Memo

To	Justin Rowlands, GM, Partner & Products, Service Delivery & Operations
Cc	Tim Waldron, Manager, Business and Market Development, Partner & Products
	Andrew Jones; Grant Stark; Catherine Ansley
From	John Keene, BDM, Partner & Products
Date	24 July 2023
Subject	**Identity Check: Extension of Pilot Phase**

Purpose

The purpose of this memo is get approval to extend the Pilot Phase of the Identity Check for a further 12-months. Currently Hospitality NZ (HNZ) is integrated with Identity Check to support the application for a Kiwi Access Card.

Extending the Pilot Phase will allow us to better understand impact of implementation of new passive liveness technology (due for go-live in August 2023) and understand performance standards and requirements that will be required to move to full service.

It is noted that the Ministry of Social Development will be integrated with Identity Check 9(2)(k) , with the integration project currently in-flight. This will help build confidence and evolve Identity Check 9(2)(b)(ii) .

In addition to the above, we seek approval to identify and engage a suitable organisation as an additional Pilot organisation to test and develop the intermediary delivery approach. This will support the development of our market and integration approaches for intermediaries. The use of intermediaries is a key area identified within the draft Business Case that will drive use of Identity Check.

Current state

Pilot Phase progress

The current agreement with HNZ to pilot the Identity Check service via their Kiwi Access Card application was signed 9 August 2022 for 12-month period. Go-live was achieved on 23 September 2022. HNZ is currently the only Pilot Phase partner.

Over the course of the pilot the Department intended to improve its performance, in response to customer feedback, and collect further market feedback on its desirability and market fit. Key points to note:

- HNZ has provided feedback on the customer experience and service improvements have been made. However, the liveness component of the service has not met initial expectations of 70% liveness pass rate
- Current success levels are approximately 55% - this is not commercially viable for widespread adoption of the service
- At current success levels HNZ are unable to extend the Kiwi Access service (refer below)
- The HNZ / Kiwi Access service technology provider 9(2)(ba)(i) has had to undertake significant remedial action to develop alternative onboarding flows for applicants that are unable to successfully complete the Identity Check process. This has resulted in additional un-forecast costs.

Identity Check Business Case

It was expected that the learnings/results of the Pilot Phase would feed into the Identity Check Business Case to support future funding for development and extending the service capability. It has highlighted that ongoing investment will be required to ensure that service levels expected by client organisations are achieved. At this point, we are some way from achieving this.

The Identity Check Business Case approval has been pushed out to the first quarter of 2024 (from July 2022) to allow more time to understand the investment roadmap required to ensure the service is 'fit for purpose' and to understand more around the market dynamics around uptake and usage of the service.

It has been agreed, after testing completed by Sush Labs, that a liveness pass rate of approximately 90% plus could be achieve by implementing the latest Daon's passive liveness technology. The passive liveness upgrade is scheduled for go-live in September 2023.

Market engagement undertaken during the pilot found significant interest in Identity Check from the private and public service assuming it could achieve a high success rate and was competitively priced.

Addition of MSD as a 9(2)(b)(ii)

The Ministry of Social Development (MSD) is currently integrating with the Identity Check service. This will provide an anchor client organisation that will represent a significant opportunity to build market confidence in Identity Check. 9(2)(b)(ii) will provide extended opportunity to continue to optimise the performance of Identity Check.

Adoption of the new passive liveness technology will significantly improve the Identity Check service offering and is a core requirement that needs to be in place prior to MSD's scheduled go-live 9(9(2)(k)

Addition of an Intermediary for the Pilot Phase

The use of Identity Check service by intermediaries is an important aspect towards driving uptake and usage of the Identity Check service. To date, we have been engaging with intermediaries to understand their potential use of the service. Use of Identity Check within the financial sector is well understood, including around the use of meeting Customer Due Diligence (CDD) requirements for identity verification. This was the initial driver behind the design of Identity Check.

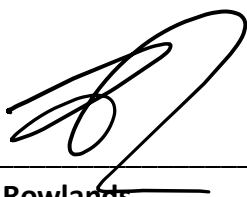Partnering with an intermediary is important on several fronts, including:

- Informing our development of our technology integration approach
- Helping us better understand how Identity Check would function within the digital identity ecosystem
- Providing us with greater depth of data to support future business case and commercial model
- Providing an opportunity to build upon the lessons learned (integration and business processes) from the MSD integration.

To date, we have had a long-standing engagement with intermediaries around the use of Identity Check. The next evolution around this is to support a pilot integration. Our engagement to date indicates there is strong interest in this.

Recommendations

It is recommended that you:

9(2)(k)

_____

Justin Rowlands
General Manager, Te Pou Manawa | Partner & Products

6 August 2023

P3550 DFIS Workstream – Identity Check 9(2)(b)(ii) Liveness Upgrade

Why are we doing this (what is the problem)?

The current Identity Check Liveness method CLR (Colour Light Reflection) pass rate of 50% For Identity Check to be acceptable to the market it needs a pass rate closer to 90%

User testing of Daon's Passive Liveness method has shown a pass rate of 89%. Vendors believe with further testing and tuning this could be increased above 90%.

This workstream will deliver an upgrade of Identity Check liveness to utilise the Passive Liveness method and achieve a 90% customer success rate.

What benefits will be delivered by this workstream

The project has assessed the benefits presented to Cabinet in the Detailed Business Case. The Benefits Management Plan shows that delivering Identity Check will deliver an estimated 10% of the system-wide benefits identified in the Detailed Business Case:

- Reduces system complexity and costs for agencies
- People can access improved and interoperable services
- Peoples personal information is more secure and less exposed to potential misuse

The upgrade to Passive Liveness delivers an outputs that will support delivery of benefits when full service Identity Check solution is delivered and productionised.

Objectives

Increase the Identity Check pass rate to above 90%

Stakeholders

- Hospitality New Zealand
- The Ministry of Social Development
- Te Ara Manaaki

Project Roles

Project Governance
Project Executive: Justin Rowlands
Senior Users: David Gill and Tim Waldron
Senior Supplier: Tod Birmingham
Project Manager: Catherine Ansley
Workstream Lead: Andrew Jones

Project Team
Project Coordinator: Tayla Bourne Sua
DIA Architect: Paul Leslie
SME: Grant Stark, Angela Miller-Priebee
Vendor Leads:
Datacom – 9(2)(a)
Sush – 9(2)(a)
Daon – 9(2)(a)
Test Lead – Gill Stephens
Security - 9(2)(a)
Privacy – Shaun Ritchie

Scope

What is within scope of this workstream

Phase 1 – Passive Liveness Upgrade Proof of Concept
- Develop, test and deploy POC in sandbox environment (complete)
- Paper reporting on results (complete)
- Update to Project Board on Passive Liveness (complete)

Phase 2 – Passive Liveness Upgrade
- Upgrade of Daon IdentityX platform
- Upgrade of liveness infrastrutre to support new liveness method for Identity Check 9(2)(b)(ii)
- Updating Identity Check APIs to support new liveness method
- Updating Identity UX to support new liveness method
- Updating of technical specs
- Updating of architecture documents
- Rebaselining of liveness performance
- Regression testing
- Supporting client testing
- Security consultancy, update memo to existing Security Certification and Penetration Testing
- Test Handover Certificate
- Complete updates to Privacy Assessment

What isn't in scope for this workstream

Phase 2
- Integration of new Identity Check clients
- Implementation of new liveness methods across TAM and IVS
- Detailed requirements
- Full Privacy Impact Assessmet (completed)
- Exisitng Archtecture approved by TSS DG Board (completed)
- Full Risk Assesssment, Controls Validation Audit and Security Certification (completed)
- Identity Check SSDP

Key Milestones

Milestone	Target Date
Phase 1	
Develop and test POC in sandbox environment (complete)	25/11/23
Sush paper reporting on POC results (complete)	6/12/22
Update to Project Board on Liveness (complete)	9/5/23
Passive Liveness Demo (complete)	5/7/2023
Phase 2	
Development environment upgrade (complete)	22/5/23
UAT IdentityX upgrade (complete)	21/7/23
UAT Identity Check Passive Liveness upgrade	19/8/23
UAT and Client Testing complete	24/8/23
Production upgrade	14/9/23
BAU handover/SSDP update	22/9/23

Assumptions

- Passive liveness performs as good or better than measured in user testing
- Testing can be allocated by skill to anyone in the testing, therefore no impact to Lean Team deliverables.
- Privacy Assessment, Security Certification, Architecture for Identity Check and Passive Liveness are already completed/approved
- Identity Check 9(2)(b)(ii) SSDP will be approved in the next 1-2 months.

			Risks
	• Minor update to existing Identity Check SSDP, in consultation with RMA Admin.		Workstream risks are reported monthly in the Project Status Reports 2022 2023 (cohesion.net.nz)

Budget	Workstream approach
What funding was approved: $6,323,673 CAPEX over 3 years as follows: FY22/23 - $2,064,000 (approved) FY23/24 - $2,058,760 FY24/25 - $2,200,913 $2,420,834 OPEX over 3 years as follows: FY22/23 - $753,000 (approved) FY23/24 - $808,917 FY24/25 - $808,917 FY25/26 - $50,000 *What amount of funding is being sought for this workstream?* **$473,324** CAPEX **$110-130,000** annual ongoing OPEX (tbc) to be paid for by Operations Te Pāhekoheko from FY 24/25.	• This workstream will follow standard DIA waterfall approach. • The workstream lead will have day-to-day responsibility for the workstream, and any escalations will be reported to the PM, Project Executive as required. Any issues and concerns can be reported to the project through people managers if required. • The project will work with an integrated team of vendors to follow standard development, User Acceptance testing, production release • The workstream lead will agree planning and assurance activites with the support of the DFIS project manager • The worksteam lead will support the project manager to provide updates to the board as per standard DIA project management processes • The workstream lead will follow standard DIA technical change management processes, including CAB, scheduling, and handover to BAU. • The workstream lead will work collboratively with TAM, the business and the project manager ensure successful delivery and handover. • This workstream will form part of the annaul lessons learnt process.

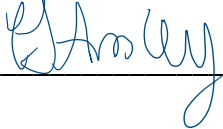## Document Approval

This document was prepared by:
Andrew Jones, Senior Product Owner of Te Pou Manawa at the Department of Internal Affairs

Signature _____   Date _____31/7/23_____

This document was reviewed by:
Catherine Ansley, Project Manager of Te Ara Matihiko at the Department of Internal Affairs

Signature _____   Date _____31/7/2023_____

Authorisation

This document was jointly approved by:

Logan Fenwick, Acting General Manager of the Te Pou Manawa at the Department of Internal Affairs

Signature _____   Date _____01 August 2023_____

Russell Burnard, General Manager of the Te Pāhekoheko at the Department of Internal Affairs

Signature _____   Date _____2 August 2023_____

Project Update Memo

To:	Justin Rowlands, Co-Chair and Project Executive
	Russell Burnard, Co-Chair
	Identity Products Delivery Project Board
From:	Catherine Ansley, Project Manager
Cc:	David Gill, Manager Data and Technical Capabilities, Operations
	Ash Brocklebank, RealMe Business Development Manager
	Tim Waldron, Manager Business and Market Development
	Tim Sillay, Solution Architect, TAM
	Grant Stark, Principal Advisor Identity and Biometrics
Date	9 May 2023
Subject	Project Update on Passive Liveness Upgrade

Purpose

The purpose of this memo is to provide the Project Board an update on the Liveness Upgrade scoped for delivery in FY 22/23. This memo answers the following questions:

- What has the project done so far?
- What is planned for Liveness in the future?
- Where are we now?
- What next?

What has the project done so far?

Last year the project engaged with Sush and Daon to develop a Proof of Concept to lift the Liveness pass rate from its current performance levels, around 50% up to 90%. The pilot implemented a new Passive Liveness solution in a sandbox environment and tested its effectiveness by having 161 volunteers access and use the Proof of Concept instance. Note, Colour Light Reflection is a different Liveness method used by the Department and was out of scope for the Proof of Concept.

The testing found at least 89% of users could successfully verify their identity within 3 attempts, providing the business confidence that we can get the same results in production. Sush and Daon have advised the pass rate will increase further over time because there are additional opportunities for fine-tuning of the technical solution. The report back providing the results in detail can be found here. The Passive Liveness Upgrade will support the immediate needs of the Identity Check Pilot, and enable the intended future transition of Identity Check to full service. The upgraded solution will support the use of the Passive Liveness method by other Kāwai ki te Iwi identity products (e.g., Te Ara Manaaki) who can re-use the back-end upgrade but would need to develop their own instance of the Passive Liveness front-end (~$1-200K).

What is planned for Liveness in the future?

In the future, it is planned that the Department will consolidate its use of liveness technology to minimise the costs of reusing the solution and maximising the benefits of further upgrades. At present, each new service must build its own front-end instance as this project is doing for Identity Check. The underlying infrastructure requirements will be reassessed at each stage of development, or when new services are added. The current solution can manage 80 transactions consecutively, this is substantially higher than expected future demand (< 20 concurrent transactions). The hosting infrastructure can be scaled to meet the increased performance needs of the service without architectural change.

Where are we now?

This work has been paused for the last 6 weeks because the project did not have sufficient business and project resources available to driving the work forward. This week the Principal Advisor Identity and Biometrics was approved to temporarily lead this work, while the project identifies additional resource.

What next?

The project now plans to proceed with the upgrade on the assumption that existing contracts with Sush and Daon can be extended (work led by the Manager SDO Commercial Portfolio and Commercial Procurement). Adjustments to baselined milestones and funding will be addressed in the Change Request going to the Investment Governance Committee in June. The timetable for delivery is:

Task	Timeframe
Proof of Concept Show and Tell	+ 2 weeks
SOWs with Sush and Daon approved	+ 2 weeks
Liveness Upgrade Development Completed	+ 4 weeks
User Acceptance Testing	+ 2 weeks
Joint Testing with HNZ	+ 1 day
CAB approval	+ 1 week
Go live with HNZ	Est week of 24 July

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Internal Affairs**

Memo

To	Justin Rowlands, GM Te Pou Manawa
From	Helen Coffey, Senior Project Manager
Date	3 May 2023
Subject	Consultation with Māori on DIA's use of Daon biometric services

Recommendations

I recommend you:

a) **Approve** the approach for this work
b) **Approve** the scope for this work
c) **Note** the guiding values and risks

Background

The Delivering Future Identity Services Project is developing new services to modernise the digital identity eco-system. One of the first cabs off the rank will be the Identity Check solution which is currently in a live pilot phase due to conclude in September 2023 and is being used by Hospitality NZ as part of their identity proofing process for obtaining a Kiwi Access Card.

The Service will initially use NZ Passport and NZ Driver licence data during the prototype and at a later date will extend to use NZ Citizenship and immigration data.

Prior to launch the Department received some criticism from the media related to concerns around the use of biometrics in Identity Check and the lack of any specific consultation with Iwi. The Department has since made commitments to Ministers that we would complete consultation with Iwi in relation to the biometric services used by Identity Check and work to address any identified concerns. This document outlines the work completed to do date, contextual issues, and Te Pou Manawa's intended approach to meeting these commitments.

The problem

The Department has been using biometrics in the passport service for several years. Identity Check leverages biometric and liveness technologies used in the Identity Verification digital application flow, and in the digital citizenship application flow. While these services have been developed with best intentions, unanswered questions remain regarding demographic differences in the underlying biometric technology and whether Māori perspectives and needs have been adequality represented in the service design.

Within the privacy design of the Identity Check service, Identity Check is:

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- able to use its technology to compare biographic and biometric data
- provide an assertion that a presenting individual matches or was unable to match Identity data held by DIA or Waka Kotahi
- not the only way for a person to access a relying parties service. A relying party cannot discriminate based on an unsuccessful Identity Check as there are many environmental reasons why someone may not match.

