

## INFORMATION FOR THE STATE SECTOR

### What is the Evidence of Identity 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. It only applies to those services that have a degree of identity-related risk.

### Who should be using the Evidence of Identity Standard?

The Standard has been developed specifically for use by New Zealand government agencies. Agencies can apply this Standard to all services delivered to the public that contain identity-related risk. The Standard will apply to both online and offline services provided by agencies.

Over time, the Standard will become mandatory and agencies will be required to apply it when developing new services or undertaking process redesign of existing services.

### Why was the Evidence of Identity Standard introduced?

The Evidence of Identity Standard is part of the suite of New Zealand Authentication Standards for online service delivery. These have been designed to assist agencies to meet the goal of transforming government through use of the internet. However, the EOI standard also applies to offline services.

The Evidence of Identity Standard applies to both online and offline services and will help ensure government agencies apply consistent, good practice methods when establishing and/or confirming the identity of individuals with whom they transact.

It is vital that the state sector maintains a high level of integrity **and** that only people entitled to government services receive them. The Evidence of Identity Standard will help ensure that agencies follow the consistent good practice processes to identify that customers are who they say they are.

It is very important that the correct level of evidence of identity is collected for the appropriate service. This is because:

- If agencies collect **too much** identity related information this may be inconsistent with New Zealand's privacy requirements.
- If agencies collect **too little** identity related information then the agency might not achieve its business objectives; the public's confidence in the ability of the agency might be eroded and identity crime might occur, which could lead to entitlement fraud.

The Standard will ensure consistency in the purposes for which particular documentation should, and should not, be used within an evidence of identity process.

#### How is the Standard used?

The focus of the Standard is on an agency's contact with an individual accessing a service or services. This applies to both initial establishment of identity and/or subsequent confirmation of that individual's identity during later contacts with the agency in relation to that service.

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

1. Is the identity valid? **Was that person born? Are they still alive?**
2. Does the presenter have links to the identity? **Is this their identity information?**
3. Does the presenter use the identity? **Is this how they're known in the community?**

The Standard takes an agency through the process to establish the level of identity-related risk in the service, or services, they provide. This is undertaken through a risk assessment. The results of the risk assessment will enable an agency to determine how the three components for establishing identity can be best met.

#### 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.

#### What guidance is there available?

The Evidence of Identity Standard contains a section of guidance on implementation; however other separately produced guidance is also available including:

- Risk assessment workbook and calculator
- Document recognition information
- Pre-employment screening / recruitment information
- Scenarios and case studies

In addition, the Evidence of Identity Standard Programme team can provide consultations and workshops including:

- Introduction to the Evidence of Identity Standard and identity concepts.
- Initial consultation on risk assessment
- Follow-up detailed discussion
- Host or run workshops to undertake the risk assessment
- Provide consultation on identity-related risk in employment
- Provide consultation on identity-related risk in confirmation of identity and channel options
- Project team input on a one-off or ongoing basis
- Review and feedback on project plans and papers.

Additional guidance on identity information management will be released from time to time, and will be available from the Evidence of Identity site on the Public Sector Intranet (under Identity Management and Authentication).

#### Where can agencies get additional guidance?

It is recommended that agencies access the Public Sector intranet Evidence of Identity site (under Identity Management and Authentication). The Evidence of Identity Standard Public Sector Intranet site has copies of all the additional guidance available.

For more information and for those individuals that cannot access the PSI, the Department of Internal Affairs (DIA), as Custodian of the Evidence of Identity Standard, should be contacted. The EOI Standard Custodian can be contacted via email: [eoistandard@dia.govt.nz](mailto:eoistandard@dia.govt.nz)