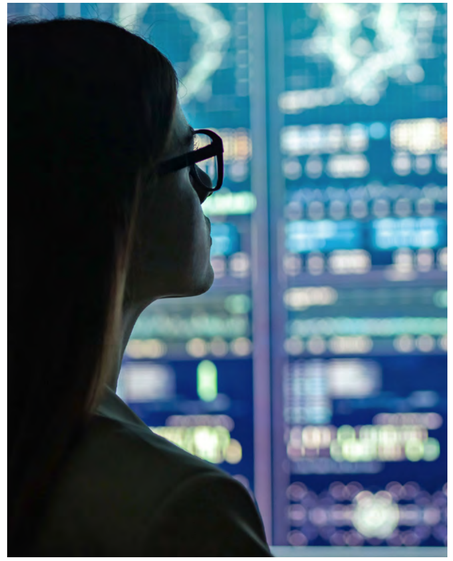
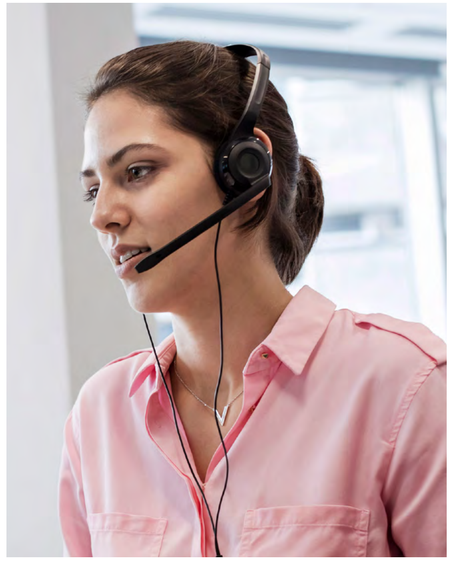
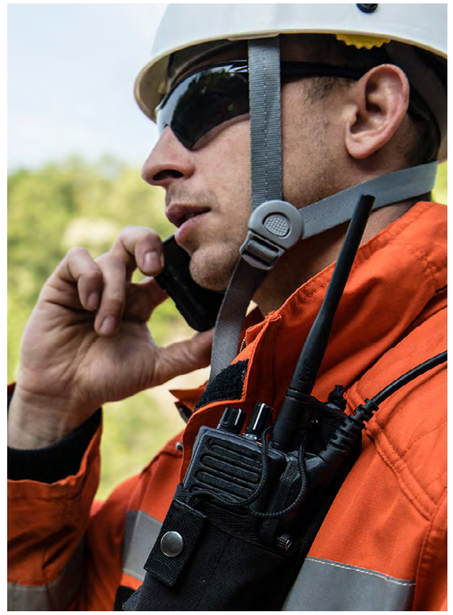
Microsoft

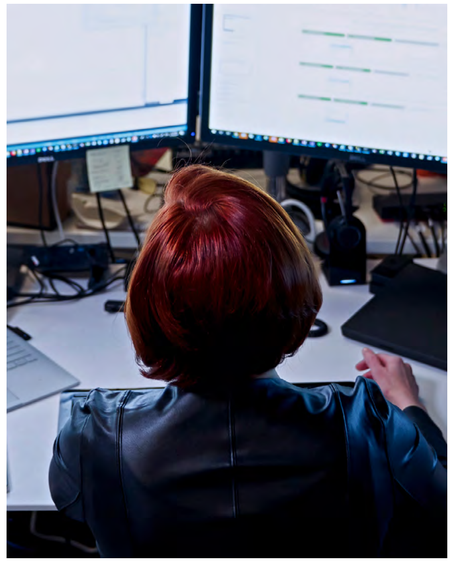
Building Trust with Secure Services

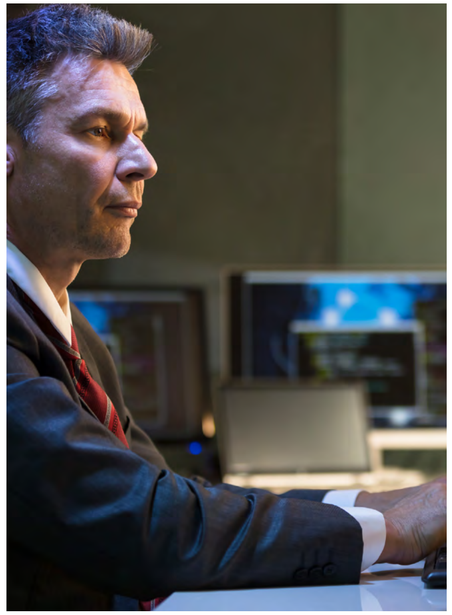
Digital identity











This information is for government leaders who:

