

The Future is Now: How Governments are Using Mobile for a More Secure Citizenry



This paper delves into three real-world examples of governments modernizing their systems to protect their citizens and upgrade user experience. The technology now exists to provision nearly anything that governments would historically issue on paper or plastic on to a mobile device. In addition, these technological advances mean that mobile is not only more convenient than ever, it's also more secure than other methods. Let's take a look at a few use cases.

Use Case #1: Expedited Emergency Travel Documents

When a traveler has their passport stolen, or simply loses it, they can be stranded in a foreign country without valid proof of their identity, facing a complicated process to replace their document. Mobile Electronic Passports (mEPs) provide a back-up for citizens in such an emergency situation. An mEP is a credential on the mobile phone of a citizen, issued alongside the physical passport document, acting primarily as proof of identity for the consulate of the issuing country in emergency situations. When their passport is lost or stolen, the citizen can be quickly and securely identified in order to issue them an emergency travel document, as per international regulations. The mEP can also be used for any other identification purpose by the consulates as an alternative to the physical electronic passport. Finally, mobile technology can acknowledge when a traveler with an mEP arrives in a foreign country and can establish a communication channel back to their home government. In this way, the traveler can be kept updated on any significant issues which may affect their stay, such as political unrest, extreme weather conditions, etc.

With mEPs, citizens can:

- Prove their identity, even when their travel document—and often only valid ID—is missing
- Navigate the complex process for reporting missing documents
- Avoid travel delays and additional costs incurred during the often lengthy time it takes to replace documents
- Receive notifications of emergency situations

HID Global recently developed a mobile electronic passport (mEP) as part of an end-to-end e-Passport solution for the Tanzanian government. These mEPs are the first of their type in the world and are delivered directly to Tanzanian citizens' smart phones. The issuance, lifecycle management and verification processes are secure and uncloneable, while citizen privacy is guaranteed, as the mEP cannot be read or tracked without the citizen's approval. Mobile Electronic Passports are simple and secure, offering reassurance and peace of mind for Tanzania's citizens as they travel.



Use Case #2: Fast, Secure Vehicle Registration

One African country enlisted HID Global's help to address the challenges it faced in tracing ownership of a disproportionately large number of unregistered vehicles. In this nation, vehicle registrations are still issued on paper, making them particularly susceptible to being lost, stolen, even counterfeited. In addition, registrants are issued a hand-written receipt as proof of ownership during the many weeks it takes to make and deliver the official vehicle registration documents. This makes the process extremely difficult and time-consuming, especially since counterfeit receipts are widespread and often difficult to identify.

This country's government used HID goID™ as a proof of concept for managing its mobile vehicle registration process. As a result, they can now:

- Issue vehicle registrations in seconds, not weeks
- Eliminate temporary paper registrations
- Create an app that matches the look of their physical vehicle registration book
- Enable police to quickly verify vehicle registrations via Bluetooth—even when offline
- Offer increased convenience, security and privacy to citizens

The mobile vehicle registration is completely voluntary and works in conjunction with traditional paper documents, giving every citizen and verifier access to secure, private credentials. This country's government is now considering full implementation of HID's goID, due to the ease and efficiency of mobile vehicle registrations.

Use Case #3: A Smarter Driver's License

Mobile driver's licenses are increasingly attractive to governments around the world, and it's easy to see why. Governments would be able to issue or revoke driving privileges faster, more easily, and with less administrative burden than they do physical licenses. Additionally, mobile licenses could provide citizens much more privacy than their physical counterparts. For example, a citizen could choose how much of their mobile driver's license data to share, depending on the situation. For example, if the citizen needed to purchase an age-restricted good, such as alcohol or tobacco, they need only verify their age—not their age plus all the other identifiers like height, weight and address printed on a traditional license. Citizens would also enjoy unprecedented convenience in using mobile licenses, since they would have these credentials in the same place they have everything else—on their mobile phones.

One nation in the Southeast Asia-Pacific region recently tested a proof of concept for a mobile driver's license using goID. They were seeking a solution that could:

- Be easily managed online, without making a physical visit to respective departments to renew or manage changes in address or contact details. HID goID lets both citizens and governments make changes or updates in real-time. Further, HID goID ensures that citizen data resides solely on the mobile phone, rather than in the cloud or on a government database.



- Eliminate long waiting times after putting in an application for a driver's license. HID goID would enable this nation's citizens to receive a mobile driving license that would look exactly like the physical one. However, it could be delivered to a citizen's mobile phone in seconds, rather than taking weeks to arrive in the mail.
- Appeal to a mobile-first world while reducing the chance of ID fraud. With goID, citizens would store their licenses in the same place they keep other valuable information.

If implemented, mobile driver's licenses issued via goID would be used in conjunction with traditional licenses to provide an important step towards digitization and modernization while helping verify the identity of citizens.

Powering the Potential of a More Secure and Connected World

The above three examples represent just a few of the ways governments are applying mobile technology to improve citizen security, privacy and user experience. Many governments are also considering using mobile IDs for voter registration, hunting licenses and other permits. No matter the issuing authority, mobile credentials are:

- **Easy to request** — Citizens can simply go to the office, present an ID, and ask for a mobile ID.
- **Time-saving** — Renewals and changes can be done online or on a citizen's phone.
- **Money-saving** — Fewer paper documents and in-person transactions make for a more efficient use of tax-payer money.
- **Interoperable** — Credentials and readers from different manufacturers communicate seamlessly.
- **Secure** — Applications like goID use standards-based cryptography to protect against attacks to a citizen's identity.
- **Private** — Citizens have peace of mind knowing that they are in control of their identity and data.

Governments everywhere are increasingly looking to modernize their credential issuance with technology like the HID goID platform. The mobile-first world is no longer a far-off dream in the future—the future is now.

For more information on goID, visit hidglobal.com/solutions/citizen-identification/mobile-identification.

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