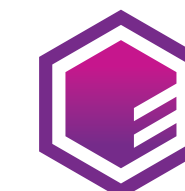


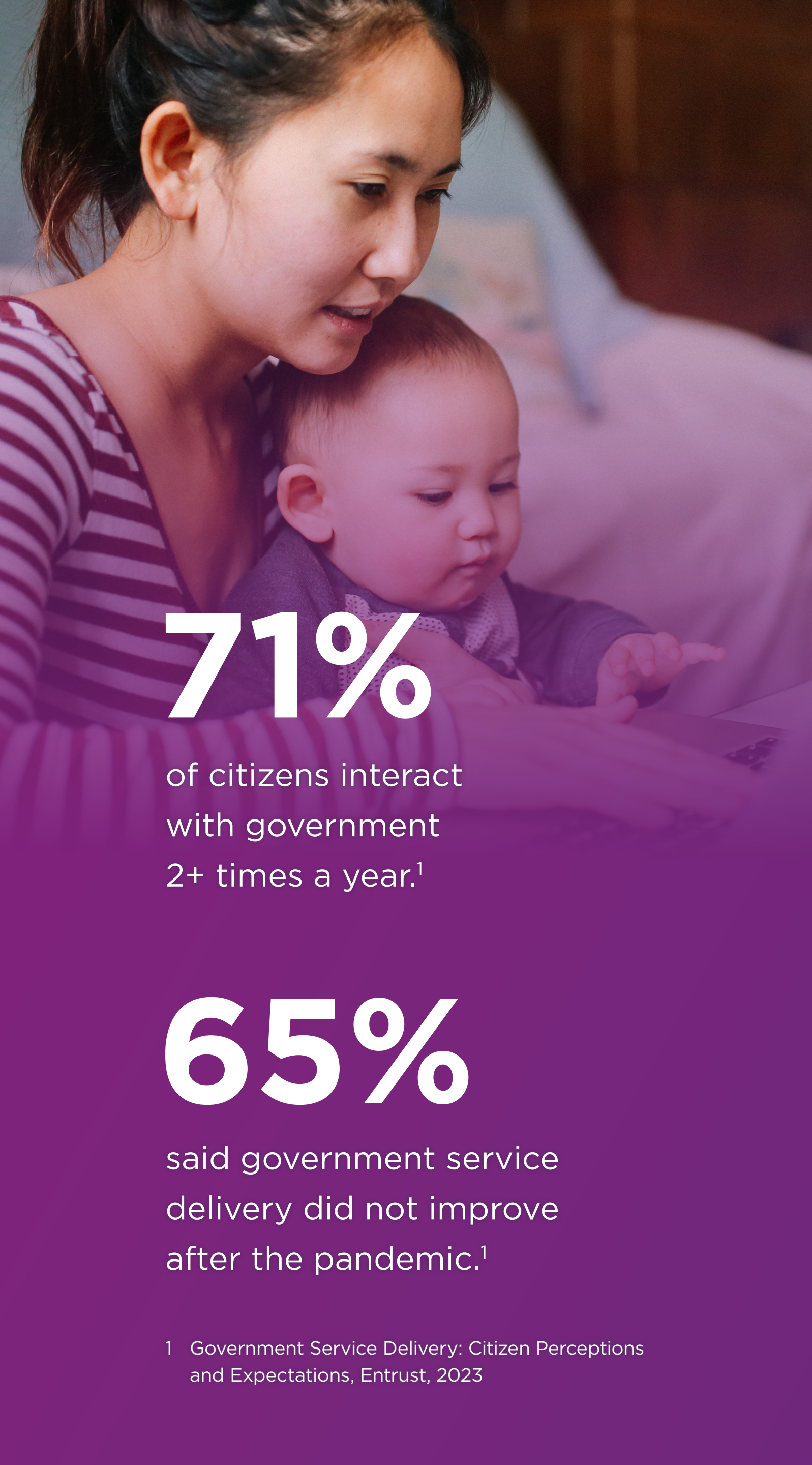
Accelerating Digital Government

With the Entrust Citizen Identity Orchestration Solution



ENTRUST

SECURING A WORLD IN MOTION



71%

of citizens interact
with government
2+ times a year.¹

65%

said government service
delivery did not improve
after the pandemic.¹

¹ Government Service Delivery: Citizen Perceptions and Expectations, Entrust, 2023

Introduction

Digital transformation is revolutionizing how governments operate and connect with citizens. Digital government is becoming an integral part of public institutions, fundamental to their functioning and essential for service delivery.

We surveyed more than 3,500 citizens across six countries with relatively mature eGovernment infrastructure, asking them about their experience engaging with government. Our findings showed a clear preference of digital channels for service delivery. And citizens expect government to improve those digital service experiences, while also ensuring security of their personal data. This is not surprising, given how digital technology is increasingly central to the way we live, work, and communicate. The COVID-19 pandemic also accelerated the demand for digital services, forcing governments to adapt quickly and modernize their legacy infrastructure to ensure streamlined and effective operation.

How governments enable citizens by improving access to public services will have transformative implications. Most cases of government-to-citizen interactions — such as immigration and delivery of Social Security benefits, healthcare, and aid — require a high level of identity assurance. Traditionally, such services were not available over digital channels, as there was no reliable process for an individual to prove who they were and authenticate themselves digitally. Today, the success of digital service delivery models lies in effective digital identity orchestration.

Read on to learn how you can offer your citizens a frictionless service delivery experience with a solution that:

- Embeds digital trust in citizen identities with robust AI-powered fraud detection
- Ensures continuous trust verification in all digital interactions
- Ensures a high level of security by disclosing only the credential data necessary for the service
- Complies with all major digital identity trust frameworks and data privacy standards

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Entrust Citizen Identity Orchestration Solution

Digital government begins with secure digital identity

Empower citizens, businesses, and public services with robust digital infrastructure, embodying end-to-end trust in citizen identity and hybrid credential issuance, to support secure digital transactions within service delivery.

The Entrust Citizen Identity Orchestration solution enables secure transactions by integrating our industry-proven products with online channels (web and mobile) and business and orchestration layers to offer:

- Digital onboarding with identity verification
- Credential issuance
- Digital identity lifecycle management
- Authentication for secure access

It follows a **composability** approach that allows governments to deploy robust, future-proof services, evolving and adapting in sync with digital transformation efforts. Each solution component can be developed, deployed, and updated independently, promoting faster development cycles and easier maintenance.

Governments can improve service levels, control costs, and enhance privacy and security with our digital ecosystem offered via cloud, on-premises, or hybrid deployment models.

WHAT DOES “COMPOSABILITY” MEAN?

Composability is a software paradigm that allows complex applications to be built from smaller, independent, and modular components.

Composable solutions allow functional blocks to be dissociated and combined according to specific needs, ensuring greater agility, scalability, and adaptability over traditional monolithic software solutions.

