

# **Managing Identity for e-Authorisation**

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# Managing identities for e-Authentication

**TNO | Knowledge for business**



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# Managing identities for e-Authentication

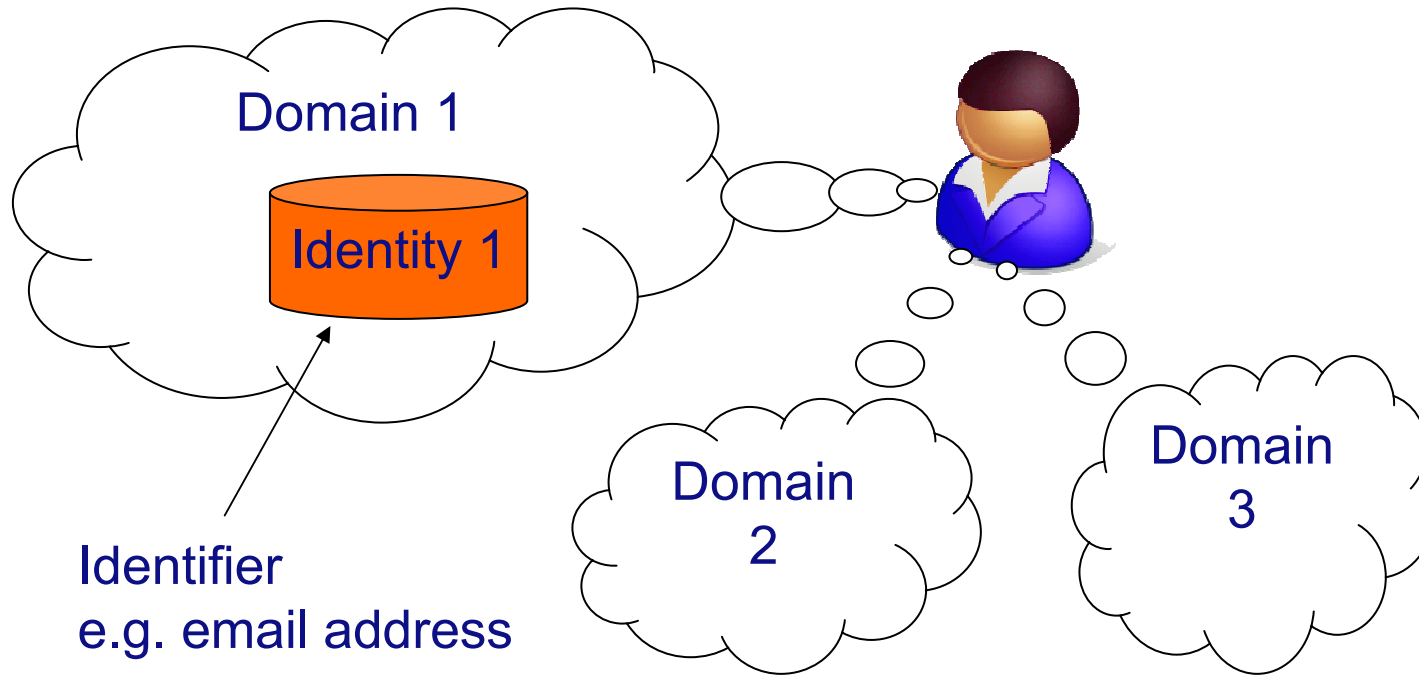
1. Definitions, what do we mean?
2. Technical measures for identity fraud
3. What is the main problem?

e-Government:

4. State of play and current trends
5. Dilemmas & challenges
6. Addressing policy roadblocks
7. Final remarks



# Identity



# Identity-related crime

1. Identity theft:  
illegal activities to *obtain* identity data
2. Identity abuse:  
illegal activities to *misuse* identity data
  - a) Identity fraud:  
abusing identities by falsifying records or evading rules  
e.g. credit card fraud
  - b) Blackmailing or teasing by publishing identity data  
e.g. Paris Hilton hack (2005)
  - c) Spam and illegal selling of identity data  
e.g. selling email addresses for spam purposes

# Countermeasures phishing and pharming

faking email or website to collect identity data

Countermeasures for users:

- Use a phishing filter
- Report phishing- or pharming website
- Check the address of the website (https)
- Check the certificate

Countermeasures for service providers:

- Instruct your users
- Warn users for known attacks
- Protect your websites



# Countermeasures fraud with online shopping

## Countermeasures for shoppers:

- Use difficult passwords
- Be careful with the “secret question” option
- Check the address of the website (https)
- Inspect and check

