The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of New Zealand to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

**Description of the practice:**

**Organisation:** New Zealand

**Name of the practice:** Real Me

**Principles implemented:** Principle 6 – Ensure coherent use of digital technologies across policy areas and levels of government

**Description:** RealMe lets customers easily and securely prove their identity, address and other information about themselves online and access other online services with a single username and password.

RealMe provides much more than just an identity verification service. It is a consent-based platform that allows an individual to securely share a wide range of information relating to themselves to access services from participating public and private sector agencies.

Oversight is carried out by user agencies across the system.


[https://www.ict.govt.nz/services/show/RealMe-Login-Service](https://www.ict.govt.nz/services/show/RealMe-Login-Service)


[https://www.realme.govt.nz/](https://www.realme.govt.nz/)
Digital government toolkit

Results

To date:

- 1.6 million unique logins
- Approximately 43,000 new logins created monthly
- Approximately 2,500 – 3,000 verified accounts created monthly
- 61 services across 20 agencies use RealMe login

Development

Design: Agencies and citizen user groups.

Testing: N/A

Implementation: Programme and project governance.

Resources:

Diffusion and scaling: Various communication mechanisms, including workshops, publications and website: [https://www.realme.govt.nz/](https://www.realme.govt.nz/)

This is a whole of government initiative.

Partnerships: Public Sector Organisations

Partners: NZ Post

Nature of the partnership: Delivery partner

Lessons learned

Take up by agencies is crucial.

The initiative needs to offer a process that is as simple as possible for customers to use.

Conditions required:

Additional information: