BRITISH COLUMBIA

Ministry of
Labour, Citizens' Services
and Open Government

Provincial Identity Information Management (IDIM) Program

Introduction and Overview

Presented to: xxxx
by Ministry of Labour, Citizens' Services and Open Government

xxx, 2012

Presenters

Kevena Bamford, Executive Director

IDIM Program Delivery

Ian Bailey, Executive Director

Architecture and Standards

Presentation Outline

- Context
  - The Drivers for Change
  - The Solution Vision
- The IDIM Program
  - A Comprehensive Program Model
  - The New and Enhanced Services
    - BC Services Card
    - BCeID
- Discussion

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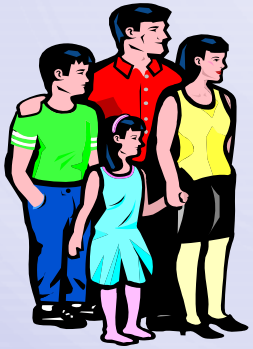
Business Problem



4.5 million citizens

9 million Care Cards

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Why are we Changing?

Health

Replacement

BC Government

- *High assurance card to access multiple high value services*
- *Leveraging existing DL process*
- *Security and privacy enhancing features*
- *Use in person and online*
- *Will replace the CareCard as evidence of enrolment in MSP*

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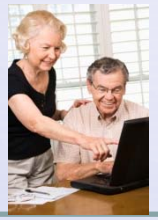
BC Services Card Program

Health

Secure CareCard replacement & MSP Re-enrolment

LCTZ

IDIM: Trusted online access to high value govt services



ICBC

Leveraging high quality identity proofing services and infrastructure

BC Services Card Program

- Established as an Integrated Program
- Three partners leveraging respective strengths & infrastructure
- Common goals & objectives
- Services & associated roles & responsibilities established by agreement
- Necessary information sharing to be set out in ISAs.

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The Provincial Vision

Citizens, Businesses and Professionals

- Secure online access to services
- Privacy enhancing
- Identity proof once, enrol in and access many programs

Government and Broader Public Sector

- Improved service delivery
- Enhanced level of assurance
- Reduced card misuse in health sector
- Improved client engagement
- Connected public sector workforce
- Authorized information sharing

Provincial IDIM Program

- Corporate identity services enabling access to high value public sector services

IDIM Program Requirements

- **A reliable well-supported full-featured central service that:**
  - ☑ **registers and identity proofs their users**
  - ☑ **authenticates users in a variety of ways**
  - ☑ **manages and protects identity information**
  - ☑ **Manages the credentials for those users**
  - ☑ **has a variety of technical interfaces that can integrate with their online services and client registries**

BC Services Card Project Objectives

1. Create a government-wide credential to access all provincial services (in-person and online)
2. Enhance identity proving during enrolment
3. Improve patient safety by ensuring health services delivered to the right person
4. Reduce fraud/misuse/abuse

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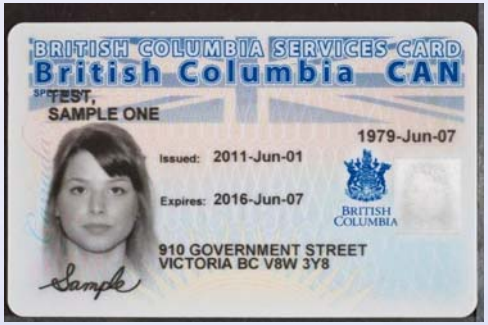
BC Services Card: Three Types

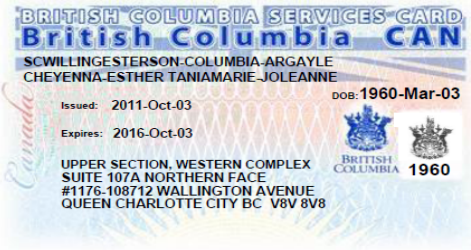
Combo DL and Services Card

Standalone Photo Services Card



Non-Photo Services Card

Populated Front



Populated Rear

BC Services Card: Key Characteristics

The new card will have:

- A "tap-n-go" electronic chip but no information is stored on the chip
- A printed Personal Health Number (PHN)
- Magnetic stripe formatted as per DL standards but also containing PHN for backwards compatibility at Health points of service
- An expiry date

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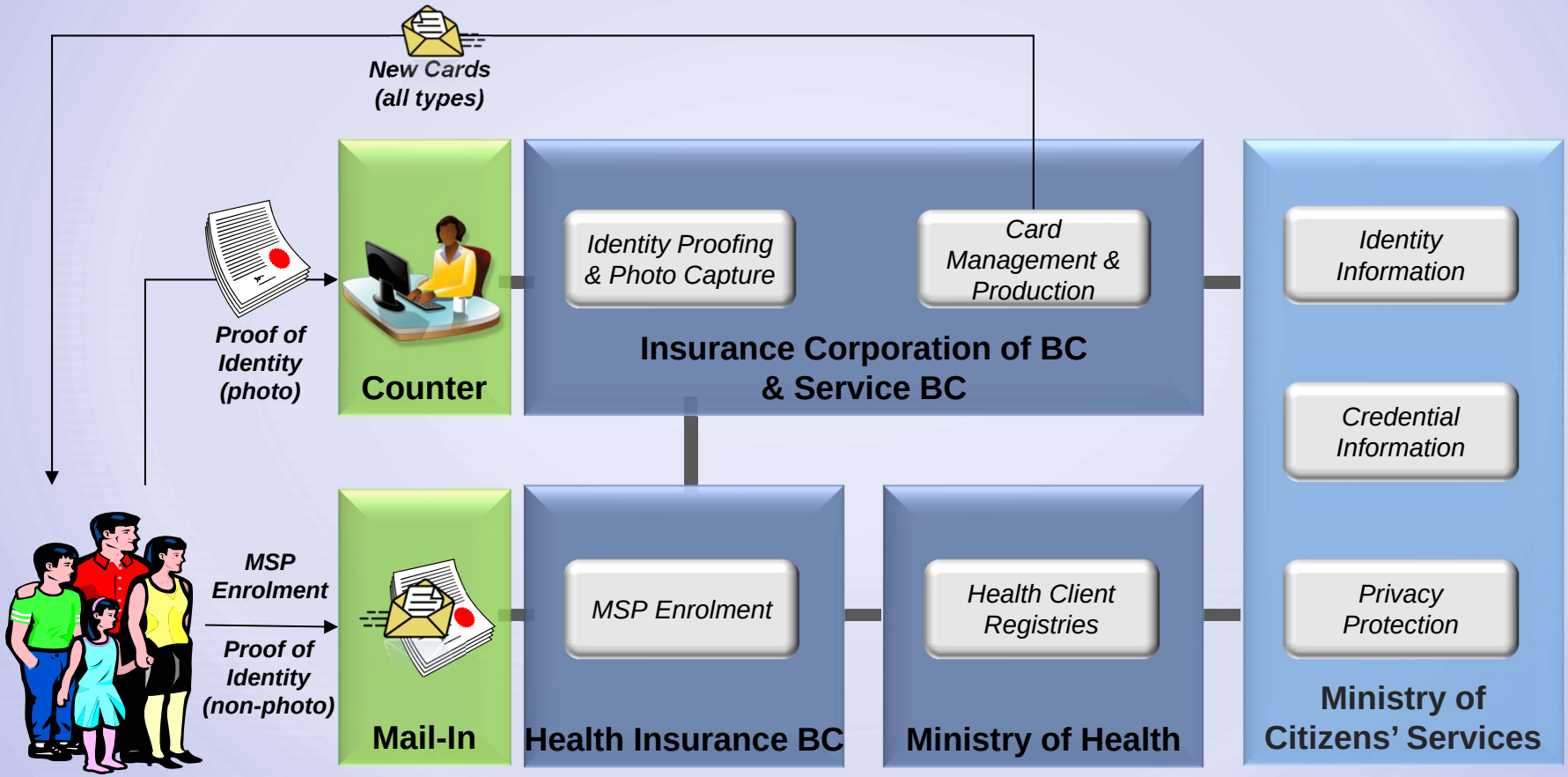
BC Services Card: Getting the New Card