While the biometric systems we use are simply comparing data and not making judgements on people or access decisions for individuals (this remains the responsibility of the relying party), if there were significant differences in algorithm performance between demographic groups, it is possible this might contribute to distorted outcomes for people. Such as, some demographics disproportionately needing to use alternative, less convenient, identity proofing options, reducing trust and confidence in the service and the Department.

In recent years general concern with the use of biometrics has grown and the Department has yet to meet its obligations to seek and consider the views of Māori (in relation to its use of biometrics) as partners under the Treaty of Waitangi. Consulting with Māori on the use of biometric services is a necessary commitment to meet out Treaty obligations.

Desired outcome

To build trust in the use of Identity Check by Māori through understanding and addressing their concerns.

Mahi to date

- As part of the development of the Identity Check service a privacy impact assessment was completed including consultation with the Office of the Privacy Commissioner

- As part of the pilot implementation the Department has received information from its vendor (Daon) in relation to the difference in system performance regarding skin tone

- The Department has consulted internally with Pou Ārahi on the approach and direction of this work

The approach:

As the project develops the Identity Check solution, it will work with Pou Ārahi while it completes:

1. engagement with Māori representatives to understand Māori perspectives on the Daon biometric systems we use and, if present, identify any areas of concern that might exist.
2. a standards-based approach to understanding demographic differences that may exist within the Daon FR and Liveness systems used by the Department
   a. This will be led by a data scientist
   b. Align with developing iso standards
   c. Be conducted in cooperation with Māori representatives

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    d. Specific to New Zealand demographics including analysis of human rights and other ethical guidance

Although Identity check is the priority, there are opportunities and efficiencies extending the scope to IVS and Citizenship digital apply channels as all three services use Daon software. The project will need to be mindful of how this research impacts modernisation of all its services.

This work will continue in the next financial year following the planned appointment of a lead Principal Advisor, Māori to the Pou Ārahi team to be funded and led by Te Pou Manawa in accordance with the EFM assessment for Delivering Future Identity Services.

Guiding values:

Te Pou Manawa will be guided by the following values as it engages in the consultation:

- Iwi engagement is key. We need to enter meaningful dialogue as a responsible Treaty partner, acknowledging that we do not have all the answers.
- We need to listen and communicate effectively to understand and address concerns of Māori.
- Testing and research into biometric performance will include guidance by our findings from dialogue with Māori, i.e., are there issues with Mataora facial markings?
- The use of biometrics is much broader than Te Pou Manawa, and the Department. Digital Public Services (DPS) has an all-of-government focus on this topic. Engagement will be required with DPS and other stakeholders as this work progresses, and as guidance is developed.

Out of scope

Key Risks

1. Scope creep. The topic of facial recognition and biometrics is complex. There are several participants both internal and external to the Department with a role in this space. Te Pou Manawa can't take responsibility for all the issues. We need to maintain a tight scope to progress this work despite broader issues in this area such as other ethnic groups. These may be considered in future work.
2. Timing. Engagement with Māori is a priority. Identity Check will likely face more media scrutiny when exiting the pilot phase if engagement has not yet commenced.

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Scope

In scope	Out of scope
SDO services which use the Daon biometric service for facial recognition and liveness: - Identity Check - IVS digital apply flow - Citizenship digital apply flow	Other SDO/DIA services which use other biometric and liveness technologies i.e., passports
Consultation with representative iwi groups (Stakeholder Engagement Strategy and Plan to be prepared)	Other aspects of digital inclusion i.e., other ethnic groups, people with disabilities and people with limited digital access
Preparing and testing messaging related to the storage and protection of data for the three services identified. Gathering feedback and addressing additional communication gaps.	
Engagement with other relevant groups internally and external to DIA, including: - DPS - Data Ethics Group - OPC - Other as required	
Performance testing	

Document Endorsement and Approval

Document endorsed by	Signature(s)	Date(s)
Tim Waldron Manager Business and Market Development Te Pou Manawa, Service Delivery and Operations		06/06/2023
Dion Chamberlain Manager Product Development Te Pou Manawa, Service Delivery and Operations		6/6/23
Hollie Pohatu Pou Ārahi, Service Delivery and Operations		6/6/23

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Internal Affairs**

Document Approved	Signature(s)	Date(s)
Justin Rowlands General Manager Te Pou Manawa, Service Delivery and Operations		13 June 2023

Effectiveness for Māori Assessment

Project Code and Project Name	P3550 Delivering Future Identity Services		
Project Manager	Catherine Ansley	Project Number	P3550
Project Executive	Justin Rowlands	Updated Date	19/5/2023

Effectiveness for Māori (EfM) Assessment

The Director Pou Ārahi has been initially consulted on the project and has reviewed the Project Brief and has assessed:

☒ **The EfM process of engagement for this project has been incorporated into the planning process to date. The opportunity for further advice will be actioned throughout the project planning.**

The primary EfM implications are:
See table below

Action required by the project:
See table below

☐ **This project has no identifiable EfM implications that need to be incorporated.**

Assessment approved by	Signature	Date
Hollie Pohatu **Director for Pou Ārahi** **Service Delivery and Operations**		22 May 2023
Justin Rowlands **General Manager Te Pou Manawa**		22 May 2023

Delivering Future Identity Services funding roadmap and EFM Impacts 2022-25

The DFIS project has been established to ensure the RealMe Platform remains fit for purpose as approved by Cabinet in Budget 22, with an additional direction from Ministers of Internal Affairs and Digital Economy and Communications [DEC202200130] to continue to progress modernisation initiatives relating to Identity Check and Verifiable Identity Credentials within baseline funding. The project has curated a selection of identity initiatives that fall within this scope set out **below**. The project will engage with Pou Ārahi and the business in relation to the initiatives as they receive funding and approval to proceed. It is understood that the final outcomes and deliverables are not yet defined, particularly for the modernisation initiatives. The project will be guided by the Te Aka Taiwhenua Mātāpono as the Department navigates the internal and external engagement with Māori.

Workstreams	Year 1	EFM Impacts	Project Actions	Te Pou Manawa Actions
RealMe: Login and Assertion Services	Passwordless-authentication Open ID Connect integration RealMe Branding Refresh Photo assertion (functionality improvement only)	No No No, noting future work for BAU No	To note	The business will commence work on strategy for increased use of te reo within the RealMe assets including: - strategic approach to use of te reo in line with brand values - consideration of Intellectual Property Office approval of Tenei Au - te reo in headings and other RealMe content assets
Identity Verification Service: Apply flow and Back office	RealMe Agent App maintenance	No	N/A	N/A
Identity Check	Identity Check Pilot release 1 Pilot integrations (tbc)	Yes Yes	To note	TPM commence internal DIA consultation with Māori on identity and biometrics in relation to: • Identity Check • Liveness • VICs
Liveness	Passive Liveness upgrade for Identity Check	Yes	To note	
Transition to Verified Credentials	Technical design paper for consultation	Yes	To note	Document and approve agreed approach to external engagement with Māori Note TPM Lead identified Note business establishment of Principal Advisor Māori position to support external engagement with Māori.
Data access platform: Visa view, confirmation service, retrieval service, RMAS, file schedular	N/A	N/A	N/A	N/A
Other	Budget Bid 23 Input	Yes	To note	DPS-led on external consultation with Statistics Iwi Data Leaders Group

Workstreams	Year 2	EFM Impacts	Project Actions	Te Pou Manawa Actions
RealMe: Login and Assertion Services	SEIM (Security Event and Incident Management) Risk-based authentication	No No	N/A	N/A
Identity Verification Service: RealMe Apply flow (DFIS) and Back office (TAM)	Apply Flow Business Case (joint with TAM)	Yes	Meet with Pou Ārahi Investigate whether there are any opportunities to introduce te reo into apply flows Incorporate into requirements for delivery	N/A
Identity Check	Identity Check Full Service Delivery Business Case	Yes	Meet monthly, or as required, with Principal Advisor Māori and TPM Business Lead Track engagement with Te Atamira and external Māori advisors Address any emerging issues, risks or impacts in during development of business cases Investigate whether there are any opportunities to introduce te reo into apply flows Incorporate into requirements for delivery	Principal Advisor Māori position established TPM Business lead assigned Tightly defining the scope and sequencing of external engagement with Māori Engagement with Te Atamira Engagement with external Māori advisors, tbc following consultation with Te Atamira
Liveness	Liveness Full Service Business case	Yes		
Transition to Verified Identity Credentials	Transition to Verified Identity Credentials Proofs of Concept	Yes		
Data access platform	DAP Business Case	No	N/A	N/A

Workstreams	Year 3	EFM Impacts	Project Actions	Te Pou Manawa Actions
RealMe: Login and Assertion Services	N/A	N/A	N/A	N/A
Identity Verification Service: Apply flow and Back office	Delivery of Apply Flow jointly with TAM	Yes	Meet with Pou Ārahi Investigate whether there are any opportunities to introduce te reo into apply flows Incorporate into requirements for delivery	N/A
Identity Check	Delivery of Full Service Identity Check Solution	Yes	Meet monthly, or as required, with Principal Advisor Māori and TPM Business Lead Track outputs from external consultation Incorporate and recommendations for future state Investigate whether there are any opportunities to introduce te reo into apply flows Incorporate into requirements for delivery	Business impacts from external consultation with Māori understood Recommendations for future state across DFIS programme made Planning for implementation over years 25/26-to 28/29
Liveness	Delivery of Full Service Liveness Solution	Yes		
Transition to Verified Identity Credentials	Transition to Verified Identity Credentials Business Case	Yes		
Data access platform: Visa view, confirmation service, retrieval service, RMAS, file schedular	N/A	N/A	N/A	N/A

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Memo

To	Investment Governance Committee
From	Justin Rowlands
Date	3 May 2023
Subject	Delivering Future Identity Services

Purpose

The purpose of this memorandum is to update the Investment Governance Committee (IGC) on progress of the Delivering Future Identity Services project for 2022/23, and to inform the IGC on the plan for the project to proceed in 2023/24 and beyond, as a multi-year project.

Recommendations

I recommend the IGC:

a) **Agree** progress reports be provided to IGC at six-monthly intervals

b) **Note** the progress update provided on year one of the Delivering Future Identity Services project

c) **Note** the project accessing 23-24 and 24-25 FY funding as previously approved by Cabinet to enable the project to continue delivering

d) **Note** the approach for the Delivering Future Identity Services project to continue as a multi-year project

e) **Note** the plan for delivering the 2023/24 project priorities

Background

IGC approved the Delivering Future Identity Services Business case in October 2022 Business Case Memo DFDIS project 2022_23.doc and advised the project that additional work be done to refine the number of workstreams.

Delivery over the 22-23 FY

We consolidated the work programme from nine workstreams to five workstreams. Overall, the project has made good progress maximising the spend of the 22-23 budget. The following provides a progress update on work as of 30 April 2023 for each workstream.

Workstream 1: Identity Check and Liveness

The project delivered an upgrade to the Identity Check pilot with Hospitality New Zealand on 14 December 2022. The project has completed a proof of concept to lift the performance of the Liveness solution to an 89% pass rate. The upgrade to the Liveness solution was planned for delivery in this financial year, however it will be pushed out to the first quarter of the next financial year because of internal resourcing constraints.

We have completed the Identity Check business case identifying future investment and an approach to scale Identity Check to production. The business case is currently going through final sign-off. The case is scheduled to go to IGC in late June 2023. We have decided to hold the business case back to Q2 or Q3 as we want to assess further improvements from the Liveness technology when the pilot concludes in September and understand whether the pilot outcomes shift any thinking in the business case, and we need to consolidate Liveness improvements before we look to onboard customers at scale. At this stage we don't see a funding requirement until 2024/25.

Workstream 2: Verifiable Credentials

The project has delivered a technical design for Verifiable Credentials and this whitepaper has been consulted on with key internal and external stakeholders. We are preparing an update whitepaper and an executive summary to send back out to agencies and stakeholders encapsulating the feedback. This work concludes the scope of the workstream. Next steps are to run two to three proofs of concept with select agencies / vendors focussed on end customers to test aspects of the design before costing final solutions. This approach will help us further shape the investment required by the Department to support the issuance of Verifiable Credentials.

Workstream 3: RealMe Brand re-fresh

The project is refreshing the RealMe Brand to position it for the future, modernising the brand's look and feel. Designers are developing the style guides and brand assets to be implemented by our vendor partners. Style changes are in progress and the testing plan for delivery is in place. Stakeholder engagement has progressed in line with the approved Communications Plan and the RealMe Brand Refresh is on track for 8 June 2023 go-live.

Workstream 4: RealMe Lean Delivery

The project has established a new Agile Lean Delivery Team with our vendor, UNIFY Solutions. Focus has been on embedding the Agile delivery approach, removing technical debt, and establishing access to environments for future testing and delivery. The project has presented demonstrations of the new Password-less Authentication and Photo Assertion features. We are forecasting scheduling delays (of approx. two months) for the production releases of these features because of environment contention, and operational upgrades which take priority. The delay does not have a material impact on project budget.

Workstream 5: RealMe Agent App

The project is in the process of finalising requirements and a Statement of Work and is on track to deliver the updated user flows this financial year.

Project reporting

A separate Change Request will be provided to IGC by the end of Q1 23/24 that will cover off schedule delays related to the RealMe Lean Delivery and request for transferring budget to 23/24 financial year.

Multi-year funding

22-23FY

In Budget 22, Cabinet approved three years of funding to maintain the existing digital identity services, to continue operating RealMe. Budget 22 did not provide all the funding we were looking for. In the 22-23 FY we have achieved the above iterative work and maintained existing services and enabled the Department to meet its contractual obligations with clients and vendors, including the Identity Check pilot. The funding did not extend to major modernisation initiatives, including the provision and sharing of Verifiable Credentials.

23-24FY

Cabinet's approved funding from 22-23 and out years will allow for a lean, mostly maintenance-based roadmap to be delivered in 2023/24, under the multi-year, DFIS project. The funding for the 23-24 year must be prioritised to manage security and integrity risks but will not deliver further modernisation initiatives.

We were invited to make another funding bid for Budget 2023, this was jointly with DPS and included further modernisation investment. We don't know the formal budget outcomes but are proceeding on the basis funding we secured as part of Budget 22 will be what we have to proceed with for 23-24FY.

Project Approach

We have attached the technology roadmap for the 23-24 and 24-25 FY. Based on multi-year funding, and the ongoing need for the existing services to be maintained, the DFIS project will continue.

We have established a solid cadence of activity with our existing vendors and have mature approaches to project delivery and governance through the Identity Products Delivery Project Board. The team has looked at the backlog of items we need to progress and has groomed the backlog to prioritise the most important items to ensure we can keep moving towards being able to productionise at scale the issuance of verifiable credentials from our identity system. We do not require any new procurement activities for the 23-24FY.

Where we had initiatives on the roadmap back in 22-23, those that cannot be progressed will be advanced through business cases to IGC where appropriate.

Modernising Identity Services

Cabinet has funded activity through to and including the 24-25FY. We will need funding beyond this period to enable us to realise the full utility of Verifiable Credentials. Getting these credentials to people to be able to hold, control, and share as they choose is a fundamental output enabling the digital services ecosystem to thrive and grow.

Te Ara Manaaki is building new backend registries for identity information and our ability to present identity attributes for New Zealanders from those registries requires us to continue investing in the ageing RealMe Identity Verification Service (IVS) web front-end to align with the Te Ara Manaaki delivery of back-office modernisation. This work will enable us to realise the full benefits set out in the Te Ara Manaaki business case.

