

# Nordic-Baltic e-ID (NOBID)

*Work on digital inclusion white-paper*

9th of November 2023

Copenhagen, Denmark



**NOBID**

*Nordic-Baltic e-ID project*



Nordic Council  
of Ministers



Borderless access  
to digital services

# Draft of presentation on digital inclusion work in NOBID

Presentation for the CBDS seminary

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# Topics for the presentation



## Topics

Quick intro of the participants

What is the project, why are we doing it and how have we done it

Presentation of work: Very quick run-through of the eID landscape in NOBID-countries

Presentation of our finds: Introduction of identified user groups experiencing challenges

Presentation of work: Process description of issuance and use of eID

Presentation of our finds: Identified challenges and obstacles (tied to the process descriptions)

Presentation of some highlighted solutions

Conclusion of the work so far & some early thoughts on what we do from here

# Quick intro of the participants

- Showcase that this is a work done in cooperation between all the nobid-countries and with participation from Nordregio
- Give thanks to the nordic council of ministers for the support that makes this work possible, as well as thanks to the secretariat

# What, why and how

- What: a comprehensive overview of which groups experience challenges today, what the challenges are, and a way of sharing solutions planned or implemented that may solve some of the challenges
- Why: Much of the work so far on the topic focuses on certain groups. Mapping out all the groups showcases the true challenge we face today regarding digital inclusion. A way of learning from each other between countries,
- How: Teamwork since the summer of '23. Gathering of data from all participating countries, combining them and seeing what we have in common.

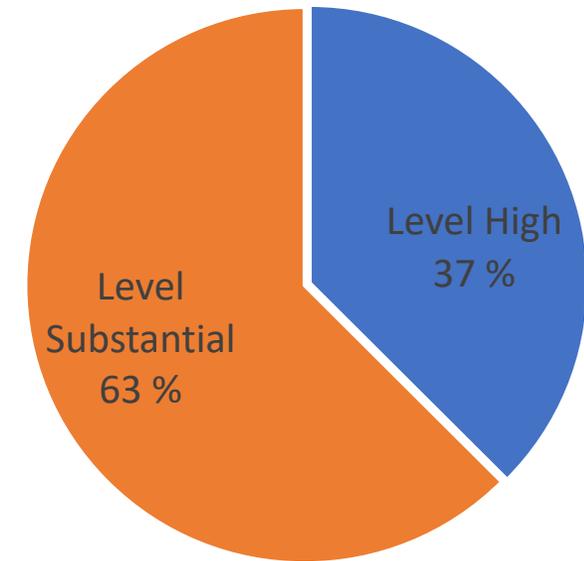
# Introduction to the eID landscape in NOBID-countries

26 million eIDs

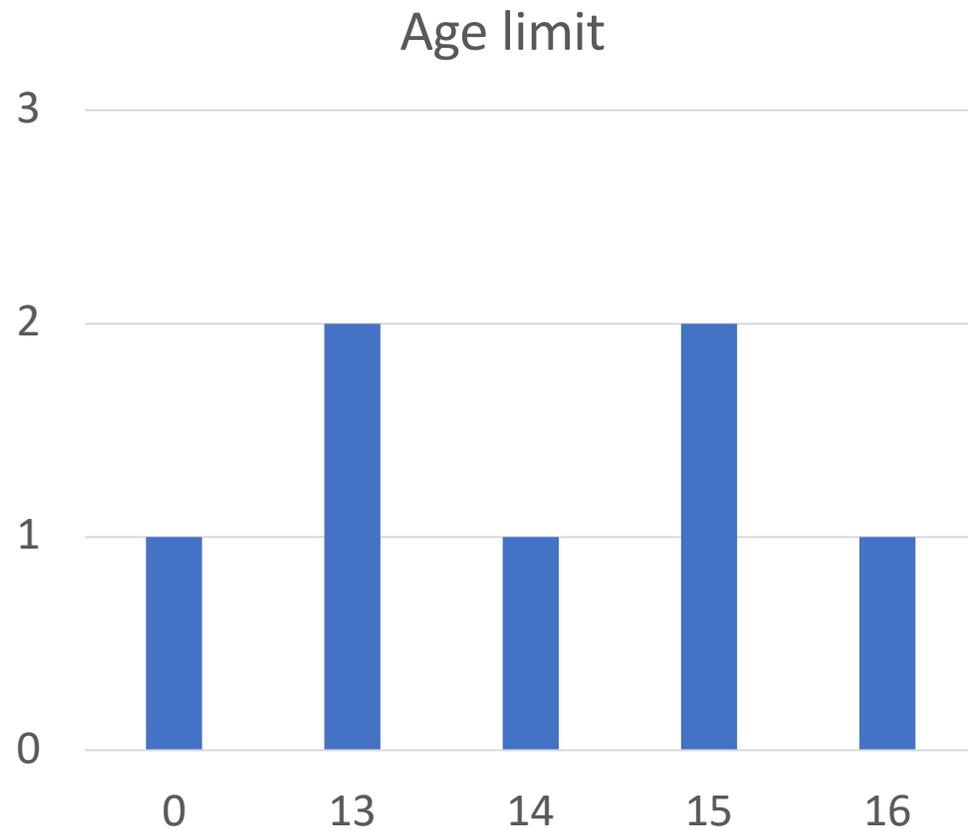
These slides will give be improved before the conference, but the aim of them is to give a short introduction to the similarities and differences in our countries.

