



Identity Management and its Relationship to Information Management

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Abstract

- Presenter: Tim Bouma, Acting Director, Identity Management, Treasury Board Secretariat
- *Most people have a high-level understanding of identity management, and its benefits to individual users and their organizations. However, the extent of knowledge of identity management varies widely throughout the many business contexts in government in which identity is used and managed. Given the horizontal nature of identity management, and the broad recognition that identity is a key enabler to program and service integrity, TBS is developing a GC-wide framework for identity management. A key aspect of this framework acknowledges that managing identity is an information-intensive process and therefore, requires the application of sound information management practices. This presentation presents the key concepts of identity management, and explores the relationship between identity management and information management.*



Objectives

- Provide an overview of Identity Management
- Discuss the relationship between IM and IDM
- Describe the Path Forward



Overview of Identity Management

Key IDM Concepts



Identity: a reference or designation used to distinguish a unique and particular individual, organization or device.



Identity Management:— the set of principles, practices, policies, processes and procedures used to realize the desired outcomes related to identity.

GC Drivers

- **Privacy & Security Drivers:**
 - Economic: Identity Theft/Fraud
 - Public Safety: Law Enforcement
 - National Security: Anti-Terrorism, Border Security
- **Citizen-Focused Drivers**
 - Citizen-Centred Service Delivery
 - Increasing Client Satisfaction
 - Ensuring Rights of Citizens
- **Integrity and Accountability Drivers:**
 - Program and Service Integrity
 - Transparency
- **Organizational Transformation Drivers:**
 - Rethinking of Government as a Single Enterprise
 - Shared Services Model
 - Inter-Agency and Inter-jurisdictional Collaboration





Clients and Outcomes

- **GC External Clients** - Individuals and Businesses
 - Improved delivery of services
 - Increased safety and security
 - Enhanced human rights and freedoms
- **GC Internal Clients** – GC Employees and Contractors
 - Increased employee productivity
 - Decreased time to on-board/off-board personnel
 - Increased compliance with security, privacy and IM policies

Roles of Government

Ideal Roles...

Establishing Identity

Communicating Identity

Assuring Identity

Current Roles...

• **Shared jurisdiction:**

- Federal role: for those arriving in Canada
- Provincial / Territorial role: with Vital Statistics - born in Canada
- Based on relatively standard set of core attributes including:
 - Name
 - Place of Birth
 - Date of Birth
 - Gender
 - Citizenship

• **Numerous organizations involved at all levels of government, for example:**

- Federally issued..
 - Social Insurance Number (SIN)
 - Passport
- Provincially issued..
 - Birth registration #
 - Birth certificate
 - Health card
 - Driver's license
- Most organizations require a similar base of information to provide identification
- Some additional needs specific to the organization

• **Separate stand-alone processes by department or program for authentication:**

- Epass
- CRA
- HRSD/SD
Etc.
- Many different functions for validation or verification for clients' identity
- Many enabling technologies: PKI, biometrics, tokens



Identity Management Today

- Government departments/agencies have similar needs with respect to identifying individuals and need similar information
 - Purpose – primarily Security and/or Service delivery
- Same or similar information collected, and then shared in ad hoc and disparate ways:
 - Clients provide same information – different times, different formats
- Complex network of information sharing agreements between federal government and other jurisdictions
 - Many bilateral agreements with provinces and territories related to the use of personal information
- Integrity varies, depending on source and on associated program/service risk

Opportunity for the GC

'The Government of Canada's ability to fulfill its mandate can be greatly improved through a common understanding of identity and that a whole of government approach to identity is a critical requirement to the integrity of government program and services.'

As approved by ADM Identity Committee, Mar 3, 2006





Key Objective

'Making sure we are dealing with the right person'

Draft Focus Paper, September 2006





Relationship between IM and IDM





Many Commonalities

IM and IDM have many commonalities:

