

## Malcolm Crompton

*Seminar summary and  
suggestions for future work  
program*

*OECD Workshop on Digital ID  
Management*

*Trondheim  
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The challenge ...

The Sara Marshall Test

## The Sara Marshall test

How to tell the story in a way that a policy maker can understand and then convey to political masters and the wider public in a way that is compelling.

## But first an observation

the user requirement for identity management (IM) for e-enabled services between citizens and business and government is different from a security law or enforcement requirement



## Why is this important? It's not just 'them' !

- Some due to bad behaviour by others
  - Fraud of all sorts
- BUT some due to the organisation's own decisions & behaviour
  - Staff fraud etc
  - Poor practice – data quality, use, disclosure, security
  - Mgt 'breaking or stretching the rules', eg CardSystems
  - Legal, but mistaken, view of customer (or will endure)
    - too often, includes 'CRM'







www.trustguide.org.uk

**Trustguide: Final Report**  
October 2006

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## Guidelines

TG.1: Education – Enabling better informed risk decision making

TG.2: Experimentation – learning through doing

TG.3: Restitution Measures – provide a positive impact on personal perceived risk

TG.4: Guarantees – Provide assurance and improve confidence in whether to enter into a transaction

TG.5: Control – Increased transparency brings increased confidence

TG.6: Openness – honesty signifies and engenders trust

[www.trustguide.org.uk](http://www.trustguide.org.uk)

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## Is it really 'privacy'? Or is it more fundamental?

Law

Technology

Governance

Safety Net

Privacy ▶ Control ▶ Trust ▶ Risk ▶ Accountability




A well behaved market place

## Good ID management

Convergent thinking – Consumer Centric IDM:

- **The Identity Project: an assessment of the UK Identity Cards Bill & its implications**  
LSE, June 2005  
[www.identityproject.lse.ac.uk/identityreport.pdf](http://www.identityproject.lse.ac.uk/identityreport.pdf)
- **Microsoft Laws of Identity**  
Kim Cameron, May 2005  
<http://msdn2.microsoft.com/en-us/library/ms996456.aspx>
- **Proof of ID Required**  
Malcolm Crompton, March 2004  
[www.privacy.gov.au/news/speeches/sp2\\_04p.pdf](http://www.privacy.gov.au/news/speeches/sp2_04p.pdf)



## Good ID management (cont)

Convergent thinking:

- **Privacy & Identity Management for Europe (PRIME)**  
[www.prime-project.eu](http://www.prime-project.eu)
- **The Higgins Trust Framework**  
Eclipse Foundation  
[www.eclipse.org/higgins/](http://www.eclipse.org/higgins/)
- **The Identity Metasystem: Towards a Privacy-Compliant Solution to the Challenges of Digital Identity**  
Microsoft Corporation, Oct 2006  
[www.identityblog.com/wp-content/resources/Identity\\_Metasystem\\_EU\\_Privacy.pdf](http://www.identityblog.com/wp-content/resources/Identity_Metasystem_EU_Privacy.pdf)



## Good ID mgt: PITs v PETs

The most essential elements:

- Individuals control the use and disclosure of personal information about them unless specified in law
- Multiple authenticated electronic identities
- Registration empathetic and responsive
- Identity credentials revocable
- Identity numbers invisible outside the identity management system
- Competition between Operators and Technologies
- Consistent User Experience



## The APEC approach: **LIMITED** first steps

- APEC's ECSG Data Privacy Sub-Group wants to address a small part of the problem in pathfinder projects in 2008
  - Consumer to business (& business to business) only
  - A volunteer group of APEC economies only
  - Cross-Border Privacy Rules only
  - For Businesses that opt in only
  - Hence, probably large companies only
- Expand later if successful
  - Start again if not successful !?!

**What will be the OECD LIMITED first steps?**

## Hence the Andreas Pfitzner small next steps

- A dictionary that is widely adopted
  - Medical dictionary processes such as HL7, Snomed etc
- Inter-operability
- Think from a user perspective
  - Transparency
  - Respect
  - Identify risks of all kinds for all stakeholders
  - Guarantees & Safety Nets etc to allocate risk appropriately

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