A Secure and Frictionless End-To-End Experience

ONBOARDING



Establish trusted identity with identity vetting

- Capture document images, biographic data, and biometrics to create a unique trusted identity
- Ensure fair, fast, and accurate identity verification with AI-powered models for fraud detection

IDENTITY



Issue and manage identity credentials

- Issue trusted physical (ePassports) or digital (ICAO DTC) credentials based on a core trusted identity
- Ensure secure custody and storage of identity credentials designed to comply with global privacy regulations

TRANSACTIONS



Streamline access to online services

- Authenticate service access with knowledge, possession, and/or biometric factors
- Expedite service delivery with digital signing, validation, and timestamping using the citizen self-service portal
- Ensure efficient case management with admin portal and business intelligence dashboards

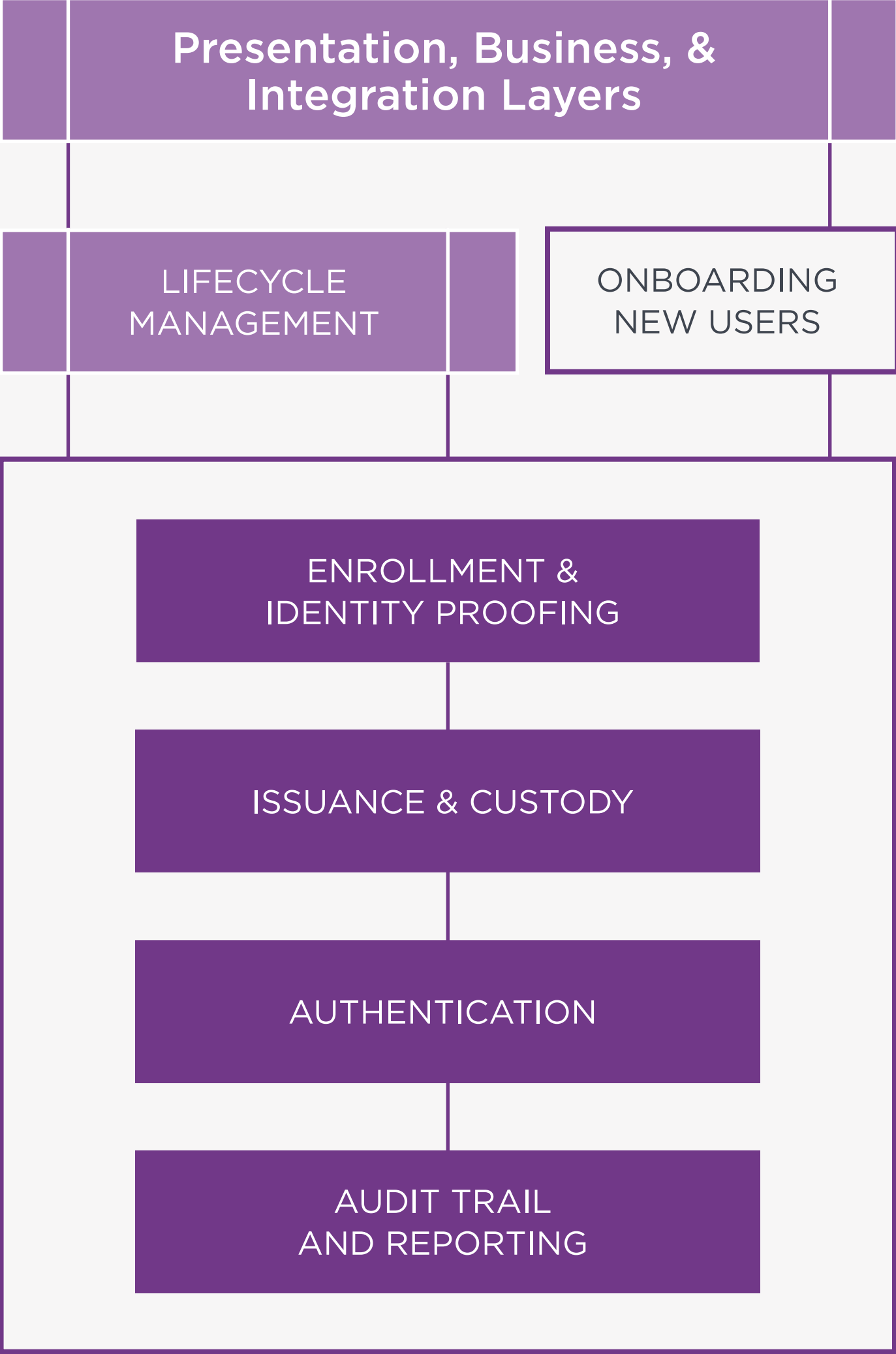
Digital Identity

From onboarding to issuance and identity lifecycle management, empower your citizens with secure and verified digital identities to access digital services. This includes:

Onboarding: Choose from in-person, remote, hybrid, and API-based onboarding methods to cater to various use cases and security requirements. Then onboard users by confirming their identity in person or remotely by checking the validity of documents using biometric verification technologies and cross-checking with existing databases. You can record relevant biometric identifiers and attributes in the system when required.

Credential Issuance and Custody: Issue credentials that meet ISO, ICAO, and W3C standards and the eIDAS and GDPR regulations, adaptable to multiple use cases. Each identity is distinct and supported by various physical and digital representations, including:

- Centralized IDs accessible online or stored in the cloud
- Decentralized verifiable credentials
- Mobile digital IDs
- Smart credentials
- Digital certificates
- Tokens
- Linked e-documents





DIGITAL IDENTITY (CONTINUED)

Authentication: Government services demand robust assurance, resilient against identity fraud. Verify identities using our advanced multi-factor authentication (MFA), which integrates:

- Knowledge-based attributes (passwords, PINs, security questions)
- Possession-based attributes (smart passports, IDs, and mobile devices)
- Inherent attributes (biometric templates)

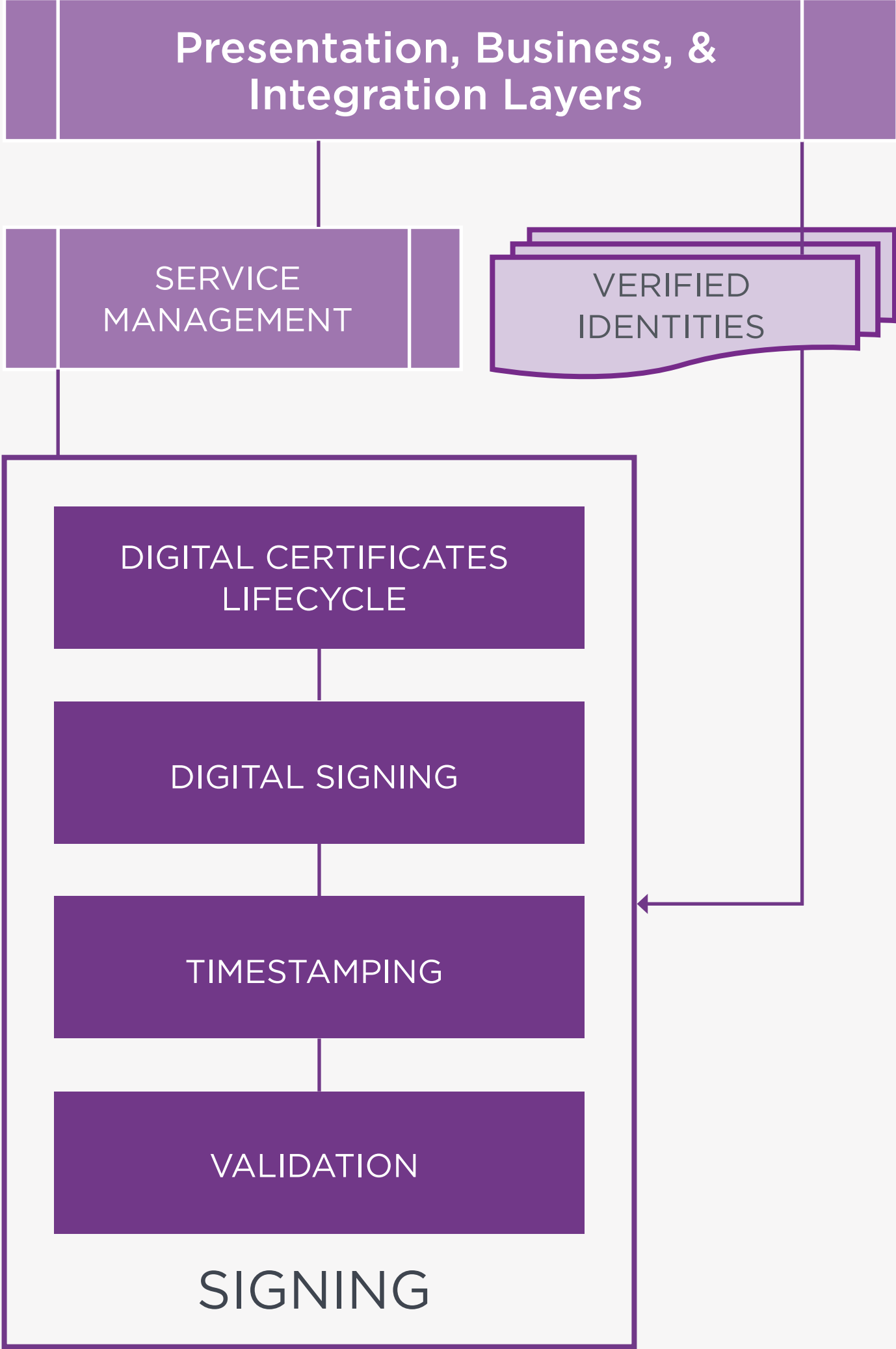
Our identity and access management (IAM) suite dynamically assesses and adjusts to the risk level of each access request, ensuring secure and appropriate authentication.