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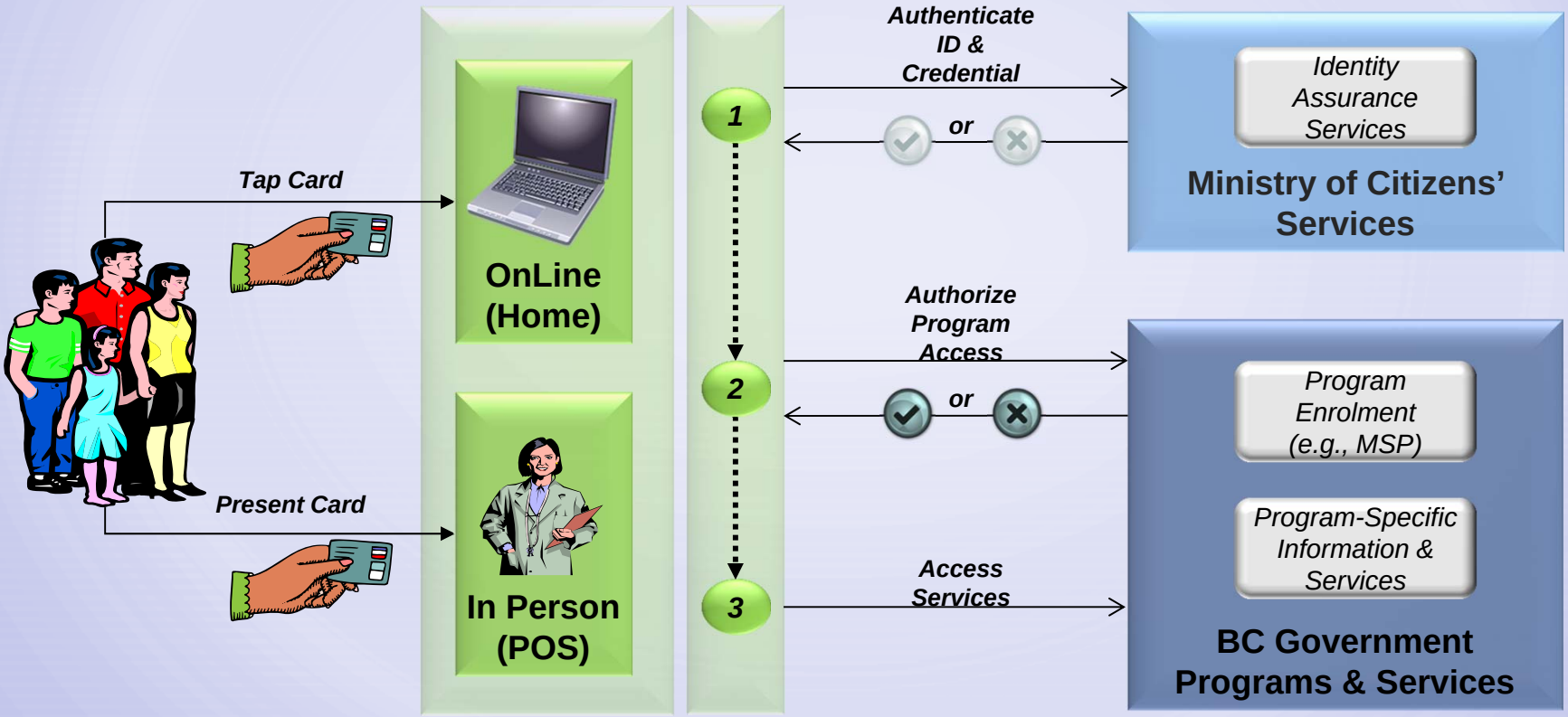
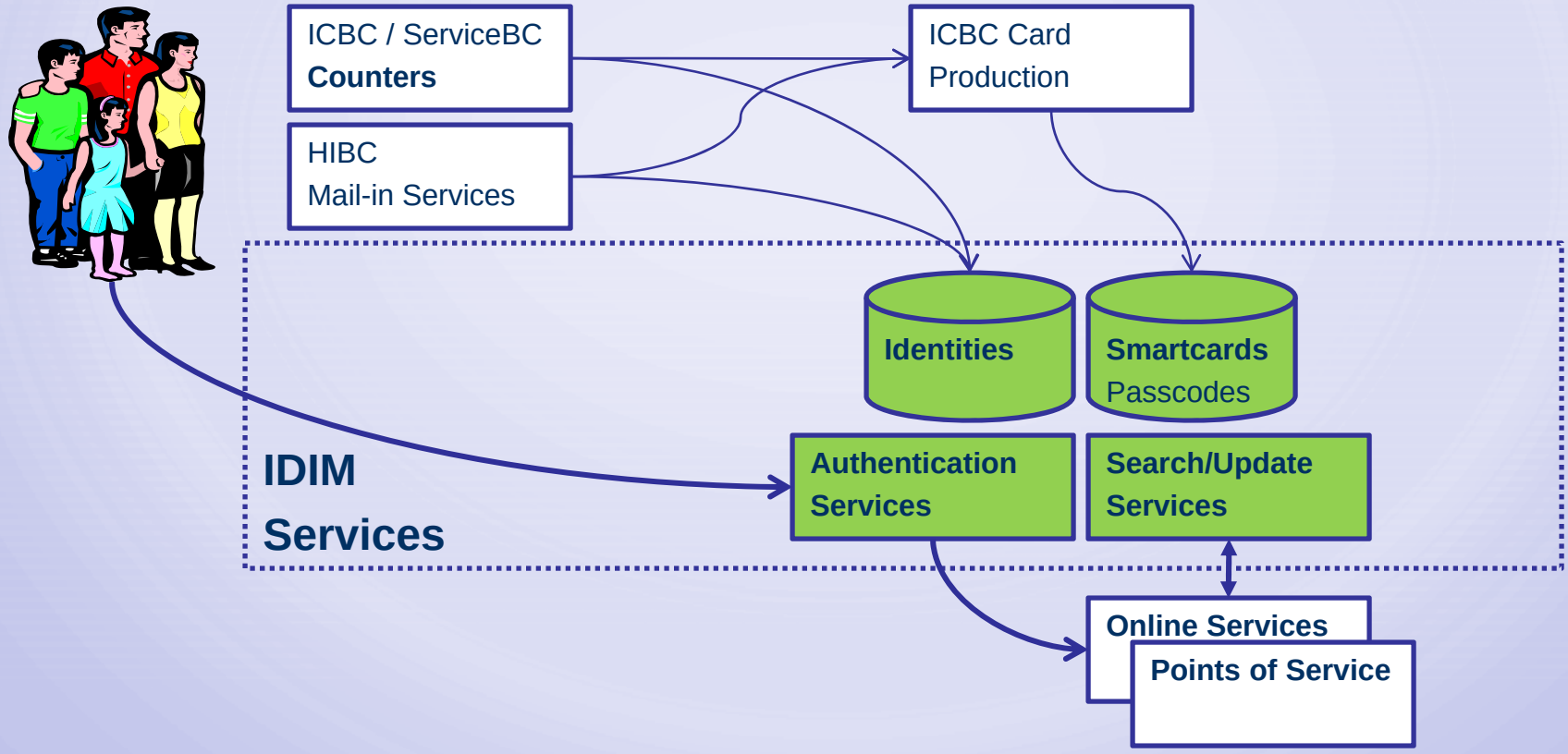
BC Services Card: Using the New Card



BC Services Card Architecture

BC Services Card is a strong credential for citizens (residents of BC) that can be used for authentication at counters and online services.



