



Provincial Identity Information Management (IDIM) Program

Introduction and Overview

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

xxx, 2012



Kevena Bamford, Executive Director

IDIM Program Delivery

Ian Bailey, Executive Director

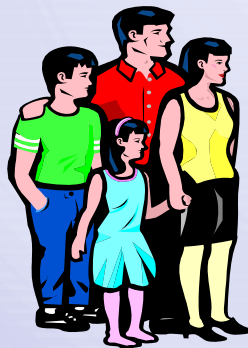
Architecture and Standards



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**

Business Problem

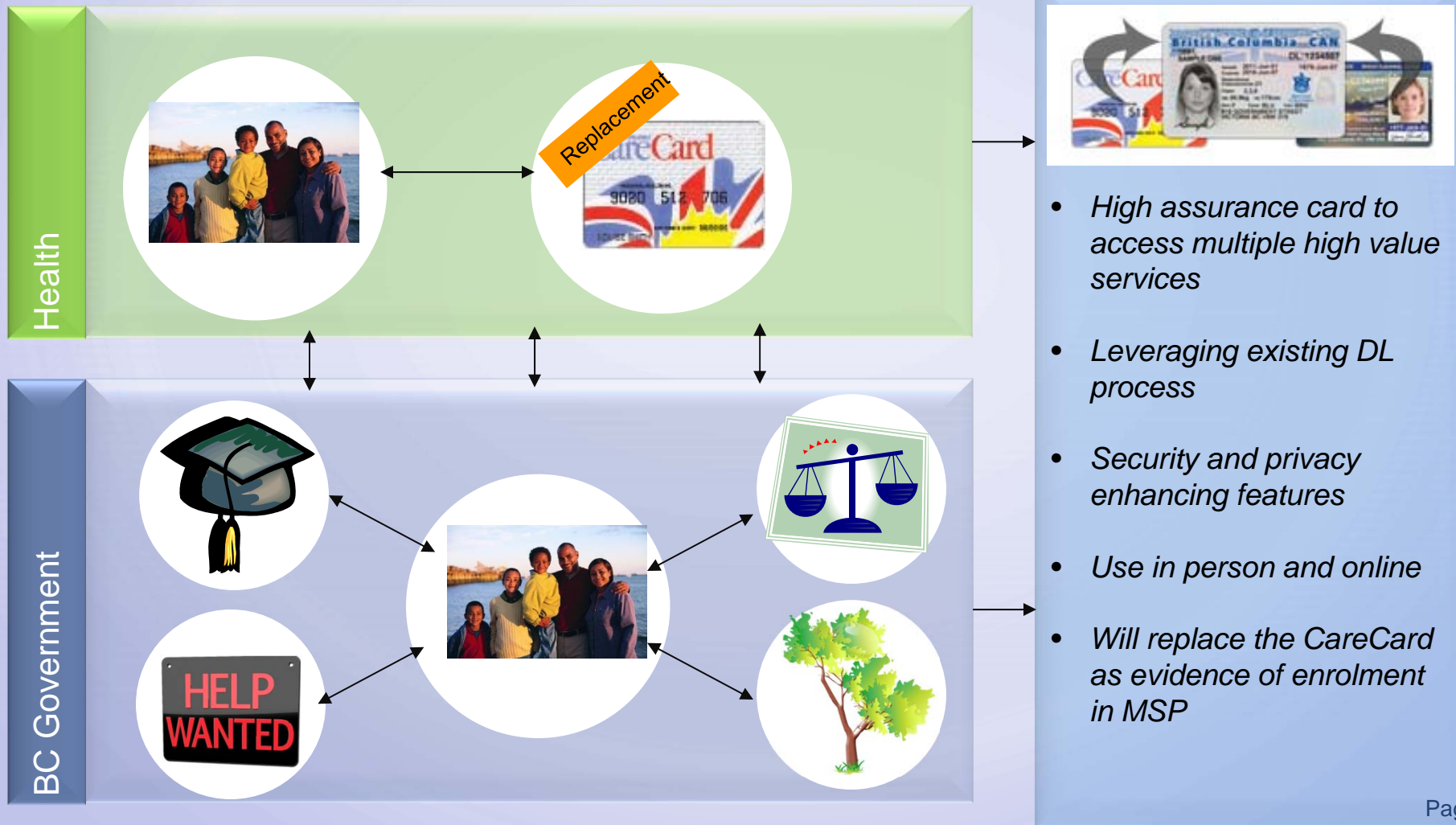


4.5 million
citizens

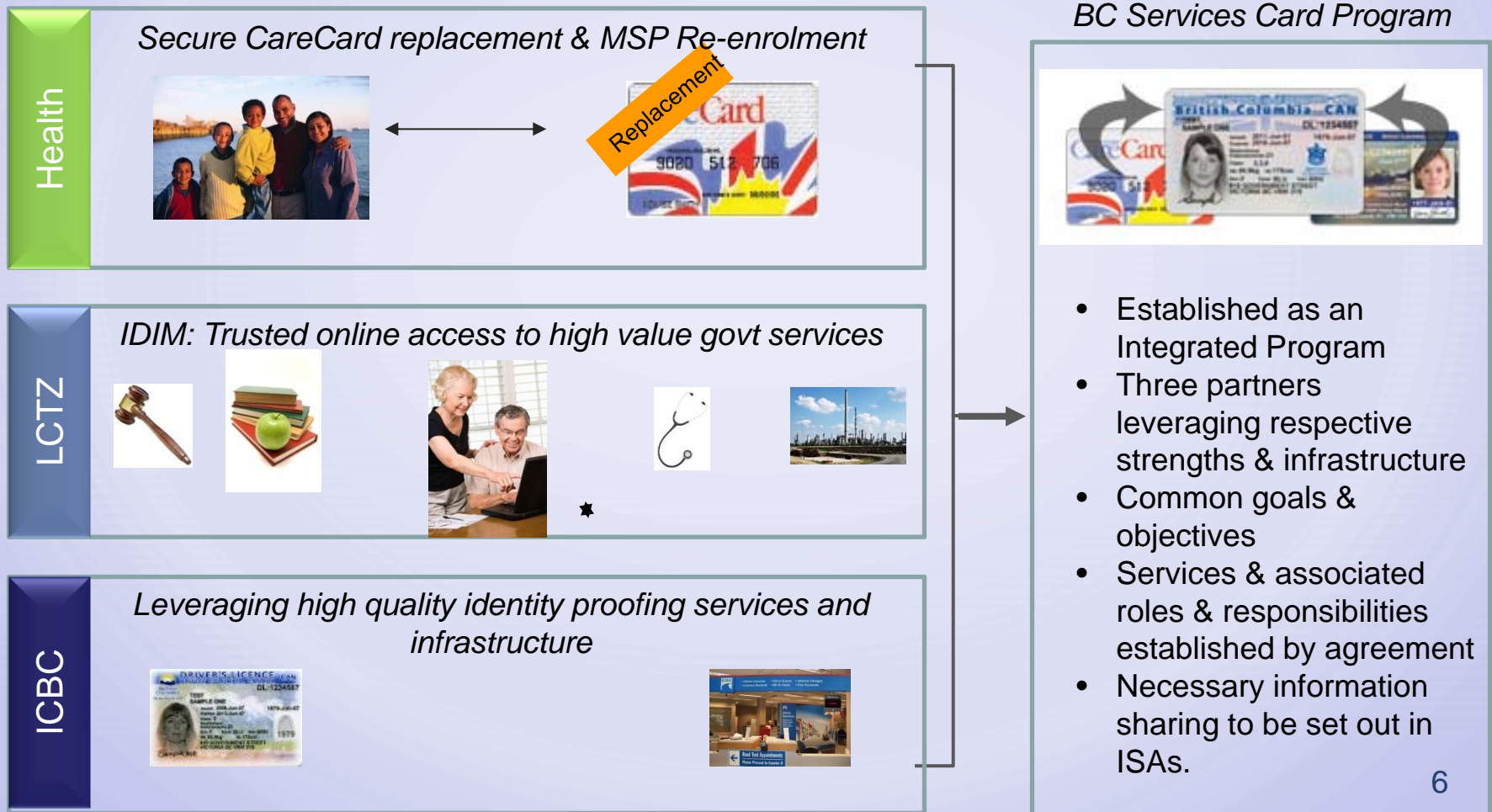


9 million
Care Cards

Why are we Changing?



BC Services Card Program



The Provincial Vision

Citizens, Businesses and Professionals

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



Provincial IDIM Program

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

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



- **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**

BC Services Card: Three Types

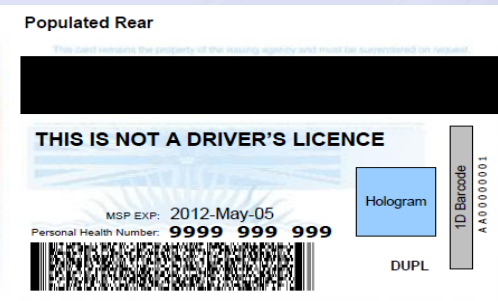
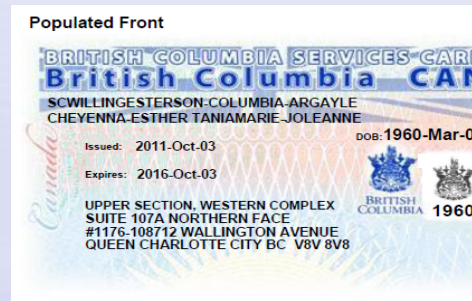
Combo DL and Services Card



