Global Digital Health Forum

How to achieve inclusive and trustworthy digital ID
Introductions
Before we get started:

- Please say hello, share your organization, tell us where you’re joining from in the chat box
- Post your questions in the chat window
- Participate in the polls
INTRODUCTION:

- What is digital ID? What problems are digital ID systems solving today? Who benefits most? What are the risks and challenges?
- How Yoti designed their digital ID systems, in particular the offline solution, considering unique concerns of individuals and users.
- What has been the impact of COVID-19 on the digital identity of the communities that are recovering and rebuilding?

DISCUSSION

TRENDS AND RESOURCES
POLL:
Are you / your organization currently implementing a digital ID solution / program?
POLL:
If you are implementing a digital ID program, can you share what you’re focusing on?
Digital ID

- What is digital ID? What problems are digital ID systems solving today? Who benefits most? What are the risks and challenges?
Digital ID: What is it?

- Collect relevant data (Enrollment)
- Create a secure database (Storage)
- Securely access and compare against database (Verification/Authentication)
Digital ID: Considerations

- ID’s Purpose
  - **Functional** - program/project specific use
  - **Foundational** - multipurpose use

- System Design
  - **Instrumental** - closed, rigid
  - **Infrastructural** - open, flexible, adaptable

- Shift how we approach these systems!

Source: Identity in a Digital Age, USAID, 2017
Digital ID: Benefits and Risks

- Risks and Challenges
  - Siloed systems
  - Data ownership + Access
  - Privacy + Security
  - Meaningful Consent
  - Sophisticated Biometrics
  - Surveillance
  - ...

- Balancing tradeoffs!

Well designed ID systems provide individuals with critical services while creating institutional efficiencies.
Digital ID

- How Yoti designed their digital ID systems, in particular the offline solution, considering unique concerns of individuals and users.
Not all solutions are equal.

- Last mile often overlooked
- Tech solutions need to be simple and appropriate
- Essential we understand human and technological needs
- Our response: an offline Key
Research recognised a need for:

- Doctors to be able to ID patients
- Schools to be able to track attendance
- Cash programs to monitor recipient payments
- Many more
Main lessons learned.

- High level of awareness of privacy and security issues
- A real appetite for solutions that work in the last mile
- Moving bits and bytes is easier than moving atoms
- Private sector can pivot and develop useful humanitarian solutions
Digital ID

- What has been the impact of COVID-19 on the digital identity of the communities that are recovering and rebuilding?
Impact on digital identity & access to basic services in the times of Covid-19

**Existing Infrastructure**
- Useful digital ID
- Extend and/or re-purpose existing technology

**Cash Transfers**
- Quick & safe distribution
- Omni-channel ways to deliver financial support

**Touchless Biometrics**
- Distance & hygiene
- Acceleration of face, palm, fingerprints, iris, etc.

**Privacy Protections**
- Eliminate risks
- Focus on privacy-enhancing approaches (i.e. tokenization)

**History of Interactions**
- Access to credit
- Trusted history of ID-related interactions

**Delegation of Authority**
- Benefit pick-up
- Offline, remote P2P authorization

**Decentralized Services**
- Remote / Last Mile
- Delivery of services, health support, proof of assets/credentials, etc.

**Fraud Minimization**
- Proof of life / presence
- Verification of eligible individuals
Emerging trends in 2020 & beyond:

- Touchless / contactless technologies
- Privacy-enhancing & tokenized biometrics at the last mile
- User-centric, portable data accounts for data exchange
- DLT & non-DLT approaches to interoperable identity
Supporting the global COVID-19 response.

- Supporting the NHS with Digital ID cards for staff
- Volunteer-based orgs able to provide ID to volunteers
- Allow verified credentials to be added to an ID (test results, for example)
- Our COVID-19 Pledge
POLL:
What is the biggest barrier to making digital identity useful and interoperable outside of your own organization’s project?
Q&A
Resources

- USAID: Digital ID for Inclusive Development
- USAID: Identity in a Digital Age
- CSIS: Digital ID and the Future of Africa’s Digital Economy
- Yoti: Social Purpose Strategy
- Yoti: Offline Key Research Summary
- Mastercard: Restoring Trust in a Digital World
THANK YOU.