Our reliance on efficient and effective Liveness technology, which enables digital service users to prove they are a real human, is increasing. This technology is emergent and requires further testing and iteration to get it to a standard where there's close to >80% success rates by people using it. We are not there yet, which is why we need to keep working with the technology so when we deploy Identity Check at market scale, we know it's going to deliver the desired customer outcomes and manage the integrity and fraud risks we are starting to see in the environment (morphing, spoofing and digital injection of images). Our investment in Liveness is directly relevant to the other products that use this software across RealMe Identity Verification Service and Citizenship processes. This common capability will offer greater benefits to support scale and reduce operational costs on a more modern cloud platform.

We are foreshadowing we will need to progress future business cases over the next 12 and 24 months to scale these technologies. We have attached the refreshed technology high level roadmap for 2023/24 [Delivering Future Identity Services Roadmap].
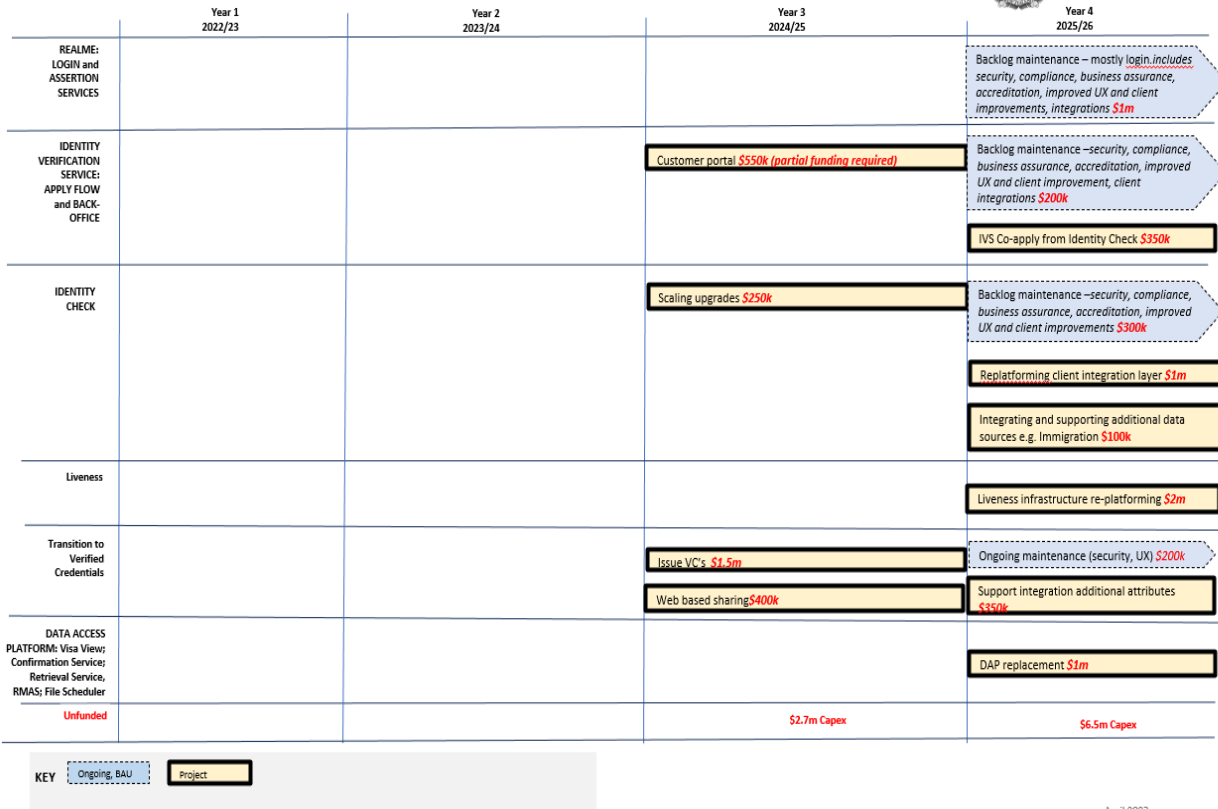
Te Tari Taiwhenua
Internal Affairs

Appendix A Refreshed roadmap

Delivering Future Identity Services – *Funded* Roadmap 2022 - 2025

Te Tari Taiwhenua
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	Year 1 2022/23	Year 2 2023/24	Year 3 2024/25	Year 4 2025/26
REALME: LOGIN and ASSERTION SERVICES	Backlog maintenance – mostly login.includes security, compliance, business assurance, accreditation, improved UX and client improvements, integrations ★			
	Password-less authentication ★	SEIM (Security Event & Incident Mgmt) ★		
	OpenID connect integration ★	Risk-based authentication		
	Branding refresh ★			
	Single integration point ★			
	Budget bid input ★			
IDENTITY VERIFICATION SERVICE: APPLY FLOW and BACK-OFFICE		Ongoing security maintenance and accreditation		
	RealMe Agent app maintenance	Business case – Future technology (combined)	Customer portal (partial funding available)	
	Branding refresh		Integration with TAM for CCMS APIs	
IDENTITY CHECK	Version 1 released ▲	Backlog maintenance –security, compliance, business assurance, accreditation, improved UX and client improvement, client integrations		
	Pilot client integration(s) ▲			
	Business case input:	Maori consultation on biometrics and testing		
	Budget bid input	API gateway		
Liveness	Liveness upgrade	Business case – Future technology (combined)		
Transition to Verified Credentials	Technical white paper – solution design input	Business case – Future technology (combined)		
		Technical Proof of Concept(s) (mix of Opex and Capex)		
DATA ACCESS PLATFORM: Visa View; Confirmation Service; Retrieval Service, RMAS; File Scheduler	Client integrations			Ongoing
		Business case	Procurement	
FUNDED	$2.064 Capex	$2.058m Capex	$2.200m Capex	$0 Capex

KEY: Ongoing, BAU | Capex | Opex | ★ Also supports Assertion | ▲ Operationalise | Funded from Budget 2022

April 2023

Delivering Future Identity Services - *Unfunded* Roadmap 2023 - 2026

Te Tari Taiwhenua
Internal Affairs

	Year 1 2022/23	Year 2 2023/24	Year 3 2024/25	Year 4 2025/26
REALME: LOGIN and ASSERTION SERVICES				Backlog maintenance – mostly login.includes security, compliance, business assurance, accreditation, improved UX and client improvements, integrations *$1m*
IDENTITY VERIFICATION SERVICE: APPLY FLOW and BACK-OFFICE			Customer portal *$550k (partial funding required)*	Backlog maintenance –security, compliance, business assurance, accreditation, improved UX and client improvement, client integrations *$200k*
				IVS Co-apply from Identity Check *$350k*
IDENTITY CHECK			Scaling upgrades *$250k*	Backlog maintenance –security, compliance, business assurance, accreditation, improved UX and client improvements *$300k*
				Replatforming client integration layer *$1m*
				Integrating and supporting additional data sources e.g. Immigration *$100k*
Liveness				Liveness infrastructure re-platforming *$2m*
Transition to Verified Credentials			Issue VC's *$1.5m*	Ongoing maintenance (security, UX) *$200k*
			Web based sharing *$400k*	Support integration additional attributes *$350k*
DATA ACCESS PLATFORM: Visa View; Confirmation Service; Retrieval Service, RMAS; File Scheduler				DAP replacement *$1m*
Unfunded			$2.7m Capex	$6.5m Capex

KEY: Ongoing, BAU | Project

April 2023

Te Tari Taiwhenua
Internal Affairs

Budget Prioritisation for 2023/24 F/Y

The roadmap is based on the counter-factual priorities identified and funded in the Budget 2022 bid:

	Service integrity	Security	Compliance (Legislation/ Standards)	Contractual Obligations
Back-log maintenance (including general security, accreditiation, UX, etc) for RealMe and Identity Check	✓	✓	✓	✓
Password-less Authentication (new user flow) RealMe	✓	✓		
SIEM (Security Event and Incident Management) RealMe	✓	✓	✓	
Back-log maintenance (including general security & accreditiation) IVS	✓	✓	✓	✓
API gateway	✓		✓	
Client Integrations (RealMe, IVS, Identity Check)	✓			✓

2023/24 Project Summary

1. RealMe: Continuation of the Lean Delivery approach. Ongoing grooming of the product backlog means the highest priority items are always being delivered first. Of specific note is the implementation of SIEM (security monitoring) and ongoing implementation of password less authentication, for the new user flow.

2. Identity Verification Service (IVS): general maintenance, security certification and client integrations

3. Identity Check: Implementation of an API gateway to streamline the onboarding process for client organisations to make it more attractive for them to use the service; developing and managing a product backlog to prioritise the mix of maintenance, security and UX improvements. Consultation with Māori on the use of biometrics and testing results from facial tattoos to understand and manage concerns.

4. Verified Identity Credential (VIC) design. Technical proof-of-concept implementation(s) with key vendor(s), and liaison with DPS to ensure alignment with the Trust Framework.

5. A Business case for investment in the new technologies to support:
   - IVS changes to modernise the customer interface to work with back-office CCMS changes to be delivered by TAM:
   - Liveness infrastructure re-platforming;
   - Implementing components required to deliver VICs
   - The Data Access Platform (DAP) replacement/future direction

6. Budget 2024 bid (if we are invited back)

Te Tari Taiwhenua
Internal Affairs

2023/24 Project Benefits

Benefit Area	Service Integrity (privacy, security design)	Compliance (with legislation, standards, or contractual obligations)	Improved customer satisfaction	Improved client satisfaction	Reduced support costs	Increased revenue	Supports future direction
Back-log maintenance (including general security, accreditiation, UX, etc) for RealMe and Identity Check	✓	✓	✓	✓	✓	✓	✓
Password-less Authentication (new user flow) RealMe	✓		✓		✓		✓
SIEM (Security Event and Incident Management) RealMe	✓						
Back-log maintenance (including general security & accreditiation) IVS	✓						
API gateway	✓	✓		✓	✓		✓
Client Integrations (RealMe, IVS, Identity Check, DAP)		✓					
Future technologies business case (IVS, Liveness, VICs, DAP)							✓
Identity Check biometric use consultation	✓		✓				✓

TPM Allocation of Budget 2022

	22/23	23/24	24/25	25/26
Capex	2,676,000	2,683,000	3,156,000	1,274,000
Capex to TAM	612,000	624,240	955,087	0
Project Capex	2,064,000	2,058,760	2,200,913	1,274,000
Project Opex	808,917	808,917	808,917	808,917

Notes
- The Counterfactual scenario was approved in Budget 22
- The 3-year multi-year funding from Budget 22 runs until 24/25.
- 9(2)(b)(ii)
- TPM will need to be invited back to bid in Budget 24 or to bid internally from the capital plan

SUSH Labs

Identity Check

Passive Liveness Testing Summary Report

Prepared by: 9(2)(a)
Document Version: 1.0
06/12/2022

Sush Labs Limited
Generator, Britomart Place
W: sushlabs.com

Passive Liveness Testing Summary Report Round 2

Positive Testing

Post the Passive Liveness Testing Round 1, SUSH integrated the id-face-video Liveness method in the Identity Check sandbox to conduct round 2 of Passive Liveness Testing with 161 users. There were no further instructions provided to the test group as before and they were asked to follow the instructions mentioned within the Identity Check portal.

During testing, it was discovered that id-face-video did need some further configuration on Windows devices and some users on Windows devices could not complete the test. Hence the results below reflect the results including and excluding the users who could not complete the test successfully.

The results from the testing are as below:

Overall Pass Rate (excl. Users who could not complete the test)	89.68%
Number of users who couldn't complete the test	6 out of 161
Overall Pass Rate (incl. Users who could not complete the test)	86.34%
Pass with 1st Attempt	61.87%
Pass with 2nd Attempt	23.74%
Pass with 3rd Attempt	14.39%
Overall Fail Rate (excl. Users who could not complete the test)	10.32%

Overall, the results of id-face-video are consistent with the results of id-face used in the first round of testing and close to the expected success rate of 90% pass rate for Passive Liveness.

We further analysed the failures and below are the key observations:

- Older version of Edge causing the wrong reporting of intereye distance .
- Users not following the instructions eg head outside the photo
- Users distance from the camera
- Significant glare on users face

Details of Individual User IDChecks can be found at
9(2)(k)

After discussions with DAON, the following next steps were recommended for productionising the Passive Liveness method in Identity Check:

- Rotate portrait images to 90 degrees for the face to be identifiable.

- Further rigorous testing on Windows devices and Edge browsers and make the associated changes
- Improve the converter algorithm to return best frames to improve cases where users have turned away or moved the camera away from their face.
- Improvement in instructions on how the user performs the test and reinforcing the instructions during the failures
- For Video Capture:

9(2)(k)

Negative Testing

Once the id-face-video liveness method was integrated , SUSH also conducted negative testing for determining the accuracy of passive liveness in the cases where the user is trying to fake the liveness test. 9(2)(k)

Passive Liveness Testing Summary Report Round 1

SUSH integrated the Passive Liveness method in the Identity Check sandbox. There were no further instructions provided to the test group and they were asked to follow the instructions mentioned within the Identity Check portal.

The test group was recruited to have a balanced demographic and 39 real users performed the first round of testing. The results from the testing are as below:

Overall Pass Rate	89.74%
Pass with 1st Attempt	80.00%
Pass with 2nd Attempt	14.29%
Pass with 3rd Attempt	5.71%
Overall Fail Rate	10.26%

We further analysed the failures and below are the key observations:

- Most of the failures had intereye distance under 165 @ 720x1280 and 'Relative Face Size too Small' error.
- 1 incident of Facial out-of-plane rotation angle is extremely large - user Looking down at phone held at hip level
- 1 incident of Failed to Detect Face - image is very blurry, possibly due to motion

Details of Individual User IDChecks can be found at
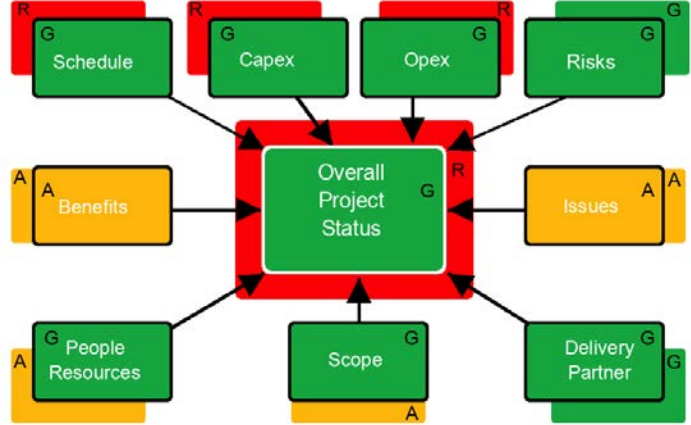
9(2)(k)

9(2)(k)

**Te Tari Taiwhenua
Internal Affairs**

Project Status Report

P3550 - Delivering Future Identity Services

From	Project Manager: Catherine Ansley			Reference	P3550
Report Period	Date From: 01/07/23	Date To: 31/07/23	Approved date: 01/08/2023 (Logan Fenwick, acting for Justin)		
Business Group	SDO	**Project Exec**	Justin Rowlands	**Project RPA Rating**	Low
Project End Date	Baseline: 30/06/23		Current Approved: 29/08/25	**Forecast: 29/08/25**	
Project Phase	Deliver	**Focus Area**	Fit for purpose	**Investment Type**	Run
Project Description	In Budget 22 Cabinet approved $8.515m CAPEX and $62,986m OPEX for FY 22/23, 23/24, and 24/25 for 'ongoing funding for the RealMe system to ensure the RealMe platform remains fit-for-purpose'. In addition, Ministers Tinetti and Clark [DEC202200130] also directed officials to progress the modernisation of initiatives of Identity Check and the development of Verifiable Identity Credentials within baseline funding provided in Budget 22. This project has been established to ensure the RealMe platform remains fit for purpose and to continue to enhance and modernize existing digital identity services in line with Ministerial direction				

Overall Project Status

Overall Project Status - Executive Summary
Overall, the project is reporting GREEN for July 2023 because the IGC change request was approved on 20 July, subject to final minutes. This has reset the baseline schedule and budget to align the project with Cabinet Budget 22 approvals. The project is not reporting any new issues but has provided an update on Issue 25 regarding the additional expense of Passive Liveness reported to the Board last month. This issue is being reported as medium impact because it is being managed within our budget, however this has increased the risk profile of the project because without stable and sufficient funding for RealMe Lean Delivery the vendor may lose confidence in the team and disband, and there may be an incident during April - June 2024 which the team cannot respond to. The project is accepting these risk as per the Project Executives decision on 6 July endorsed by the Board on 17 July. The project is investigating how we can reduce costs and further streamline the Lean Delivery work over the next 12 months. The project recommends not spending future CAPEX allocations on any other initiatives in Year 3.