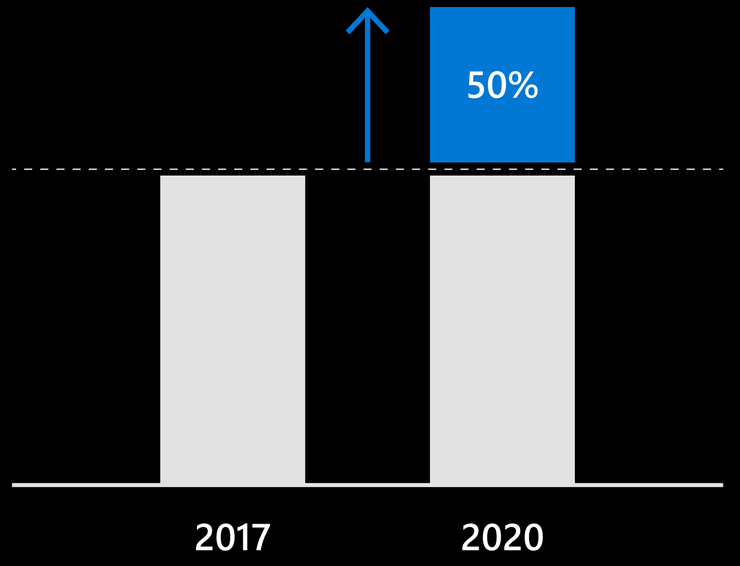
- Recognize the pressure to provide more secure public services to residents and want to understand how digital identity improves the experience.
- Are planning a strategic digital transformation initiative and want to ensure all aspects are considered.

Rebuilding trust

As technologies evolve and people encounter more and more innovation in their everyday lives, they begin to expect more from government services as well. Yes, they want services to be easily accessible. But they also expect privacy and security on all levels, from basic data like name and address, to tax records or health information. And because governments handle extremely sensitive personal information such as tax filings, expectations for privacy in the context of government services is often higher than those for the private sector.

Meeting that expectation gives governments an opportunity to deliver trusted and secure services even as they face an increase in cybersecurity threats. Governments have an opportunity to transform systems and processes to meet the needs of their communities while combating cybercrime.

In this e-book we'll talk about how modern datacenters help governments deliver trusted and secure services.



Cyberattacks on state, local, tribal, and territorial governments increased 50% from 2017 to 2020.[1]

[1] GCN, "Cyberattacks on state, local government up 50%," September 2020.

Technology update

Digital identity

When people register for government services, such as unemployment benefits or attending school or a driver's license, they need a verified, reliable level of privacy. Unlike physical identification, such as driver's licenses or passports, electronic or digital IDs can be authenticated through technologies like biometrics, passwords, PIN numbers, RFID codes, and tokens. Thus, digital identity can become the foundation of trusted and secure government services, assuring people that their privacy is protected while enabling governments to deliver better experiences.

USD 16.7B

The amount businesses spend on digital identity verification processes will grow from USD 9.4 billion in 2021 to USD 16.7 billion in 2026.[2]

Digital identity helps governments deliver trusted and secure services by:

Managing data and compliance seamlessly

Privacy laws regulate how people's personal information can be accessed, stored, and used. With a digital identity system, managing these elements is vastly simplified. It's also easier to provide evidence of how data is being used when there's a digital trail. Moving to digital identity also reduces the chance of errors, since the manual process of creating a physical identity (for example, an immunization record or fishing permit) is eliminated.

Making online processes more secure

When someone is accessing online services, it's much easier to verify a digital ID than a physical ID such as a driver's license. Thus, digital IDs have the potential to reduce fraud and abuse around government services, leading to cost savings as well as time savings for government workers. With a digital identity system, more functions can be completed securely online, which improves the experience of the community and makes governments more efficient.

[2] Juniper Research, "Digital identity verification spend to exceed $16.7 billion globally in 2026, fueled by remote onboarding," June 2021.

Customer story

Electronic identity in Flanders, Belgium, streamlines public and private services

Residents in Flanders, Belgium, can access a wide variety of government resources using their electronic identity. The regional government chose Microsoft, a leader in the field, as a partner for this pilot. The electronic identity gives residents greater control over their personal information through two-factor authentication, including biometrics, passwords, PIN numbers, RFID codes, or tokens. Electronic identities give businesses greater proof of customer identity while protecting privacy, since additional identification is unnecessary. The region of Flanders used an identity system from Microsoft to make it easier for new businesses to get started. Previously, applicants needed to collect personal information from many sources, such as banking documents and legal filings, and share the same information across multiple government departments to verify eligibility for starting the business. Now they use electronic identity and manage all data sharing digitally from a centralized source, securely.

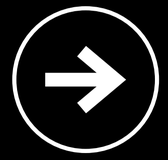
> **We are convinced that such an open-standards approach can make it greatly simpler for citizens and governmental businesses to accelerate starting new businesses."**

Raf Buyle
Digital Architect,
Government of Flanders, Belgium

Getting started

What it means to deliver trusted and secure public services is changing. Technology is accelerating expectations for the public, while increasing cyber risk. A shift to trusted and secure services built on a foundation of Microsoft solutions will move government transformation initiatives forward. Digital identities protect privacy, make it easier for residents to access services securely, and assures governments that people are properly identified. Digital identities are a foundational element for governments seeking to deliver trusted and secure services.

With a global partner ecosystem, Microsoft stands ready to help governments everywhere modernize legacy systems, enhance cyber-resilience, and create a secure and compliant foundation for the future.



Get the full e-book >

Learn more >

View the “Digital identity helps establish trust between governments and members of the public” infographic >

Microsoft