

Evolution of Digital ID in Arizona

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Background: Arizona and “e-Adventures”

- DL/T&R Modernization
- Customer-Centric Portal
- Permit Test @ Home
- Assisted Self-Service Invitations
- eTitle
- mDL
- TeleMVD
- Field Office of the Future



The First 6 e-Adventure Lessons

- Lesson 1 – Self-service is not binary
- Lesson 2 – The customer determines value
- Lesson 3 – Let there be choice (but also consequences)
- Lesson 4 – Communicate in the moment
- Lesson 5 – Never waste a crisis
- Lesson 6 – Build the foundations

Lesson 7: It's All About Identity

- Authentication is one of those foundational components.
- Knowing that the person you're dealing is authorized to do what they are trying to do opens new doors not previously available.
- This is true for me as a provider of services as well as a for me as an enabler of services (being an issuer of identity)

Why Do We Care? – Idealistically

- For decades it has been our job, it's what we do
- We believe identity should continue to be a public good and want to maintain state issued identity the most trusted source because it is secure, private, and convenient
- Fraud is expensive to our citizens and businesses

Why Do We Care? - Selfishly

- The simple truth – we aren't getting any bigger
- We have to build capacity
- People need people work – let the robots do the robot work
- Fraud is a major concern

So What Has Arizona Done?

- eID/Online Biometric Authentication (2017-18)
- mID (2021)
- Apple (2022)
- Google (2023)
- Samsung (2023)

What Is Arizona Doing Now?

- Use cases
 - TSA
 - MVD
- Adoption strategies
 - Chicken or the egg
 - Digital Trust Service
 - New verifier app

What's Next?

- Supporting the expansion of mDL
 - Additional Use Cases (including ISO 18013-7 use cases)
 - What about Law Enforcement?
 - Related Products in Wallet
 - Supporting Other Jurisdictions
- State/Local Super Portal
- Identity Verification Services

I'm tired of droning on ...

PLEASE

Ask Me Some Questions