Key Status Indicator	✖	Project or key status indicator has shifted, or it is forecasted to shift outside project tolerances.
	🔺	Project or key status indicator is beyond agreed baseline/agreed plan, but is within total project tolerances.
	🟢	Project or key status indicator is tracking to agreed baseline/agreed plan.
	⭕	Not applicable/no information available

Overall Project Status - Executive Summary

Updates for July:

Identity Check Business Case
Updating Business Case following feedback
Working with Ascent during August to complete updates

Verified Identity Credentials
Plan on a Page in draft
Proofs of Concept Sprints underway

RealMe Brand Refresh
Plan on a Page drafted and in review
SOW for Phase 2 drafted, on track to complete end August

RealMe Agent App
Plan on a Page in draft
Automobile Association (AA) rollout expected to take up to 2 months
AA currently resolving an issue with their devices before they roll out

Liveness
Plan on a Page drafted and in review
UAT Identity X upgrade complete
Vendor negotiations regarding final specification

RealMe Lean Delivery
Real me Plan on a Page drafted and in review
Tenth production release completed successfully
Focus on Recaptcha due to go into PROD on 1 Aug

Project
 Change Request approved on 20 July
Work Planning workshop held on 6 July
Benefits Management Plan drafted, ready for approval

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
1. Risks	🟢	🟢	🟢	GREEN. The project is reporting 3 new Risks: • Risk 28 - stable and sufficient funding for RealMe Lean Delivery (Zone 3 after treatment) • Risk 29 - rise in fraud cases (Zone 3 after treatment) • Risk 30 - inability to respond to a Real Me incident during April -June 2024
2. Issues	🔺	🔺	🟢	There are no new Issues. Update on Issue 25: - Project Executive decided treatment plan is to fund out of Lean Team Delivery on July 6 - Passive Liveness delivery is delayed a further 3 weeks because of vendor negotiations regarding the specifications of the final solution. This has been unblocked now by breaking up the SOW into two parts to allow the workstream to proceed - Project Executive met with DIA Testing on 21/07 and Workstream Lead is now negotiating reduction in SOW with Unify.
3. CAPEX	✖	🟢	🟢	GREEN. The project spent $1.551m of $2.064m CAPEX in FY22/23 and carried forward $0.513m CAPEX. The budget for FY23/24 is $2,572,790 including the carry-forward, subject to IGC minutes of the Change Request being approved. Note, funds allocated by CR to be loaded and re-phased in next month's budget.
4. OPEX	✖	🟢	🟢	GREEN The project has spent $0.373m OPEX in FY22/23 and closed the FY with an $0.380 OPEX underspend this FY. The budget for FY23/24 is $0.809m subject to IGC minutes of the Change Request being approved. Note, funds allocated by CR to be loaded and re-phased in next month's budget.
5. Schedule	✖	🟢	🟢	GREEN. The project has baselined the delivery and project close dates with IGC and the Project Executive now has flexibility to monitor milestones via the Plan on a Page process.
6. Scope	🔺	🟢	🟢	GREEN. The project scope is confirmed following approval of the IGC change request (subject to minutes) and following the work planning session on 6 July.
7. People Resources	🔺	🟢	🟢	GREEN. The project is fully resourced now, excepting the Identity Check Product Owner. Andrew Jones is currently acting in this role, and there are no reported delays because of resourcing.
8. Benefits	🔺	🔺	🟢	AMBER. The benefits management plan has been drafted and is with the project for review for final approval next month.
9. Delivery Partners 1	🟢	🟢	🟢	All delivery partners are engaged.
10. Dependencies				The project has identified one dependency: the Apply Flow/TAM upgrade to IVS Back Office planned for FY 24/25.

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
11. Quality				There are no medium or high impact quality issues.

1 Note: A delivery partner is defined as an external vendor, service provider or other agency contracted to deliver components of the project. ITMS Datacom is not classed as a delivery partner (refer to guidelines).

1. Risks

Mitigated Risk Profile	Number	
	Last Month	This Month
Zone 1		
Zone 2		

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
P3550R_26	28/06/23	DIA People Resources	IF the Passive Liveness upgrade identifies additional un-scoped work	THEN there may be additional expense or delay.	Zone 3 Highly Probable Minor	Re-budget across the work streams to enable work to progress.	Zone 3 Highly Probable Minor	Justin Rowlands	31/07 Project now estimating $172k + cost pressure (Issue 25) Project Board advised in July Board Meeting.
P3550R_05	29/11/22	DIA People Resources	IF internal resources do not have capacity and/or are unavailable to progress project deliverables	THEN there may be a schedule delay, unspent funds	Zone 2 Almost Certain Moderate	To consolidate work plan then identify resourcing needs If resourcing needs cannot be met impacts and treatment plans will be escalated to Project Executive for decision	Zone 3 Possible Moderate	Justin Rowlands	31/07 Monitoring
P3550R_07	29/11/22	Planning & Communication	IF there are other priority IT changes to RealMe from BAU	THEN there may be delay to the project deliverables, unspent funds	Zone 3 Possible Moderate	Accept	Zone 3 Possible Moderate	Justin Rowlands	31/07 Monitoring
P3550R_20	27/04/23	Planning & Communication	IF Liveness Upgrade is not delivered	THEN other parts of the business need to continue manual checks during processing (additional resource, expense)	Zone 2 Highly Probable Moderate	To use project levers to ensure delivery of the Liveness Upgrade	Zone 3 Possible Moderate	Justin Rowlands	31/07 Expected to deliver in September 2023.
P3550R_21	27/04/23	Planning & Communication	IF the Liveness solution does not perform at scale	THEN the business will need to continue manual checks during processing, erosion of expected benefits of the solution	Zone 2 Highly Probable Moderate	To make performance at scale a key requirement for the vendor, standard contract management for delivery of requirement	Zone 3 Possible Moderate	Justin Rowlands	31/07 Project action from May IPDPB meeting to report back to the Board when Liveness has been updated.
P3550R_23	29/05/23	DIA People Resources	IF the business does not have enough resources to lead the consultation with Māori on biometrics	THEN the department may receive negative media attention when delivering new digital initiatives	Zone 2 Highly Probable Moderate	To assess release of each new initiative into production against this risk. To obtain authorisation to	Zone 3 Possible Moderate	Justin Rowlands	31/07 Approach approved, will continue to monitor.

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
						release new initiatives at correct org level			
P3550R_24	29/05/23	DIA People Resources	IF vendor resources are diverted to VICs Proofs of Concept	THEN there may be delays in other workstreams, unspent funds	Zone 3 Possible Moderate	Project Initiatives to be prioritised. Workstream leads to understand impacts on other work prior to proceeding with SOWs	Zone 3 Possible Moderate	Justin Rowlands	31/07 Monitoring
P3550R_29	22/07/23	DIA People Resources	IF identity fraud cases continue to rise	THEN the Department may need to divert Lean Delivery Team resources toward to mitigate rising security incidents and/or incidents resulting in reputational damage	Zone 2 Possible Significant	Accept. Lean Delivery Team would be directed to focus all resources toward security detection and defence and/or bring forward roll out of Identity Check	Zone 3 Possible Moderate	Catherine Ansley	31/07 Monitoring
P3550R_06	29/11/22	Other External Risks	IF external resources do not have capacity and/or are unavailable to progress project deliverables	THEN there may be delay, unspent funds	Zone 3 Possible Moderate	Workstream Leads to engage with Resource managers to complete SOWs in a timely manner.	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/07 Monitoring
P3550R_08	25/01/23	Achieving Goals	IF there is a reorganisation of Te Pou Manawa	THEN this may introduce role uncertainty, cause delay, unspent funds	Zone 3 Possible Moderate	To apply project controls to surface and treat delivery risks and issues	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/07 Monitoring
P3550R_12	24/02/23	Achieving Goals	IF SOWs cannot be drafted and approved in a timely way	THEN there may be delays to project delivery	Zone 3 Possible Moderate	To meet with vendors in advance to advise them of requirements and timelines	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/07 Monitoring
P3550R_18	30/03/23	DIA People Resources	IF the project cannot prevent PIN authentication through Password-less APIs	THEN we cannot deploy the with Passwordless feature in production	Zone 3 Possible Moderate	Project team determining ways to block pin through APIs and development, may impact user experience	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/7 No update as work has been postponed to assist with 9(2)(b)(ii) and Co-Apply. UX Solution has been identified and the project is confirming if this is compliant with Identity Standards.
P3550R_25	29/05/23	Planning & Communication	IF the project does not have a PID or Plans on a Page	THEN the Project Executive and Board may not be	Zone 3 Possible	Create overall PID for the project and Plan on Page for	Zone 3 Possible	Justin Rowlands	The PID is being updated and a full draft will be

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks Score Likelihood Impact	Mitigation	Mitigated Score Likelihood Impact	Risk Owner	Comment
				confident of the scope, assurance activities, and delivery pathway for the project, or detailed initiatives. Criticism from EPMO, Treasury if audited	Moderate	each prioritized initiative.	But Unlikely Moderate		circulated for sign off end-August. Project team confirmed scope on 6 July and will arrange session to walk team through final work programme.
P3550R_28	21/07/23	Other External Risks	IF we do not have stable and sufficient funding for the RealMe Lean Delivery stream going forward	The Unify team and DIA Testing Team may lose confidence in the project and reallocate resources	Zone 3 Possible Moderate	To reassure both teams that the pause is temporary. Funding is now already secured for the following year. Consider further CR to cover shortfall.	Zone 3 Possible But Unlikely Moderate	Catherine Ansley	31/07 Project is investigating areas for savings in the RealMe Lean Delivery Stream.
P3550R_30	31/07/23	DIA People Resources	IF there is a Real Me incident during April -June 2024 which is currently unfunded	THEN the Lean Delivery Team may not be able to respond	Zone 3 Possible Moderate	The project would put up an urgent CR for additional funding to address the issue	Zone 3 Possible But Unlikely Moderate	Catherine Ansley	31/7 Monitoring
P3550R_22	29/05/23	DIA People Resources	IF we receive new funding for modernisation initiatives (eg Identity Check roll out and VICs)	THEN there may be a need for additional operational resourcing in Operations	Zone 3 Possible Moderate	Initiatives will be scoped and sized during the initiation/business case phase prior to being approved at IGC	Zone 3 Possible But Unlikely Minor	Justin Rowlands	31/07 Monitoring
P3550R_04	29/11/22	Planning & Communication	IF vendors cannot get access to our environments	THEN this may cause delays, unspent funds.	Zone 3 Possible Minor	Testing practice to be involved at Planning, Retros and Demos to support. Escalate to Unify Account Manager if required.	Zone 4 Improbable Minor	Justin Rowlands	31/07 Monitoring

2. Issues

Issue Profile	Number	
	Last Month	This Month
Very high rated issues		
High rated issues		

ID	Date Issue	Description	Impact	High & Medium Severity	Required	Issue	Comment

	Raised			Impact Rating	Treatment Plan(s)	Resolution Date	Owner	
P3550I_11	24/02/23	EPMO have requested that the project complete a full Project Initiation Document rather than the approved PID on a Page	No delivery impact, lack of clarity and accountability for direction of travel	Low	To complete project documentation within the resourcing available	31/08/23	Justin Rowlands	31/07 The project confirmed its scope at the work planning session on 6 July and is finalising the PID. A full draft will be circulated for sign off end-August.
P3550I_17	30/03/23	Following the milestone adjustment approved in March, the benefits are no longer aligned to the work programme.	Benefits of each stream are unclear	Low	EPMO to facilitate a benefits workshop in April to assist the project in revising the benefits	31/07/23	Justin Rowlands	31/07 Project has updated Benefits Management Plan and tracking for first 6 months. This is in review for final approval.
P3550I_24	26/06/23	The RealMe refresh work by Datacom cannot be delivered until we receive our new OPEX funding following CR approval at the end of July (Issue 19).	The final tranche of Real Me refresh work commence and complete in August	Low	Update plan on a page. Finalise delivery in August	31/08/23	Justin Rowlands	31/07 Phase 2 plan on a page has been drafted and will be presented to board in August.
P3550I_01	29/11/22	No product owner/workstream lead appointed for overall Identity Check & Liveness	Additional workload for Project Team members, risk of delay	Medium	Escalate to Project Executive to work with Senior Supplier and identify Workstream Lead/s.	31/08/23	Justin Rowlands	31/07 Andrew is acting currently. A secondment agreement has been signed and a transition to the incumbent Product Owner will take place from 21 August

9(2)(b)(ii)

	Raised			Impact Rating	Treatment Plan(s)	Resolution Date	Owner	
P3550I_25	30/06/23	Passive Liveness is more expensive and will take longer than expected	Additional 6-weeks, $170K+	Medium	To reduce spending and/or thruput of the Lean Delivery Team to pay for Passive Liveness	31/08/23	Justin Rowlands	31/07 Project Exec decided on 6 July to proceed with Passive Liveness upgrade for Identity Check. Passive Liveness delivery is delayed a further 3 weeks because of vendor negotiations regarding the specifications of the final solution. Project Executive met with DIA Testing on 21/07 and Workstream Lead is now negotiating reduction in SOW with Unify.

