

Citizen-centric government is Information-intensive government: public service improvement, surveillance society and citizenship

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New Questions for Information-intensive, Citizen-centric Government

- **What is identity management [IDM] for citizen-centric government?**
- **Should practices of citizen identification be assessed and managed in new ways by the public services?**
- **What should be the conceptual basis for evaluating information privacy and surveillance?**
- **Do we need a clearer understanding of ‘citizenship’?**

Information-intensive Government: examples of identification and authentication practices

- **Automatic number plate recognition [ANPR]:
Police Forces.**
- **On-line application for a provisional drivers
licence: DVLA .**
- **E-benefits claims procedures: Department of
Work & Pensions [DWP] and local authorities
responsible for housing benefit.**

ANPR: Vehicle ID & Law Enforcement – Service to the Citizen or Surveillance?

- **Recording and retaining vehicle ID;**
 - **From vehicle ID to owner/driver ID**
 - **Searching multiple databases in real time;**
 - **Planning for a national, integrated system;**
 - **Tracking specific vehicles.**
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- **Catching tax and insurance evaders;**
 - **Tracking criminal & suspicious behaviour;**
 - **Providing equitable service to the citizen?**

On-line application for a provisional drivers licence

- Routine personal data collection;
 - Search against existing record;
 - Transfer of data to ‘trusted third party’;
 - Validation, authentication and the assignment of an identity ‘trust score’;
 - The ‘layering’ of citizen applicants.
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- Being citizen-centric: easing access to public service;
 - Managing risk;
 - Meeting public expectations for on-line service.

Claiming Housing Benefit

- **Face-to-face personal data capture: ID, authentication;**
 - **Data-matching against other LA records/HMRC data;**
 - **Assignment of claimant to social category: determines the frequency of case review;**
 - **Socio-demographic ‘sorting’ based on statistical risk of fraud or error.**
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- **Personalised service with ease of contact;**
 - **Managing risk: underpayments, overpayments, fraud.**

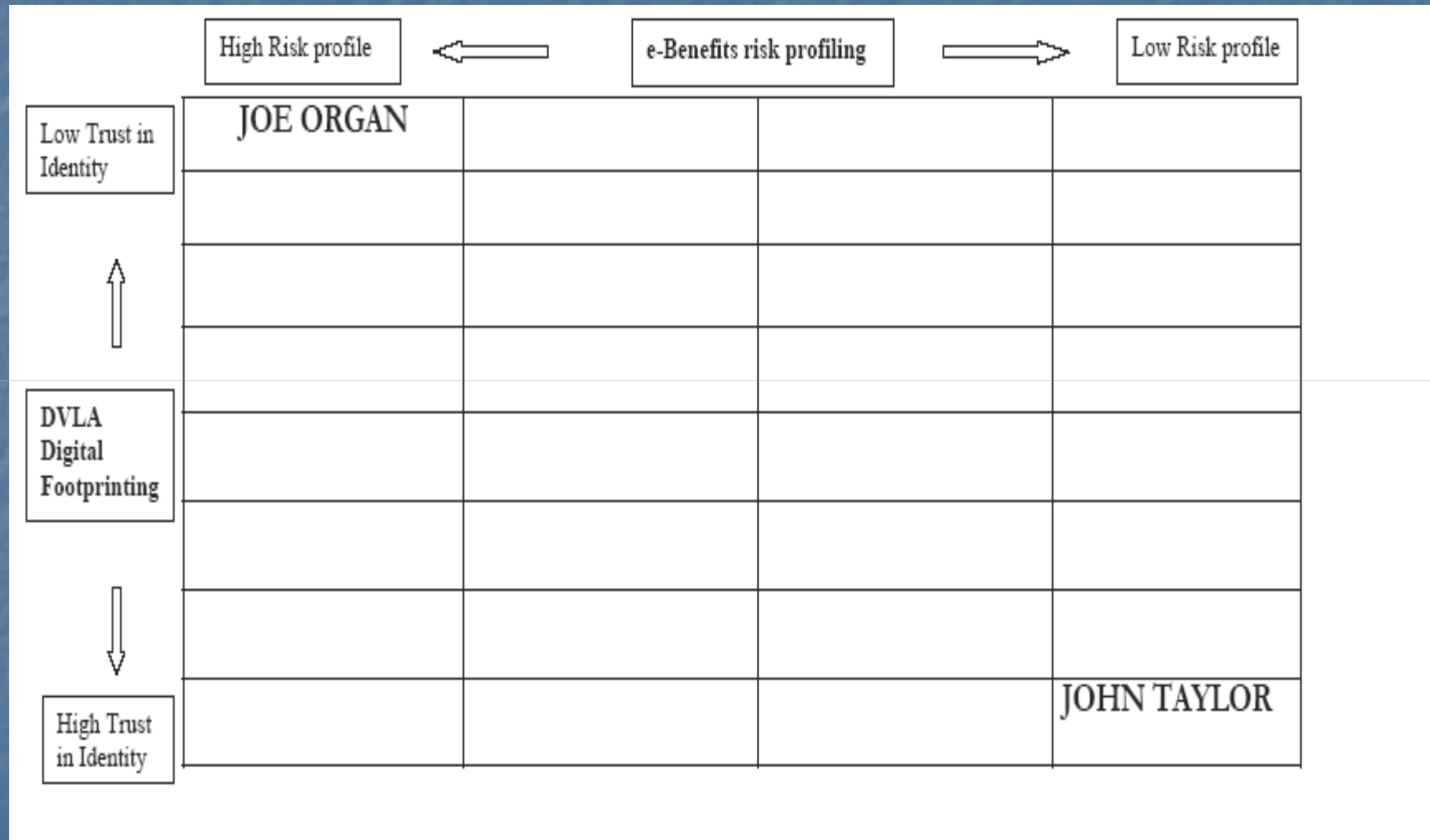
Viewing these Cases from a Public Service Perspective

- **Joining up Government at the point of the citizen;**
- **Enabling ease of contact for the citizen;**
- **Personalising service to the citizen;**
- **Achieving fairness in service to the citizen;**
- **Protecting the individual citizen and the wider public.**

Viewing these Cases from a Surveillance Perspective

- “Purposeful, routine, systematic and focused attention to personal data”;
- ‘Sorting’ citizens;
- Facing function creep;
- The sharing of personal data;
- Matching citizen data across multiple databases undertaken by a mixture of public & private organisations

The Citizen in the Matrix: a spectre of surveillance



Rethinking Surveillance in Public Service Contexts

- Accepting that ‘informational dilemmas’ exist for both government & the citizen;
- Working with a checks and balances approach applied on a case by case basis;
- Assessing identification practices through understanding their ‘situational logic’;
- Assessing the acceptability of both the capture and flow of personal data in ID practices:
- Assessing this acceptability against the roles, norms and values played out in the specific situation;

Rethinking Surveillance in Public Service Contexts: from identity management to identity governance?

- **Are new modes of identification rupturing extant relationships between government and governed, including the trust relationship?**
- **Do we need a new, ethically driven ‘governance of identification’?**
- **Can ‘contextual integrity’ be maintained in complex digital environments?**