Standalone Photo Services Card



Non-Photo Services Card



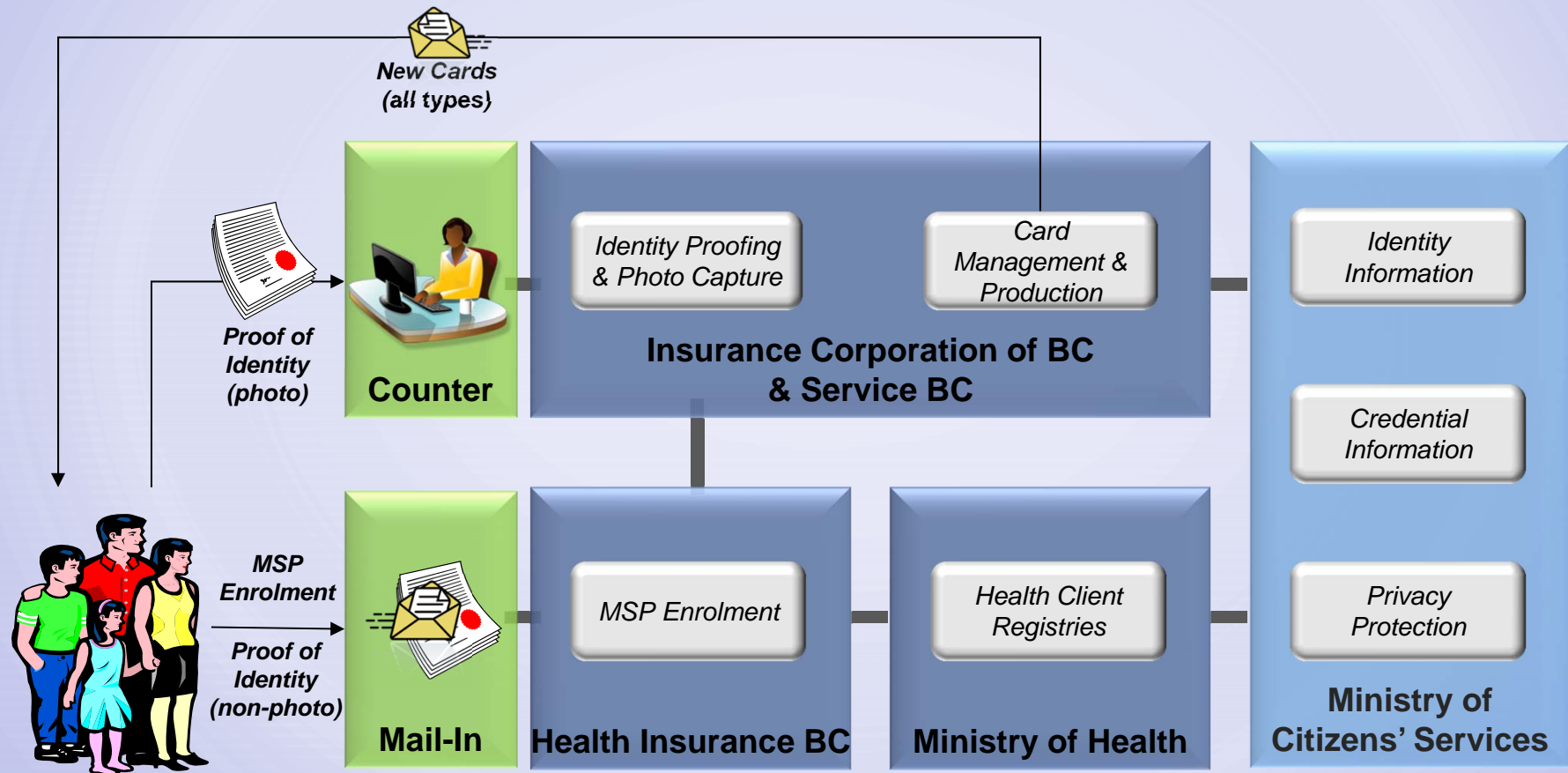


BC Services Card: Key Characteristics

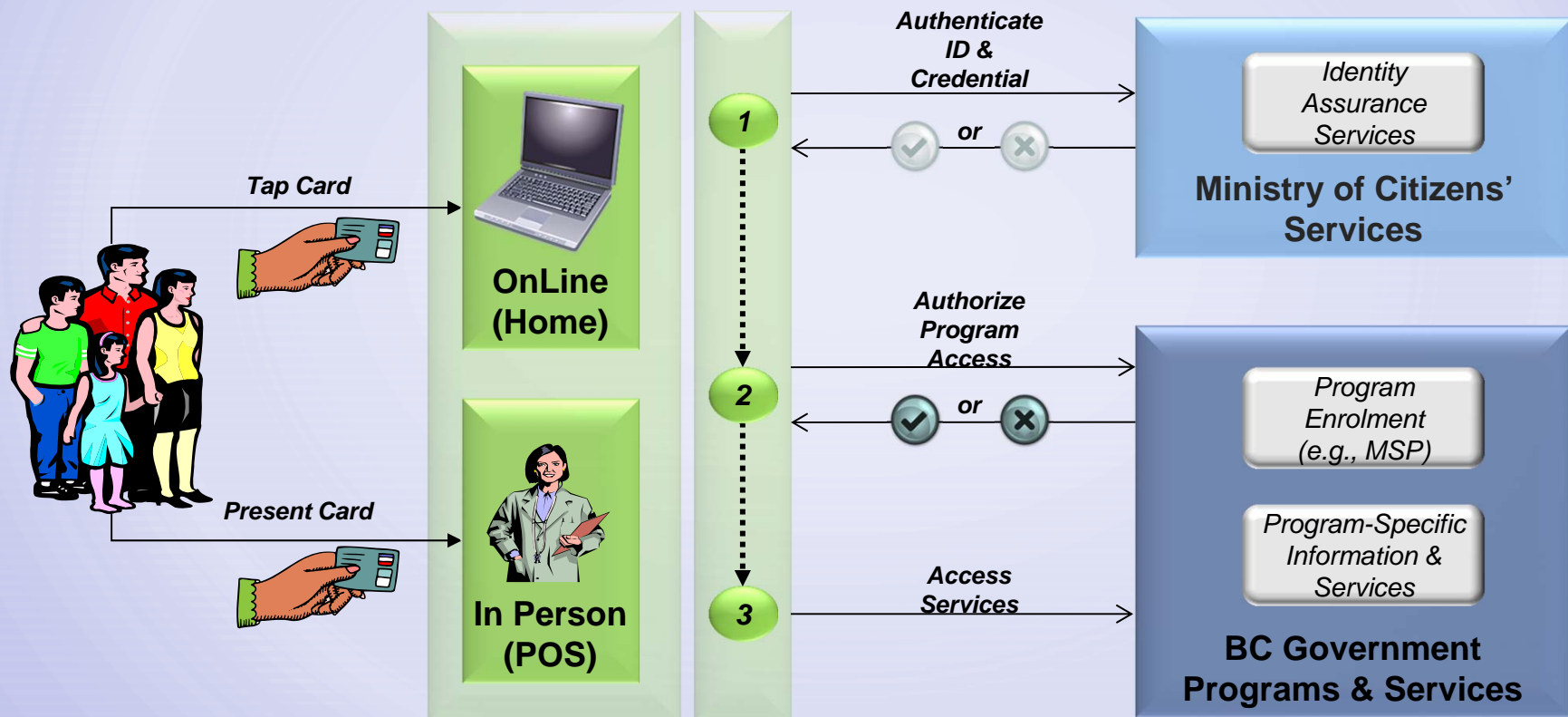
The new card will have:

