

INFORMATION FOR THE GENERAL PUBLIC

What is the Evidence of Identity (EOI) Standard?

The Evidence of Identity (EOI) Standard is a good practice guide for government agencies who need to establish and/or subsequently confirm the identity of customers accessing their services. The Standard applies only to those services where there is a degree of identity-related risk.

What do we mean by evidence of identity?

EOI is the types of evidence that, when combined, provide agencies with confidence that an individual is who they claim to be. Examples of evidence of identity include passports and certificates of identity.

The Evidence of Identity Standard is based on three components that, if applied as a whole to an individual case, provide confidence that a person actually is who they claim to be.

The three components for establishing identity are:

1. **Evidence that the claimed identity is valid** – i.e. that the person was born and, if so, that the owner of the identity is still alive.
2. **Evidence that the client links to the claimed identity** – i.e. that the person claiming the identity is who they say they are and that they are the only claimant of the identity.
3. **Evidence that the client uses the claimed identity** – i.e. that the claimant is operating under this identity in the community.

What does the Evidence of Identity Standard do?

The Evidence of Identity Standard will help to stop people misusing their identity information or abusing others' identity information. The Standard will help ensure government agencies ask only for the identity information they really need for the service being delivered. This is known as 'fit for purpose'.

Who uses the Evidence of Identity Standard?

The Standard has been developed primarily for use by New Zealand government agencies. It applies to services provided over the Internet, over the counter, by telephone, and through the post or any other customer channel.

The Standard will become mandatory in the future and agencies will be required to adopt it when developing new services or redesigning existing services.

Private sector organisations can choose to use the Standard for services that involve identity risk.

Public sector agencies and private sector organisations might decide to use the Standard when hiring staff when they need to be confident that the potential employee is who they say they are.

Why was the Evidence of Identity Standard introduced?

The Evidence of Identity Standard was developed in response to the need to ensure that government agencies apply consistent, good practice methods of establishing and/or reconfirming the identity of individuals with whom they transact.

The Standard's implementation will also correct commonly held misconceptions about the validity of certain government-issued documents and other forms of documentation commonly used as evidence of identity.

The Standard was also introduced to assist with the transformation of government service delivery through the use of the internet. This aspect includes the goal of increased customer convenience through more efficient service delivery, and reduced cost by eliminating duplication of investment by agencies as they used igovt services rather than invest in their own systems.

What does the Evidence of Identity Standard mean for the public?

The Evidence of Identity Standard will provide confidence that the information the public (agencies' customers) is asked to provide by government agencies is appropriate to the service requested. For example, the level of evidence required for a passport will be more than for a library card. But that customers will not be asked for any more evidence than is necessary to mitigate the level of identity-related risk inherent in the service.

The Standard will therefore help to assure the public that privacy considerations have been addressed when government agencies develop processes relating to identity establishment and/or confirmation.

The Evidence of Identity Standard will provide consistency in customer experience when using similar government services.

The Standard will help to protect individuals from identity crime.

How do agencies use the Evidence of Identity Standard?

There are three components for establishing an individual's identity. The Evidence of Identity Standard requires that all three components must be verified for moderate to high-risk services before agencies can be confident that an individual is who they claim to be.

1. Is the identity valid? **When/where were you born? Is the name you claim that of a person who has died?**
2. Does the presenter have links to the identity? **Is this your identity information?**
3. Does the presenter use the identity? **Is this how you're known in the community?**

The level of identity-related risk in the service will determine the necessary level of identification required.

For example:

There is high risk potential when issuing a passport. If a person obtains a passport through deception, they could use it for illegal activities, such as fraudulent access to government benefits or involvement in organised crime. Therefore, the level of identification required for a passport will be higher than if you were applying for a library card.

How does the Evidence of Identity Standard work?

There might be noticeable changes once an agency has implemented the Standard. For example, you might be asked for different evidence of identity-related information when applying for a service from an agency after it has implemented the Standard.

There was a new version of the Evidence of Identity Standard released in 2009, what is the difference and why was a new version released?

The Evidence of Identity Standard was originally published in 2006, as Version 1.0 and piloted by some government agencies. After these pilots the Standard was evaluated and additional guidance was developed for some areas, such as document recognition of overseas documents and identifying children (who commonly have few identity documents).

Version 2.0 is not a fundamental change from Version 1.0, but just provides more clarification and guidance to assist agencies in implementing the Standard.

The original framework and concepts from Version 1.0 remain along with much of the original content; however, Version 2.0 provides clarification of some of this original content, with enhancement through the inclusion of new areas of guidance. This includes guidance for agencies on confirmation of a person's identity.