Identity Lifecycle Management: Safeguard and manage the digital identity lifecycle and efficiently oversee updates, revocations, and renewals, while maintaining rigorous governance, security, and audit protocols. This comprehensive approach empowers you to reliably administer the digital representations of user identities, along with their related attributes and entitlements, ensuring integrity and accountability throughout the identity lifecycle.

Digital Signing and Certification

With our Citizen Identity Orchestration solution, you can provide trusted assurance of government-to-citizen (G2C) transactions with verifiable digital signatures and certifications. You can also facilitate legal attestations from any location, leveraging advanced digital signing features that support a range of formats and cryptographic protocols. Our timestamping feature ensures the traceability of signatures or certificates over time, while robust validation mechanisms confirm their authenticity. Compliance with ETSI, CEN, ISO, and IETF standards underscores our commitment to industry best practices.

- **Digital Signing:** Integrate digital signing directly into your service platforms to enhance the integrity of electronic transactions and documentation. With our platform, citizens can authorize documents from any connected device, backed by centralized key custody for secure and hassle-free remote signing. Our eIDAS-compliant solution safeguards legitimacy of the person signing and protects against unauthorized use, offering a comprehensive solution for digital transaction management.
- **Manage Digital Certificates:** Streamline the issuance and management of digital certificates for citizens, with support for diverse formats while adhering to global standards. Our timestamping feature adds an additional layer of verifiability, while our extensive validation protocols — from certificate chain checks to revocation status — maintain a high trust level in digital certificates and signatures, aligning with stringent security regulations and best practices.
- **Document Signing Workflows and Batch Processes:** Capitalize on automated workflows and batch processing for document signing to handle high-volume governmental needs efficiently. Our platform enables you to establish structured approval pathways, signature templates, and real-time status tracking, helping to ensure compliance and expedite the signature collection process.
- **Signing and Collaboration Platform:** Our fully featured signing and collaboration platform supports seamless multi-party interactions. Tailor the attestation process to the complexity of the interaction, with options ranging from simple document signing to intricate contractual agreements. Choose from cloud, on-premises, or hybrid deployments to align with policy requirements and optimize the user experience.



Digital Service Channels: Citizen Self-Service Portal

Elevate civic engagement with “total experience” design

Redefine citizen-government interactions with a holistic digital self-service approach. Our digital service channels include:

- Primary interface where citizens can access all the digital services offered by their government
- Self-service portal for citizens
- Admin portal for the government staff for support with case management
- Business intelligence dashboards to help government agencies monitor and manage service delivery standards

Our Express Portal option delivers pre-configured building blocks for rapid deployment, while our comprehensive design ensures consistent and engaging user experiences across all digital touchpoints, including websites and mobile applications. Our unified interface is based on the “Total Experience” (TX) principles, converging the disciplines of user experience (UX) and user interface (UI), ensuring any individual can easily navigate and manage their digital identities with confidence.