- 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

BC Services Card: Getting the New Card

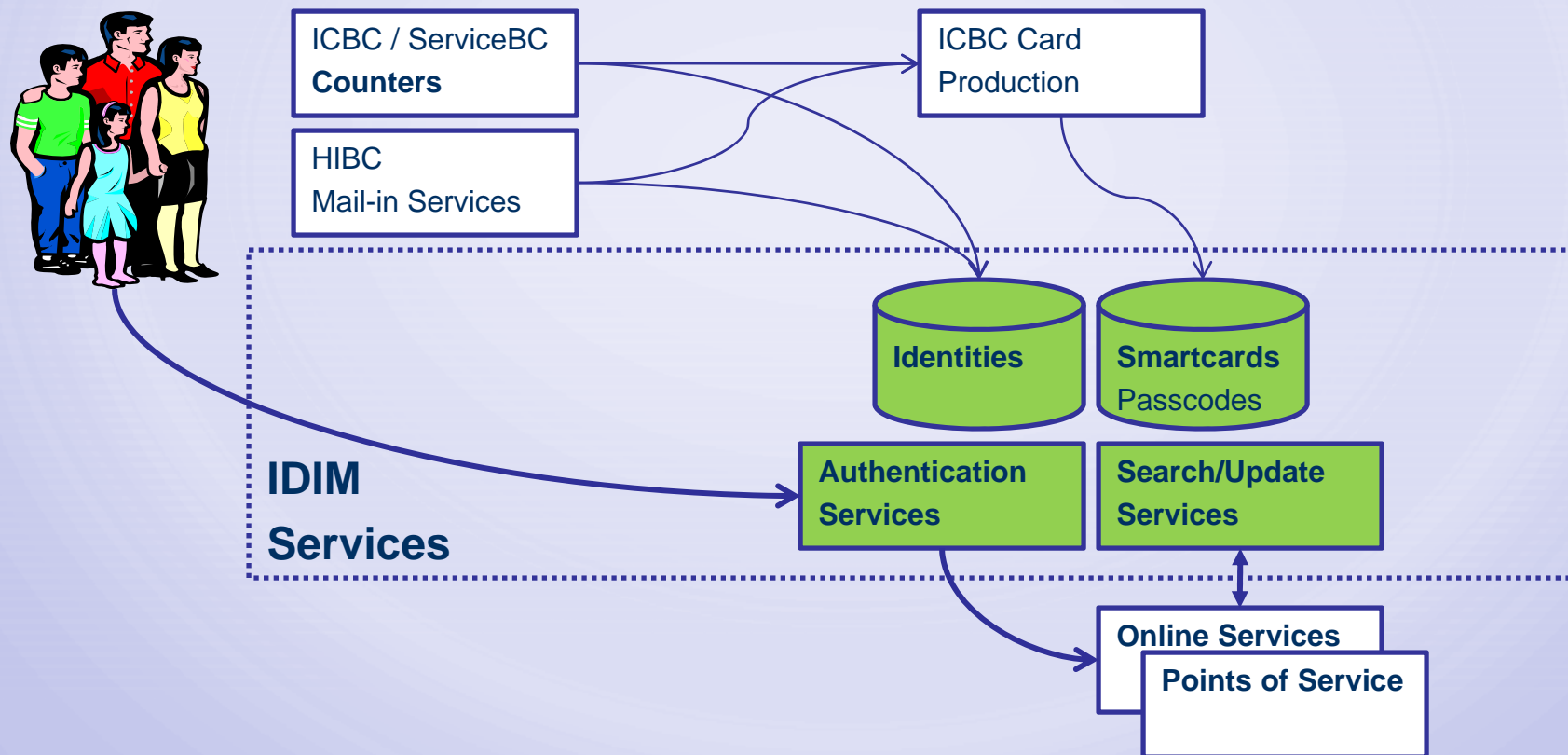


BC Services Card: Using the New Card



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.

