**EXPERT GROUP MEETING ON**

**THE BEST PRACTICES IN IMPLEMENTATION OF   
MOBILE IDENTIFICATION (mID)**

**18-19 October 2016  
Warsaw, Poland**

***Venue: Ministry of Digital Affairs, Królewska 27, 00-060 Warsaw***

***More information at*** [*http://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2016/mID/Expert-Group-Meeting-on-Mobile-ID.aspx*](http://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2016/mID/Expert-Group-Meeting-on-Mobile-ID.aspx)

**GUIDING QUESTIONS FOR EXPERTS**

**The following presents seies of the questions to be considered dduring the meeting. All experts aiming at joining the meeting are kindly requested to follow the structure of their presentation according to the sessions and the questions provided below:**

1. Overview
   * Overview about eGovernment platforms – one / two slides (eg. is there one public services portal, open data portal, emergency notification server, identity services, e-signatures services, mobile signatures, interoperability platform, payment services)
   * Overview of legal framework - one slide
   * Overview of portfolio of ID solutions used by Citizens (like PKI, mID, Token/OTP, Smart Cards etc) – one slide
   * Short history of identity development – key dates (eg. started in 2009) – one slide
   * mID in numbers – statistics about uptake, popularity, transaction per day, avg transactions per citizen, popular translation
   * What were the key success factor for successful mID implementation? (eg. easiness of use, use of current well-known mechanism from citizen point of view)
2. Business Model
   * Who pays for what – to whom etc
   * What are the fees in system?
   * Is the system private-based or public-based?
   * Is there a central hub for eID exchange
3. IT and Technical Architecture
   * What were the key technical questions that were answered during project?
   * Was the identity solution implementation Client-side (on SIM/device) or server-side (eg. token generated via centralized system)
   * Was the system build in house or bought from the market? Is the system open-sourced and current code could be reused by other countries?
   * Does mID solution use biometrics? Which kind (iris, palm, fingers etc). What is the name of biometrics provider (vendor like Fujitsu)
   * Does mID allow to use it in real, physical work or only digital?
   * Is there any central system which logs every transactions?
   * Is every transaction handled by central system? This means that country / system knowns about every transactions (citizen could have problem with privacy)
   * Does citizen has access to his transactions and logs (like where his mID was used?)
   * How is mID verified? Are there any physical chips or scanners (lik in shops) which are used by eg. Policeman in order to verify mID ?
   * Does mID solution allow to sign a document?
   * Does mID solution presents Photo of a citizen? What is the source of photo? (eg central national system which is used also for passports)
   * Does mID allows to verify the verification person (in order to be sure who is verifying citizen)? Eg. citizen want to make sure that on the other side of transaction there is a policeman
   * Does mID works offline (without internet)?
   * Does mID could be verified in offline mode (without internet access due to eg. certification keys)?
   * Does mID solution use PIN or password for registration or authorization of transactions?
   * Is there any central portal for citizen where he could change his settings?
   * Is there any central help desk?
   * Where is mID data information stored (eg. does citizen has active mID)? Is this national registry?
   * Are there any roles in the systems like Policeman could check every data of the profile but drug o shop with alcohol only age?
   * What were the advantages of implementing a certain technology over others?
   * What are the technicalities and mechanisms of the each solution, especially in the area of authentication and registration (eg. remote registration based on photos of passport taken by smartphone and send to server)?
   * SLA – what are the KPI for service, was there ever any downtime, or
4. Security & privacy
   * What are the security mechanism used eg. in order to assure integrity, authentication?
   * Have the mID solution been ever hacked or did somebody tried to hack mID? What were the typical attacks?
   * Is there a central certification body? Its is public or private?
   * Was there any generated false mID on the market?
   * What are the key security requirements for secured ID?
   * How is the mID verified during registration (eg. at Police station, face-to-face)?
   * If mID is an app how is it certified and distributed?
   * Is mID device paired with mID?
   * How privacy is secured for citizens?
5. mID use-cases and processes
   * is mID used in real, physical world?
   * Is mID used in electronic transactions?
   * Whether mID is used in public or private sectors?
   * What the the most popular services which use mID?
   * Is mID offered to every citizen including child?
   * Is mID used for:
     + Electronic verification at pension funds
     + Postal or bank office (verification by clerk)
     + Building receptions (show ID in order to register)
     + Airports and crossing borders
     + Buying 18+ products (eg. alcohol)
     + Ski, bike rentals
     + Civic and commercial agreements with banks, insurance etc
     + Legal procedures in courts
     + Discounts use-cases (show your ID for ticket discount )
   * Please describe high-level processes for registration, first verification and revoking and re-registering for ID
   * Please describe high-level process for transaction
6. Aspect of awareness raising and informational campaign
   * How the rise the awareness about mID?
   * What were the main concerns with regards to mID (in society)?
   * How were they addressed?
   * What was the societies’ response in each case?
   * What stages were the campaigns composed of?
   * What were the strengths and weaknesses of each component?