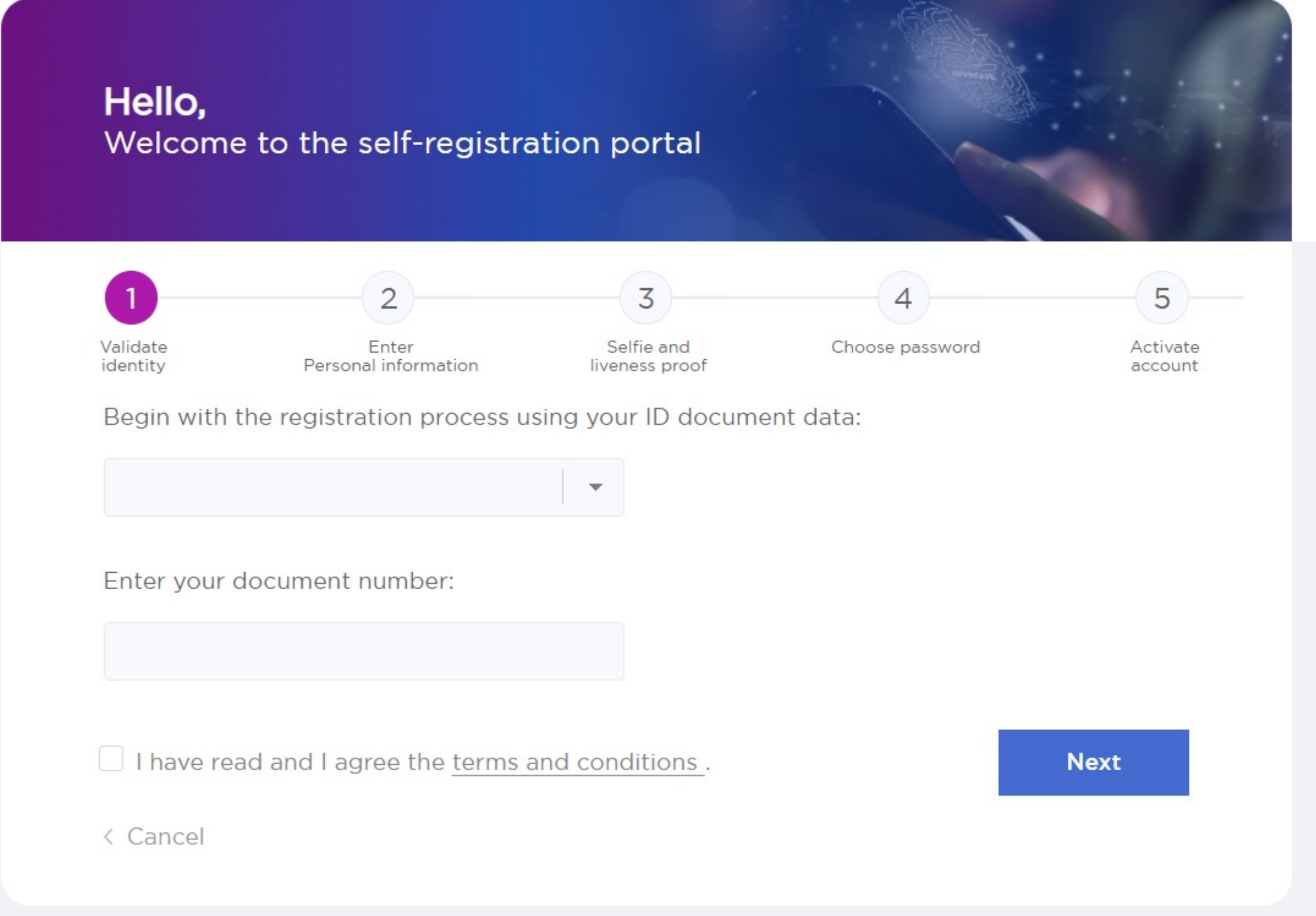
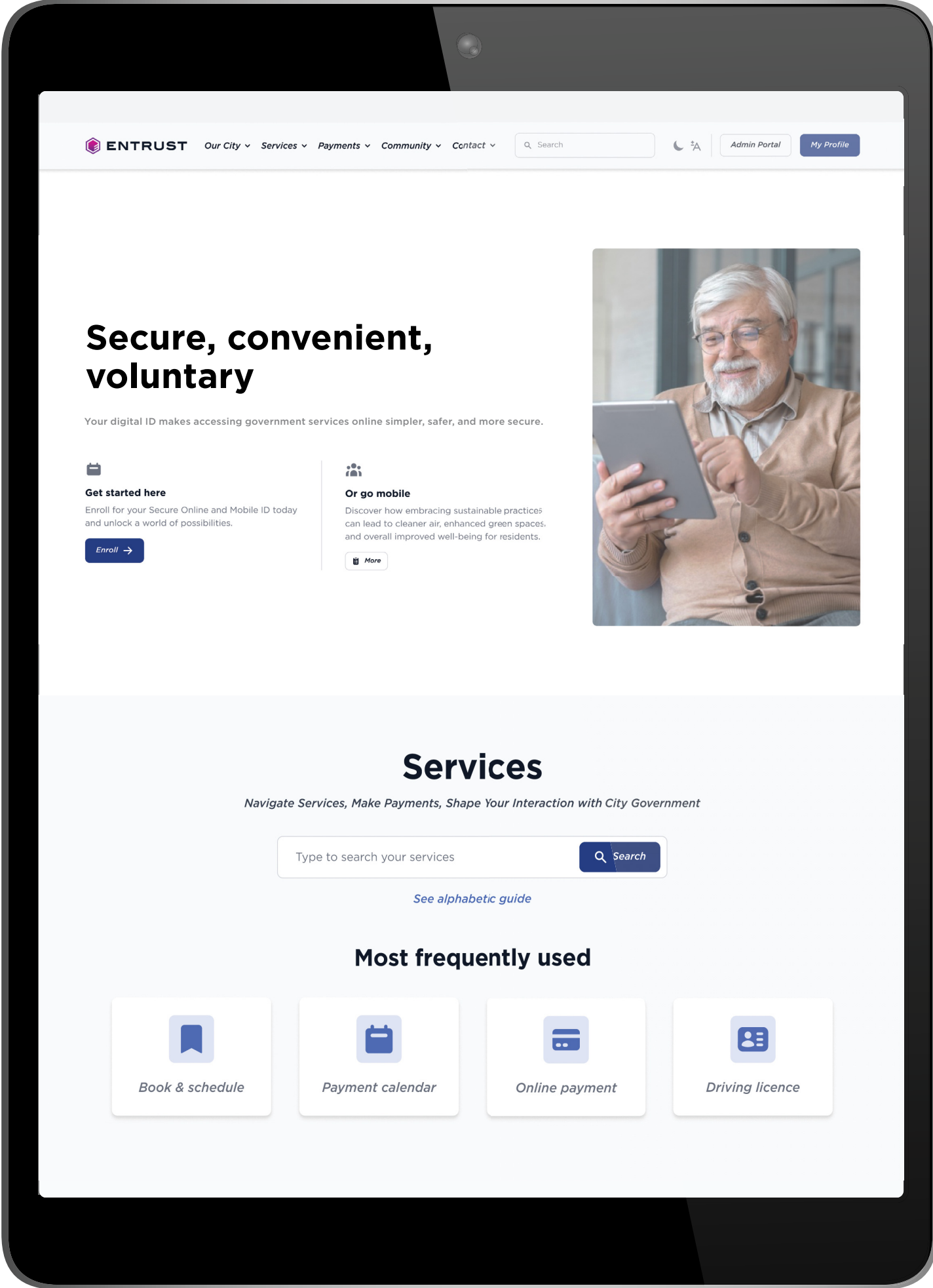
Total Experience Transformation

- **Comprehensive Self-Service Portal:** Our solution empowers citizens to self-manage their digital identities, access essential services, and execute secure transactions — all through a unified interface that embodies TX principles.
- **Seamless UX and UI:** Integrate seamless workflows with responsive design to foster an engaging and consistent user experience across all digital touchpoints through desktop or mobile.
- **Robust Security:** Multi-factor authentication and end-to-end encryption are woven into the fabric of our digital channels, providing a secure backbone for all citizen interactions while maintaining simplicity in user engagement.

In-App Messaging and Notifications

- **Enhanced Communication:** Move beyond the confines of email and SMS with our in-app messaging system, providing real-time notifications, alerts, and guidance within the app environment itself.
- **Secure Transactions:** Leverage encrypted messaging channels to facilitate critical communications and transactions, ensuring privacy and security at every touchpoint.
- **Recovery and Support:** Implement a streamlined recovery process within the app, offering immediate support and guidance to resolve any issues, thereby enhancing the overall service continuity and user satisfaction.

CITIZEN SELF-SERVICE PORTAL



Our citizen self-registration portal uses existing ID documentation in remote, in-person, or hybrid environments.

Digital Service Channels: Mobile App

Seamless interactions anytime, anywhere

Our mobile app is a one-stop digital gateway, streamlining secure and intuitive interactions with government services. It's designed for comprehensive digital identity management including registration, authentication, authorization, and digital signing — all tailored for the citizen's convenience.

All-in-One Multifunctional App: Equip citizens with a single application for all their digital needs, such as:

- Enrolling for a mobile ID
- Managing multiple credentials
- Linking digital signing certificates
- Enhancing their digital autonomy

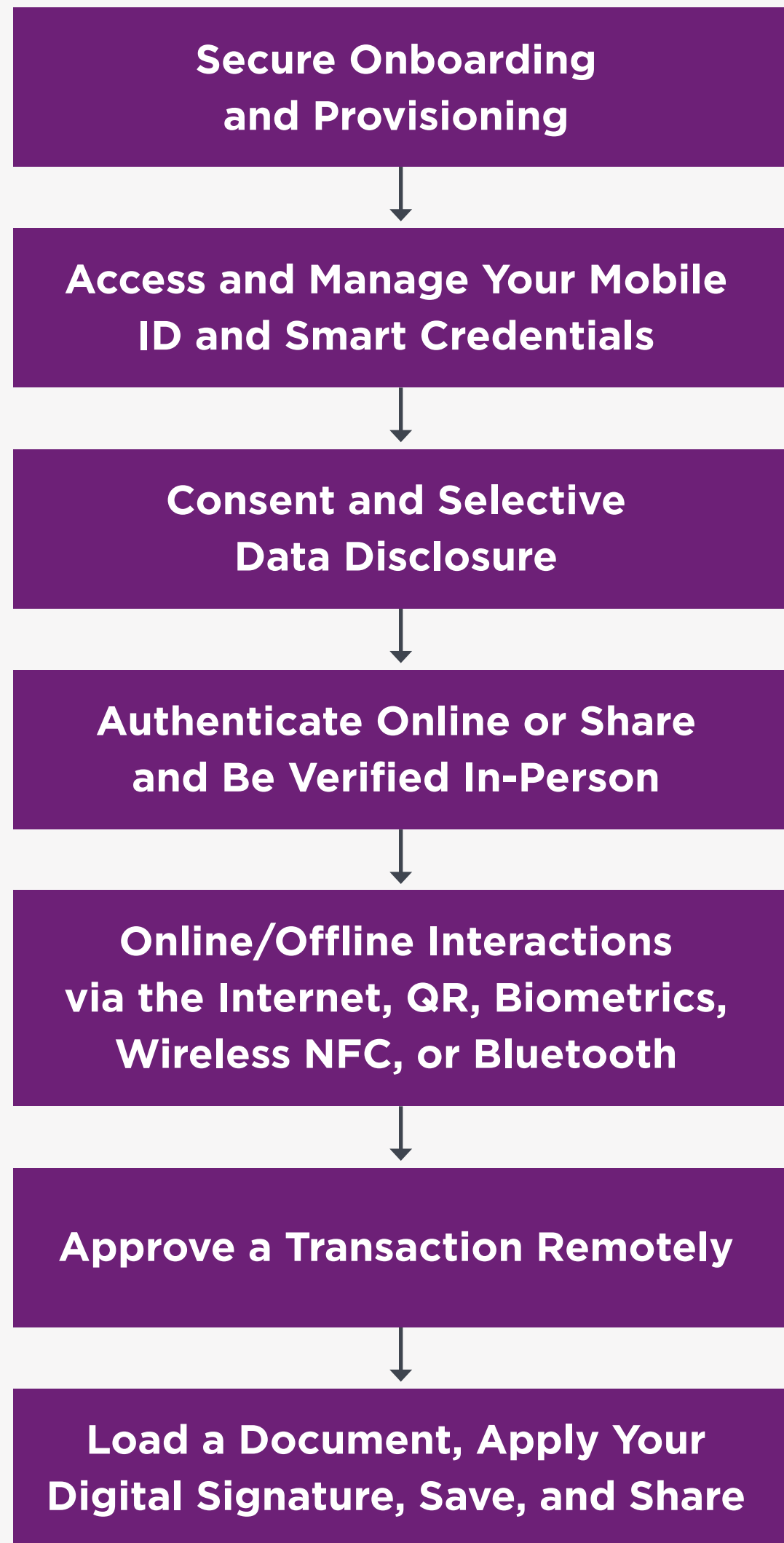
Flexible and Secure Activation: Our app supports a range of activation methods to meet varying assurance levels, from using existing accounts to verifying identity documents — all while leveraging advanced biometric technologies for the utmost assurance.

Versatile Mobile Smart Credentials: Securely store and manage essential smart credentials on a single device, accessible for a multitude of uses. The app's interface displays detailed identity attributes, fusing convenience with comprehensive security.

Uncompromised Data Integrity and Privacy: The app enforces stringent data integrity, assuring the user that their information remains unaltered. Control over personal data is in the citizen's hands, including credential management and selective data sharing — all underscored by stringent privacy safeguards.

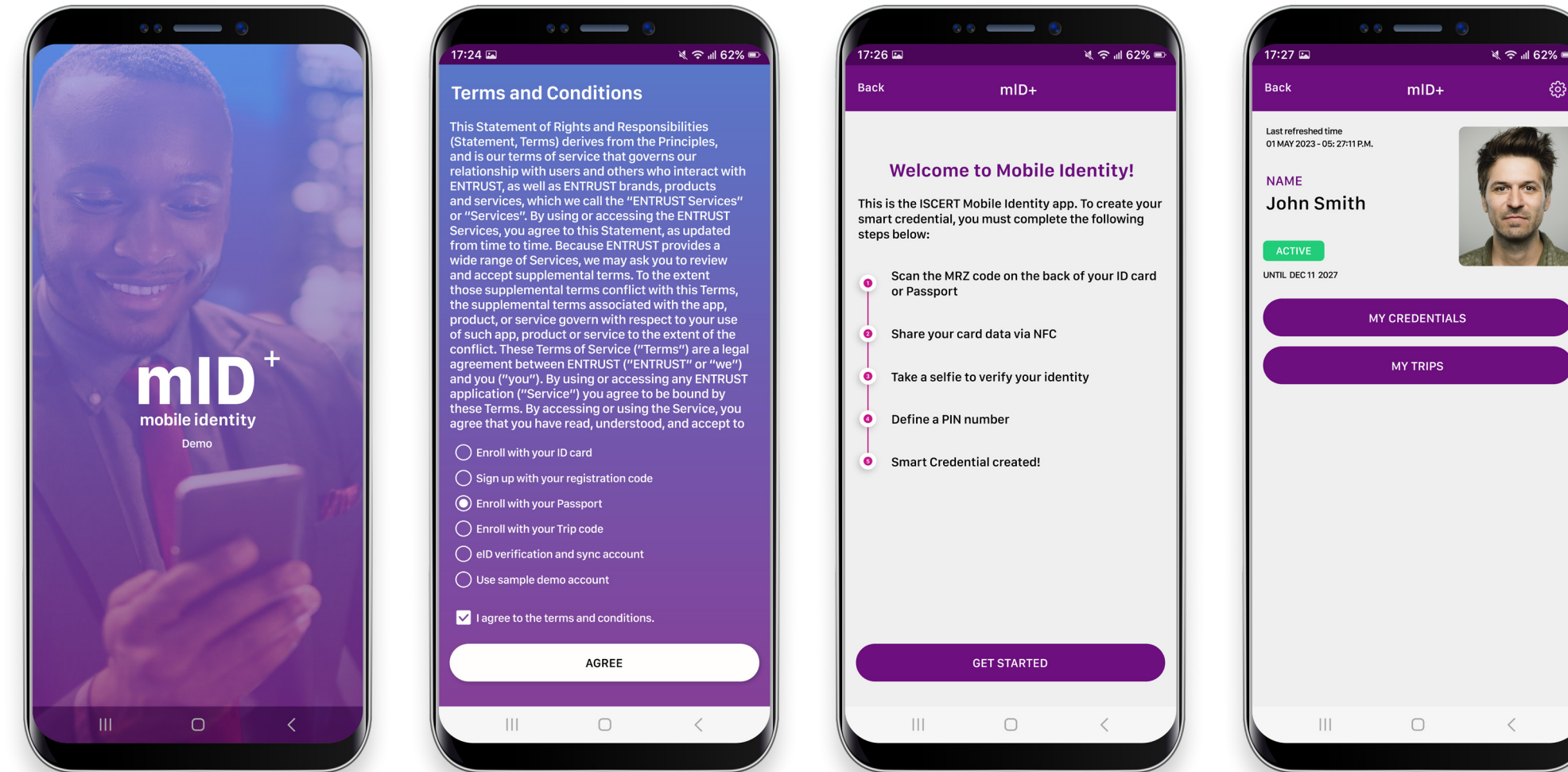
Robust Access Control and Security: Advanced security protocols are in place — from PIN entry to biometric authentication — to protect citizens' access to government services. This eliminates the burden of multiple login credentials, ensuring a frictionless user experience.