Smartcard Technology Demo

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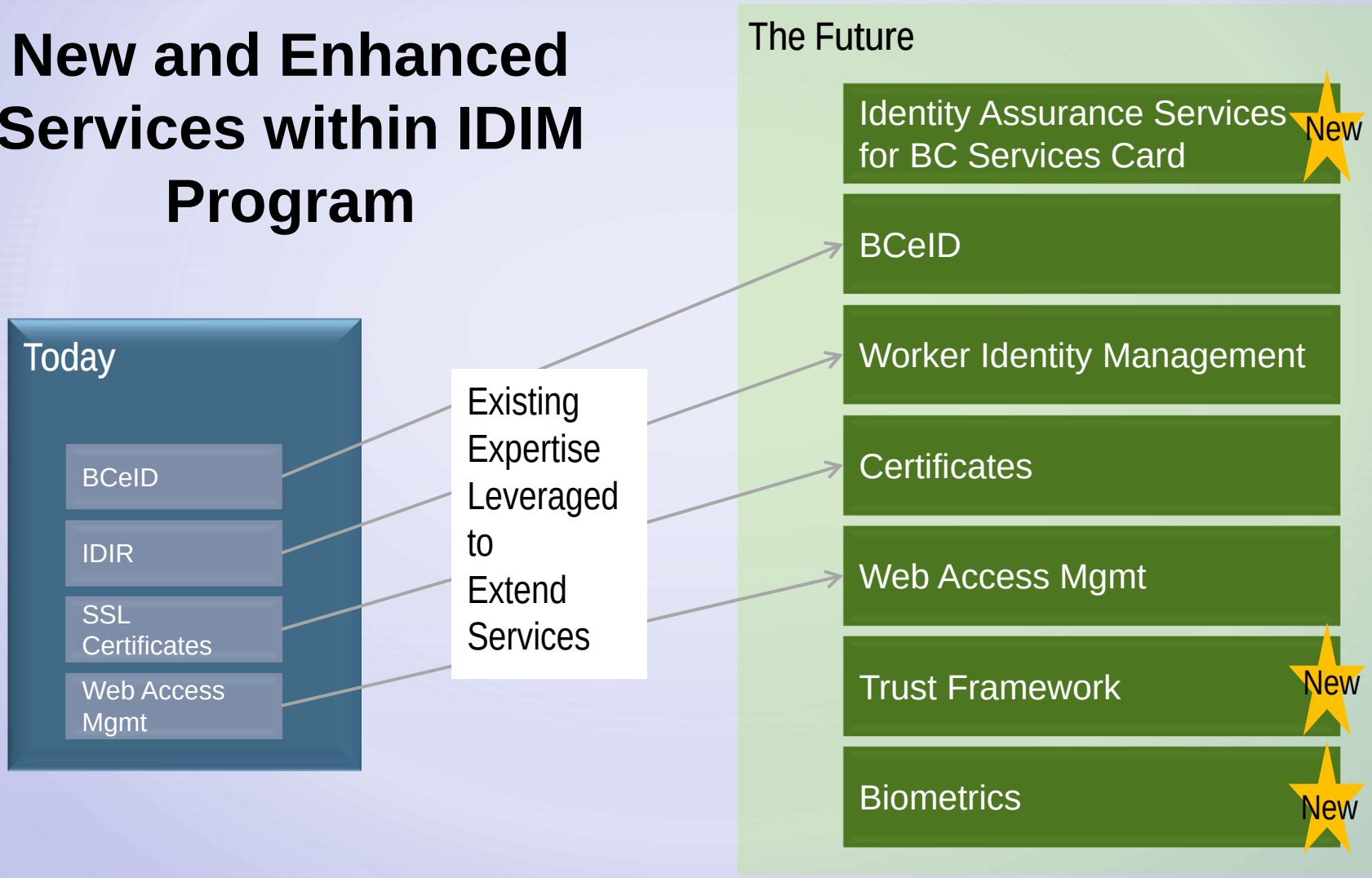
New and Enhanced Services within IDIM Program



Enhancements to BCeID

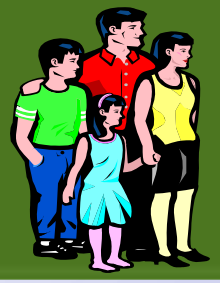
BCeID today

- Basic
- Personal
- Business…..

…one or more accounts per person

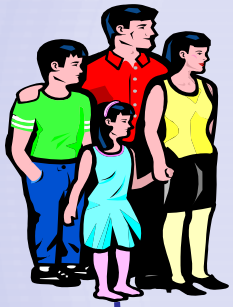
BCeID Future

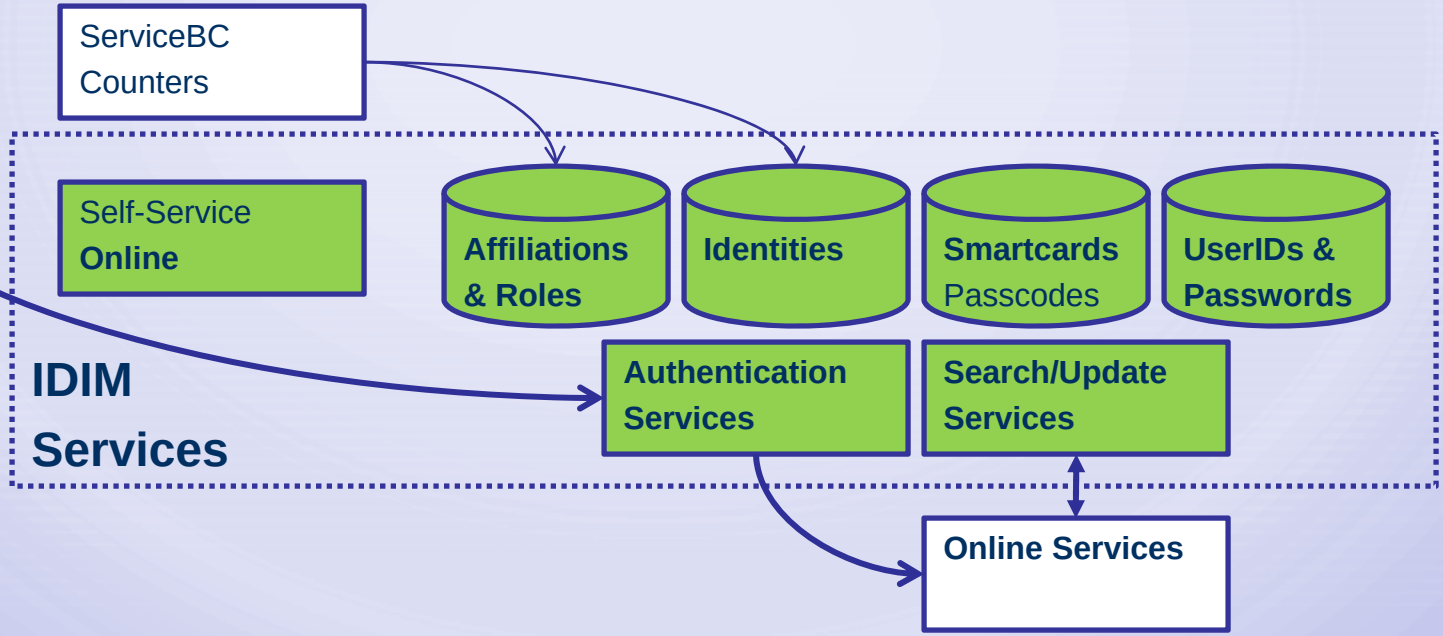
- ✓ One person, one identity, multiple credentials
- ✓ Business and Professional Roles and Affiliations
- ✓ Compliance with the new Identity Assurance Standards
- ✓ A flexible application platform
- ✓ Enables the BC Services Card and Biometrics



BCeID Architecture

BCeID is an identity management solution for citizens, small to medium businesses and professionals that enables access to online services.