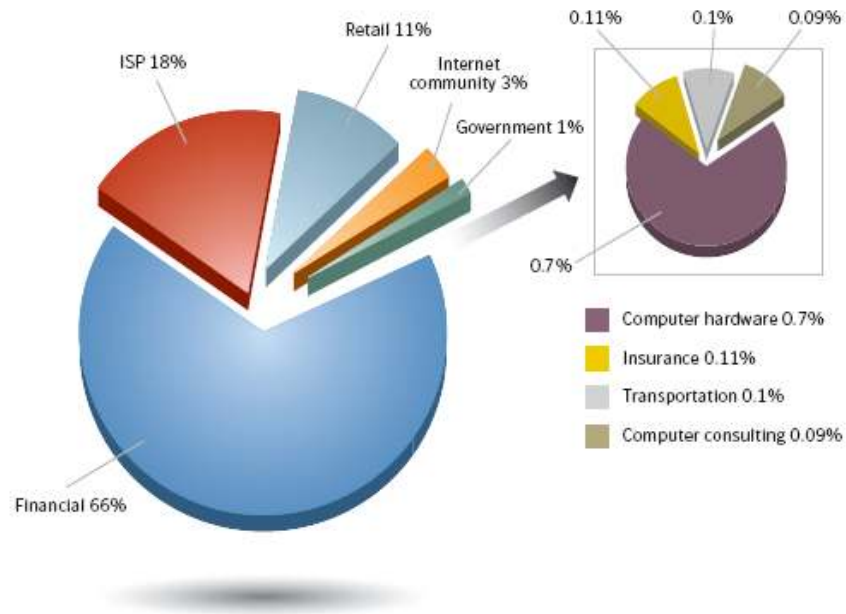


## Countermeasures for shopkeepers:

- Instruct your users
- Use strong authentication methods
- Use safe paying methods

# What is the main problem?

- Symantec Global Internet Security Threat Report, April 2008  
Phished sectors by volume of phishing Web sites worldwide



- The financial sector is most attractive but is rather well protected
- Accounts in the ISP sector are used for other purposes

# What is the main problem?

- The retail sector (online shopping) is growing, less controlled, financially attractive, and users are less aware of the risks.

BUT

- What are the (financial) losses caused by various types of identity-related crime?
- Organisations are reluctant to give inside information
- What is the size of the problem in the Netherlands?

## e-Government: State of play and current trends

- Re-evaluation – availability & use
  - (de)centralized architectures
  - federated architectures
  - e-ID / unique identifiers
  - national databases/registers
  - open source
  - interoperability
  - service diversification and sophistication
  - user-centric approach
- Privacy & security
- Re-defining and re-negotiating roles
- e-Government value chain
- International & networked dimensions

# Dilemmas

- Security vs. privacy / 'intolerable insecurity'
- Convenience of use and customized services vs. security and privacy
- ICT and technology changes as moving target vs. the slow-grinding mills of bureaucracy
- Centralized and centrally regulated vs. decentralized and self- or co-regulated
- Face-to-face transactions vs. remote transactions
- National vs. international/global action

# Challenges

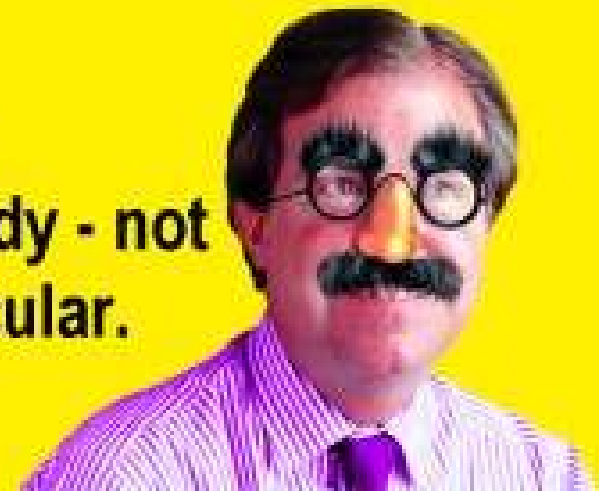
- (re)defining identity
- (re)defining privacy
- required information
- (perceived) trust
- regulatory framework
- international & networked dimensions

# Addressing roadblocks by means of regulatory and self-regulatory measures

- Capability failures: inadequacies in users' abilities to act in their best interest (user can be understood as consumer/citizen).
- Failures in institutions: failure to (re)configure institutions so that they work effectively within a system. This can refer to both infrastructure and human resources and can be addressed equally by private enterprises and government.
- Network failures: relating to problems in the interactions among actors in the system.
- Framework failures: regulatory and self-regulatory frameworks regarding privacy, safety, ethics etc., so well as other background conditions, such as the sophistication of consumer demand, culture and social values.

[1] Based on Arnold, Erik et al (2001) *A Singular Council: Evaluation of the Research Council of Norway*, Technopolis.

**One of the digital world's most valuable commodities is the luxury of being nobody - not somebody different, but nobody in particular.**



Source: Nicholas Negroponte, Being anonymous, in *Wired*, October 1998 Issue