Intuitive Digital Signing Process-Flow: The app simplifies legal transactions, enabling citizens to consent, sign, and validate documents digitally. This functionality reduces the need for in-person visits and accelerates document processing, encapsulating a modern approach to public service delivery.

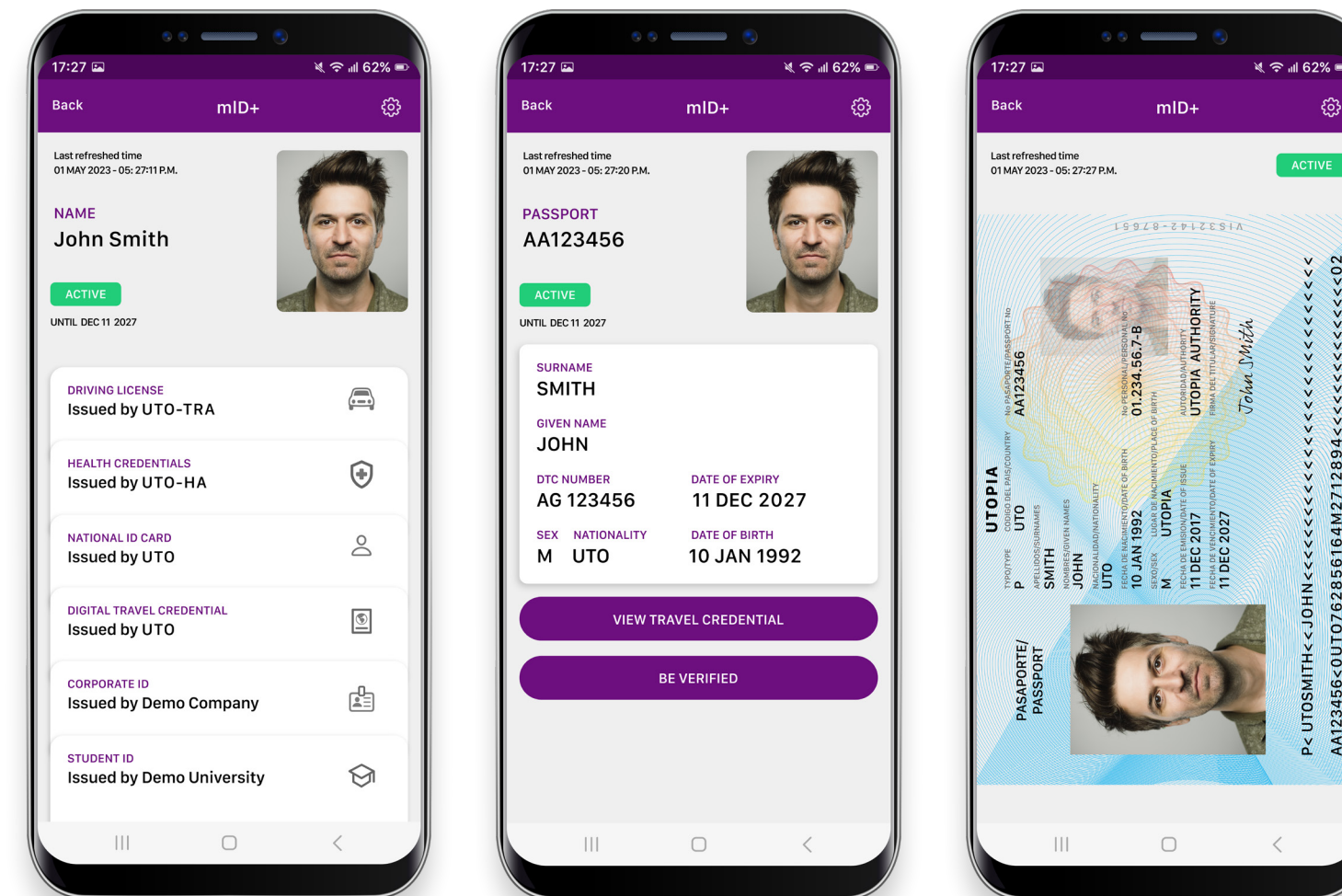


MOBILE APP

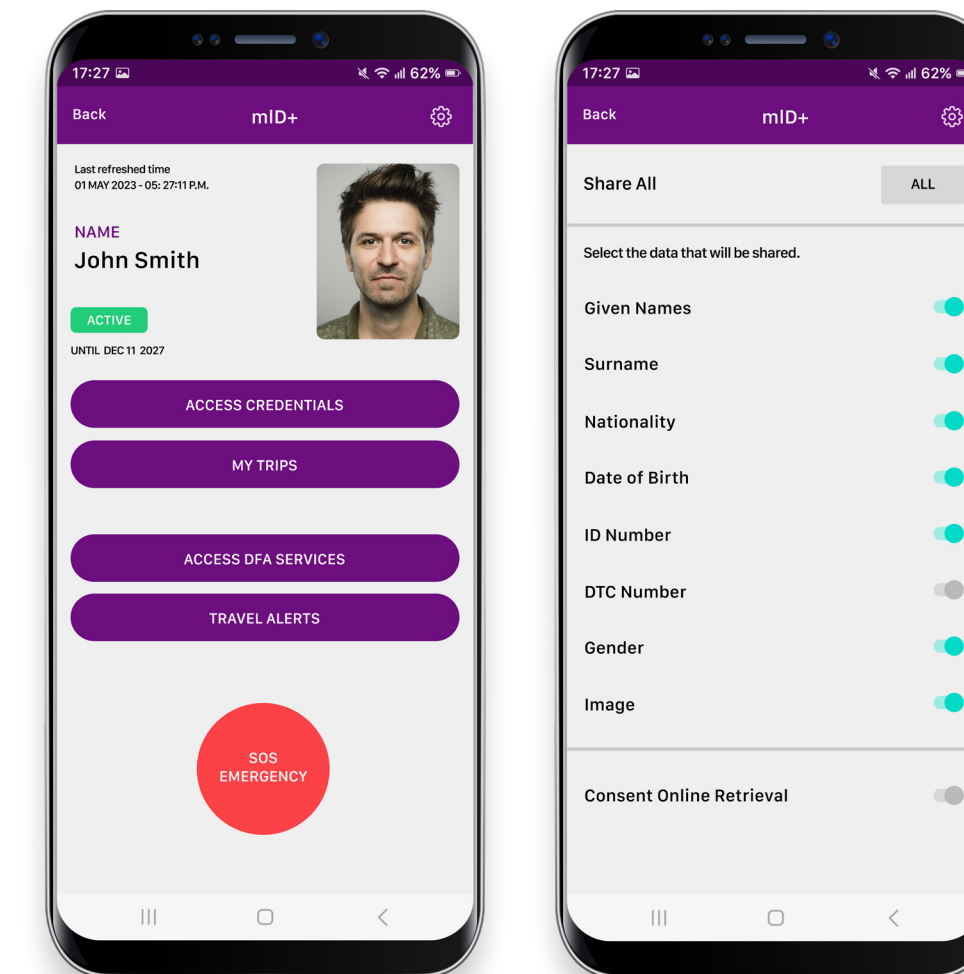
ONBOARDING



IDENTITY



TRANSACTIONS

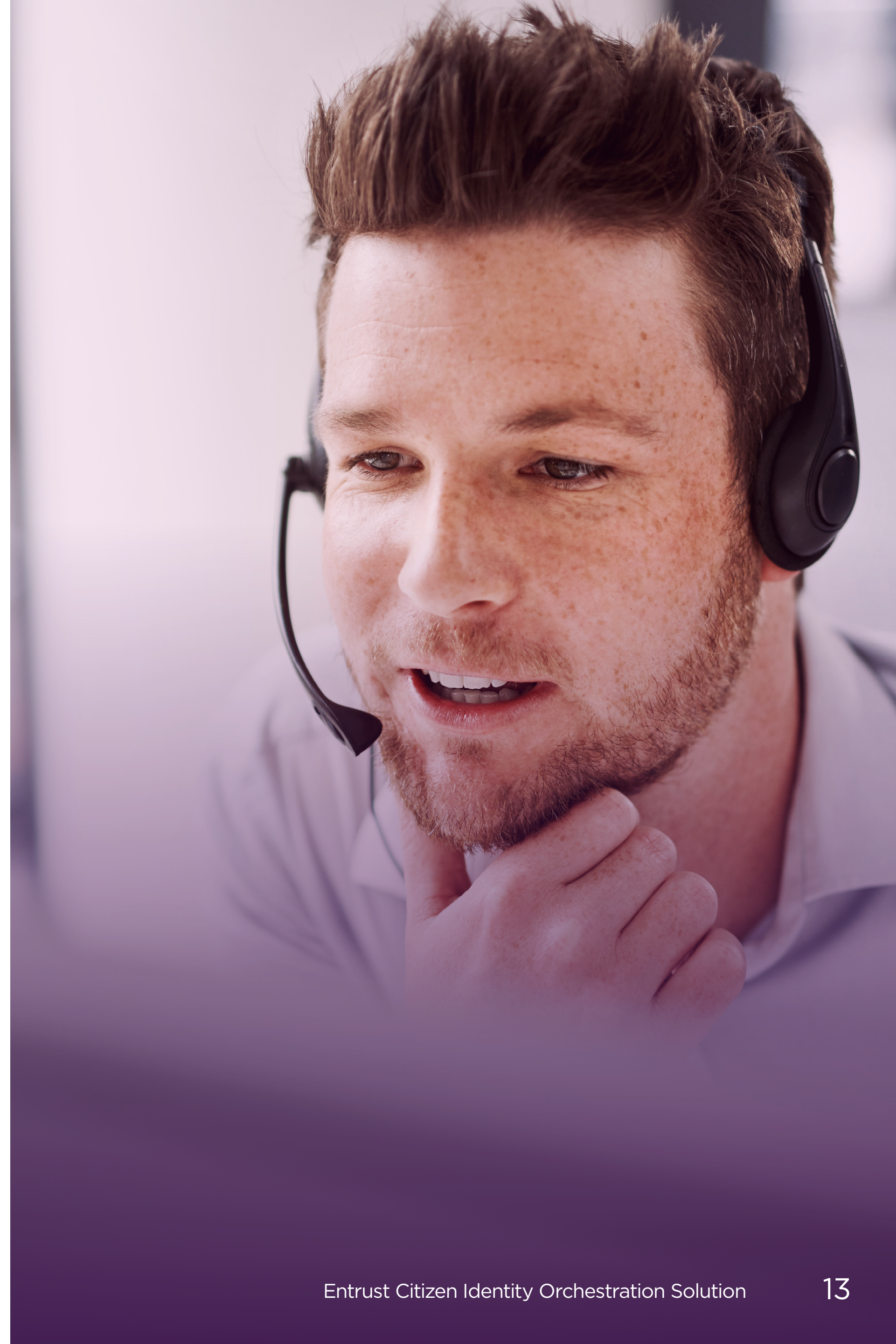