Discussion

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BC Services Card

Introduction

Ministry of Citizens' Services and Open Government

May 8, 2013

BC Services Card
On-boarding Team

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Luis Avila Client Portfolio / Project Manager	**Grietje Adlhoch** Project Analyst

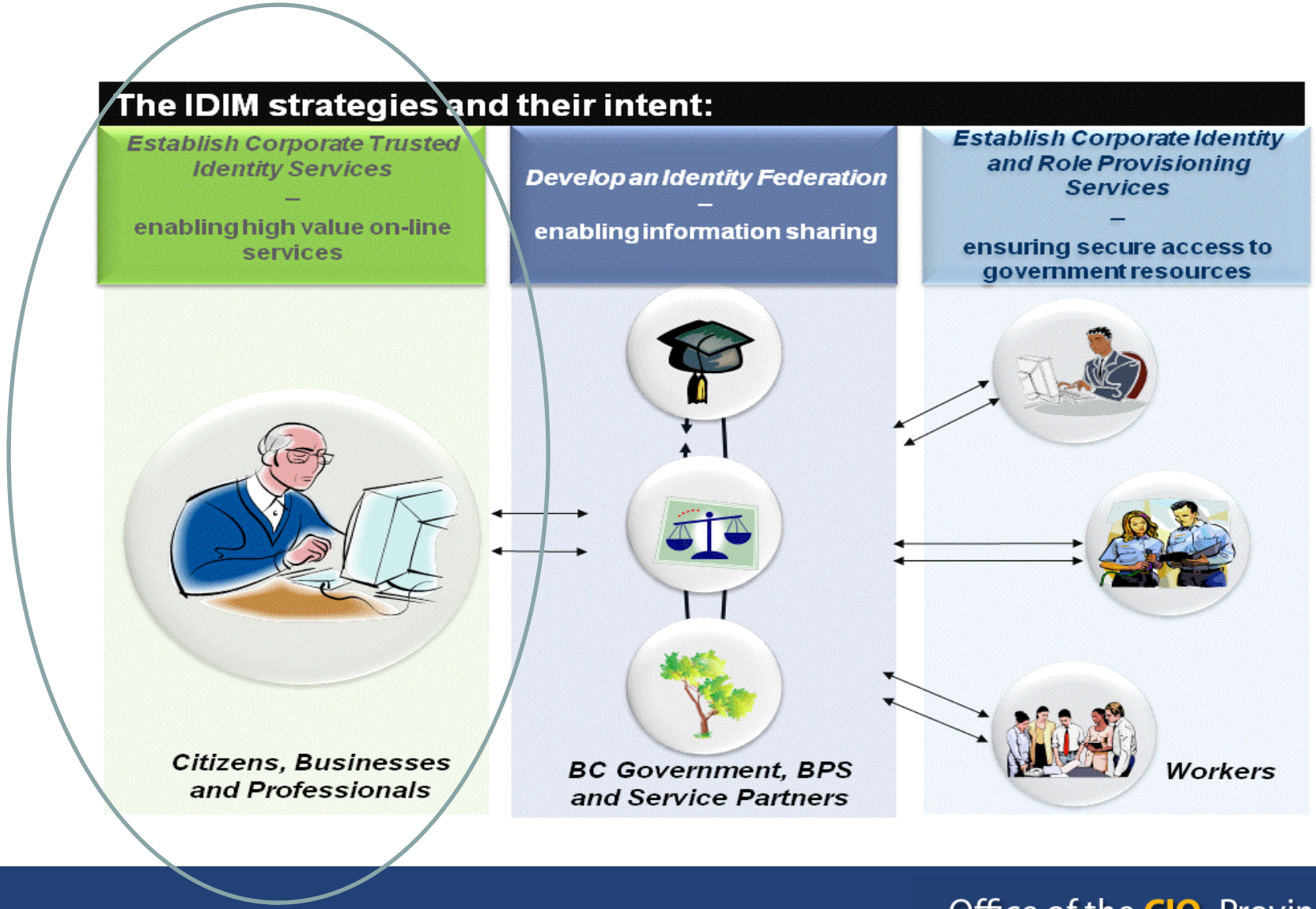
Presentation Outline

- Strategic Context
  - Identity Management Program
  - IM/IT Enablers Strategy
  - BC Services Card Program
- BC Services Card
  - Status, overview of cards and current focus
  - Roadmap
- Overview of Identity Management
  - What problem are we trying to solve?
  - Identity Assurance
  - Demo ‘use case’ – BC Land Title & Survey
  - Identity Services Architecture
- Next Steps
  - Invitation to participate

What Is the Identity Management Program?

- The provincial IDIM Program has been in the business of identity management for a decade.
- The BC Services Card project is a strategic initiative to establish the issuance of the BC Services Card and authentication services
- The BCSC evolves our corporate service and ensures secure method for authenticating citizens

IM/IT Enablers Strategy ver. 1.5



BC Services Card Program

Health

Secure CareCard Replacement & MSP Re-enrolment

Citizens' Services

IDIM: Trusted online access to high value services

BC New | Families Firs | govTogether BC | WorkBC | BC's Education Plan | Data BC | en Info

ICBC

Leveraging high quality identity proofing services and infrastructure

- High assurance card for access to multiple high value services
- Security and privacy enhancing features
- Use in person and online

BC Services Card is here!

- Launched 15 February 2013
- 163K issued to-date and being used as CareCard replacement
- 4.5 million to be issued over next 5 years

BC Services Card
3 Types

Combo Card
(Drivers Licence & BC Services Card)

Photo Card
(Standalone BC Services Card)

Non-Photo Card
(Standalone BC Services Card)
- For children and exceptional cases

BC Services Card Features

Card expiry date

Driver Licence Number

Date of Birth

Photo and Signature

Contactless chip with personal account number that is linked to identity services

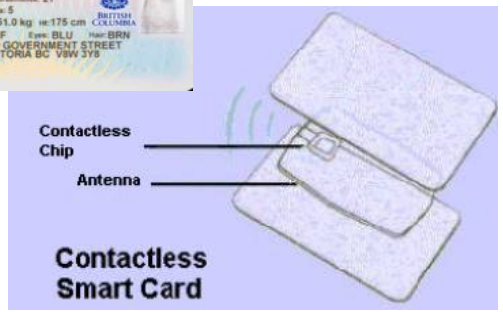
Mag stripe with personal info (for DL/PHN)

2D barcode with personal info (for DL)