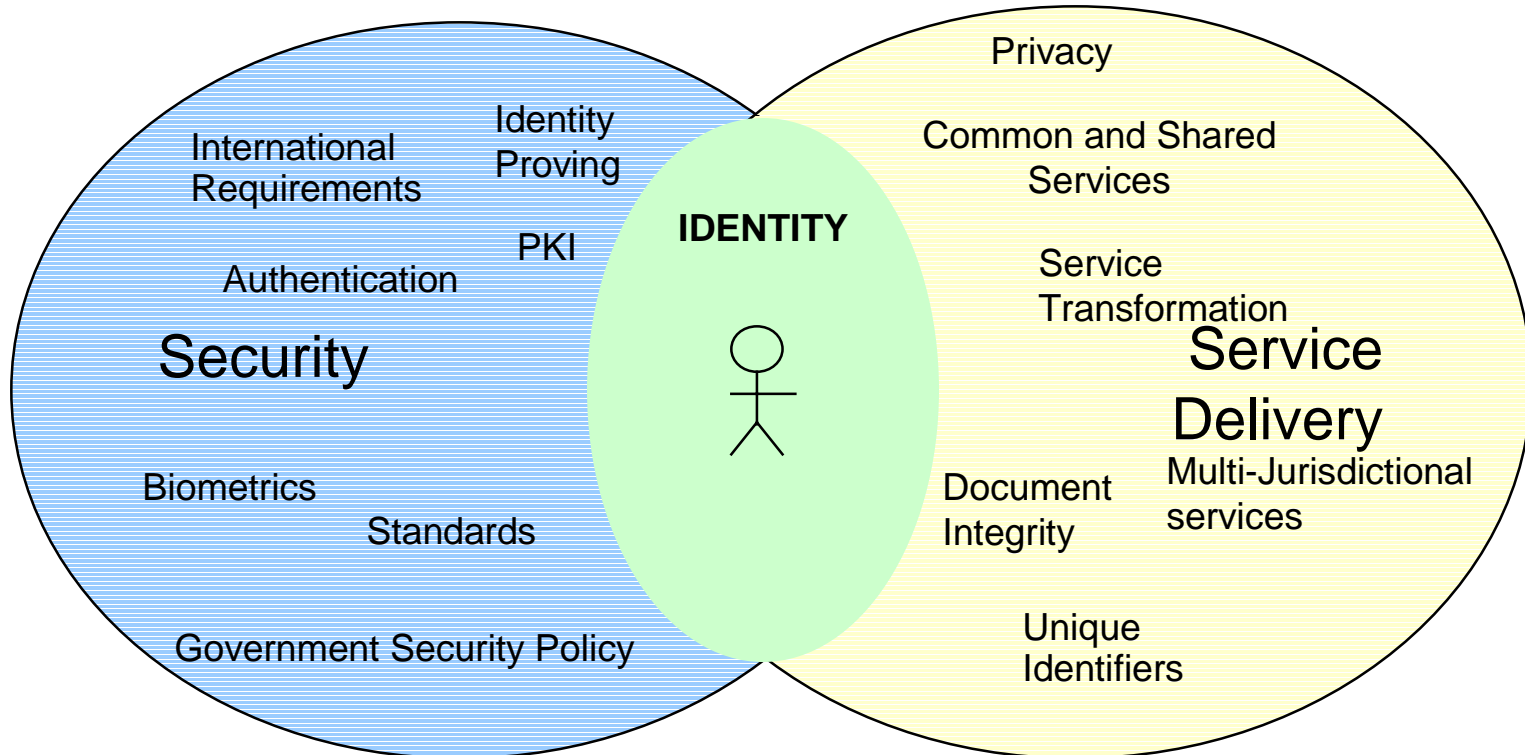
- Similar outcomes
- Similar contexts
- Similar drivers
- Similar challenges
- Have become strategic priorities
- Are key enablers and imperatives for transformation
- Recognized as distinct disciplines
- IDM is information-intensive

CIOB is developing an understanding of identity through the many perspectives of:

- IM
- Security and Service Delivery
- Accessibility
- Agency and Departmental Mandates

Security versus Service Delivery

Many complementary objectives....



