebekah Hood <Rebekah.Hood@dia.govt.nz>
Cc: Mike West <Mike.West@dia.govt.nz>; PlanningPerformanceandSupport <PlanningPerformanceandSupport@dia.govt.nz>; Daniel Anderson <Daniel.Anderson@dia.govt.nz>
Subject: RE: URGENT MEDIA INQUIRY: Morning Report: Māori data specialists accuse govt of ignoring them

Kia ora Team,

How far away is the response – the Media Advisor is asking!

Thanks,
Sarah

From: Mike West
Sent: Tuesday, 26 July 2022 12:52 pm
To: Sarah Dickson-Johansen; Ann-Marie Cavanagh; Katrine Evans; Laura Sommer; Prashil Reddy; Rebekah Hood
Cc: PlanningPerformanceandSupport; Daniel Anderson; Karen Hope-Cross
Subject: RE: URGENT MEDIA INQUIRY: Morning Report: Māori data specialists accuse govt of ignoring them
Attachments: Talking Points on Digital Identity.docx

Hi Sarah,

Please find attached proposed talking points.

Regards

Mike West | Chief Advisor
Te Kōtahi Whitiwhiti | Digital Public Service Branch
The Department of Internal Affairs | Te Tari Taiwhenua
mike.west@dia.govt.nz
Mobile: 021 285 8933
45 Pipitea Street, Thorndon | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz



Talking Points on Digital Identity

- The Department of Internal Affairs (DIA) is the lead agency on two initiatives in relation to Digital Identity.
- The first is the implementation and running of a digital identity regulatory regime (the Digital Identity Services Trust Framework).
- The proposed legislation for this regime is currently before the house (The Digital Identity Trust Framework Bill).
- The bill proposes a governance and compliance regime to ensure that those who are providing digital identity services consistently meet standards for using, storing and sharing personal and organisational information.
- This will provide people with assurance that they can trust New Zealand's digital identity ecosystem if they ask for, or consent to, their identity information being provided to firms or agencies they are interacting with, where they need to prove who they are. It will establish rules to protect the privacy and security of people's information when it is shared within the trusted environment.
- The Bill creates a framework, which government agencies and private business will be able to opt into, if they choose.
- DIA have worked closely with Māori and iwi leader groups in developing policies which informed the development of a business case and the Digital Identity Services Trust Framework.
- The implementation of the Trust Framework has been paused due to other competing priorities. As such, work on the implementation plan and further consultation with Māori and iwi leader groups has also been paused. However, broader consultation on the Trust Framework with Māori and other key stakeholders is ongoing.
- The second initiative led by DIA is called One Time Identity Check.
- This proposed new service under development is intended to provide a convenient way for people to prove who they are online.
- The project is in the Pilot phase. It works by enabling people to request that DIA confirm their identity (against NZ Passport or NZ Driver Licence information) and share their confirmed information with a service provider they are trying to access.
- Facial recognition will be used by One Time Identity Check to undertake a one-to-one comparison against existing databases to confirm the customer's identity, with informed

consent from the customer. DIA is not proposing to share photo images or facial recognition algorithm with any other agency.

- Unlike the current RealMe service, customers will not need to create an account to use this service, but this will mean they will need to repeat the identity confirmation process each time they need to prove who they are.
- As this initiative is in its early design and development engagement with Māori and other key stakeholders is ongoing. No final decisions on design or implementation have been made at this stage.