Digital Service Channels: Admin Portal

A central hub for service management

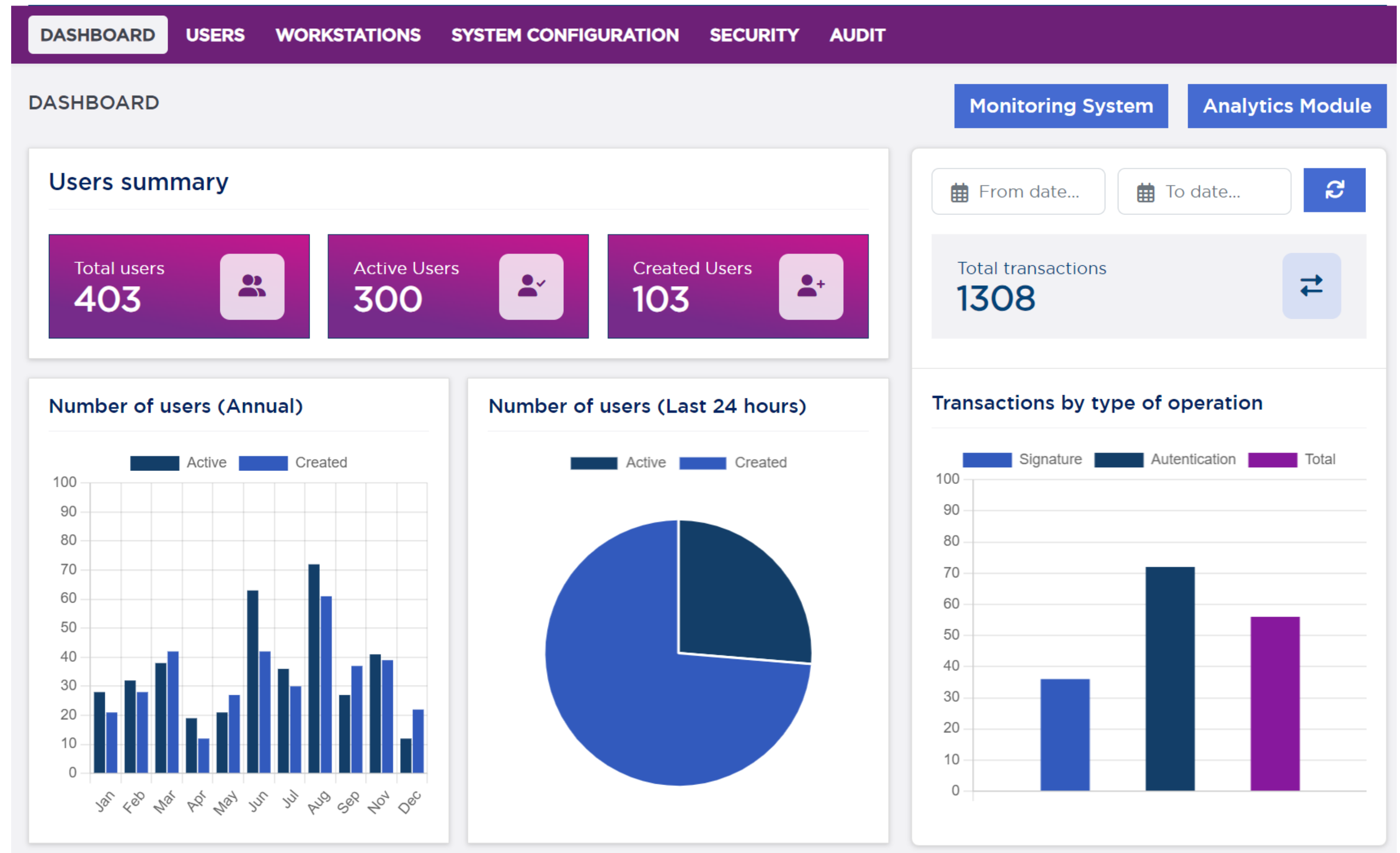
The admin portal serves as the central command center for public- and private-sector personnel tasked with orchestrating service delivery. This robust interface streamlines the complexity of administrative duties by providing a suite of tailored functionalities and sophisticated management tools. It is designed to integrate with existing or new case management systems.