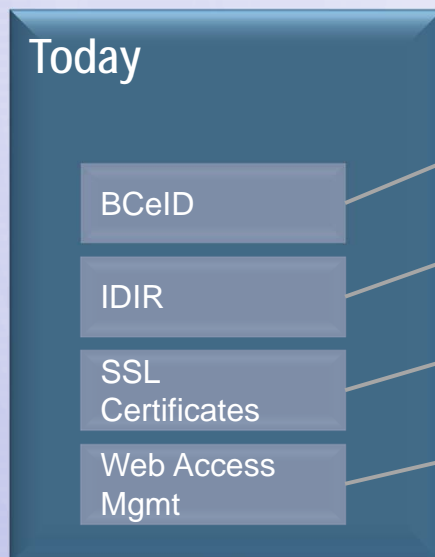




Smartcard Technology Demo



New and Enhanced Services within IDIM Program



Existing
Expertise
Leveraged
to
Extend
Services

The Future

Identity Assurance Services
for BC Services Card



BCeID

Worker Identity Management

Certificates

Web Access Mgmt

Trust Framework



Biometrics



Enhancements to BCeID

BCeID today

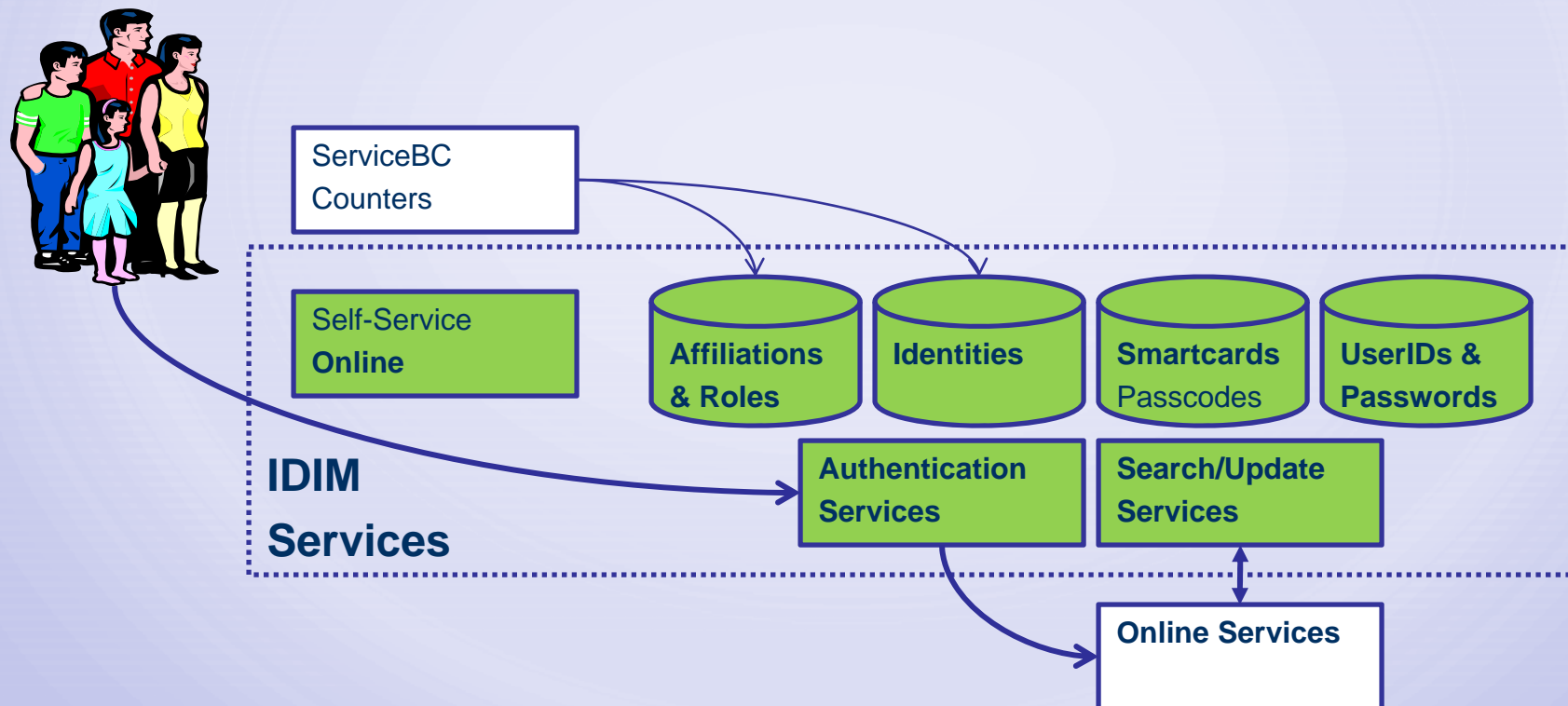
- Basic
- Personal
- Business.....
*...one or more
accounts per person*

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





Discussion





BC Services Card

Introduction

Ministry of Citizens' Services and Open Government

May 8, 2013

BC Services Card On-boarding Team

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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?

Our Business



- 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

The IDIM strategies and their intent:

Establish Corporate Trusted Identity Services

—
enabling high value on-line services



Citizens, Businesses and Professionals

Develop an Identity Federation

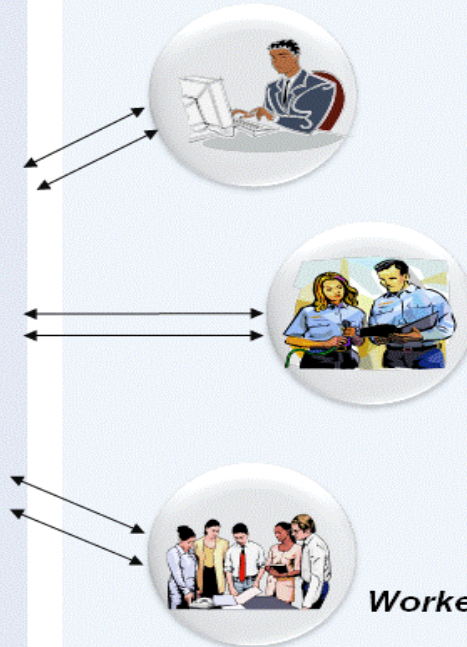
—
enabling information sharing



BC Government, BPS and Service Partners

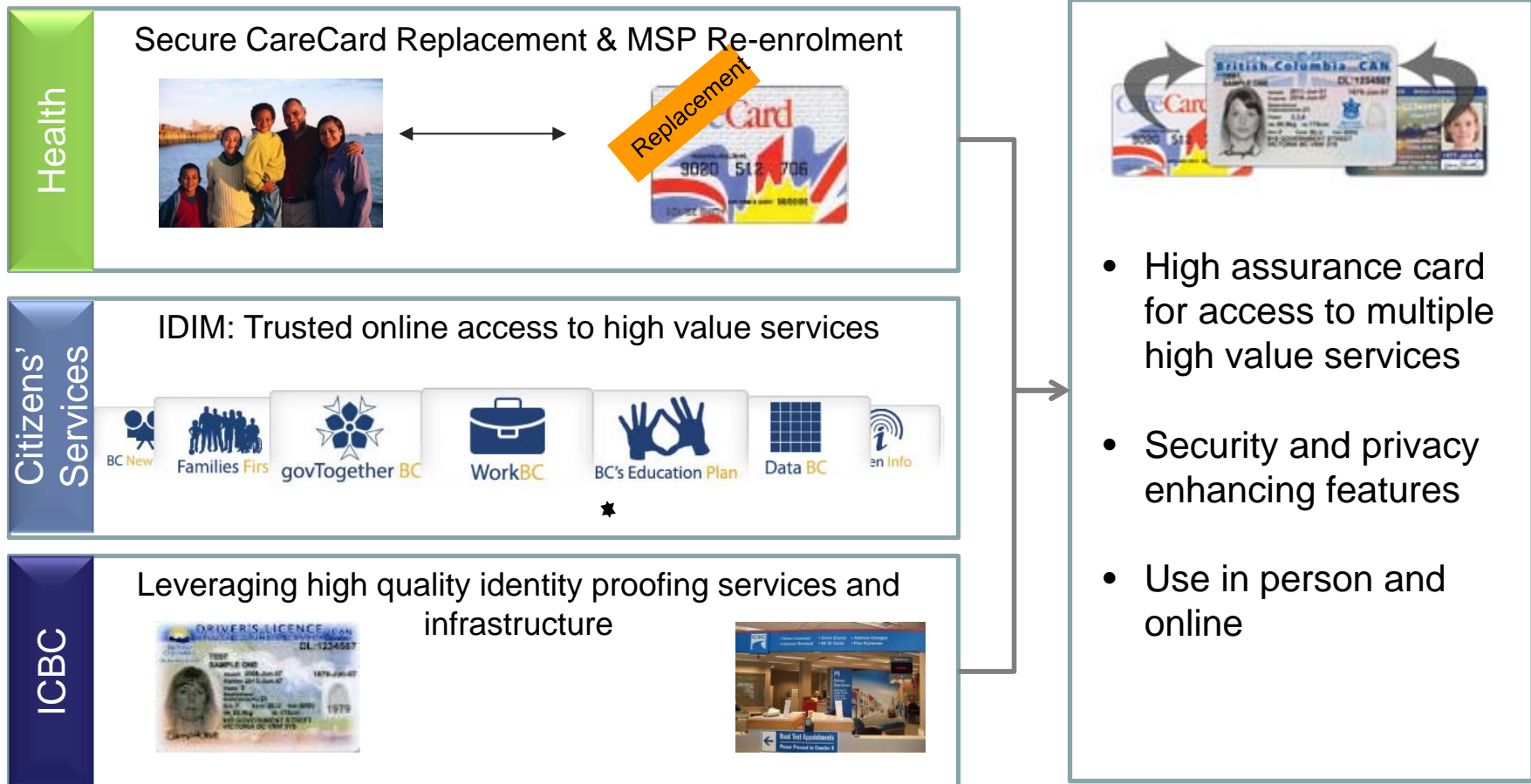
Establish Corporate Identity and Role Provisioning Services

—
ensuring secure access to government resources



Workers

BC Services Card Program



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

Photo and
Signature

Mag stripe with
personal info
(for DL/PHN)

2D barcode with
personal info
(for DL)



Driver Licence
Number

Date of Birth

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

1D barcode for
card serial number

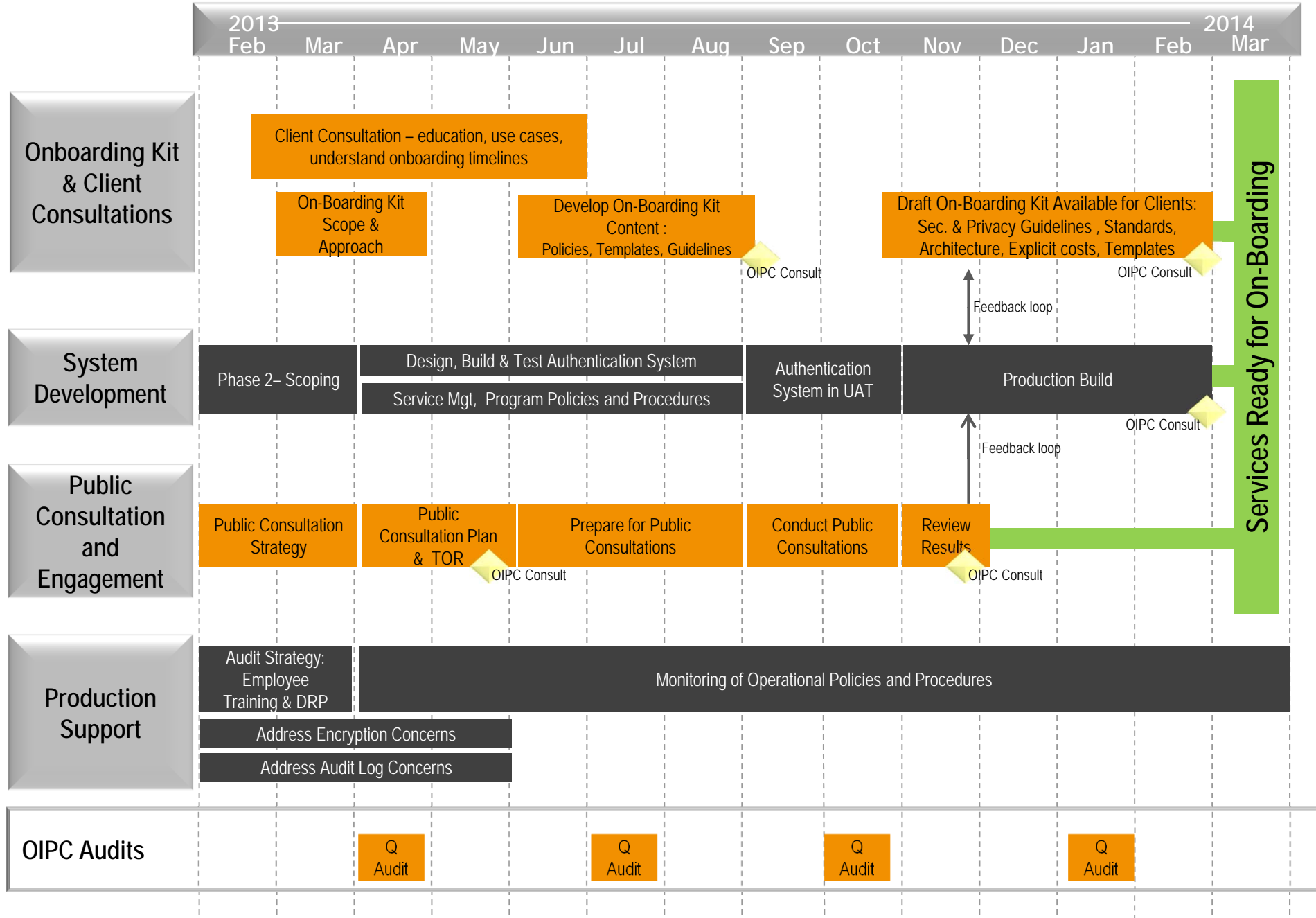


Personal Health Number

The Next Phase: Authentication using Card and Reader Technology



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?