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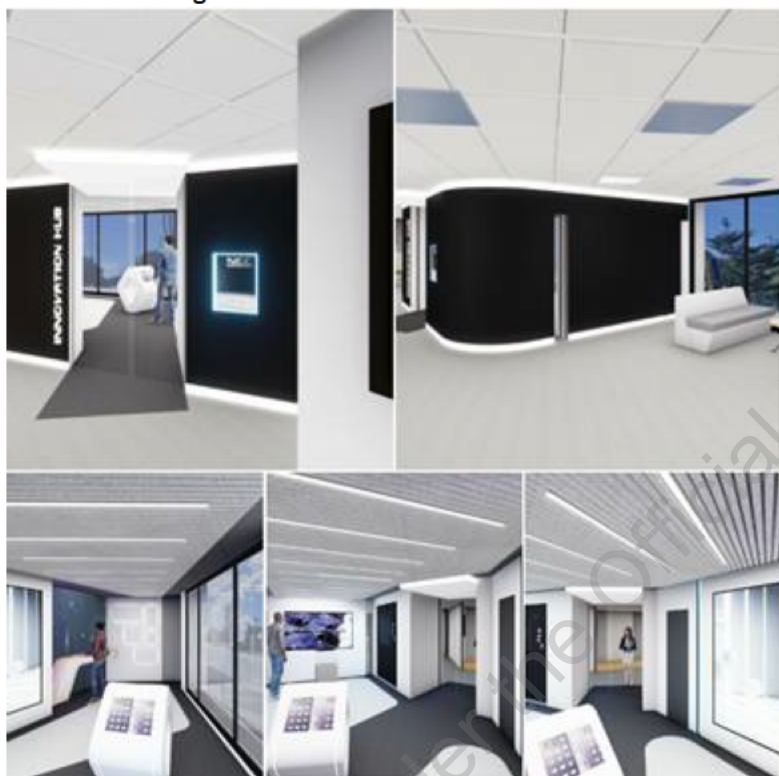
From: Mel Barber [<mailto:Mel.Barber@nec.co.nz>]
Sent: Monday, 8 August 2022 1:31 PM
To: D Clark (MIN) <D.Clark@ministers.govt.nz>
Subject: NEC New Zealand event

Hi,

Thanks for your time on the phone earlier today.

NEC New Zealand have been operating in New Zealand since 1999 and partner with some Government agencies such as DIA & MBIE. We have also worked closely with the New Zealand Police for over 30 years.

As part of continuing to bring innovation to New Zealand, we have created an Innovation Lab in our Wellington office. This will showcase our solutions and technology, including our work on Digital Identity which we spoke about at the recent Digital Trust Hui Taumata.



Event details are as follows:

Location 1 Willeston St, Wellington Central

Date Either 20 or 22 September 2022 – whichever is preferable

Time Event is 4-7pm. Ideally Dr Clark would say a few words at the beginning of the event and is then obviously welcome to attend for as long as he is able

Please let me know if you require any further information prior to this going through the panel.

Thanks
Mel

Mel Barber

Managing Director

NEC New Zealand Limited

Suite 3, Level 3, 12 Viaduct Harbour Avenue, PO Box 911422, Auckland 1010

M: 9(2)(a)

Mel.Barber@nec.co.nz

nec.co.nz

"Enabling secure identity and communication in a fast-moving world where every experience is connected"



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From: Sarah Dickson-Johansen <Sarah.Dickson-Johaxxx@xxxxxxxxxx.xxxx.nz>
Sent: Tuesday, 9 August 2022 1:32 pm
To: PlanningPerformanceandSupport <PlanningPerformanceandSupport@dia.govt.nz>
Subject: FW: DC-182-2022 NEC New Zealand event

Kia ora Team,

Is this something we could provide advice on?

Ngā mihi,
Sarah

From: PlanningPerformanceandSupport <PlanningPerformanceandSupport@dia.govt.nz>
Sent: Tuesday, 9 August 2022 1:37 pm
To: Colin Holden <Colin.Holden@dia.govt.nz>
Subject: FW: DC-182-2022 NEC New Zealand event

Kia ora Colin

Am I correct in thinking Digital Identity is under SSI now?

The Office require some advice on the Minister speaking at the beginning of the NEC New Zealand event that will showcase innovation including work on Digital Identity which was spoken about at the recent Digital Trust Hui Taumata.

This is due to the Office by COP tomorrow.