1D barcode for card serial number

Personal Health Number

The Next Phase: Authentication using Card and Reader Technology

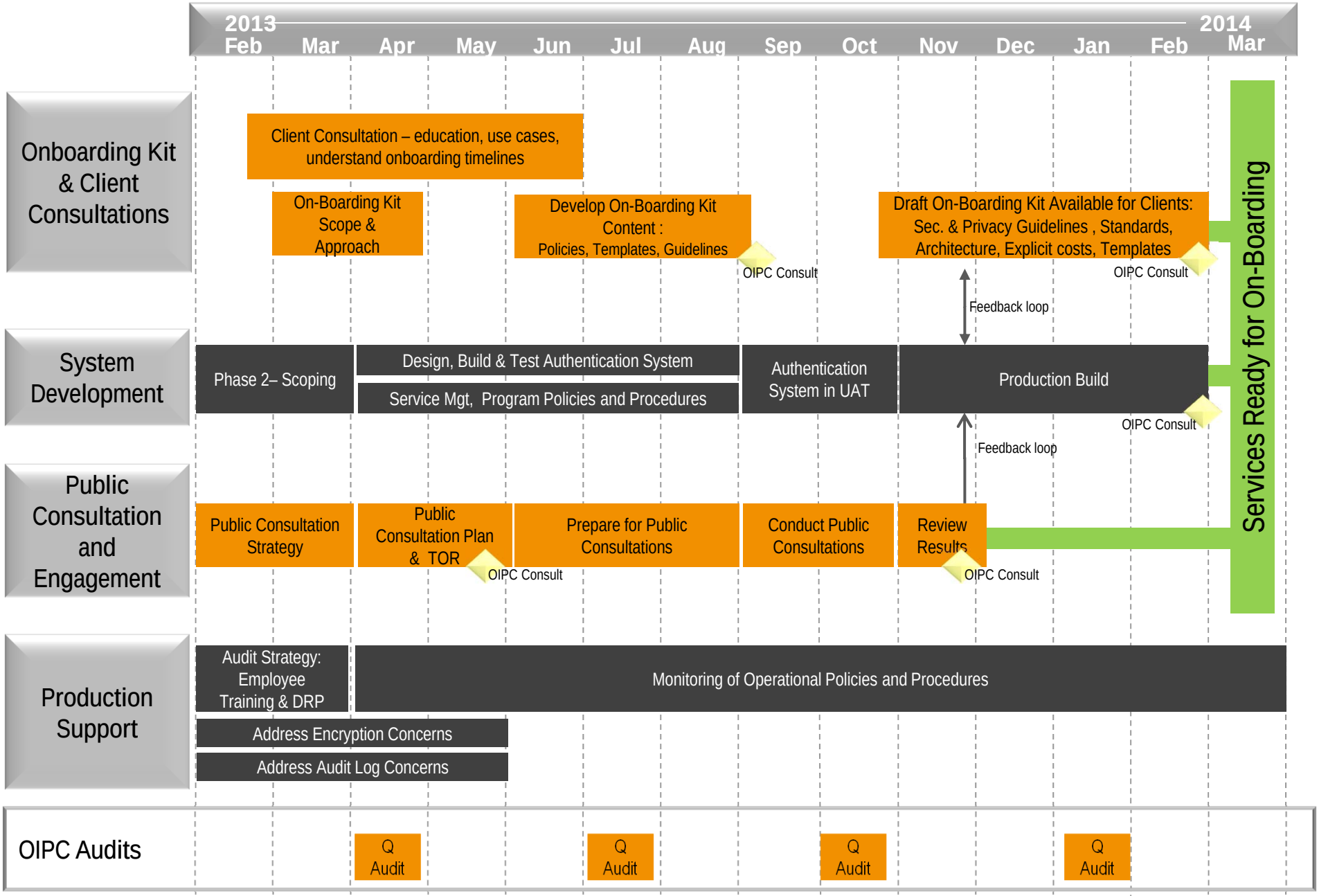


Tablets and PCs

Mobile Phones

USB Devices

BC Services Card – Phase 2 Roadmap



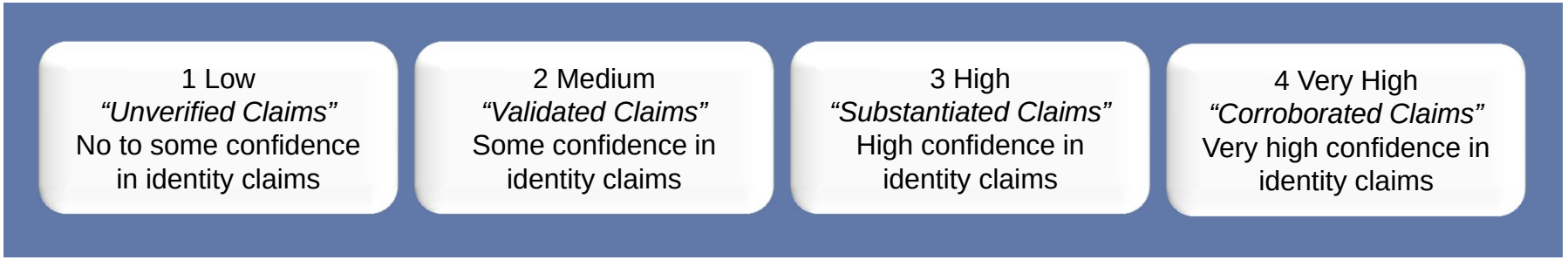
What's the Problem?

We know how to prove who we are in person…

But how do we “prove” who we are on-line?

How do I *easily* prove who I am in a consistent way, across multiple contexts?

Identity Assurance Levels



- Identity Assurance is a measure of the confidence that an identity claim or assertion is true
  - lower level of assurance means less certainty in an identity claim
  - higher level of assurance indicates a higher degree of certainty
- Identity Assurance Level is dependent on
  - Rigour of Registration and Identity Proofing Processes
  - Credential Strength
  - Authentication Event
- Assurance level requirements vary with the transaction

Existing Citizen Identity Services: BCeID

- BCeID provides Registration & Authentication services for online use

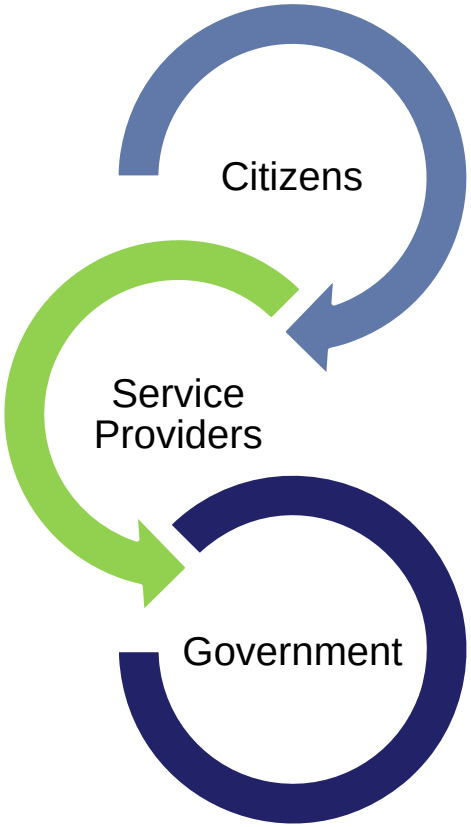
Basic	• Unidentified account • Level 1 assurance	Will continue for simple online transactions
Business	• Identified account • Customer acting in business cap • Level 2 assurance	Will continue for businesses
Personal	• Identified account • Customer as an individual • Level 2 assurance	Will be superseded by BCSC

BC Services Card brings higher level of identity assurance, without doing this…

Photo BC Services Card
Assurance Level

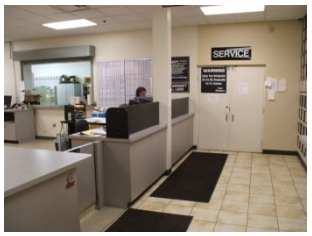
- Leverages the in-person identity-proofing practices and infrastructure of ICBC
  - Regular renewal and identity proofing
  - In-person identity proofing
  - Facial Recognition
- Combined with strong credential
- Level 3 assurance
  - Going beyond Basic and Personal BCeID

Key Benefits



- For Citizens
  - Increased security and safety
  - Increased privacy
  - Easy to apply for and no cost to obtain a secure, government-issued photo ID
  - Increased convenience - multiple services, one card
- For Service Providers
  - Increased confidence that the person is who they say they are
  - Reduced misuse
  - Compliance with corporate standards
  - Cheaper, easier than building or doing own identity proofing
  - Cheaper, easier than building or doing own authentications
- For Government
  - Furthers Government 2.0 strategy
  - Enables vision of citizen centred, high value public services online

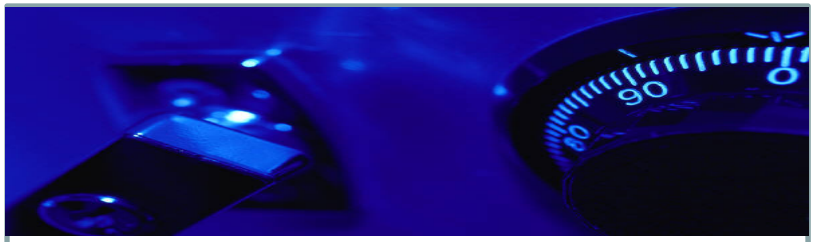
Think of the Possibilities



Point of Service

Or

Self-Serve



- Certain of your clients' identity
- Able to confirm the facts you care about: age, address, residency.
  In future, membership, professional licenses and more.