- **Versatile Role-Based Access:** Adaptable for a variety of roles from administrators to auditors to ensure every team member has the tools required for efficient service management.
- **Streamlined System Configuration:** Easily customizable settings enable precise control over policies, user onboarding, credential issuance, security, subscription plans, and more for seamless service delivery.
- **End-Users' Management:** Simplify oversight of citizen identities, contact details, and credentials to boost support teams' efficiency in user assistance and administrative tasks.
- **Online Payments:** Gain valuable financial insights and manage billing through detailed reports on user activities and API usage to enhance financial administration.



ADMIN PORTAL (CONTINUED)

- **Single Pane of Glass:** A singular dashboard providing instant visibility into user activities, system logs, and transactions, with in-depth reporting for data-driven management.
- **Complete Transparency:** Detailed logging ensures accountability and aids in compliance, with immediate insights into user interactions and identity management.
- **Broadcast Messaging:** Communicate updates and essential information to citizens promptly to ensure engagement and awareness via a centralized content management system.
- **Access to Subsystems Consoles:** The portal offers streamlined access to critical subsystems like PKI, identity verification, signature services, and analytical tools — all from one unified point.



The admin portal dashboard provides complete visibility on user activities and quick access to monitoring and analytics.

Business Intelligence: Monitoring and Analytics

Government digital initiatives are constantly under scrutiny and are rigorously evaluated on their relevance and impact. Such initiatives are also constrained with time and resources, while under pressure to maintain service delivery standards. Our Citizen Identity Orchestration solution empowers government personnel with sophisticated business intelligence toolkits to oversee, manage, and refine operations, establishing a clear path to successful digital transformation.

Business Process Analytics

Our solution offers in-depth analysis of business operations, delivering a holistic view of the platform and business strategy through intuitive data visualizations. This feature spans both management and operational dimensions, providing actionable insights about:

- Registration metrics
- User behavior
- Transactional data
- Third-party services integrations

These capabilities empower government entities to transparently showcase the effectiveness of citizen-centric initiatives and leverage data-driven strategies to enhance operational efficiency.

Operations Monitoring

Our comprehensive toolkit provides system operators with:

- **Platform overview:** A detailed perspective of the entire system infrastructure, encompassing applications and network behavior to ensure nothing goes unnoticed
- **Access tracking:** Real-time monitoring of portal and service access, offering granular insights with detailed analytics for informed decision-making
- **Consolidated dashboard and log management:** An integrated approach to log analysis, unifying data from applications, servers, and security platforms to support a range of functions from troubleshooting to security auditing
- **Health management and maintenance:** Proactive system health checks and corrective measures provide a robust framework to maintain optimal performance, highlighting opportunities for system improvement and assisting support teams with valuable operational insights

67%

of citizens cite long wait times as a key pain point when interacting with government²

ONLY 15%

of citizens prefer in-person interactions over digital and other remote channels²

² Government Service Delivery: Citizen Perceptions and Expectations, Entrust, 2023

³ IMF Staff Research, 2021

Unlock the Benefits of Your Digital Transformation

1 Benefits for Citizens

- **Increased Accessibility:** Digital self-service web or mobile channels provide citizens with convenient 24/7 access to government services by eliminating the need for physical visits
- **Frictionless Experience:** Online case management promotes transparency, accountability, and personalization to ensure citizens have easy access to the information they need
- **Greater Inclusivity:** With the proliferation of cell phones, mobile-first service channels make it easier for remote and underserved populations to access essential government services like healthcare, welfare payments, certifications, and licenses

2 Benefits for Industry

- **Streamlined Engagement:** Faster turnaround times and transparent interactions with governments help to ensure regulatory compliance and reduce administrative expenses
- **Enhanced Customer Experience:** Businesses can leverage government-issued digital IDs to streamline their own onboarding processes, such as KYC checks and age and background checks — especially for financial services and telecom industries
- **Effective Risk Management:** Ensure better outcomes for critical use cases and prevent fraud by applying appropriate assurance levels to identity verification

3 Benefits for Governments

- **Empowered Citizens and Industry:** Streamlined and transparent digital government enhances civic engagement and trust, and can even boost FDI inflows³
- **Enhanced Administrative Efficiency:** Automation and reduced paperwork improve cost efficiency and allow your workforce to focus on complex tasks
- **Improved Cyber-Risk Posture:** Native cryptographic support ensures security, privacy, and compliance with the NIST standards and GDPR and eIDAS regulations

The Entrust Difference

Entrust works as a trusted partner with governments to unlock the benefits of digital transformation with secure and seamless citizen identity orchestration. Ensuring successful outcomes for citizens and industry has never been easier.

- **Enhanced Flexibility With Composable Architecture:** Our innovative architecture simplifies and refines complex government-to-citizen workflows, promoting adaptability and system scalability. By offering a holistic solution, we ensure your infrastructure is future-proof, agile, and capable of seamless integration across diverse government services.
- **Total Experience by Design:** We designed our solution to harmonize user experience and the citizen journey over a robust digital experience platform (DXP). This integrated approach fosters elevated trust and satisfaction in digital government.
- **Adherence to Rigorous Standards:** Our platform is built on a foundation that adheres to stringent standards like NIST, eIDAS, GDPR, and is tailored to local regulatory requirements — designed to ensure your digital transformation meets the highest benchmarks of security and privacy.
- **Continuous Trust Verification:** Our solution embeds trust in every digital interaction and is powered by fast, fair, and accurate AI-powered models for identity verification to mitigate fraud and ensure seamless service delivery.
- **One Source for All Your Digital Needs:** Optimize your digital strategy with our comprehensive procurement and deployment services, offering a unified source for all your identity orchestration and service delivery needs.
- **Insights That Drive Action:** Unlock the power of advanced process monitoring and analytics to gain valuable insights for informed decision-making and enhanced citizen engagement.

A TRUSTED PARTNER FOR YOUR DIGITAL TRANSFORMATION

- 50+ years of delivering secure identity solutions
- Qualified trust service provider (QTSP) for ePassports in 30+ countries
- 400+ government identity projects across 100+ countries
- Industry-leading AI-powered fraud detection for identity verification
- 195 countries/nationalities that have had their citizen identities verified by Entrust solutions

Discover how you can accelerate your digital transformation with effective citizen identity orchestration.

Talk to our experts or request a demo

[Learn more](#)

For more information

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ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling strong identities, secure payments, and protected data. We offer an unmatched breadth of identity-centric solutions that are critical to the future of secure enterprises, governments, the people they serve, and the data and transactions they enable. With our experts serving customers in more than 150 countries and a network of global partners, it's no wonder the world's most entrusted organizations trust us.

Learn more at
entrust.com 

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