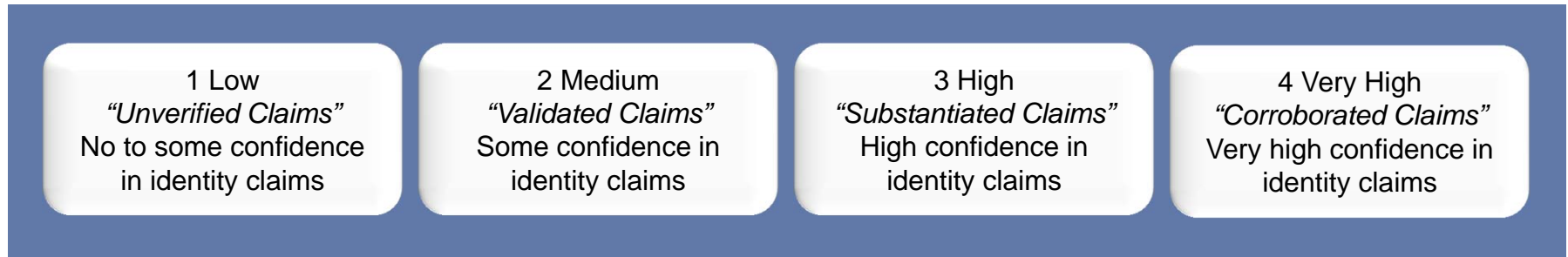




How do I *easily* prove who I am in a consistent way, across multiple contexts?




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	<ul style="list-style-type: none">• Unidentified account• Level 1 assurance	Will continue for simple online transactions
Business	<ul style="list-style-type: none">• Identified account• Customer acting in business capacity• Level 2 assurance	Will continue for businesses
Personal	<ul style="list-style-type: none">• Identified account• Customer as an individual• Level 2 assurance	Will be superseded by BCSC

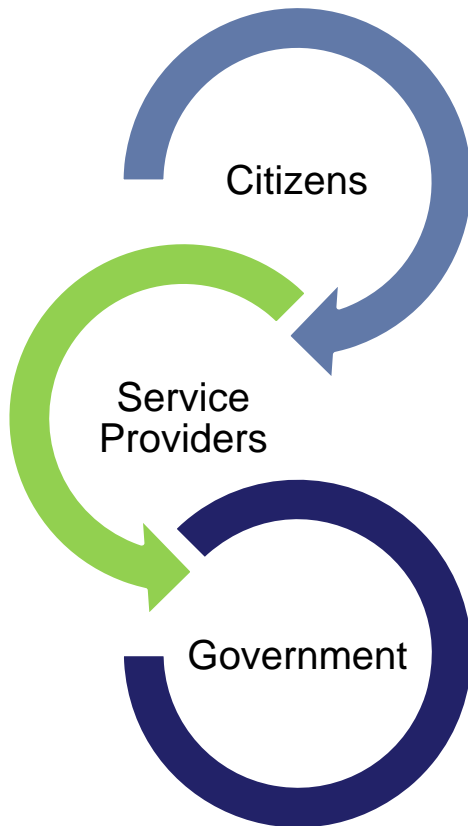
***BC Services Card brings higher
level of identity assurance,
without doing this...***



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



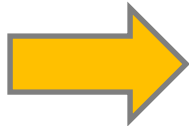
- Certain of your clients' identity
- Able to confirm the facts you care about: age, address, residency. In future, membership, professional licenses and more.

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



bc Land
Title & Survey

Home Contact Us Careers News Fees

General Public Professionals Government + Business About LTSA

Search...

Helping to deliver reliable land title and survey systems that are essential to BC's economic and social foundation. You can now access your records online...

Login to the land title registry.

HOW CAN WE HELP?

General Public
This section provides property owners and realtors with information about the LTSA, our services, and how to better understand BC's land title or survey systems.
[Learn More](#)

Professionals
This section provides lawyers, notaries and land surveyors with policy, practice and other information about transacting with the LTSA.
[Learn More](#)

Government + Business
This section provides all levels of government, First Nations, financial institutions, utilities, and industry with information about the LTSA and our services.
[Learn More](#)

Common Questions

- ▶ How do I conduct a Title Search?
- ▶ How do I transfer title to another Family Member?
- ▶ Where can professionals learn more about requirements to electronically file?
- ▶ What are the fees for LTSA services?
- ▶ How do I file a Claim of Builders Lien?
- ▶ How do I access the Online Cadastre?

[View FAQs](#)


What's New

Land Title and Survey Authority Issues RFQ for ParcelMap BC
Posted February 20, 2013

LTSA Introduces Enhancements to Electronic Filing and Scan on Demand Services
Posted January 25, 2013


Important Upgrade Requirement for EFS Customers Using Adobe Acrobat 8

Tap Card




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...)



unauthorized use of data on this computer system by any person other than the authorized person. If you are not the authorized person, you are strictly prohibited and may result in legal action against such person.

Copyright Accessibility Privacy Disclaimer

Enter Passcode



Log in with your BC Services Card

WELCOME **JANE ELIZABETH SMITH.**

IDENTIFY YOURSELF >

ENTER AND CREATE YOUR NEW PASSCODE >

SET YOUR EMAIL PREFERENCES >

CONFIRM AND COMPLETE LOGIN

Enter Temporary Passcode:

Enter New Passcode:


Must be non-sequential **numbers**, between 4 and 8 digits long.

☐ Show passcode

Confirm New Passcode:

Continue


Cancel

 **BRITISH COLUMBIA**

authorized use of data on this computer system by any person other than the authorized person. All other use is strictly prohibited and may result in legal action against such person.

Copyright Accessibility Privacy Disclaimer

Set Preferences



Log in with your BC Services Card

WELCOME **JANE ELIZABETH SMITH.**

IDENTIFY YOURSELF >

ENTER AND CREATE YOUR NEW PASSCODE >

SET YOUR EMAIL PREFERENCES >

CONFIRM AND COMPLETE LOGIN

Sharing your email with us is very important. It is used for:

- > managing your passcode
- > notifying you of suspicious login attempts
- > tracking help desk support
- > providing information about new online services or terms of use

Enter Your Email:

☐ No thanks, I do not want to share my email

Tell us when you want to receive an email:

☒ Yes ☐ No

When I change my passcode

☒ Yes ☐ No

When there is a suspicious login attempt of 3 or more failed login attempts

☒ Yes ☐ No

When there is a new online service


☒ Yes ☐ No

When there is a change to the terms of use

Continue


Cancel

Access to or unauthorized use of data on this computer system by any person other than the authorized employee(s) or owner(s) of an account is strictly prohibited and may result in legal action against such person.

 BC Government | BC Service Card

Copyright Accessibility Privacy Disclaimer

Confirm and Complete Login



Log in with your BC Services Card

THANK YOU, **JANE ELIZABETH SMITH.**

IDENTIFY YOURSELF >

ENTER AND CREATE YOUR NEW PASSCODE >

SET YOUR EMAIL PREFERENCES >


CONFIRM AND COMPLETE LOGIN

By logging in you are confirming that the following information can be shared with **BC Land Title & Survey**.