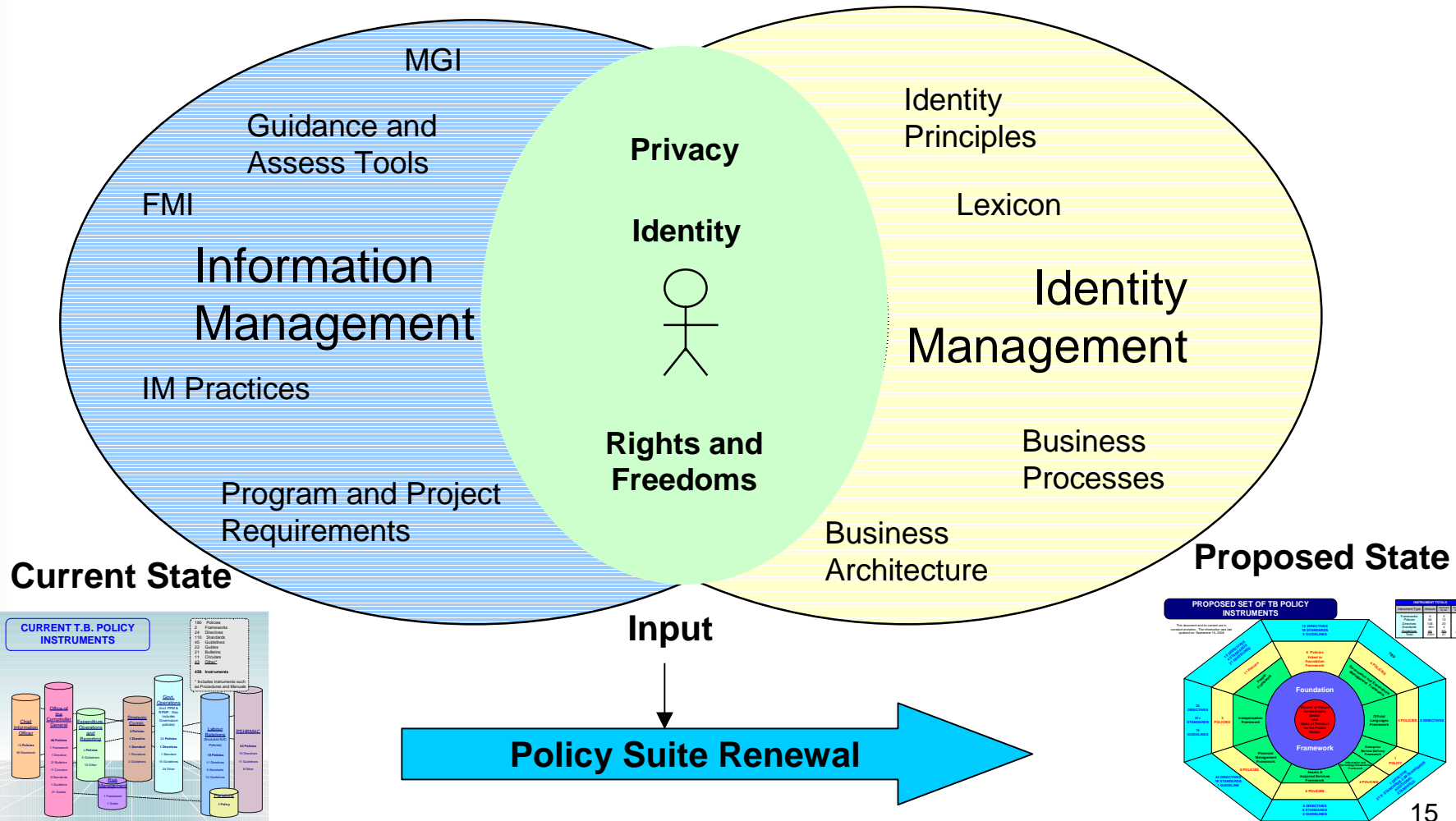
Three Primary Target Groups

- Individuals
- Businesses
- GC Employees/Contractors



IM versus IDM

Many complementary objectives....





Draft GC Identity Principles

1. Justify the Use of Identity
2. Identify with Specific Reason
3. Use Appropriate Methods
4. Enhance Public Trust
5. Use a Risk-Based Approach
6. Be Collectively Responsible
7. Uphold the Rights and Values of Canadians
8. Ensure Equity
9. Enable Consistency, Availability and Interoperability
10. Maintain Accuracy and Integrity
11. Preserve Proportionality

Draft Focus Paper, September 2006

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The Path Forward





CIOB Objectives

- Bridge the gap between the many service and security communities
- Engage stakeholders and gain consensus
- Develop a conceptual framework that can be used for:
 - Developing and aligning to a single GC-wide vision
 - Developing GC-wide identity principles
 - Establishing a common view of identity and compatible program and project approaches



Identity Management Tomorrow

- A single GC-wide approach that:
- **Recognizes** the common requirements of:
 - Different lines of business of government
 - GC internal clients ,GC external clients (individuals and business)
 - Multi-jurisdictional initiatives (Provinces and Territories).
- **Leverages** current investments and accomplishments:
 - Secure Channel, ePass infrastructure
 - Re-use and adapt, where appropriate, existing guidance and standards developed by Canada, US and the international community (e.g. NIST,ISO, OECD, etc.)
- **Independent** of technology or solution
 - Provides detailed guidance but does not prescribe any specific technology or solution
 - Enables interoperability between systems, technologies and solutions.

This is a journey in progress....

High-Level Roadmap

Deliverables	Target Date
<u>Foundation Pieces</u> <ul style="list-style-type: none"> • Vision • Principles • Focus Paper • Lexicon <p style="text-align: right;">} GC/FPT Consensus</p>	End Q2 (Fall 2006)
<u>Component Specification</u> <ul style="list-style-type: none"> • Identity Management Framework • Business Architecture • Business Process Modelling 	End Q4 (Spring 2007)
<u>Policy Development</u> <ul style="list-style-type: none"> • Collaboration and Consultation • Policy Definition & Instrument Development • Support to Other Policy Centres & WGs 	2007-2008 Ongoing

Canada 