3. Financials

Set of Book: Departmental   Period: 2024-01 Jul-23

Project: P3550

CAPEX_OPEX	Current Month Actual	Current Month Forecast	Var $	Var %	[]	YTD Actual	YTD Budget	Var $	Var %	[]	Full Year Forecast	Full Year Budget	Var $	Var %
CAPEX	124,570.00	340,298.00	215,728.00	63.39		124,570.00	2,059,000.00	1,934,430.00	93.95		2,571,790.00	2,059,000.00	-512,790.00	-24.90
OPEX	-7,136.32	47,909.00	55,045.32	114.90		-7,136.32	809,000.00	816,136.32	100.88		679,523.00	809,000.00	129,477.00	16.00
	117,433.68	388,207.00	270,773.32	178.29		117,433.68	2,868,000.00	2,750,566.32	194.83		3,251,313.00	2,868,000.00	-383,313.00	-8.90

CAPEX_OPEX	Lifetime To Date Actual	Lifetime To Date Budget	Var $	Var %	[]	Forecast at Completion	Budget at Completion Excl Contingency	Contingency
CAPEX	1,675,779.65	4,123,000.00	2,447,220.35	59.36		6,322,995.65	6,324,000.00	0.00
OPEX	366,180.18	1,562,000.00	1,195,819.82	76.56		1,911,759.49	2,421,000.00	0.00
	2,041,959.82	5,685,000.00	3,643,040.18	135.91		8,234,755.14	8,745,000.00	0.00

4. Schedule

ID	Key Milestones	On Critical Path? (Yes, No)	Baseline Completion Date	Current Approved Completion Date	Forecast Completion Date	Actual Completion Date	Status	Percentage complete	Variance	Comments
Milestone 1	RealMe Refresh Communications approved	Yes		08/12/22	08/12/22	08/12/22	Completed	100%	-	Complete
Milestone 3b	Identity Check Pilot PROD release	Yes		17/12/22	17/12/22	17/12/22	Completed	100%	0 days	Complete
Milestone 2	RealMe Agent App packaged and shipped to AA	Yes		17/05/23	15/06/23	28/06/23	Completed	100%	41 days	31/07 Complete. Project will be adding a new milestone to track roll out and PROD rollout (managed by AA)
Milestone 3a	Passive Liveness PROD release	Yes		19/05/23	22/09/23	-	Original Overdue	30%	125 days	31/07 Prod release delayed by a further 3 weeks because of vendor negotiations regarding specifications for final solution.
Milestone 4b	RealMe Brand Refresh Phase 2	No		08/06/23	31/08/23	-	Original Overdue	Not started	84 days	31/07 Final defects and workstream to be completed and closed in August.
Milestone 4a	RealMe Brand Refresh Go-Live	Yes		08/06/23	08/08/23	08/06/23	Completed	100%	0 days	Complete
Milestone 5	Verified Identity Credentials completed	Yes		23/06/23	23/06/23	28/06/23	Completed	100%	5 days	Complete
Milestone 6	Identity Check Business Case approved by IGC	No		28/06/23	29/03/24	-	Original Overdue	80%	274 days	31/07 Decision to defer business case to March 2024 (Decision 07). Project has received feedback from the Board and is working with Ascent to

ID	Key Milestones	On Critical Path? (Yes, No)	Baseline Completion Date	Current Approved Completion Date	Forecast Completion Date	Actual Completion Date	Status	Percentage complete	Variance	Comments
										incorporate this.
Milestone 7	RealMe Lean Delivery complete (Maintenance Backlog, Password-less authentication, Photo Assert, Open ID Connect)	Yes		30/06/25	30/06/25	-	On track	30%	-	31/07 RealMe Lean Delivery is a ongoing Agile stream of work. Project Delivery milestone was re-baselined from 30 June 2023 to 30 June 2025 following approval of CR001.
Milestone 8	Project close	Yes		29/08/25	29/08/25	-	Not started	Not started	0 days	31/07 Project close re-baselined from 31 July 2023 to 29 August 2025 following approval of CR001. Not started.

5. Dependencies

ID	Delivering Project	Description	Impact	Planned Delivery Date	Status	Comment
P3550DEP-001	P3550 Delivering Future Identity Services	Real Me .NET upgrade	RealMe solution operating out of support	18/05/23	Agreed	Completed 25 May
P3550DEP-002	P3550 Delivering Future Identity Services	The Apply Flow initiative is dependent on the TAM upgrade to the IVS back office Apply Flow	To be confirmed	15/12/23	Agreed	31/07 Project and TAM will meet on 27 July to discuss progress.

6. Benefits

Benefits Change	Status (Yes, No)	Comments
Has the Benefits register or tracker been updated during this reporting period?	Yes	
Has any of the forecast or actual benefits changed from the last time the Benefits Register or tracker was provided to the EPMO?	No	The benefits have now been defined and KPIs confirmed. The project is finalising the measures for final approval.
Have any recent approved Change Requests impacted the benefits?	No	

7. Change Requests

ID	Description	Impact	Capex $	Opex $	Approval Date	For IGC or Board Approval	Status	Comments (include if approved by IGC and/or endorsed by ELT)
P3550CR_01	CR01 CR001 seeking approval to allocate project budget with Budget 22 approvals and to extend the project delivery date to align with Budget 22 approvals. IGC approved as follows: • Additional $4.260m CAPEX across FY 23/24 and FY 24/25. • Extension of project delivery date from 30 June 2023 (end of FY22/23) to 30 June 2025 (end • of FY24/25). • Extension of project close from 30 July 2023 to 29 August 2025, allowing 2-months in FY • 25/26 to close the project. IGC endorsed:	Increase budget; extend timeframe	4,260,000	1,668,000	20/07/23	Yes	Draft	CR approved on 20 July 2023 subject to approved minutes

ID	Description	Impact	Capex $	Opex $	Approval Date	For IGC or Board Approval	Status	Comments (include if approved by IGC and/or endorsed by ELT)
	• Additional $1.668m OPEX funded by SDO operating baselines across FY23/24, FY24/25							

8. Decisions

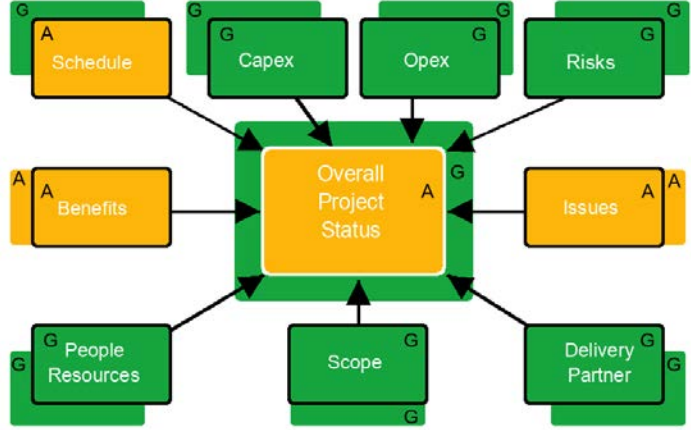| Reference	Description	Decision Actions	Required From	Raised By	Agreed By
P3550DE_01	08/12/22 Project Executive Justin Rowlands gave approval to bring the Ascent Business Case Consultancy work for Identity Check into scope. The cost of the consultancy will be 9(2)(b)(ii) funded within the current approved OPEX budget.	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_02	14/12/22 Project Executive has given in principal approval to on-board a contractor comms resource to work 3-days per week for 5 months at 9(2)(b)(ii) (will re-confirm once a candidate has been identified and hourly rates are known)	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_03	19/12/22 Project Executive Justin Rowlands approved and signed Unify - Lean Delivery Sprints February 2023 to June 202 SOW	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_04	15/12/22 Project Executive Justin Rowlands reviewed and approved one-pager summary of DFIS project workstreams.	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_05	18/12/22 Project Executive Justin Rowlands signed off RealMe Brand Re-fresh comms plan	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_06	Milestone adjustment memo to consolidate work programme from 9 to 5 streams; and to reduce number of milestones	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_07	15/05/23 Project Executive Decision to hold back Identity Check business case to FY 23/24 Q3	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands
P3550DE_08	16/02/23 Project Exec approval for option 2 commence high-level insights and discovery for Identity Check	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_09	27/10/22 IGC approval of Delivering Future Identity Services internal Business Case	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands

Reference	Description	Decision Actions	Required From	Raised By	Agreed By
P3550DE_10	25/08/22 IGC approval of RealMe Programme Mandate	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands
P3550DE_11	05/06/23 Decision made to add Grant Carpenter to the board as an attendee	Proceed as directed	Justin Rowlands	Justin Rowlands	Justin Rowlands
P3550DE_12	13/06/23 Project Exec approved memo on the approach to consultation with Māori re_ biometrics for Identity Check	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_13	02/06/23 Project Executive decision on reporting features and RealMe Agile priorities	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_14	31/05/23 Project Executive decision to fund NEC out of DFIS	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_15	25/05/2023 Project Exec decision to update VICs milestone	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_16	24/05/23 Project Exec approved RealMe Plan on a Page	Proceed as directed	Julie Woods	Catherine Ansley	Justin Rowlands
P3550DE_17	22/05/23 Project Exec steer to complete POAP before commencing POCs	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_18	08/06/23 Acting Project Exec decision to pay for co-apply testing on a costs lie where they fall basis	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_20	06/07/2023 Project Executive decision to proceed with Passive Liveness and reduce spending on RealMe Lean Delivery	Proceed as directed	Andrew Jones	Catherine Ansley	Justin Rowlands

9. Health and Safety Incidents

Reference	Affected Person	Branch	Business Unit	Description	Location	Mitigation Status	Mitigation Activity
There are no health and safety incidents listed for this project.							

Te Tari Taiwhenua
Internal Affairs

Project Status Report

P3550 - Delivering Future Identity Services

From	Project Manager: Catherine Ansley		**Reference**	P3550
Report Period	Date From: 01/08/23	Date To: 31/08/23	Approved date: *Logan Fenwick* Logan Fenwick (Acting) 08/09/2023	
Business Group	SDO	**SRO**	Justin Rowlands	**Project RPA Rating** Low
Project End Date	Baseline: 29/09/23		Current Approved: 29/08/25	**Forecast: 29/08/25**
Project Phase	Deliver	**Focus Area**	Fit for purpose	**Investment Type** Run
Project Description	In Budget 22 Cabinet approved $8.515m CAPEX and $62,986m OPEX for FY 22/23, 23/24, and 24/25 for 'ongoing funding for the RealMe system to ensure the RealMe platform remains fit-for-purpose'. In addition, Ministers Tinetti and Clark [DEC202200130] also directed officials to progress the modernisation of initiatives of Identity Check and the development of Verifiable Identity Credentials within baseline funding provided in Budget 22. This project has been established to ensure the RealMe platform remains fit for purpose and to continue to enhance and modernize existing digital identity services in line with Ministerial direction			

Overall Project Status

Schedule (G/A) → Capex (G) → Opex (G) → Risks (G) → Overall Project Status (A) ← Issues (A/A); Benefits (A/A) → Overall Project Status; People Resources (G) → Overall Project Status; Scope (G/G) → Overall Project Status; Delivery Partner (G/G) → Overall Project Status

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Overall Project Status - Executive Summary
Overall, the project is reporting AMBER for August 2023. The project has raised four new issues relating to Identity Check. 9(2)(b)(ii) [redacted] The PM has stopped work on other areas of the project to support the Workstream Lead to build an integrated timeline and will work with the vendors to see if there is any way we can bring the delivery date back (Issue 31). The project will work across the 9(2)(b)(ii) MSD integration and the Passive Liveness workstreams to ensure clarity and communication across the team (Issue 30) and is actively communicating the context and importance of the work to vendors and team members to ensure support and urgency (Issue 28). The project has reported six new Zone 3 risks related primarily to the Passive Liveness delivery. The key risk for resolution is to ensure the design is correctly specified/not gold-plated so that we do not spend more than we should for the build, or for ongoing costs.

Key Status Indicator	❌	Project or key status indicator has shifted, or it is forecasted to shift outside project tolerances.
	🔺	Project or key status indicator is beyond agreed baseline/agreed plan, but is within total project tolerances.
	🟢	Project or key status indicator is tracking to agreed baseline/agreed plan.
	⚪	Not applicable/no information available

Overall Project Status - Executive Summary

Updates for <u>August</u>:

Identity 9(2)(b)(ii)
Identity check 9(2)(b)(ii) provided Q&A comms to MSD
MSD integrated to ITE
Completed engagement with OPC during contract negotiations

Passive Liveness
Datacom SOW signed
Development work has resumed

Transfer to Verified Identity Credentials
Sprints are completed
Demos to DIA completed

RealMe Brand Refresh
Datacom prod release completed

RealMe Agent App
Waiting on AA to roll out new devices
AA have advised this may not be until October

RealMe Lean Delivery
(Sprint 11) Progressing the dev of Verified Identity Assertion & reCAPTCHA clean up
(started Sprint 12) BOT account Remediation – Account clean up, and the remainder of the Verified Identity Assertion stories.

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
1. **Risks**	🟢	🟢	🟢	GREEN. 6 new zone 3 risks: • Specs for Passive Liveness may be gold-plated (Risk 33) • No as-built for Liveness causing delay during build (Risk 35) • Finding an outage window for Passive Liveness that can work with TAM release schedule (Risk 36) • May lose testing resource because of uncertainty in Passive Liveness schedule (Risk 37) • Workstream Leads may not have PM skills to drive delivery (Risk 38)

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
2. Issues	▲	▲	▲	AMBER. 4 new issues raised around Identity Check: • 9(2)(b)(ii) • Passive Liveness delay in timeline for delivery (Issue 31) • Project resources and vendors being unaware of the importance of the work (Issue 28) • No clear lead in the Identity Check space (Issue 30)
3. CAPEX	●	●	●	GREEN. The project spent has spent $1,883,133 CAPEX of $6,324,000 CAPEX
4. OPEX	●	●	●	GREEN The project has spent $410,415 OPEX of $2,421,000 OPEX
5. Schedule	●	▲	●	AMBER. The project is reporting 1 medium impact schedule issue: • Passive Liveness (ID Live Face) delay in timeline for delivery (Issue 31).
6. Scope	●	●	●	GREEN. The project scope is confirmed.
7. People Resources	●	●	●	GREEN. The project is fully resourced.
8. Benefits	▲	▲	●	AMBER. The benefits management plan is completed and waiting on GM Operations for approval.
9. Delivery Partners 1	●	●	●	All delivery partners are engaged.
10. Dependencies				The project has identified one dependency: the Apply Flow/TAM upgrade to IVS Back Office planned for FY 24/25.
11. Quality				There are no medium or high impact quality issues.

1 Note: A delivery partner is defined as an external vendor, service provider or other agency contracted to deliver components of the project. ITMS Datacom is not classed as a delivery partner (refer to guidelines).

1. Risks

Mitigated Risk Profile	Number	
	Last Month	This Month
Zone 1		
Zone 2		

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
P3550R_26	28/06/23	DIA People Resources	IF the Passive Liveness implementation identifies additional un-scoped work	THEN there may be additional expense or delay.	Zone 3 Highly Probable Minor	Re-budget across the work streams to enable work to progress.	Zone 3 Highly Probable Minor	Justin Rowlands	31/08 The Passive Liveness (ID Live Face) POAP was approved on 1 August 2023. Monitoring
P3550R_05	29/11/22	DIA People Resources	IF internal resources do not have capacity and/or are unavailable to progress project deliverables	THEN there may be a schedule delay, unspent funds	Zone 2 Almost Certain Moderate	To consolidate work plan then identify resourcing needs If resourcing needs cannot be met impacts and treatment plans will be escalated to Project Executive for decision	Zone 3 Possible Moderate	Justin Rowlands	31/08 Monitoring
P3550R_07	29/11/22	Planning & Communication	IF there are other priority IT changes to RealMe from BAU	THEN there may be delay to the project deliverables, unspent funds	Zone 3 Possible Moderate	Accept and reprioritise work accordingly	Zone 3 Possible Moderate	Justin Rowlands	31/08 Monitoring
P3550R_20	27/04/23	Planning & Communication	IF Passive Liveness is not implemented	THEN other parts of the business won't be able to yield the benefits of the service (eg continue manual checking)	Zone 2 Highly Probable Moderate	To use project levers to ensure delivery of the Passive Liveness (ID Live Face) implementation	Zone 3 Possible Moderate	Justin Rowlands	31/08 Passive liveness implementation delayed – refer issue 31
P3550R_21	27/04/23	Planning & Communication	IF the Passive Liveness solution does not perform at scale	THEN other parts of the business will not be able to re-use the solution, and/or prevent roll out to full service	Zone 2 Highly Probable Moderate	To make performance at scale a key requirement for the vendor, standard contract management for delivery of requirement	Zone 3 Possible Moderate	Justin Rowlands	31/08 The Passive Liveness (ID Live Face) solution will need to be sized to meet the Pilot needs and then architecture reviewed when delivered at scale. The project will provide advice as to likely performance outcomes during the delivery.