Name
JANE ELIZABETH SMITH

Address
**910 GOVERNMENT STREET
VICTORIA BC V8W 3Y8**

→


[View privacy statement](#)

This confirmation page displays the information that will to be shared with the online program or service you are accessing.

Tell us when to show you this page:


☒ Always

☐ First time for each site

☐ Never, skip this step on every site I visit

Continue

Cancel



authorized use of data on this computer system by any person other than the authorized person. If an unauthorized person uses the system, the user is responsible for any damage or loss of data.

Copyright Accessibility Privacy Disclaimer

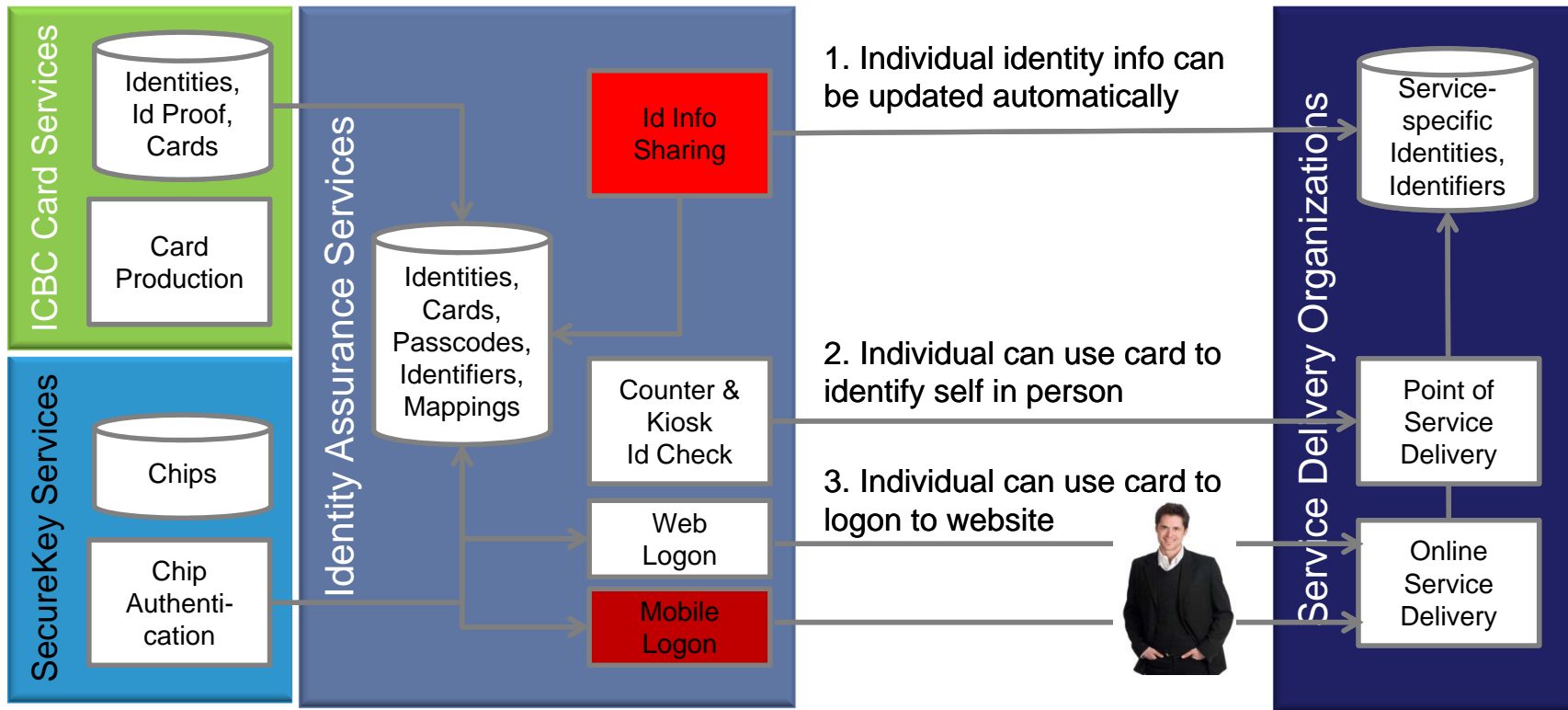
Access LTSA Portal

The screenshot displays the LTSA Portal website. At the top left is the 'bc Land Title & Survey' logo. A navigation bar contains links for 'General Public', 'Professionals', 'Government + Business', and 'About LTSA'. A search bar is located on the right. In the top right corner, a 'Demo Menu' shows the user 'SMITH, JANE ELIZABETH'. A left sidebar lists 'LTSA Electronic Services' and various guides, with 'Electronic Filing System User's Guide' highlighted. The main content area is titled 'Electronic Filing System' and explains that the EFS enables BC lawyers, notaries, and land surveyors to submit forms electronically. It states that the EFS User's Guide explains the following processes:

- [Get Started](#) explains how to set up your computer system for using EFS.
- [Set Up Your Electronic Signature](#) explains how to set your electronic signature from Juricert.
- [Electronic Funds Transfer](#) explains how to pay Property Transfer Tax (PTT) through EFS.
- [Use Electronic Forms](#) explains how to use electronic forms in Acrobat.
- Submitting Document Packages to the Land Title Office explains how to submit electronic forms in EFS.
- Submitting Withdrawal Requests explains how to request a withdrawal of a land title application.
- Managing Submissions explains how to track your package and locate notifications.
- Requesting a Land Title Correction explains how to request a correction to an error in the Land Title Register, such as a typographical error.
- Creating an Electronic Plan explains the technical specifics for electronic plans.
- Submitting a Plan to the Land Title Office explains how to submit survey plans to the Land Title Office.
- Submitting a Package to the Surveyor General explains how to submit applications and plans to the Surveyor General.

