



HID Global Civil Registry Solution Powers Antigua and Barbuda's Transformation to a Digital Society

Antigua and Barbuda is a twin-island nation in the West Indies, located within the island chain separating the Caribbean Sea from the Atlantic Ocean. The country has an estimated population of 100,000 and an economy that relies heavily on tourism. The public sector is a major facilitator of economic growth and development within the country through the direct employment of more than ten percent of the population, the execution of capital projects and its general operations.

CHALLENGES

In order to diversify and grow the country's economy, the Government of Antigua and Barbuda (GOAB) had a strategic goal of making it easier for citizens to conduct business and obtain government services online. GOAB also recognized that establishing a secure identity for its citizens was a prerequisite for moving to a digital economy and eGovernment.

Antigua and Barbuda previously had a mostly manual registry system, which was labor intensive and required managing and updating large books known as registers. It was difficult to maintain and produce regular reports or reconcile different life events across several books. The country had database systems that recorded various life events such as births and deaths, but were not linked to documents generated by other agencies such as deed polls (required for name changes) or citizenship changes. Some records were also archived via these physical books, which made it difficult to link life events to the correct identity especially for historical records.

Other challenges included the lack of surnames in some records, the frequent use of nicknames or middle names as first names — which often led to errors — and incomplete records due to some citizens not being easily identified when visiting other government offices to register life events or access



services. This created duplicate identities throughout the island because records were held in various name databases without a true single and immutable identity. There was also the challenge of aging and deteriorating physical books and a lack of integration between records held in the other agencies with the Civil Registry.

The production of vital statistics is a critical function that was also not performed optimally because of the laborious and tedious task of extracting the data from the physical records. As a result, statistics were generally skewed due to the inability to adequately manage and map identities against events.

The Ministry of Information, Broadcasting, Telecommunications and Information Technology (MIBTIT) in conjunction with the Office of the Attorney General, and the Ministry of Legal Affairs, Public Safety and Labour recognized that overhauling the civil registration system would be a critical pillar in the transformation of many arms of the government and would create the enabling environment for effective service delivery. The digitalization and digitization of records has the distinct ability to make the country more attractive for businesses to invest and to facilitate efficient and seamless processing of transactions in-country.

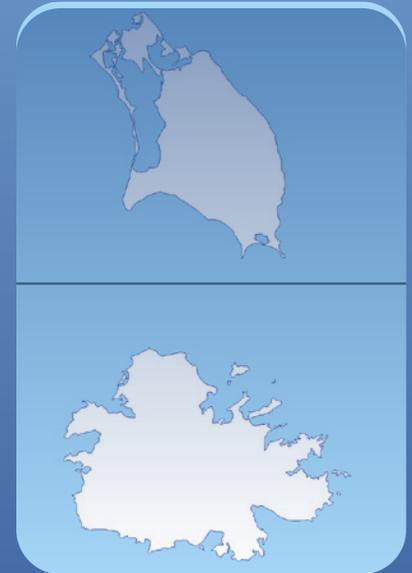
The project sought to implement a comprehensive solution that covered all life events and could integrate data from existing systems into the newly deployed Civil Registration and Vital Statistics (CRVS) system. Additionally, the government wished to have a multi-stakeholder approach by involving and incorporating the needs of more than 26 external organizations. These included the Banking Association, the High Court, church councils, the Electoral Commission, the Royal Police Force, the Health Ministry, the Passport Office and others that require a single, true source of identity information. Through this solution, the Government of Antigua and Barbuda hoped to remove data silos and create an integrated approach to information sharing and identity management inclusive of verification and authentication.

SOLUTION

HID Global worked with local integrator Antigua Computer Technology (ACT) to configure and deliver a complete civil registration and vital statistics (CRVS) solution that incorporates the business rules and workflows of the Antigua and Barbuda Civil Registry.

The HID® Integrale™ for CRVS solution includes a web portal that allows external stakeholders to securely verify identities and shows only the data that user is authorized to access. The portal can also be used for notifications, for example, when a birth occurs at a local hospital. This feature ensures that life events are immediately recorded and trigger notifications for follow-up actions if parents do not visit a government office to complete the birth registration within a designated timeframe.

The HID Integrale for CRVS solution connects life events to identity records and can link identities among families, which creates a more secure registry because various data can be cross referenced. The new solution also incorporates mobile functionality to allow officials to record life events from any venue.



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Hon. Melford Nicholas

Minister, Information, Broadcasting, Telecommunications & Information Technology, Government of Antigua and Barbuda

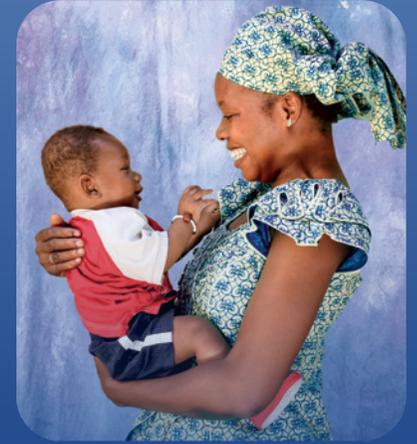
RESULT

With the deployment of HID Integrale for CRVS, HID Global has helped Antigua and Barbuda create a more solid and secure identity foundation as the country embarks on its digital transformation.

The solution ensures a more complete view of citizen identity by making it easier to report and record life events. It also provides officials with a more secure way to verify an individual's identity while protecting their data, which increases confidence and bolsters economic activity.

"This solution will make it easier for our many public and private sector stakeholders to conduct varied and numerous transactions, from approving mortgages to creating legal certificate documents," said Hon. Melford Nicholas, Minister of Information, Broadcasting, Telecommunications & Information Technology at the Government of Antigua and Barbuda. "Its successful deployment is a positive step in securing our citizen's identities and a critical precursor to transforming us to a digital society."

Moving forward, the reports and vital statistics that HID Integrale for CRVS generates will allow GOAB to improve planning and enable participation in programs and assistance provided by the United Nations and other international organizations.



Solution

- HID Integrale for CRVS