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
P3550R_23	29/05/23	DIA People Resources	IF the business does not have enough resources to lead the consultation with Māori on biometrics	THEN the department may receive negative media attention when delivering new digital initiatives	Zone 2 Highly Probable Moderate	To assess release of each new initiative into production against this risk. To obtain authorisation to release new initiatives at correct org level	Zone 3 Possible Moderate	Justin Rowlands	31/08 Approach approved, will continue to monitor.
P3550R_24	29/05/23	DIA People Resources	IF vendor resources are diverted to VICs Proofs of Concept	THEN there may be delays in other workstreams, unspent funds	Zone 3 Possible Moderate	Project Initiatives to be prioritised. Workstream leads to understand impacts on other work prior to proceeding with SOWs	Zone 3 Possible Moderate	Justin Rowlands	31/08 Monitoring
P3550R_29	22/07/23	DIA People Resources	IF identity fraud cases continue to rise	THEN the Department may need to divert Lean Delivery Team resources toward to mitigate rising security incidents and/or incidents resulting in reputational damage	Zone 2 Possible Significant	Accept. Lean Delivery Team would be directed to focus all resources toward security detection and defence and/or bring forward roll out of Identity Check	Zone 3 Possible Moderate	Catherine Ansley	31/08 Monitoring
P3550R_32	22/08/23	Other Internal Risks	IF the project cannot fund future delivery of Identity Check and VICS full service roll outs	THEN this may result in reputational damage across DIA.	Zone 3 Possible Moderate	Transparent communication with partners that progress is contingent on funding.	Zone 3 Possible Moderate	Justin Rowlands	31/8 MSD are confirmed as having been advised for the Identity Check Pilot and project confirming POC partners are clear.
P3550R_06	29/11/22	Other External Risks	IF external resources do not have capacity and/or are unavailable to progress project deliverables	THEN there may be delay, unspent funds	Zone 3 Possible Moderate	Workstream Leads to engage with Resource managers to complete SOWs in a timely manner.	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/08 Monitoring
P3550R_08	25/01/23	Achieving Goals	IF there is a reorganisation of Te Pou Manawa	THEN this may introduce role uncertainty, cause delay, unspent funds	Zone 3 Possible Moderate	To apply project controls to surface and treat delivery risks and issues	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/08 Monitoring
P3550R_12	24/02/23	Achieving Goals	IF SOWs cannot be drafted and approved in a timely way	THEN there may be delays to project delivery	Zone 3 Possible Moderate	To meet with vendors in advance to advise them of requirements and timelines	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/08 Datacom SOW for Passive Liveness (ID Live Face) implementation was raised as Issue 25 last month (delay TBC)
P3550R_18	30/03/23	DIA People	IF the project cannot	THEN we cannot deploy the	Zone 3	Project team determining	Zone 3	Justin	31/08 The team is

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
		Resources	prevent PIN authentication through Password-less APIs	Passwordless feature in production	Possible Moderate	ways to block pin through APIs and development, may impact user experience	Possible But Unlikely Moderate	Rowlands	still checking the Identity Standards. Deprioritised this month.
P3550R_25	29/05/23	Planning & Communication	IF the project does not have a PID or Plans on a Page	THEN the Project Executive and Board may not be confident of the scope, assurance activities, and delivery pathway for the project, or detailed initiatives. Criticism from EPMO, Treasury if audited	Zone 3 Possible Moderate	Create overall PID for the project and Plan on Page for each prioritized initiative.	Zone 3 Possible But Unlikely Moderate	Justin Rowlands	31/08 PID on a page has been drafted and circulated for review to the team.
P3550R_28	21/07/23	Other External Risks	IF we do not have stable and sufficient funding for the RealMe Lean Delivery stream going forward	The Unify team and DIA Testing Team may lose confidence in the project and reallocate resources	Zone 3 Possible Moderate	To reassure both teams that the pause is temporary. Funding is now already secured for the following year. Consider further CR to cover shortfall.	Zone 3 Possible But Unlikely Moderate	Catherine Ansley	31/08 The project has paused work for 3 months Apr-Jun to treat this risk
P3550R_30	31/07/23	DIA People Resources	IF there is a Real Me incident during April -June 2024 which is currently unfunded	THEN the Lean Delivery Team may not be able to respond	Zone 3 Possible Moderate	The project would put up an urgent CR for additional funding to address the issue	Zone 3 Possible But Unlikely Moderate	Catherine Ansley	31/08 Monitoring
P3550R_31	22/08/23	Quality	IF the Passive Liveness doesn't perform as planned	THEN it may impact our reputation with pilot partners, and our ability to move to full service	Zone 3 Possible But Unlikely Moderate	The project is working with the business to develop a treatment plan.	Zone 3 Possible Minor	Justin Rowlands	31/8 Passive Liveness (ID Face) delivery is delayed refer Issue 31.
P3550R_33	01/09/23	DIA People Resources	IF specs for the Passive Liveness solution are gold-plated	THEN the cost will come in higher than the amount we have approval for ($120K-130K ongoing OPEX).	Zone 2 Highly Probable Moderate	PM meeting with Team and Vendors to identify cost drivers and confirm requirements are correctly sized.	Zone 3 Possible Minor	Justin Rowlands	31/8 Treatment plan in progress
P3550R_38	04/09/23	DIA People Resources	IF the Workstream Leads do not have the PM skills to drive the workstreams	THEN there may be unforeseen issues and/or additional delay, expense	Zone 3 Possible Moderate	Open, transparent weekly project team meetings. Escalation to Senior Supplier for additional PM resource	Zone 3 Possible But Unlikely Moderate	Catherine Ansley	31/8 Monitoring.
P3550R_22	29/05/23	DIA People Resources	IF we receive new funding for modernisation initiatives	THEN there may be a need for additional operational	Zone 3 Possible	Initiatives will be scoped and sized during the	Zone 3 Possible	Justin Rowlands	31/08 Monitoring

ID	Date Risk Raised	Risk Category	Description	Consequences (then)	Zone 1 & Zone 2 Unmitigated Risks		Mitigated Score Likelihood Impact	Risk Owner	Comment
					Score Likelihood Impact	Mitigation			
			(eg Identity Check roll out and VICs)	resourcing in Operations	Moderate	initiation/business case phase prior to being approved at IGC	But Unlikely Minor		
P3550R_35	01/09/23	Other External Risks	IF there is no detailed design or As-built for the existing Passive Liveness solution	THEN this will cause delay and/or costs during the build to obtain the necessary information under urgency.	Zone 3 Highly Probable Minor	Project will manage through regular stand ups and effective communication through the integrated plan.	Zone 3 Possible But Unlikely Minor	Justin Rowlands	31/8 Monitoring
P3550R_36	01/09/23	Planning & Communication	IF it is difficult to find an outage window for the Passive Liveness implementation that works for the business and TAM	THEN there may be further delays in the Passive Liveness schedule.	Zone 3 Possible Moderate	Build integrated schedule and meet with TAM release manager to agree timeline for release. Keep Project Executive, Project Board informed.	Zone 3 Possible But Unlikely Minor	Justin Rowlands	30/8 Treatment plan in progress
P3550R_37	01/09/23	Planning & Communication	If there is timeline uncertainty for Passive Liveness	Then this may result in loss of Testing Resource.	Zone 3 Possible But Unlikely Minor	Developing an integrated plan and discuss with Testing further	Zone 3 Possible But Unlikely Minor	Justin Rowlands	31/8 Treatment plan in progress
P3550R_04	29/11/22	Planning & Communication	IF vendors cannot get access to our environments	THEN this may cause delays, unspent funds.	Zone 3 Possible Minor	Testing practice to be involved at Planning, Retros and Demos to support. Escalate to Unify Account Manager if required.	Zone 4 Improbable Minor	Justin Rowlands	31/08 Monitoring

2. Issues

Issue Profile	Number	
	Last Month	This Month
Very high rated issues		
High rated issues		

ID	Date Issue Raised	Description	Impact	High & Medium Severity		Required Resolution Date	Issue Owner	Comment
				Impact Rating	Treatment Plan(s)			
P3550I_11	24/02/23	EPMO have requested that the project complete a full Project Initiation Document rather than the approved PID on a Page	No delivery impact, lack of clarity and accountability for direction of travel	Low	To complete project documentation within the resourcing available	31/08/23	Justin Rowlands	31/08 Full PID is currently out for review.
P3550I_17	30/03/23	Following the milestone adjustment approved in March, the benefits are no longer aligned to the work programme.	Benefits of each stream are unclear	Low	EPMO to facilitate a benefits workshop in April to assist the project in revising the benefits	31/08/23	Justin Rowlands	31/08 Project exec has approved. Awaiting approval from Co-Chair.
P3550I_28	01/09/23	Some of the team and vendors seem unaware of the importance of the Passive Liveness work	Relaxed approach to delivery, delay to schedule.	Medium	This will be treated by intentional communication to all of the project team on the context and drivers over the next week. These discussions have already begun.	15/09/23	Justin Rowlands	31/08 Treatment plan in progress.

9(2)(b)(ii)

P3550I_30	01/09/23	There are multiple people working in the Identity Check space without a clear lead	Information is not being shared	Medium	Plan to be developed in discussion with business. Until then, Integrated Management plan to be	15/09/23	Justin Rowlands	31/08 PM treatment of issue is in progress.

ID	Date Issue Raised	Description	Impact	High & Medium Severity		Required Resolution Date	Issue Owner	Comment
				Impact Rating	Treatment Plan(s)			
			adequately and escalations not identified early enough.		developed by PM. Regular stand ups until Passive Liveness delivery completed.			
P3550I_31	04/09/23	Passive Liveness was baselined on 1/8 to go live on 14/9 but has experienced further delays finalising SOW with Datacom	Further 6 week delay in prod release, now forecast for 27/10, however this is in contention with the Election change freeze	Medium	Treatment plan as per Issue 29. Adjustment to the timeline to be addressed in COAP	21/10/23	Catherine Ansley	31/08 The PM is supporting the project to re-plan, re-forecast delivery of Passive Liveness in relation to the Election change chill/freeze timeframes.
P3550I_01	29/11/22	No product owner/workstream lead appointed for overall Identity Check & Liveness	Additional workload for Project Team members, risk of delay	Medium	Escalate to Project Executive to work with Senior Supplier and identify Workstream Lead/s.	31/08/23	Justin Rowlands	31/8 New product owner has joined and is transitioning into the role. However, multiple staff working in the Identity Check space has contributed to the new Issue 30. The project will work with the business to confirm roles and responsibilities.

3. Financials

Note: Opex budget at completion below is incorrect and will be corrected early September. Opex budget should show $2,421,000.

PRJ03 Project Financial Status Report

Set of Book: Departmental   Period: 2024-02 Aug-23

Project: P3550

CAPEX_OPEX	Current Month Actual	Current Month Forecast	Var $	Var %	[]	YTD Actual	YTD Budget	Var $	Var %	[]	Full Year Forecast	Full Year Budget	Var $	Var %
CAPEX	207,353.00	840,815.00	633,462.00	75.34		331,923.00	965,385.00	633,462.00	65.62		2,552,643.00	2,572,795.00	20,152.00	0.78
OPEX	44,235.29	154,768.00	110,532.71	71.42		37,098.98	147,632.00	110,533.02	74.87		625,822.69	808,918.50	183,095.82	22.63
	251,588.29	995,583.00	743,994.71	146.76		369,021.98	1,113,017.00	743,995.02	140.49		3,178,465.69	3,381,713.50	203,247.82	23.42

CAPEX_OPEX	Lifetime To Date	Lifetime To Date Budget	Var $	Var %	[]	Forecast at Completion	Budget at Completion Excl Contingency	Contingency
CAPEX	1,883,132.65	2,516,594.65	633,462.00	25.17		6,120,515.65	6,324,000.65	0.00
OPEX	410,415.47	520,949.50	110,534.03	21.22		1,858,056.18	2,041,150.00	0.00
	2,293,548.12	3,037,544.15	743,996.03	46.39		7,978,571.83	8,365,150.65	0.00

4. Schedule

ID	Key Milestones	On Critical Path? (Yes, No)	Baseline Completion Date	Current Approved Completion Date	Forecast Completion Date	Actual Completion Date	Status	Percentage complete	Variance	Comments
Milestone 3a	Passive Liveness PROD release	Yes		14/09/23	27/10/23	-	Running late	Not started	42 days	30/8 Rebaselined from 30/5 to 14/9 following approval of POAP. Timeframe has slipped by 6 weeks as per Issue 31. Note contention with election change chill/freeze.
Milestone 3c	Passive Liveness BAU handover complete	Yes		22/09/23	06/11/23	-	Running late	Not started	44 days	30/8 Not started
Milestone 3d	Passive Liveness COAP	Yes		20/10/23	27/11/23	-	Running late	Not started	38 days	30/8 Not started
9(2)(k)										
Milestone 4c	RealMe Brand Refresh COAP	Yes		29/09/23	29/09/23	-	Not started	Not started	-	30/8 Not started
Milestone 5c	Verified Identity Credentials POC report back	Yes		20/09/23	20/09/23	-	On track	30%	-	30/8 On track
Milestone 5d	Verified Credentials Commercialisation Insights report back	Yes		14/11/23	14/11/23	-	On track	20%	-	30/8 Ontrack
Milestone 5e	Verified Credentials Requirements completed	Yes		15/12/23	15/12/23	-	Not started	Not started	-	30/8 Not started
Milestone 6	Identity Check Business Case approved by IGC	Yes		28/06/23	29/03/24	-	Original Overdue	80%	274 days	31/08 Decision to defer business case to March 2024 (Decision 07). Project has received feedback from the Board and is working with Ascent to incorporate this.
Milestone 7	RealMe Lean Delivery complete (Maintenance Backlog, Password-less authentication, Photo Assert, Open ID Connect)	Yes		30/06/25	30/06/25	-	On track	38%	-	31/08 RealMe Lean Delivery is an ongoing Agile stream of work. Project Delivery milestone was re-baselined from 30 June 2023 to 30 June 2025 following approval of CR001.
Milestone 8	Project close	Yes		29/08/25	29/08/25	-	Not started	Not started	0 days	31/08 Project close re-baselined from 31 July 2023 to 29 August 2025 following approval of CR001. Not started.

5. Dependencies

ID	Delivering Project	Description	Impact	Planned Delivery Date	Status	Comment
P3550DEP-002	P3550 Delivering Future Identity Services	The Apply Flow initiative is dependent on the TAM upgrade to the IVS back office Apply Flow	To be confirmed	15/12/23	Agreed	31/08 Tim S and Tim W are still in discussions

6. Benefits

Benefits Change	Status (Yes, No)	Comments
Has the Benefits register or tracker been updated during this reporting period?	No	The benefits were updated in March. They are due to be updated again next month.
Has any of the forecast or actual benefits changed from the last time the Benefits Register or tracker was provided to the EPMO?	No	The benefits have been approved by the Acting Project Executive and are awaiting approval from the Co-Chair.
Have any recent approved Change Requests impacted the benefits?	No	CR001 did not impact the Benefits.