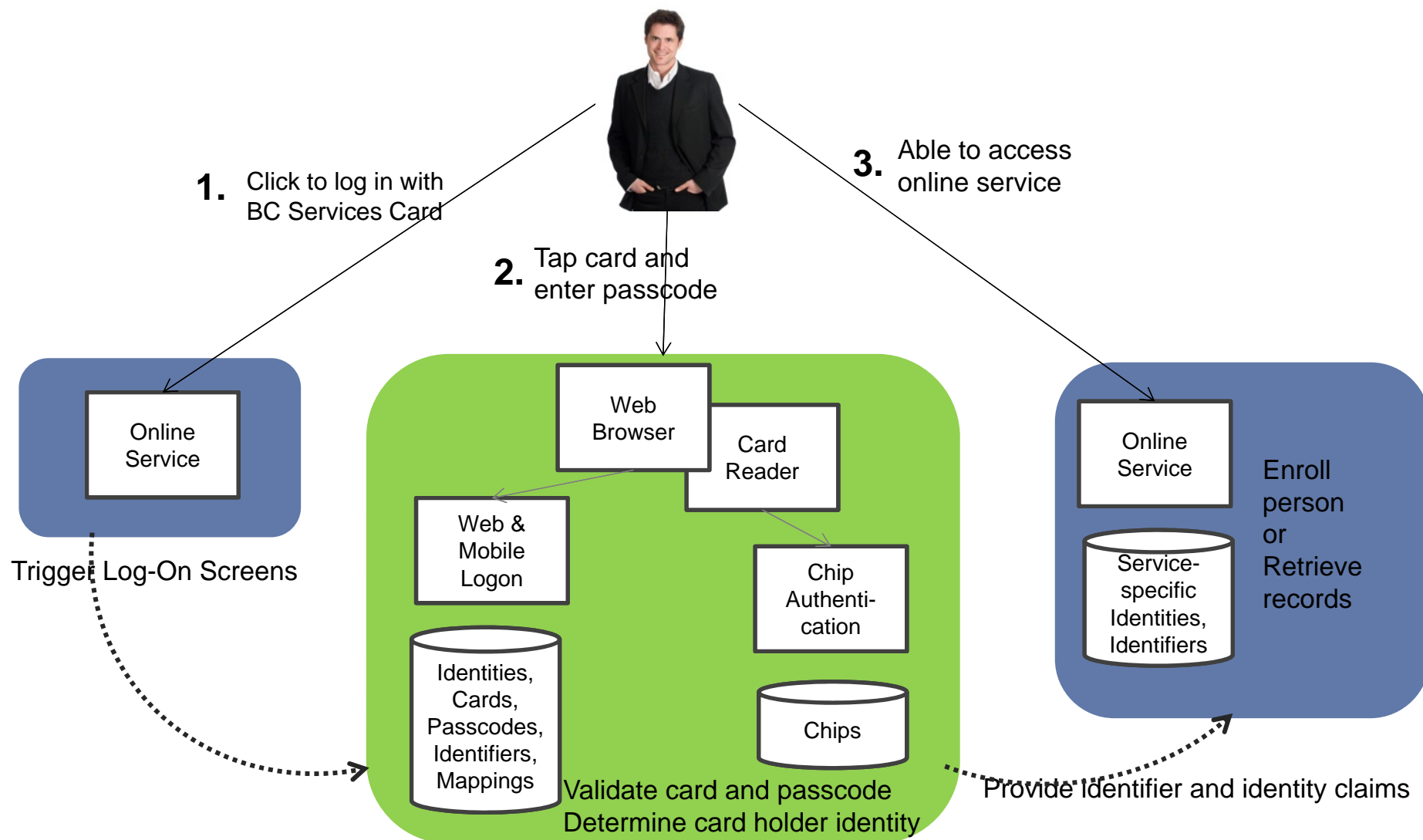
On the right, a 'Popular Topics' section lists links such as 'Getting Started with EFS', 'Submitting a Corrective Declaration or Plan Alternation to the Land Title Office', 'Downloading Form Templates', 'Submitting Document Packages to the Land Title Office', 'Obtaining a Digital Certificate from Juricert', 'Setting Up Electronic Payment', 'Setting Up Your Electronic Signature', and 'Managing Submissions'. Below this is a 'Video Tutorials' section with the text 'Watch [video tutorials](#) to learn'.

Identity Services Architecture

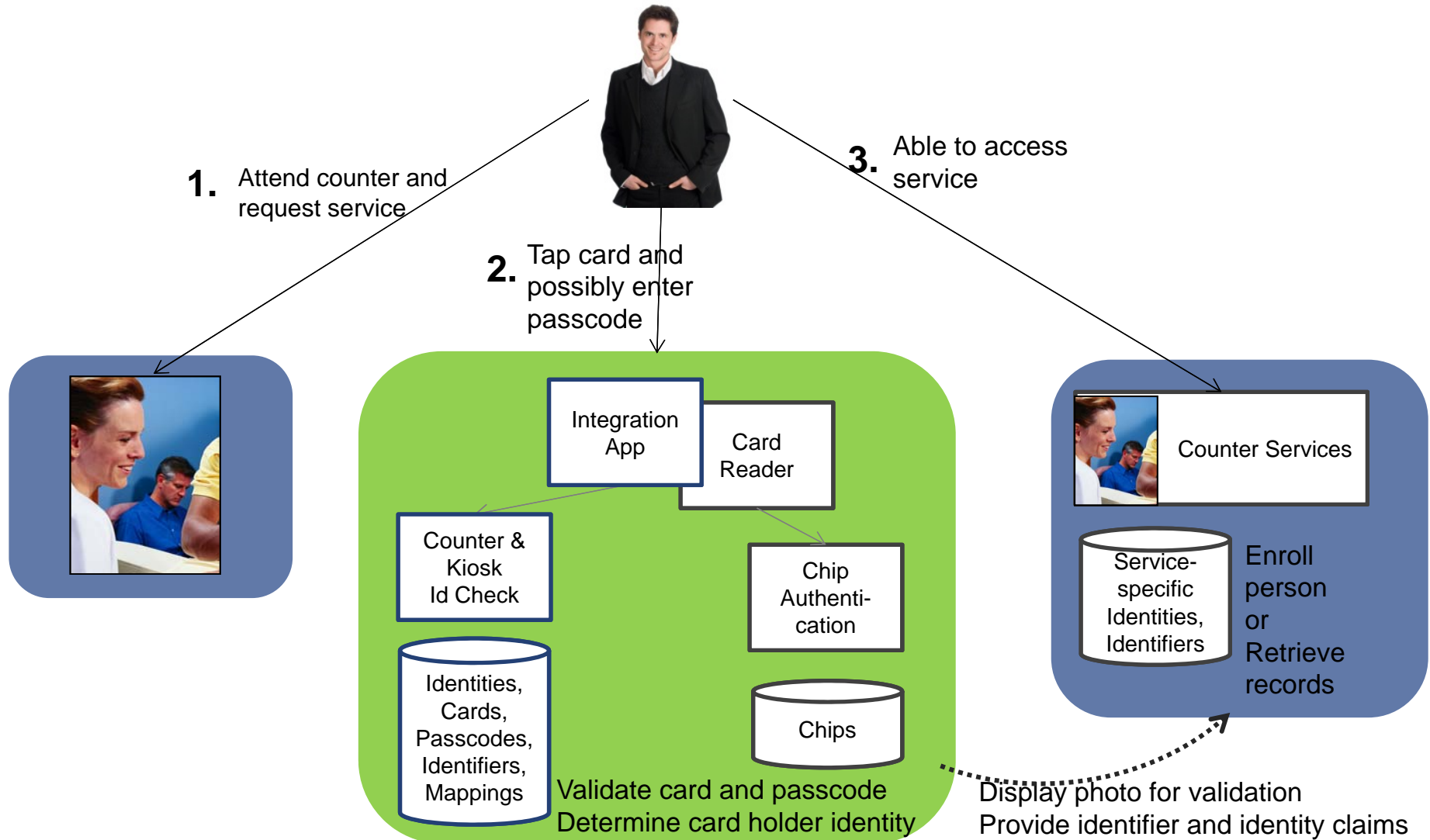


Note: Not in scope for Release 2

Card Usage Online



Card Usage At Counter





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)