7 out of 8 countries have notified eIDs

Authentication level



# Introduction to the eID landscape in NOBID-countries



50 % has  
Power of  
Attorney  
solutions\*

\* Based on what you have reported  
in the spreadsheet

# Introduction to identified user groups p. 1

Elderly

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Young people

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Foreign citizens

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# Introduction to identified user groups p. 2

## People with physical disabilities

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## People with cognitive disabilities

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus euismod erat a turpis hendrerit, a tincidunt eros sagittis.

## Rural residents

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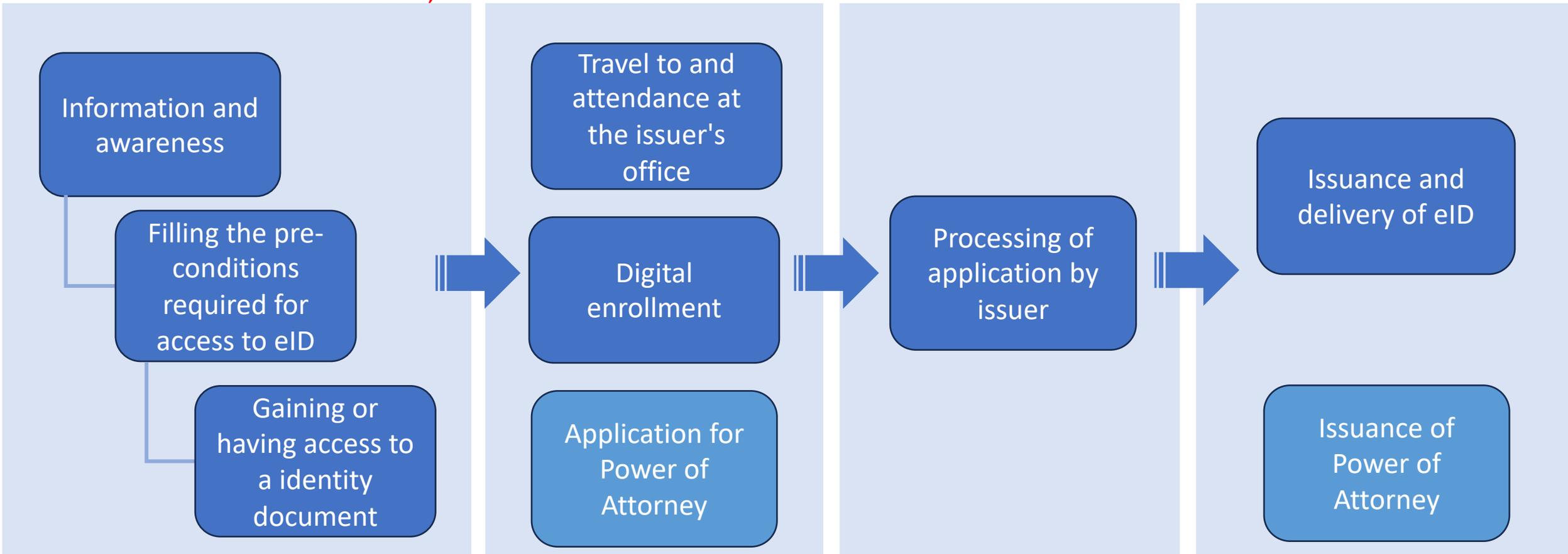
## Citizens abroad

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus euismod erat a turpis hendrerit, a tincidunt eros sagittis.

I have included the groups we chose to focus on in the workshop.  
Feedback on the chosen groups is welcome

