DIGITAL IDENTITIES
Creating Digital Opportunities

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NEED FOR DIGITAL IDENTITIES

- **Quick and efficient delivery of services**, i.e. banking, passport, driving licenses, trade licenses, tax payments, etc.

- **Cost effective** service delivery.

- **Reduces error** in the process of service delivery.

- **Enhances user security** and **reduces the risk of identity theft** while enabling access to a wide variety of services.

- Improved customer experience.

- Ensuring gender equality.

- Opportunities of developing **new revenue streams**.

CURRENT REGULATORY CHALLENGES

- Lack of **global standards**, **coordination** and **consistency** mechanisms in digital identity systems.

- **Interoperability**, where identities generated under different identity systems will be recognized by other systems in a manner that makes them operationally effective.

- **Integration** of identity related policies.

- Focus on enabling **user activity** rather than transaction completion.

SECURITY ASPECTS

- Authorization system of accessing various services that accesses the national ID database, i.e. mobile SIM registration, banking, passport, etc. **follows standards security practices**.

- Instances found where one SIM card user was **linked** with **a different person** in the National ID database with the affected person even knowing.

- **No system** can be taken to be **fully protected** for granted.

- Key is to **remain** always **up to date** with the security protocols and standards.

INTEROPERABILITY REQUIREMENTS

- **Interoperability** reduces wasted cost, increases efficiencies and creates opportunity to exploit efficiencies of scale and scope.

- To implement interoperability, a **framework** is required that includes
  - minimal technical requirements relating to the connection of nodes of different systems;
  - protection of privacy & confidentiality of data exchanged;
  - storage of data;
  - data integrity; and
  - message formats.

AREAS OF COLLABORATION

- Integrated Central **EIR database** across the nations in the region.

- Partnerships between governments and private companies are essential to strengthen digital identity systems.

- More **analysis and research is required** to explore the nature, benefits and risks of different models of cooperation and types of digital identity ecosystems.

THANK YOU