Ngā mihi

Dylan Leney | Programme Coordinator, Digital Public Service
45 Pipitea Street, Wellington
Department of Internal Affairs Te Tari Taiwhenua
Mobile: 9(2)(a) | www.dia.govt.nz



From: Colin Holden <Colin.Holden@dia.govt.nz>
Sent: Tuesday, 9 August 2022 4:51 pm
To: Cecily Lin <Cecily.Lin@dia.govt.nz>
Subject: FW: DC-182-2022 NEC New Zealand event

Hi Cecily

Can you provide some advice on this? Note short timeframes!

Ngā mihi
Colin

From: Cecily Lin <Cecily.Lin@dia.govt.nz>
 Sent: Wednesday, 10 August 2022 10:01 am
 To: Colin Holden <Colin.Holden@dia.govt.nz>
 Cc: Mary-Beth Kedzlie <Mary-Beth.Kedzlie@dia.govt.nz>; Prashil Reddy <Prashil.Reddy@dia.govt.nz>
 Subject: RE: DC-182-2022 NEC New Zealand event

Morena Colin,

Please find draft advice below. There is currently no details online on this Innovation Lab, but NEC is a credible company that we have been working with on DISTF rules. This is what we based our advice on.

Let me know if you have any questions.

Evaluation	Advice
Request:	Opening the NEC Innovation Lab in Wellington
Is this relevant to current work in the portfolio and, if so, how?: (Risks, timings, comments)	<p>Yes.</p> <p>NEC is one of the key contributors to the development of the rules underpinning the Digital Identity Service Trust Framework (DISTF). It is also one of a small group of digital identity providers that DIA has worked with for rules testing.</p> <p>An Innovation Lab that showcases their solutions and technologies could potentially help businesses and people better understand how technology is used in digital identity, which contributes to building digital trust. However, we are unable to confirm if the Innovation Lab will be open to public at this stage.</p> <p>NEC's business also involves technologies other than digital identity. This advice focuses on the Digital Identity perspective and should be taken as part of the overall advice on this invitation.</p>
Should the Minister consider this invitation?:	9(2)(g)(i)
If yes, what priority?:	9(2)(g)(i)
Would it be appropriate for this request to be referred to officials?:	9(2)(g)(i)
If appropriate to refer, please provide name and email address of official:	N/A
Background information on the organisation: (1-2 sentences)	<p>NEC New Zealand is a technology solutions and services provider with expertise across a range of areas including Biometrics, Communications and Security, Transportation, Field Services and High Performance Computing.</p> <p>https://www.nec.co.nz/</p> <p>NEC is also a silver sponsor of the Digital Trust Hui Taumata, which you opened on 27 July.</p>

Nga mihi,

Cecily

From: Colin Holden <Colin.Holden@dia.govt.nz>
Sent: Wednesday, 10 August 2022 3:33 pm
To: Cecily Lin <Cecily.Lin@dia.govt.nz>; PlanningPerformanceandSupport <PlanningPerformanceandSupport@dia.govt.nz>
Cc: Mary-Beth Kedzlie <Mary-Beth.Kedxxxx@xxx.xxx.xx>; Prashil Reddy <Prashil.Reddy@dia.govt.nz>
Subject: RE: DC-182-2022 NEC New Zealand event

Thanks Cecily and Prashil

Dylan, I'm happy to provide this advice to the Minister's Office.

Ngā mihi
Colin

From: PlanningPerformanceandSupport
Sent: Wednesday, 10 August 2022 3:41 pm
To: Sarah Dickson-Johansen
Subject: FW: DC-182-2022 NEC New Zealand event

Hi Sarah

Please see advice below.

Ngā mihi

Dylan Leney | Programme Coordinator, Digital Public Service
45 Pipitea Street, Wellington
Department of Internal Affairs Te Tari Taiwhenua
Mobile: 9(2)(a) | www.dia.govt.nz



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