7. Change Requests

ID	Description	Impact	Capex $	Opex $	Approval Date	For IGC or Board Approval	Status	Comments (include if approved by IGC and/or endorsed by ELT)
P3550CR_01	CR01 CR001 seeking approval to allocate project budget with Budget 22 approvals and to extend the project delivery date to align with Budget 22 approvals. IGC approved as follows: • Additional $4.260m CAPEX across FY 23/24 and FY 24/25. • Extension of project delivery date from 30 June 2023 (end of FY22/23) to 30 June 2025 (end • of FY24/25). • Extension of project close from 30 July 2023 to 29 August 2025, allowing 2-months in FY • 25/26 to close the project. IGC endorsed: • Additional $1.668m OPEX funded by SDO operating	Increase budget; extend timeframe	4,260,000	1,668,000	20/07/23	Yes	Approved	CR approved on 20 July 2023 subject to approved minutes

ID	Description	Impact	Capex $	Opex $	Approval Date	For IGC or Board Approval	Status	Comments (include if approved by IGC and/or endorsed by ELT)
	baselines across FY23/24, FY24/25							

8. Decisions

Reference	Description	Decision Actions	Required From	Raised By	Agreed By
P3550DE_01	08/12/22 Project Executive Justin Rowlands gave approval to bring the Ascent Business Case Consultancy work for Identity Check into scope. The cost of the consultancy will be 9(2)(b)(ii) funded within the current approved OPEX budget.	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_02	14/12/22 Project Executive has given in principal approval to on-board a contractor comms resource to work 3-days per week for 5 months 9(2)(b)(ii) (will re-confirm once a candidate has been identified and hourly rates are known)	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_03	19/12/22 Project Executive Justin Rowlands approved and signed Unify - Lean Delivery Sprints February 2023 to June 202 SOW	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_04	15/12/22 Project Executive Justin Rowlands reviewed and approved one-pager summary of DFIS project workstreams.	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_05	18/12/22 Project Executive Justin Rowlands signed off RealMe Brand Re-fresh comms plan	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_06	Milestone adjustment memo to consolidate work programme from 9 to 5 streams; and to reduce number of milestones	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_07	15/05/23 Project Executive Decision to hold back Identity Check business case to FY 23/24 Q3	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands
P3550DE_08	16/02/23 Project Exec approval for option 2 commence high-level insights and discovery for Identity Check	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_09	27/10/22 IGC approval of Delivering Future Identity Services internal Business Case	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands
P3550DE_10	25/08/22 IGC approval of RealMe Programme Mandate	Proceed as directed	Justin Rowlands	Catherine Ansley	Justin Rowlands

Reference	Description	Decision Actions	Required From	Raised By	Agreed By
P3550DE_11	05/06/23 Decision made to add Grant Carpenter to the board as an attendee	Proceed as directed	Justin Rowlands	Justin Rowlands	Justin Rowlands
P3550DE_12	13/06/23 Project Exec approved memo on the approach to consultation with Māori re_ biometrics for Identity Check	Proceed as directed	Helen Coffey	Catherine Ansley	Justin Rowlands
P3550DE_13	02/06/23 Project Executive decision on reporting features and RealMe Agile priorities	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_14	31/05/23 Project Executive decision to fund NEC out of DFIS	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_15	25/05/2023 Project Exec decision to update VICs milestone	Proceed as directed	Tim Waldron	Catherine Ansley	Justin Rowlands
P3550DE_16	24/05/23 Project Exec approved RealMe Plan on a Page	Proceed as directed	Julie Woods	Catherine Ansley	Justin Rowlands
P3550DE_17	22/05/23 Project Exec steer to complete POAP before commencing POCs	Proceed as directed	Catherine Ansley	Catherine Ansley	Justin Rowlands
P3550DE_18	08/06/23 Acting Project Exec decision to pay for co-apply testing on a costs lie where they fall basis	Proceed as directed	Ash Brocklebank	Catherine Ansley	Justin Rowlands
P3550DE_20	06/07/2023 Project Executive decision to proceed with Passive Liveness and reduce spending on RealMe Lean Delivery	Proceed as directed	Andrew Jones	Catherine Ansley	Justin Rowlands
P3550DE_21	31/07/23 RealMe Lean Delivery plan on a page approved by Logan Fenwick	Proceed as directed	Catherine Ansley	Catherine Ansley	None
P3550DE_22	01/08/23 Project Executive approval of Benefits by Logan Fenwick	Track as required	Catherine Ansley	Catherine Ansley	None
P3550DE_23	01/08/23 Passive Liveness for Identity Check plan on a page approved by Logan Fenwick	Proceed as directed	Andrew Jones	Catherine Ansley	None
P3550DE_24	10/08/23 RealMe Brand Refresh plan on a page approved by Logan Fenwick	Proceed as directed	Julie Woods	Catherine Ansley	None
P3550DE_25	10/08/23 Transfer to Verified Credentials plan on a page approved by Logan Fenwick	Proceed as directed	Andrew Jones	Catherine Ansley	None
P3550DE_26	16/08/23 Sush SOW[9(2)(b)(ii)] for Identity Check Pilot integrations approved by Logan Fenwick	Proceed as directed	John Keene	Catherine Ansley	None
P3550DE_27	22/08/23 Comms Q&A for MSD Integration approved by Logan Fenwick	None required	Grant Stark	Catherine Ansley	None
P3550DE_28	25/08/23 Datacom SOW[9(2)(b)(ii)] for Passive Liveness approved by Logan Fenwick	Proceed as directed	Andrew Jones	Catherine Ansley	None

9. Health and Safety Incidents

Reference	Affected Person	Branch	Business Unit	Description	Location	Mitigation Status	Mitigation Activity
There are no health and safety incidents listed for this project.							

Te Tari Taiwhenua
Internal Affairs

Ngā Pānuitanga Whakamōhio
Internal Affairs briefing

Hon. Jan Tinetti
Minister of Internal Affairs

Copy to: **Hon. Dr David Clark**
Minister for the Digital Economy and Communications

Title:	**Quarterly Progress Report: Identity Check and Verifiable Credentials**
Date:	21 December 2022

Ngā take matua | Key issues

- ~1m New Zealanders have a RealMe verified identity - a reusable identity credential - managed by the Department.

- Giving New Zealander's portability and control of their identity is an anchor capability required to support the digital services ecosystem and the economy (through creating Verifiable Credentials).

- A whitepaper discussing transitioning existing the RealMe Verified Identity service to issuing portable Verifiable Credentials will go to select Public Sector agencies, market providers and digital identity peak body groups shortly.

- In the first three months of the pilot, 1,000 people have successfully used Identity Check to acquire a Kiwi Access Card with Hospitality NZ. Identity Check is not a reusable identity credential.

- Both RealMe Verified Identity service and Identity Check service are important to the nation's identity proofing service environment. A Budget 2023 Bid to continue this work has been advanced.

- High quality and secure facial liveness capability is <u>critical</u> to future digital services that require online identity verification. If not done well, users return to in-person channels undermining the technology opportunity, costing people time and money, and inhibiting growth in digital services.

- The Department will report back again in early April 2023 with further progress on these initiatives and feedback on the whitepaper.

Te mahi e rapua ana | Action sought	Timeframe
• **Note** positive engagement in the Identity Check pilot which went live on 27 September 2022. • **Note** a whitepaper has been developed setting out the transition pathway for supporting issuance of Verifiable Credentials. • **Note** the whitepaper is being distributed to key agencies, market providers and digital identity peak bodies. • **Note** the Department will provide a further progress update in April 2023.	

Contact for telephone discussions (if required)

Name	Position	Contact Number	Suggested 1st contact
Justin Rowlands	General Manager, Te Pou Manawa	9(2)(a)	☑
Tim Waldron	Manager, Business & Market Development	9(2)(a)	

Return electronic document to:	Tim Waldron: tim.waldron@dia.govt.nz
Cohesion document reference	https://dia.cohesion.net.nz/Sites/RME/_layouts/15/DocIdRedir.aspx?ID=6WKV4KXQ5ZKN-278861069-470
Ministerial database reference	IA202201323

Te Kaupapa | Purpose

1. On 30 May 2022, you and the Minister for the Digital Economy and Communications, directed the Department to continue developing the Identity Check Service and progressing the developing of Verifiable Identity Credentials [DEC202200130], we briefed you in September 2022 about progress [IA202200927].

2. The purpose of this briefing is to update you on progress and next steps on developing Identity Check and evolving the existing RealMe service to enable us to issue Verifiable Identity Credentials.

He Whakarāpopototanga | Executive summary

3. The Identity Check Service has experienced 1,000 successful transactions (in ~11 weeks of pilot) and both Hospitality New Zealand and service users report positively on the experience.

4. The liveness facial comparison technology we use in this service is emergent. A new liveness method (3D face liveness) has been tested with positive results indicated we could see up to 90% success rates over time. Improving liveness success rates keeps more people in the digital channel rather than reverting to in-person identity proofing processes.

5. We currently manage and hold New Zealander's identity credentials in the RealMe service. The future is enabling people to hold identity credentials themselves and choose how they use them. This is a significant shift in identity management philosophy.

6. We are seeking market and agency views on our approach to this shift. Their response to a whitepaper will inform next steps regarding a public engagement and social licence work programme.

Comment

Identity Check

7. As of 12 December 2022, over 1,000 people have successfully used Identity Check to confirm their identity as part of applying for a Kiwi Access Card.

8. Facial liveness is an emergent technology critical to digital identity proofing capability across government. We're testing new technology approaches and we hope to see a lift in success rates towards 90% of applicants during the pilot.

9. The service only supports driver licence and passport holders. We're investigating how we could support links into Immigration records to widen the potential applicant opportunities. We are also assessing how to support vulnerable communities and sectors of society who have access constraints.

10. Since launching the pilot, we have seen expressions of interest from private and public sector organisations who are interested in the service offering.

11. The pilot concludes in September 2023, and we'll update you on our plan to continue developing the service, its technology and any expansion beyond current NZ Passport and Driver Licence holders.

Verifiable Credentials (VCs)

12. The digital economy requires people to have portability and control of their own identity attributes[1], and choice about whom, when and where they expose those attributes to prove their identity.

13. Many agencies have attributes they will want to enable people to obtain digitally: Inland Revenue number, National Health Index number, National Student Number, bank account numbers, amongst many others.

14. Attributes become credentials when it packages information asserting a legal fact. In our case, when bound together, the Department's attributes – name, date of birth and place of birth asserts the credential as that of a New Zealand citizen by birth.

15. Combining attributes with the holder's biometrically verified photo enables the third party viewing that information to accept that the holder presenting that information is the person asserting the identity credential. The same can be said for a credential which asserts citizenship by grant or descent where information about this is combined within a credential.

16. The types of credentials become versatile and impactful when people can assert their identity on behalf of others (e.g., a parent on behalf of their child, or by a person in a role acting on behalf of an entity such as a company, charity, or non-government organisation).

17. Only agencies signed up to RealMe services can receive RealMe verified identity credential presentations.

18. Our work will enable New Zealanders to have and hold their core identity information on the devices they chose. Public and private sector businesses who want to consume these credentials need to have a mechanism to receive them.

19. Enabling VCs for New Zealanders use in this way reduces people exposing copies of identity documents. This approach significantly reduces the opportunity for privacy breaches, identity theft and data misuse.

20. The whitepaper on this transition approach will help many public and private sector agencies to understand our plans.

21. This work informs and is informed by the Digital Identity Trust Framework and the Bill before the House of Representatives. Future VCs will comply with the Trust Framework's accreditation requirements.

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[1] For example: name, date and place of birth, registered sex (where relevant) and their photo.

Agency Interest

22. Since recent 2022 media interest in Identity Check we have received positive enquiry from Public Sector agencies, market providers and digital identity peak bodies along with Public Sector, market facilitators and private sector interest in our work to issue VCs.

9(2)(b)(ii)

Engagement with Data Ethics Advisory Group

24. On 22 November 2022 we presented to the Data Ethics Advisory Group (DEAG - a body established by the Government Chief Data Steward to advise agencies on data ethics issues) the current state of Identity Check and our work to advance Verifiable Credentials.

25. DEAG engaged positively in the discussion and provided sound advice about our proposed work to understand the social licence settings with the public of New Zealand around services of this type and on the collection, use, storage, and protection of personal identifying information (where relevant to future product and service offerings). We will present again to DEAG in early 2023 on our progress.

Next steps

Identity Check

26. Our next steps with regards to Identity Check are:

26.1 Continue to monitor pilot performance (concludes end of September 2023)

26.2 Scope the implementation of 3D face liveness method (by 30 March 2023)

26.3 Continue business and market engagement with interested parties (ongoing)

26.4   Develop and implement our approach to Māori engagement on the service (by 30 June 2023)

26.5   Building the business case for scaled production (May 2023).

Verifiable Credentials

27.   Our next steps with regards to VCs:

27.1   Feedback on the technical whitepaper will be sought from the identified groups between January and February 2023

27.2   By the end of March 2023, we are planning to have completed a revised version of the whitepaper. This will provide a basis from which to further detail our implementation approach for VCs and undertake planning in preparation for the 2023/24 financial year

27.3   Exploring opportunities to progress proof of concepts to build confidence around the approach to VCs and how this would operate within the digital identity ecosystem.

Ngā tūtohutanga | Recommendations

• **Note** positive engagement in the Identity Check pilot which went live on 27 September 2022	**Yes/No**
• **Note** a whitepaper has been developed setting out the transition pathway for supporting issuance of Verifiable Credentials.	**Yes/No**
• **Note** the whitepaper is currently being considered by key agencies, market providers and digital identity peak bodies.	**Yes/No**
• **Note** the Department will provide a further progress update in April 2023.	**Yes/No**

Justin Rowlands
General Manager Te Pou Manawa
Kāwai ki te Iwi | Service Delivery and Operations

Hon Jan Tinetti

Minister of Internal Affairs

Hon Dr David Clark

Minister for the Digital Economy and Communications

/   /   /   /

Te Tari Taiwhenua
Internal Affairs

Ngā Pānuitanga Whakamōhio
Internal Affairs briefing

Hon. Barbara Edmonds
Minister of Internal Affairs

Copy to: **Hon. Ginny Andersen**
Minister for the Digital Economy and Communications

Title:	**Quarterly Progress Report: Identity Check and Verifiable Credentials**
Date:	31 March 2023

Ngā take matua | Key issues
• Identity Check is currently being piloted with Hospitality NZ – this is helping us improve the service prior to scaling the service.
• A new 'liveness' technology that is a key part of Identity Check has been successfully tested and will be implemented by 30 June 2023.
• A whitepaper discussing the transition pathway to issue Verifiable Credentials was provided to select Public Sector agencies, market providers and digital identity peak body groups on 22 December 2022.
• Feedback is supportive of our approach to issuing Verifiable Credentials, with significant detail still to be worked through as we make this transition. We are revising our whitepaper to reflect feedback received.
• The Department is exploring opportunities with market providers to develop proof of concepts to demonstrate, amongst other things, the Department can issue Verifiable Credentials into third-party digital wallets or other applications.
• Both the issuance of Verifiable Credentials (leveraging RealMe services) and Identity Check service are important to the nation's identity proofing service environment.

Te mahi e rapua ana | Action sought	Timeframe
• **Note** the Identity Check pilot went live on 27 September 2022. • **Note** that a new 'liveness' technology will be implemented by 30 June 2023 that will significantly improve performance. • **Note** a whitepaper has been developed setting out the transition pathway for supporting issuance of Verifiable Credentials. • **Note** the whitepaper was distributed to key agencies, market providers and digital identity peak bodies on 22 December 2022. • **Note** the Department will provide a further progress update in June 2023. • **Advise** officials if you would like a practical demonstration of Identity Check and Verifiable Credentials.	By 12 April 2023

Contact for telephone discussions (if required)

Name	Position	Contact Number	Suggested 1st contact
Justin Rowlands	General Manager, Te Pou Manawa	9(2)(a)	☑
Tim Waldron	Manager, Business & Market Development	9(2)(a)	

Return electronic document to:	Tim Waldron: tim.waldron@dia.govt.nz
Cohesion document reference	https://dia.cohesion.net.nz/Sites/RME/_layouts/15/WopiFrame2.aspx?sourcedoc={090a1649-60e7-4beb-8d6d-5fd1140f47e0}
Ministerial database reference	IA202300369

Te Kaupapa | Purpose

1. The purpose of this briefing is to update you on progress and next steps on developing Identity Check and evolving the existing RealMe service to enable us to issue Verifiable Credentials.