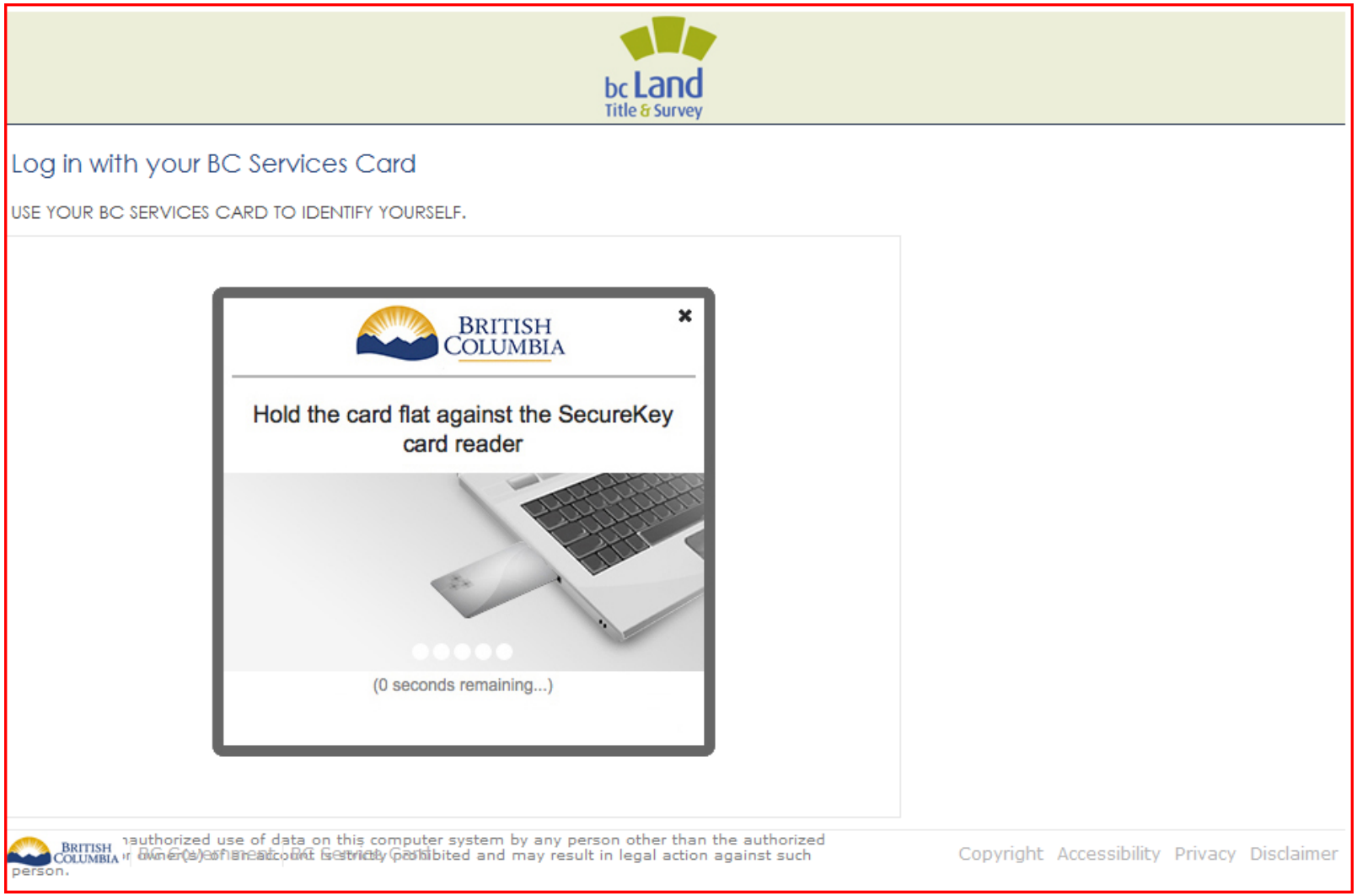
BC Services Card Logon Demo

Identity Assurance Service Logon Demo with ‘USE CASE’

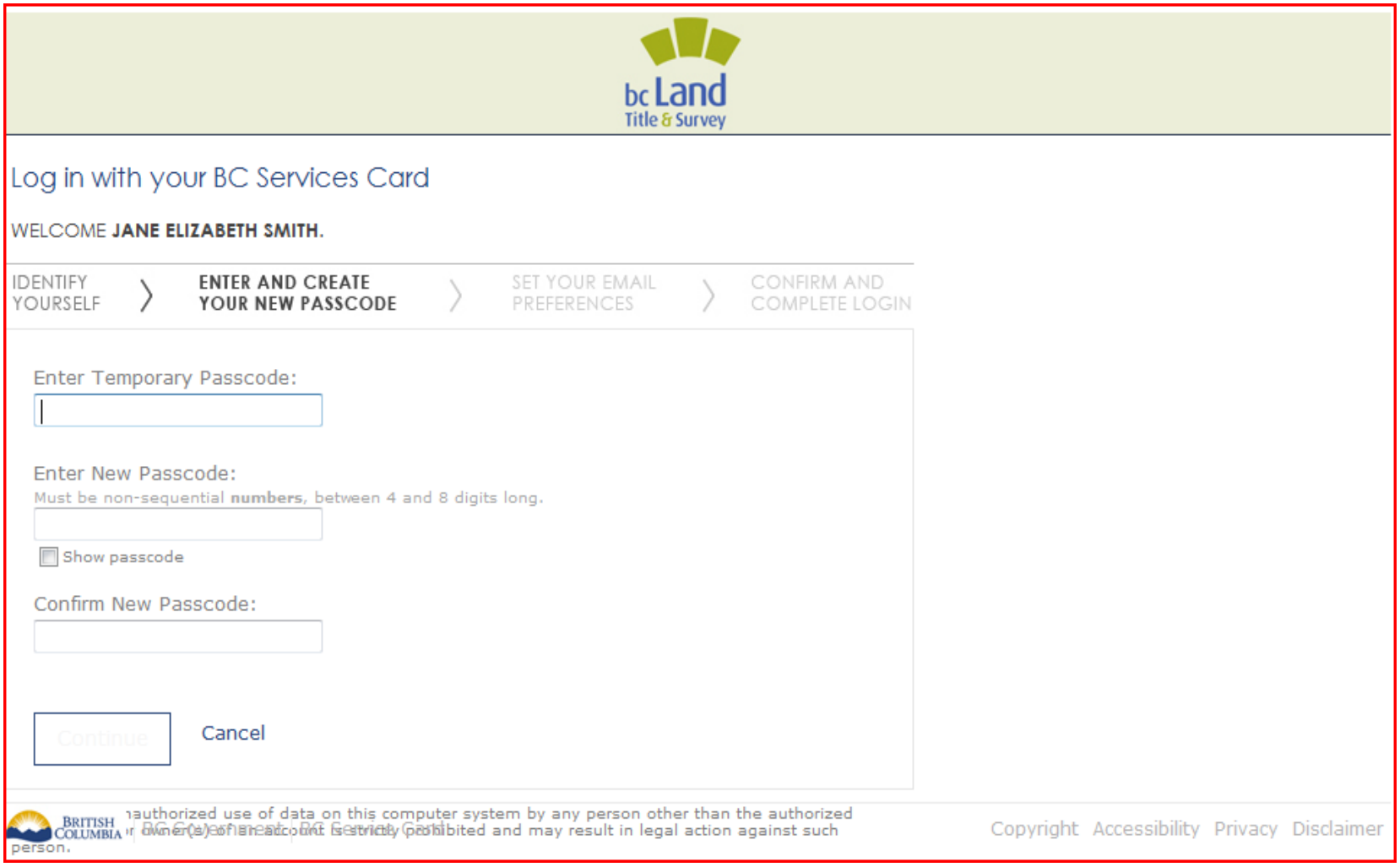
Access LTSA Integrated Customer Portal (ICP)
Online Services

