21 September 2023

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eIDs and the Digital Transformation in Iceland

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The current landscape

- eID usage is widespread, with over 95% of the eligible population having one.

- Used to access a plethora of services digitally, e.g., banking, health care and various government services.

- The main eID scheme is provided by Auðkenni, a company which has since 2022 been fully owned by the state.

- Most users (97-98%) use a mobile-based solution with a PIN.

The commitments

- Two main goals are set out in the EU's eIDAS regulation:

  – To ensure that national eIDs can be used to access public services available online in other EU countries.

  – To create a European internal market for trust services.

- The government's duty to citizens when delivering public services.

The challenges – identity matching

- One of the bigger challenges when it comes to cross-border acceptance of eID schemes.

- Notable differences in infrastructure between countries.

- The Icelandic eIDAS note has not been updating since 2017, meaning that cross-border interoperability ius challenging.

- Agencies are neither connected to the node nor offering foreign eID log-in.

- No eID scheme has yet been notified but the notification is under way.

More on identity matching

- Declaration from the Nordic and Baltic ministers of digitalisation on cross-border identity matching in the region.

- Will barring unforeseen events be adopted tomorrow.

- The ministers commit to leveraging their resources to ensure that the Nordic-Baltic cooperation within the field of eID will serve as a common platform for achieving cross-border identity matching in the region.

The challenges – inclusion

- Various societal groups have challenges accessing and using eIDs.

- The problem is exacerbated by the widespread use of eIDs for authentication to use digital services.

- The NOBID group has begun working on a white paper on digital inclusion with regards to eIDs, due to be released in November.

- Mapping of the main user groups, the challenges they encounter and possible solutions.

Challenges - Group	Young users	Elderly users	Physically disabled users	Cognitively disabled users	Foreign nationals	Citizens abroad
In-person authentication	A	A				A
Lack of awareness	A	A			B	A
Lack of digital proficiency	A	B		C	B	
Lack of ID documents					B	
Lack of unique identifier					A	
Language barriers					B	
Operational difficulties			C	B		
Sole-control principle	A	B	C	B		

Solutions - challenges	In-person authentication	Lack of aware-ness	Lack of digital proficiency	Lack of ID documents	Lack of unique identifier	Langu-age barriers	Operation-al difficulties	Sole-control principles
Acceptance of more types of credentials				X				
Alternative delivery of services			X				X	X
Education / information		X				X		
Identification through app with passport	X							
Representative solutions			X	X		X	X	X
System identification number					X			
Alternate authentication			X				X	X

More on inclusion

- A representative solution is in place.

- Work on the possibility of alternatives to the current eID schemes.

- An alternative scheme may not offer the same high level of assurance as the existing one.

- Critical analysis of the need for a high level of assurance to access all specific services, as the mode of authentication can and does constitute a barrier.

What next?

- Follow up on the ministers' declaration.

- Transposition of various EU regulations and directives.

- Law on the operation of IT services by the government.

- Ongoing projects concerning inclusivity, working towards the goal of ultimately ensuring that unnecessary entrance barriers are eliminated.