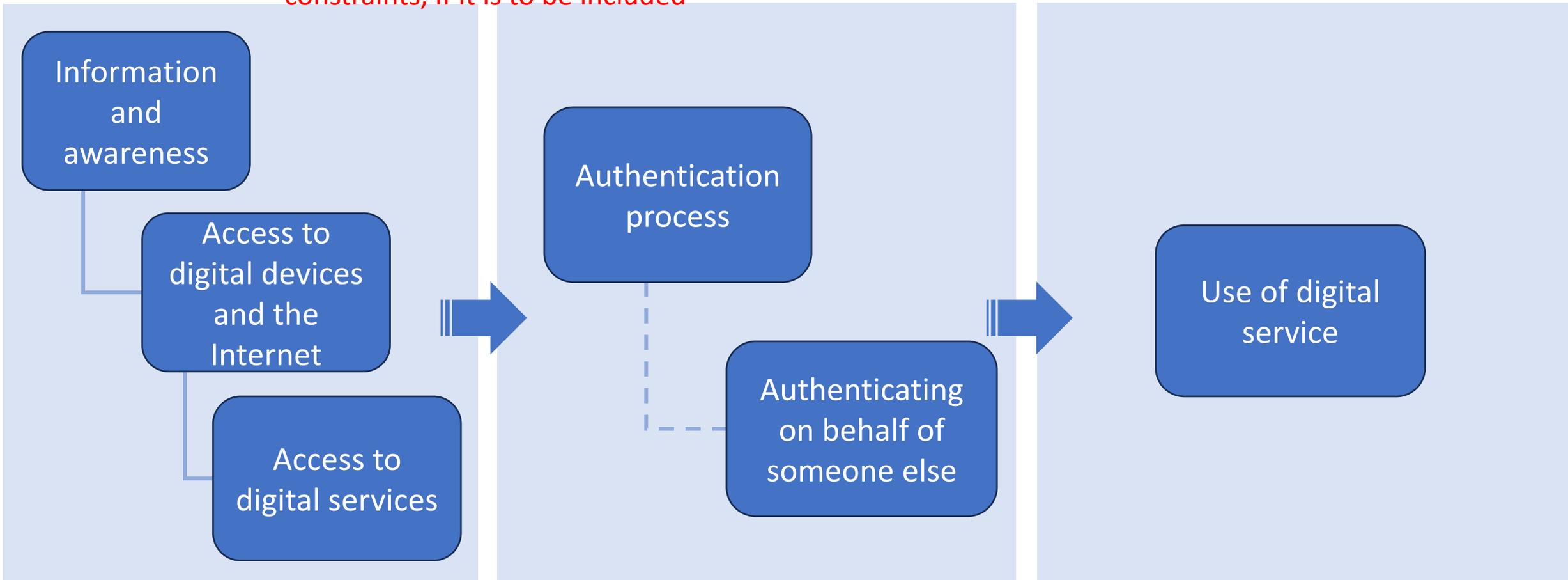
# Process description: Issuance of eID

This will have to be a quick run-through in the presentation due to time constraints, if it is to be included



# Process description: Use of digital services

This will have to be a quick run-through in the presentation due to time constraints, if it is to be included



# Some of the identified challenges

During the workshop we decided to look to obstacles as they arise during the issuance and use process. There remains work here on how we should present this, and for the presentation I suggest that we present some challenges as they have been described in the national contributions

- Lack of domain knowledge (Young people, foreign citizens)
- Challenges with sole-control principle (people with physical and cognitive disabilities, elderly, young people)
- Challenges with digital competence (all groups)
- Challenges with travel & in-person authentication (elderly people, physically disabled people, citizens abroad, rural)

# Some of the identified challenges

- Lack of identity document (foreign citizens)
- Lack of unique identifier/national identity number (foreign citizens)
- Lack of information and awareness (all group, esp. foreign citizens, youth and elderly)
- Challenges with operational difficulties (people with physical and cognitive disabilities)

I have selected the challenges based on our discussions and which challenges has been identified as a challenge for many countries. Feedback and suggestions for additions/removals are welcome.

# Highlighted solution # 1

- Recommendation: **Power of attorney** solutions
- This is an area that a lot of countries are working on. It may therefore be a good solution to showcase and use as an example of how collaboration over borders can help us learn from each other.
- If we want to include this in the presentation I will need some information from the group members about how PoA solutions work or are planned to work in your countries.

# Highlighted solution # 2

- Recommendation: **Digital enrollment**
- A good example of how new digital tools can solve challenges for part of the population – and make the process for issuance easier.
- If we want to showcase this solution I would need some more information from countries who have implemented this solution

# Highlighted solution # 3

- Recommendation: **Physical help centers** – like the Danish library solution and Latvian Unified Customer Service Centre Network
- I think showcasing suggested solution nr. 2 & 3 together can be valuable – to show that new tools offer new possibilities regarding for example digital enrollment, but at the same time these tools won't work for everyone. Therefore alternative solutions are also necessary, like having a physical place people can go to get help.
- I will need some information from countries who have implemented or are planning to implement solutions related to this if we want to include it in the presentation

# Conclusion and where we go from here

- As we can see the eID landscape is complex. While access to eID and use of digital services works well for a large part of NOBID-citizens, many also experience challenges.
- Work on the white paper is on-going and will hopefully be completed soon
- What do we do after that – writing a more detailed report has been discussed.

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*Thank you*

Final remarks

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