2. On 30 May 2022, the then Minister of Internal Affairs and Minister for the Digital Economy and Communications, directed the Department:

    2.1 To continue developing the Identity Check Service and progressing the developing of Verifiable Credentials [DEC202200130]

    2.2 To provide quarterly progress updates - these were provided in September 2023 [IA202200927] and December 2023 [IA202201323].

He Whakarāpopototanga | Executive summary

3. Giving New Zealander's portability and control of their identity is an anchor capability required to support the digital identity ecosystem and the economy. Issuing Verifiable Credentials provides a pathway that will support this outcome.

4. Additionally, real-time identity proofing in the digital channel is a critical success factor supporting the ecosystem and economy, which is why we're working on Identity Check.

5. Identity Check is a new identity verification service we operate that provides a person a secure, trusted, and real-time way of proving who they are online so they can access the services they need.

6. Identity Check is being piloted with Hospitality NZ to support their customers applying for a Kiwi Access Card. As of 28 February 2023, a total of 2,351 customers have successfully used Identity Check to complete their identity verification requirements.

7. The Department is working on improving 'liveness' technology that provides assurance a real person is completing the Identity Check process. A new technology (3D face liveness) has been tested successfully and will be implemented by 30 June 2023.

8. The Department currently manage and hold New Zealander's identity credentials in the RealMe service. The future is enabling people to hold identity credentials themselves and choose how they use them. This is a significant shift in identity management philosophy.

9. A whitepaper discussing how we get the existing RealMe verified identity service to issue portable Verifiable Credentials was provided to select Public Sector agencies, market providers and digital identity peak body groups on 22 December 2022.

10. Feedback is supportive of our approach to issuing Verifiable Credentials, with significant detail still to be worked through as we make this transition. We are revising our whitepaper to reflect feedback received.

11. The Department is exploring opportunities with market providers to test and demonstrate, amongst other things, that the Department can issue Verifiable Credentials into third-party digital wallets and other applications and that privacy and security safeguards can be managed by providers. This is a key step towards operationalising the Digital Identity Services Trust Framework.

He whakamārama | Background

12. 9(2)(b)(ii)

13. The Department was directed to progress the modernisation of RealMe services, Identity Check and to work to develop a Verifiable Credentials (VC) within baseline funding provided in Budget 22 and report back quarterly on progress made.

14. 9(2)(b)(ii)

    VCs and Identity Check are key operational capabilities to support the ongoing development of New Zealand's digital identity ecosystem. Current work on these initiatives has helped the Department to better understand the future investment path required for developing these core capabilities.

Comment

Identity Check

What Identity Check is and how it works

15. Identity Check is a new identity verification service operated by the Department that provides a person a secure, trusted, and real-time way of proving who they are online so they can access the services they need.

16. Identity Check differs from the RealMe verified identity in that:

    16.1 Identity Check is completely digital and in real-time for both the application and back-office approval processes

    16.2 Identity Check is a one-use transactional process and does not create a reusable identity credential. By contrast, once the RealMe verified identity has been issued, it is able to be re-used again and again

    16.3 The RealMe verified identity has a higher confidence rating than Identity Check as it has a more extensive validation process, which is governed by the Electronic Identity Verification Act.

17. Identity Check works by leveraging identity verification technology (already used by thousands of New Zealanders when applying for Passports, Citizenship, and RealMe) to verify a presenting individual's information against identity information held in the NZ Passport database or NZ Driver Licence database.

18. Over time it would be preferable to expand the identity information data by including Immigration photo access, this would enable many more people who don't yet have a

NZ Driver Licence or NZ Passport to access real-time identity verification such as Identity Check.

19. Identity Check has been designed to integrate seamlessly into the digital onboarding process of a partner organisation. Customers will experience Identity Check as an option to prove their identity online when applying for services from a partner organisation.

20. If a person is wanting to transact online and decides to verify their identity using Identity Check (from the option or options provided by the partner organisation) they will be redirected to a DIA website to complete the Identity Check process, as follows:

    20.1   They will be asked to enter their identity information from there chosen document (NZ Passport or NZ Driver's Licence). This is confirmed against the authoritative database

    20.2   They are asked to look at the screen of the device they are using. A digital video is captured and a frame from the video compared to the image held in the Passports or Drivers Licence database, like what happens at an airport SmartGate

    20.3   As part of the video capture process a 'liveness' check is completed to ensure the genuine individual is undertaking the process. Currently Colour Light Reflection (CLR) is used. This works by displaying colours in a random order and analysing the colour that reflects off the person's face to check if they are a real person or not

    20.4   Once verified the person will receive immediate notification and be returned to the partner website with confirmation of their identity, removing the need for them to present identity documents in person or for copies of those documents to be retained by the partner organisation.

21. The Identity Check service does not allow third parties access to the NZ passports database or NZ Driver Licence register. The only personal information provided to the partner organisation is what the customer provides themselves along with a statement of fact for the Department verifying whether the information submitted matches the relevant passport or Driver Licence record held by the Department or Waka Kotahi NZ Transport Agency (NZTA).

Pilot implementation with Hospitality NZ

22. On 27 September 2022 a pilot commenced with Hospitality New Zealand (HNZ) to support identity verification requirements for people applying for a Kiwi Access Card.

23. The pilot followed extensive development including work to ensure Identity Check meets all data protection and security requirements:

    23.1   A Privacy Impact Assessment (PIA) was completed and reviewed by the Office of the Privacy Commissioner, showing how the Department responsibly manages privacy risks and complies with applicable legislation. The full PIA was published publicly at the commencement of the pilot

    23.2   Security certification and accreditation for the service has been completed including an audit against the New Zealand Information Security Manual and the development of a risk management plan. All inherent risks have been mitigated to an acceptable level

23.3   An Identity Check confirmation agreement has been developed that sets out appropriate terms to ensure partner expectations are clear and all information sharing is appropriately authorised.

24.   As of 28 February 2023, the pilot has successfully supported digital identity verification of 2,351 people.

Work during the January to March 2023 quarter

25.   Our focus has been on supporting the HNZ pilot, testing new liveness technology and building the investment case to support the longer-term productionising and scaling of Identity Check beyond the pilot phase.

26.   As noted, the pilot has been successful in supporting people through the digital identity verification process. The pilot is being used as an opportunity to refine of development and operation of the service prior to expanding its use, subject to further investment.

27.   Overall, Identity Check is working well other than the performance of the 'liveness' check. The current liveness technology (CLR) deployed for the pilot has had around 50% success rate to date. Our goal is to increase this success rate to 90% or greater. This desired success rate reflects the expectations of agencies around the performance of Identity Check.

28.   The reason for low success rates is primarily due to the specific ambient lighting conditions required for the CLR algorithm to work successfully (e.g., indoor and away from bright lights). It has become apparent during the pilot that many customers are unable to meet these requirements conveniently in their everyday life. People complete these processes 'on the go' from where they happen to be - anywhere from outdoors, in a brightly lit office environment such as an office of educational institution. This has meant the ability to successfully complete this check has been significantly impacted.

29.   Liveness detection is an emergent technology critical to digital identity proofing capability across government. It is a cornerstone of Identity Check and more broadly to supporting the digital onboarding of people when accessing digital services.

30.   Improving liveness success rates is critical as it keeps more people in the digital channel rather than reverting to in-person identity proofing processes (or other digital options if offered).

31.   A new liveness method (3D face liveness) has been tested with positive results indicated we could see up to 90% success rates over time.

32.   The 3D face liveness will be implemented into Identity Check in the next quarter.

Development of the Identity Check business case

33.   During the quarter we have progressed work developing the business case to support the productionising and scaling of Identity Check beyond the pilot phase.

34.   This has included continuing to engage with potential client organisations and intermediaries that would use Identity Check, to amongst other things, further understand demand for the service, likely adoption timeline, service requirements and commercial model. In addition, Investment Logic Mapping has been completed.

35.   The pilot concludes in September 2023, and we'll update you on our plan to continue developing the service, its technology and any expansion beyond current NZ Passport

and Driver Licence holders. There is a Budget bid to scale Identity Check to create this service as core capability for government and private sector consumers, there is no current dedicated funding for scale for Identity Check.

Verifiable Credentials (VCs)

What are Verifiable Credentials (VCs) and why they are important

36.   The digital economy requires people to have portability and control of their own identity attributes[1], and choice about whom, when and where they expose those attributes to prove their identity.

37.   Many agencies have attributes they will want to enable people to obtain digitally: Inland Revenue number, National Health Index number, National Student Number, bank account numbers, amongst many others.

38.   Attributes become credentials when it packages information asserting a legal fact. In our case, when bound together, the Department's attributes – name, date of birth and place of birth asserts the credential as that of a New Zealand citizen by birth.

39.   Combining attributes with the holder's biometrically verified photo enables the third party viewing that information to accept that the holder presenting that information is the person asserting the identity credential. The same can be said for a credential which asserts citizenship by grant or descent where information about this is combined within a credential.

40.   The types of credentials become versatile and impactful when people can assert their identity on behalf of others (e.g., a parent on behalf of their child, or by a person in a role acting on behalf of an entity such as a company, charity, or non-government organisation).

41.   Currently, only agencies signed up to RealMe services can receive RealMe verified identity credential presentations.

42.   Our work will enable New Zealanders to have and hold their core identity information on the devices they choose. Public and private sector businesses who want to consume these credentials need to have a mechanism to receive them.

43.   Enabling VCs for New Zealanders' use in this way reduces people exposing copies of identity documents. This approach significantly reduces the opportunity for privacy breaches, identity theft and data misuse.

44.   A recent report by Digital Identity New Zealand (DINZ) entitled *Digital Identity in Aotearoa: Identity and Trust in an Increasingly Digital New Zealand[2]* provides recent research insights from consumers and businesses, including:

44.1   90% of New Zealanders believe it is not easy to protect their information online.

44.2   90% of New Zealanders find the idea of being more in control of their digital identity appealing

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[1]   For example: name, date and place of birth, registered sex (where relevant) and their photo.

[2]   https://digitalidentity.nz/wp-content/uploads/sites/25/2023/02/Digital-Identity-in-Aotearoa-Report_final-1.pdf

44.3   78% of New Zealanders are concerned about the protection of their identity and the use of personal data by organisations

44.4   33% of businesses feel equipped to protect their customer's personal data, while just 25% find this easy to do

44.5   80% of businesses believe that the Digital Identity Services Trust Framework (DISTF) and the proposed Consumer Data Right (CDR) legislation is necessary in New Zealand

44.6   60% of businesses engaged in digital identity processes, intend to become accredited under the DISTF Act.

45.   This report indicates there is huge potential to build trust around digital identity. The move towards greater control of digital identity underlines our overall digital identity work, including supporting the issuance of VCs.

Work during the January to March 2023 quarter

46.   The Department has developed a technical whitepaper, *Transition to Verifiable Credentials*, which sets out the transition pathway for supporting issuance of VCs. This was provided to interested agencies and market providers on 22 December 2022. We have been open with our plans around our proposed transition approach to ensure it aligns with the plans of other public and private sector agencies.

47.   Feedback on the whitepaper have been received from a range of government agencies (6), market providers (4) and DINZ.

48.   Overall, there is strong support for the transition to Verifiable Credentials. Issuance of Verifiable Credentials will be an important part of supporting the development of the digital identity ecosystem. Feedback has been clear that credentials issued by the Department will only be an aspect of what is required to support the ecosystem's development and that other agencies Verifiable Credentials will be necessary to realise the full benefits of the broad approach.

9(2)(b)(ii)

How does the DISTF impact this work?

50.   The Digital Identity Services Trust Framework (DISTF) will establish rules to protect the privacy and security of people's information when it is shared within the trusted environment. A set of (alpha) Rules have been developed by the Department (Digital Public Services branch) with feedback provided from interested agencies and market providers during the quarter.

51.   The Rules being developed will help drive a consistent approach by individual agencies as they transition to VCs. Emerging standards will help to ensure interoperability and reduce investment required by market providers to integrate various government issued VCs into digital customer experiences. These Rules have informed the development of our approach set out in the whitepaper and will evolve as the Rules are further developed and finalised.

52.   In addition, accreditation of providers will be important to ensure they can operate within the digital identity ecosystem and ensure the potential benefits VCs offers are delivered for customers. The establishment of the regulatory regime required to support accreditation of providers will be in place from 1 July 2024, that can now be

progressed with the recent passage past the Third Reading stage of the Digital Identity Service Trust Framework Bill.

53. The New Zealand technology sector has several companies that are at the forefront of developing products and services that are applicable globally and are operable on existing global technology platforms (e.g., Microsoft Azure) Government has a role to play in developing approaches that will integrate with information held by government agencies towards developing world class customer experiences. Proving this out in a New Zealand context potentially opens significant scope for international opportunities.

54. In order to prove we can issue VCs we will be progressing testing with a couple of different use cases: in the electrical licensing regime; students moving from high school and enrolling to tertiary and industry training education; and digitising a travel related digital credential. We will advance these tests with market providers working in those fields now and the relevant government agencies involved. Amongst many criteria and elements to be tested is a very conscious approach to data minimisation, privacy and security safeguards and how these can be managed by providers. This is a key step towards operationalising the DISTF. Support is also being provided by market providers around development of the Rules.

Brand Refresh of RealMe services

55. Included in the programme of work to modernise RealMe is a re-fresh of the brand. The RealMe brand was launched in July 2013, at that time in partnership with NZ Post. The Department now has sole responsibility to manage the RealMe brand.

56. A specialist brand agency was contracted to undertake a review of the RealMe brand. This included feedback from stakeholders, and key client and customer groups.

57. Because there is very high awareness of the brand (80+%) and people generally understand what RealMe does, the name will not change. The look and feel will better reflect the trust and security people expect, while still having a human touch.

58. The refresh will also start to address some of the known issues with the brand such as the logo not presenting well on smaller mobile devices, service confusion, and the tone of voice used will be snappier and more direct.

59. RealMe today isn't the same service that it was in 2013. With customer and client enhancements now starting to roll-out as a result of investment in modernising the underlying platform, the new look is a visual signpost for RealMe's modernisation.

Next steps

Identity Check

60. Our next steps with regards to Identity Check are:

   60.1 Continue to monitor pilot performance (concludes end of September 2023)

   60.2 implementation of 3D face liveness method (by 30 June 2023)

   60.3 Continue business and market engagement with interested parties (ongoing)

   60.4 Develop and implement our approach to Māori engagement on the service (by 30 June 2023)

   60.5 Building the business case for scaled production (May 2023).

Verifiable Credentials

61.   Our next steps with regards to VCs:

61.1   Update the technical whitepaper to reflect feedback received from key agencies, market providers and digital identity peak bodies between January and March 2023

61.2   Further detail our implementation approach for VCs and undertake planning in preparation for the 2023/24 financial year

61.3   progress proof of concepts to build confidence around the approach to VCs and how this would operate within the digital identity ecosystem.

Ngā tūtohutanga | Recommendations

• **Note** the Identity Check pilot went live on 27 September 2022.	**Yes/No**
• **Note** that a new 'liveness' technology will be implemented by 30 June 2023 that will significantly improve performance.	**Yes/No**
• **Note** a whitepaper has been developed setting out the transition pathway for supporting issuance of Verifiable Credentials.	**Yes/No**
• **Note** the whitepaper was being distributed to key agencies, market providers and digital identity peak bodies on 22 December 2022.	**Yes/No**
• **Note** the Department will provide a further progress update in June 2023.	**Yes/No**
• **Advise** officials if you would like a practical demonstration of Identity Check and Verifiable Credentials.	**Yes/No**

Justin Rowlands
General Manager Te Pou Manawa
Kāwai ki te Iwi | Service Delivery and Operations

Hon Barbara Edmonds

Minister of Internal Affairs

Hon Ginny Andersen

Minister for the Digital Economy and Communications

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