Start Login to LTSA Portal

Tap Card

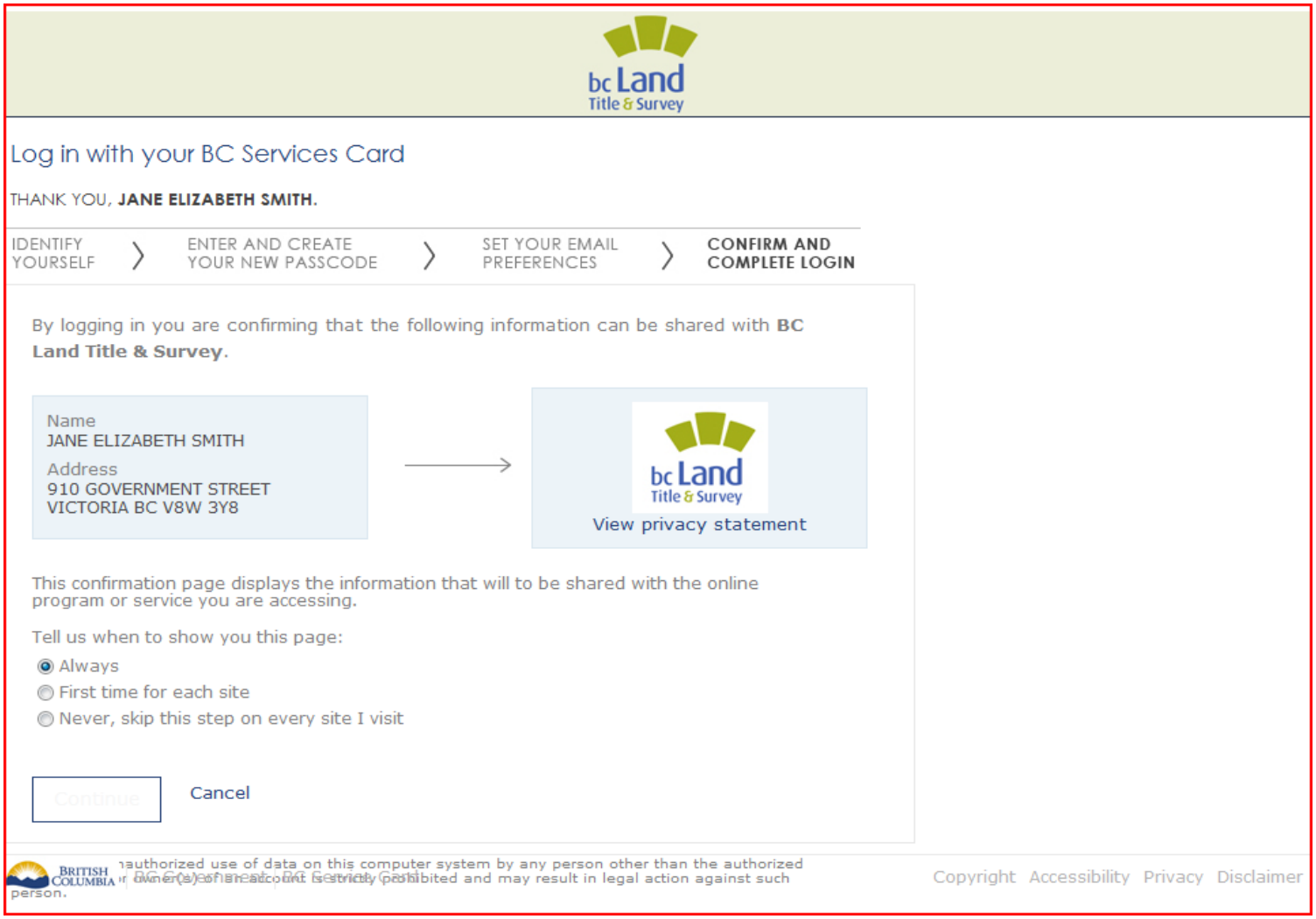

bc Land
Title & Survey
Log in with your BC Services Card
USE YOUR BC SERVICES CARD TO IDENTIFY YOURSELF.
BRITISH COLUMBIA
Hold the card flat against the SecureKey card reader
(0 seconds remaining...)
Copyright Accessibility Privacy Disclaimer

