Advancing the Digitalization of CRVS
Legal identity registries come in many shapes – ideally, they should be interoperable to ensure one single source of truth on identity

Examples of interlinkages between legal identity registries

- It is not uncommon to see ID cards replace voter ID cards, especially in countries where ID databases are well maintained. The reverse is true as well.

- Although the primary purpose of the Voter ID card is electoral, the type of information it contains is usually very similar to the one found in other ID documents.

- Driving licenses are often another identification piece used interchangeably with an ID card. Like other IDs, they play an additional role of certification.

- Civil Registers are often the basis on which other ID cards are issued. They log all life events about any given person recognized by a state. The quality of civil registers varies significantly from one country to another.

- Passports also share most of the information that other pieces of ID contain. As the document for border controls, it is critical to base it on well-maintained ID databases.

- Well maintained civil/ID DBs have implications on public health policy and other related welfare, one of the biggest cost centers of developed countries’ governments.

- Students are also recipient to public support. In developing countries, correct identification of age is also important for education policy.

- Justice is both a user and a provider of ID data. E.g. age determines how cases are processed. Conversely, justice may affect individual rights (e.g. voter eligibility).

- Fiscal authorities are important consumers and providers of ID information. E.g. from an electoral perspective, changes of addresses can be notified automatically.
Legal identity vs. digital ID

➢ Discussions about digital ID often contain much confusion around the distinction between legal and other identities.

➢ In the context of governments, legal identity is the primary concern.

➢ Legal identity is what defines the relationship between governments and individuals. It is what defines the specific individual rights and obligations of each individual with regards to governance.

➢ Digital identities may include a Facebook identity for example, or a blockchain account used to transact outside of government’s scope of work. Those are not legal identities and are (mostly) irrelevant to governments.

➢ Therefore, when talking about digital IDs in the context of government, it is important to keep in mind its specific nature as the means of accessing digital services based on legal identity.
Creating legal identities

➢ In countries without mature civil registration systems, it is often necessary to start from zero (or from very little) and build a civil registration system entirely.

➢ This is about assigning a legally recognized identity, exactly one, no more, no less, to each physical individual.
Identity registration spans across many disciplines

Pillars of Identity Registration

Operations & Logistics  IT  Public Outreach  Training  Legal  HR
Since much of the work of different administrations involves gathering, storing, validating and updating data on the identity of citizens, most countries have moved to computerize many of these processes.

Computers offer officials the capacity to securely store large amounts of data and process them in various ways.

This is not yet about digital ID: it is about moving from pen and paper to efficiently and cost-effectively managing government processes using identity related information systems and databases.

It may include digitalization of existing paper books into government databases and information systems, but not yet the provision of a Digital ID and related online services.
Digital ID is the electronic equivalent of a plastic ID card. It is not a legal identity, but it proves it.

➢ Through a (legal) digital ID, one may transact online for anything that can be done in the physical world. This includes:

➢ Voting
➢ Receiving social benefits
➢ Opening bank accounts with full AML/KYC compliance
➢ Sign contracts (any contract that requires legal identification, including jobs, etc.)
➢ Requesting other official documents (e.g. passports)
➢ Declaring and paying taxes
➢ Creating a business
➢ Getting married
➢ And many other services!

Digital IDs are significant contributors to economic growth.
On a very high level, the typical process of collecting and processing a population’s data to issue a legal identity is as follows:

1. **Collect data**
2. **Consolidation (all unprocessed data)**
3. **Biometric checks:**
   - Identity theft (1:1)
   - Multiple identities (1:N)
4. **Issue legal identity**
5. **Adjudication (human confirmation)**
6. **Provide documentation** – could be physical (e.g., plastic ID card) or digital (digital ID)
7. **Services to other organizations**
   - Financial services
   - Elections
   - Health
   - Justice
   - Taxes
   - Education
   - Passports, border controls, migrations
   - Driving licenses
   - …

Potential Duplicates and Identity theft

Confirmed Duplicates and Identity theft
Compliance Markets: There is **no such a thing as an off the shelf solution** for the computerization or digitalization of Legal ID

- No two institutions ever have the same processes
- Legal ID is about public sector compliance, which is context specific
- Path dependence, political, institutional, technical, operational
- Country A cannot just take Country B’s Legal Identity system and run it like a basic desktop software
- Ministry A cannot just take Ministry B’s Legal Identity system and run it like some mobile app

Every legal identity system will **require heavy customization**

→ **There’s no shortcut around Software Development**
All Software Development Projects follow some variation of the below lifecycle:

**IDEATION**
Brainstorming ideas that solve a particular problem faced by target users.

**REQUIREMENTS**
Interacting with stakeholders and users to collect and document project requirements.

**DESIGN**
Creating the architecture of a software system and its elements.

**DEVELOPMENT**
Building the software using a programming language by the development team.

**TESTING**
Evaluating the quality of software with the aim of finding and fixing defects.

**DEPLOYMENT**
Preparing the software to run and operate in a specific environment.

**MAINTENANCE**
Updating and supporting the software after it has been delivered to the market.
In compliance markets, the ideation phase is very limited – the most important part is requirements gathering (mapping processes).

Processes are heavily dependent on the regulatory context, the political context, the infrastructure, the operational history and culture.

<table>
<thead>
<tr>
<th>PROCESS ARCHITECTURE</th>
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<tbody>
<tr>
<td>PROCESS</td>
<td>Visualisation of the entirety of all business processes of an organisation</td>
<td>Focus on simplicity and clarity</td>
<td>Overview of all (main) processes of the organisation</td>
</tr>
<tr>
<td>SUB PROCESSES</td>
<td>Processes form the top hierarchical level</td>
<td>Continuous workflow of processes performed in the organization (Sequence of logically consistent activities)</td>
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<tr>
<td>SUB PROCESS STEPS</td>
<td>Superior processes are detailed in various single steps</td>
<td>Processes are split up and detailed with relation to content, time or logic</td>
<td></td>
</tr>
<tr>
<td>ACTIVITIES</td>
<td>Concrete description of workflows in clearly defined organizational divisions or departments</td>
<td>Connected activities of single teams or employees (within one department)</td>
<td>Level of operative tasks and activities</td>
</tr>
</tbody>
</table>
Once processes are defined, they are translated into software to automate those processes (=digital transformation)

- This is a labor-intensive part of any legal identity computerization or digitalization project
- It requires skillsets in markets with shortages of talents, so it is also expensive and typically not available in low-mid income countries
- A decision must be made on whether to make or buy the software customization service
Can we leverage one of software providers’ knowledge of identity to implement a Legal ID project?

➢ Not more or less than one can leverage a medical equipment provider to conduct heart surgery
   ➢ The analogy is not far fetched: poorly designed legal identity registries are unsustainable and lead to economic losses at best and can lead to civil unrest and loss of life in worst case scenarios.

➢ Software vendors make software, one tool among many serving a much wider context.

➢ They do not design projects with sensitive political, legal, operational or security implications.

➢ A basic procurement principle to avoid conflicts of interest: separate solution design from solution implementation
   ➢ If the same company designs and implements, it will either reduce scope (to increase margins on fixed costs contracts) or increase it (to maximize revenue on variable cost contracts).

➢ Bottom line: Expertise is required!
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