Enter Passcode

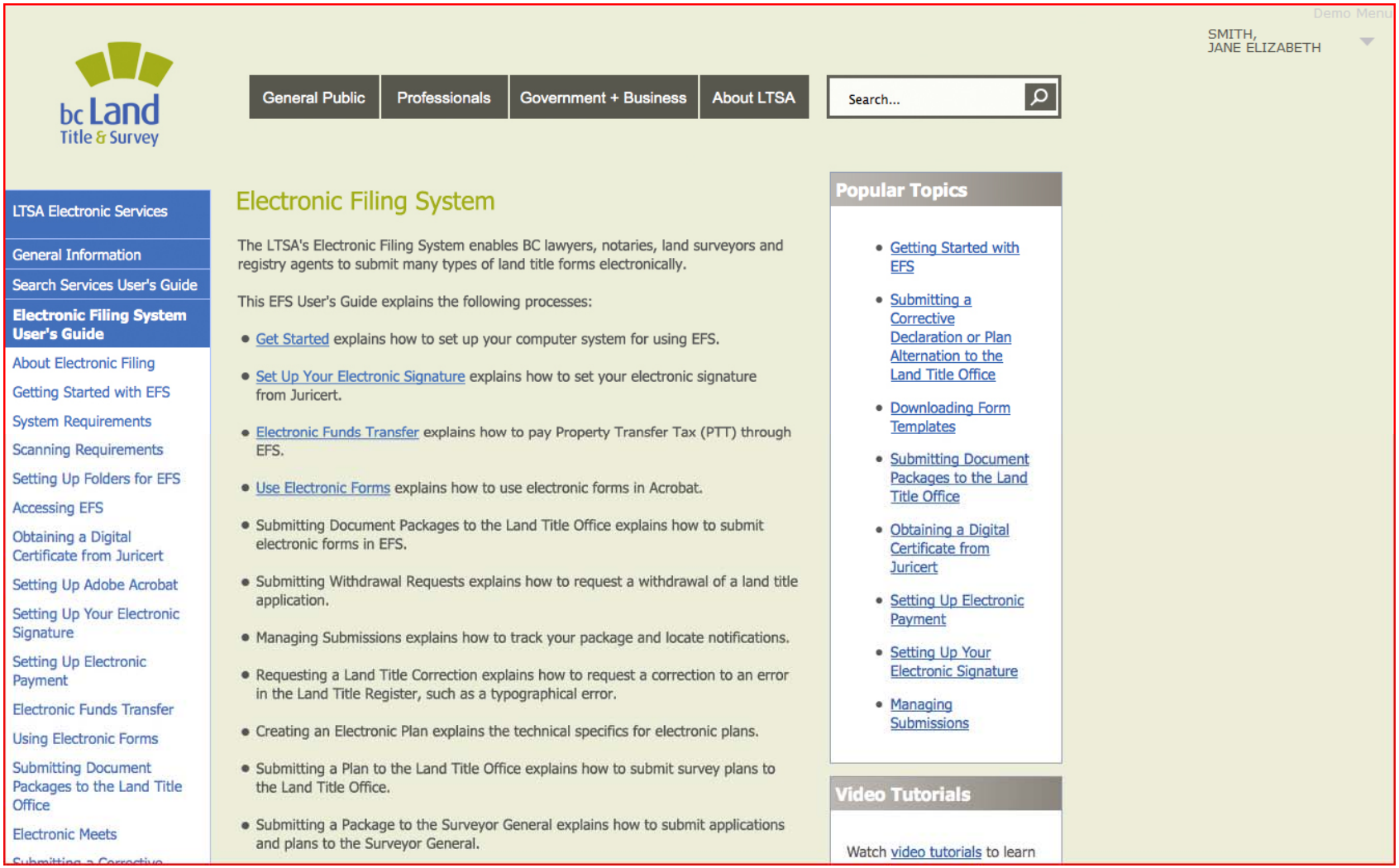


Set Preferences

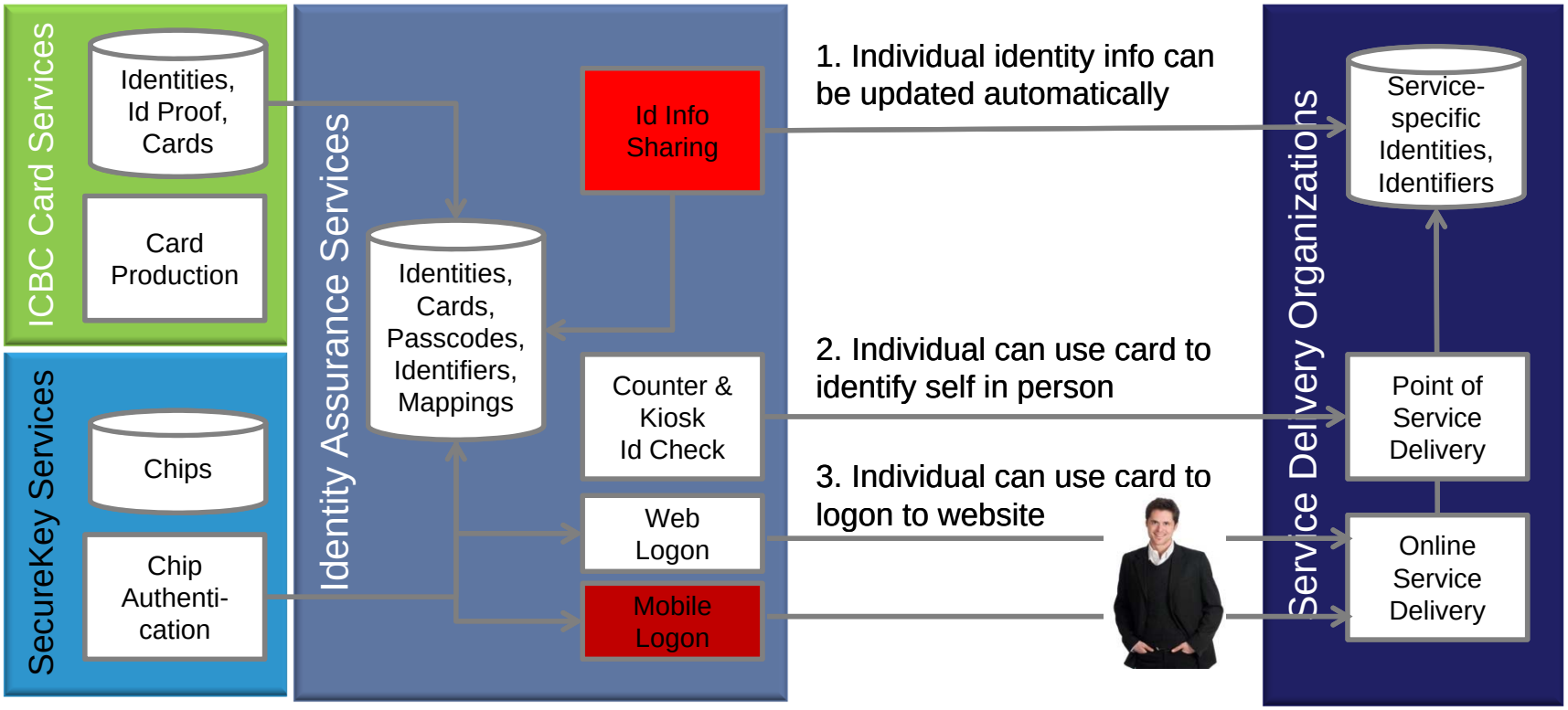
Confirm and Complete Login



Access LTSA Portal



Identity Services Architecture



Note: Not in scope for Release 2

Card Usage Online

1. Click to log in with BC Services Card

2. Tap card and enter passcode

3. Able to access online service

Online Service

Trigger Log-On Screens

Web Browser

Card Reader

Web & Mobile Logon

Chip Authenti-cation

Identities, Cards, Passcodes, Identifiers, Mappings

Chips

Validate card and passcode
Determine card holder identity

Online Service

Service-specific Identities, Identifiers

Enroll person or Retrieve records

Provide identifier and identity claims

Card Usage At Counter

1. Attend counter and request service

2. Tap card and possibly enter passcode

3. Able to access service

Integration App

Card Reader

Counter & Kiosk Id Check

Chip Authenti-cation

Identities, Cards, Passcodes, Identifiers, Mappings

Chips

Validate card and passcode
Determine card holder identity

Counter Services

Service-specific Identities, Identifiers

Enroll person or Retrieve records

Display photo for validation
Provide identifier and identity claims

Invitation….to participate in workshops and further dialogue

Project Board Update

Overview:
Terms of SecureKey Contract

March 15, 2012

Summary of Key Dates & Next Steps

- March 15
  - Province/ICBC letter signed
  - ICBC/IBM amendment signed
  - SecureKey/EMV chip partner agreement target signing
- March 31 target
  - Province/SecureKey agreement signed, assuming approval
  - Province/Q9 letter and SecureKey has a performance bond in place

Term Sheet: Overview

- Term
  - Commences upon signing
  - Initial term ends March 31, 2018
  - Province has three 1 year extensions rights with the same base fees as March 31, 2018 and the same usage fees*
- There is an overall fee cap for the term of $20M
  - $11.5M committed (see slide 5)
- USB/Display Terminals (if desired)
  - Volume-based pricing with target cost of $5 for USB and $35 for USB display terminals

* SecureKey has the right to increase the usage fees after the terms based on an increase SecureKey is charged for EMV licenses and cryptogram checking services, as compared to the current costs.

Term Sheet: Overview (con't)

- Identity Credits:
  - Where any identity broker is authorized to have access to BC Cards, BC and SecureKey will share applicable ID service revenues 50/50 after 3rd party costs
- Most Favored Nation:
  - If SecureKey provides the comparable services to another Province or Territory client in Canada with a financial arrangement that is more favorable based aggregate costs per card per year as compared to the BC deal, then BC deal shall be adjusted accordingly
- Onboarding:
  - If SecureKey wants the Province to assist in any material way with the sale or implementation in another jurisdiction, then the parties will negotiate a good faith arrangement that would see the Province earn a revenue share or some other credit or arrangement

Pricing Model for Base Fees

- There is an overall fee cap for the term of $20M
- Pricing Model for Base Fees
  - $11.5M payable as follows
    - $1.5M upon signing & SecureKey establishing $1M performance bond
    - $1.5M upon services available and accepted (September 30, 2012)
    - $1.5 $375K quarterly payments during FY13/14
    - $1.5; $375K quarterly payments during FY14/15
    - $1.5; $375K quarterly payments during FY15/16
    - $2M; $500K quarterly payments during FY16/17
    - $2M; $500K quarterly payments during FY17/18
  - Covers all services (other than usage) for all programs

Pricing Model for Usage Fees

- We only pay per active user – no usage means no usage fees/payments
- $1/active user/year when used for *all health related services*, with annual caps as follows:
  - $0 for FY12/13 (i.e. ending March 31, 2013)
  - $500K for FY13/14
  - $1M for FY14/15
  - $2M for FY15/16
  - $2M for FY16/17
  - $3M for FY17/18
- $1/active user/year when used *for all other BC related services*, with an annual caps as follows
  - $500K for FY12/13
  - $1M for FY13/14
  - $1.5M for FY14/15
  - $2M for FY15/16
  - $2.5M for FY16/17
  - $3M for FY17/18

Pricing Model Protection

- When the BC Services' Card has high use and the majority of this use is to access both health and non-health services – the Province may switch to the alternate pricing model to save on usage fees
- Alternate Pricing Model:
  - $2/active user/year for all programs
  - For citizens that use card to solely access non-health services, there is no cap
  - For citizens that use the card to access both health and non-health services. The following caps apply:
    - $0 for FY12/13
    - $500K for FY13/14
    - $1M for FY14/15
    - $2M for FY15/16
    - $2M for FY16/17
    - $3M for FY17/18

Service Levels

- There will be agreed upon service levels and incident management which will include:
  - Uptime
  - Incident response and resolution with priority schedule
  - Card management (enrollment, cancellation, etc.)
  - Authentication results
  - Administrative (reporting and billing)
- 25% of usage fees at risk (subject to $20,000 monthly minimum)

Continuity of Service

- The Province will be actively involved in SecureKey's BCP/DRP
- Upon a trigger event
  - Province gets all materials necessary to set system up with another provider
  - $1M performance bond applies to SecureKey's failover site (Q9) in order to provide for its continued operation
- Upon termination or expiry of the agreement
  - Province gets all materials necessary to set up system with another provider
  - SecureKey will continue to support terminals for a fee
- In both scenarios the deployed cards will continue to be usable for their useful life

Implementation

- Where either party believes that dates are at risk then they will immediately contact the other party and there will be an immediate JEC meeting to discuss.
- Failure of SecureKey to provide immediate notice to the Province would be a material default and provide the Province with rights including immediate termination rights
- Where the system is not delivered for integration testing at the agreed July date then $1.5M payment reduced by $25k per calendar week of delay
- Where system is not accepted and go live ready by September 30, 2012 then at election of the Province the contract can be extended for up to a year (by quarter), and the applicable number of first quarterly base fee payments are pushed out by that same period of time (i.e. Province gets pays no base fees for the extended period of time). The Province will also have its material default provisions available.

Governance

- **Joint Executive Committee**
  - Meeting monthly during implementation and quarterly during operations
- **Joint Operations Committee**
  - Meeting every two weeks during implementation and monthly during operations
- Ad hoc working groups as necessary (e.g. implementation, service enhancements)