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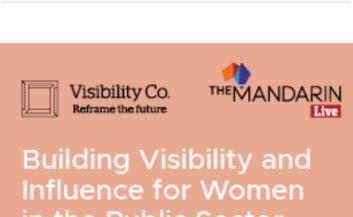
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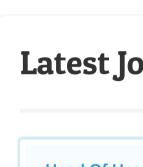
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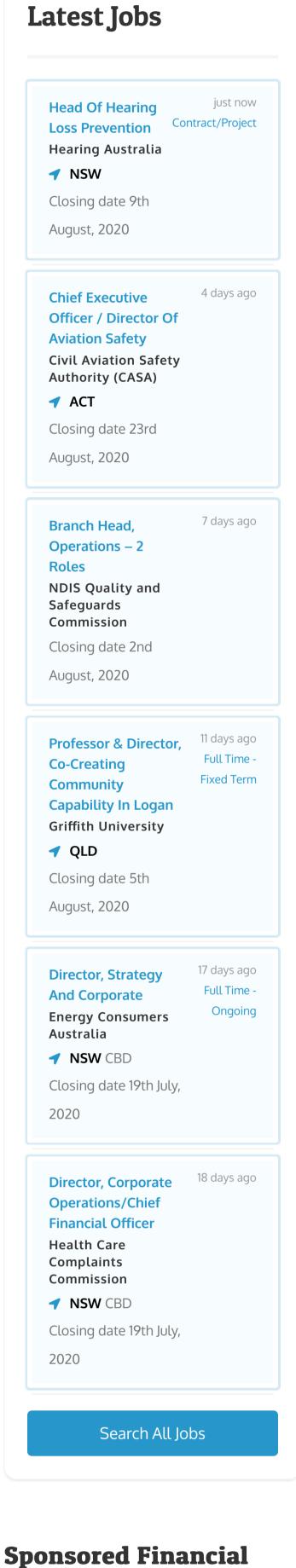
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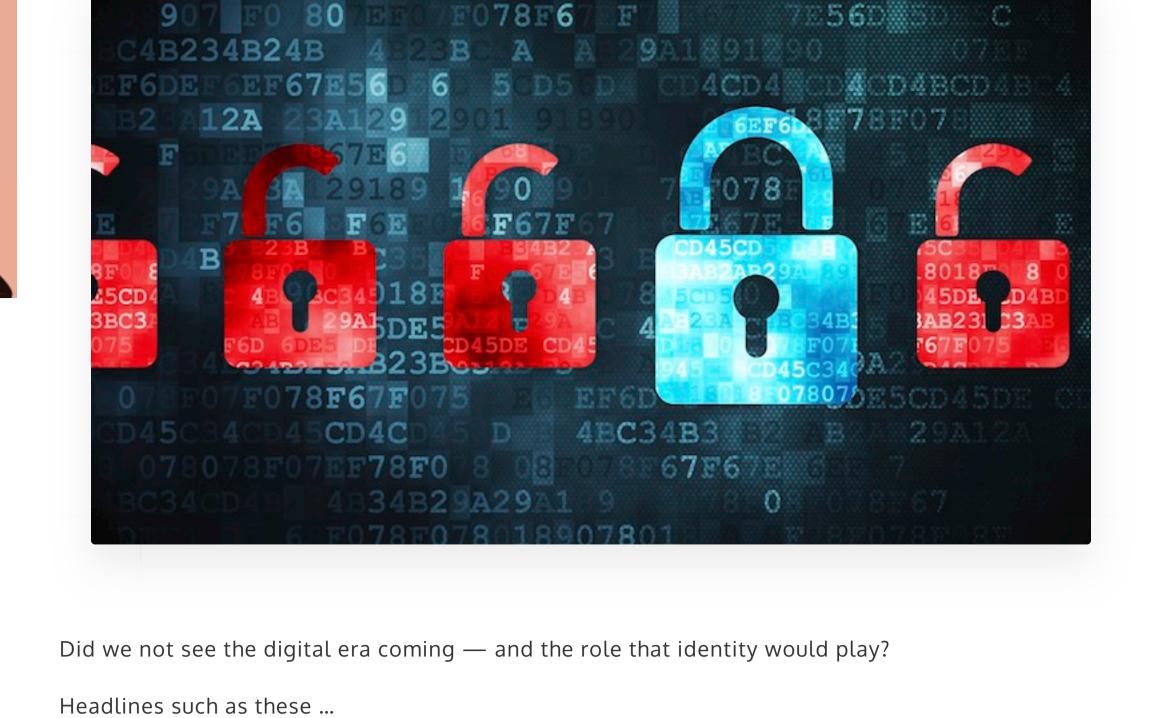
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Learning from Australia's past efforts in digital

FEATURES

identity



" ... data integrity problems undermine the operation of the Australian Business Register as the

single source of truth for whole-of-government business registrations"

economies. At great economic cost.

have linked the common threads across these reports.

year" and

... send serious warning signals. Australia used to be well known as an innovator, at the forefront of online and digital service

delivery by government, but in recent years has fallen well behind the progress made by many other

"The economic impact of identity crime in Australia has been estimated to exceed \$1.6 billion every

And the clues as to this appalling situation can be found hiding in plain sight — the Australian government's own reports.

There were three significant reports released by the Government in the second half of 2014, all of

Identity Crime and Misuse Measurement Framework (the <u>Identity Crime Report</u>); the Report of the

which made significant findings in relation to identity. These reports were: the Report of the National

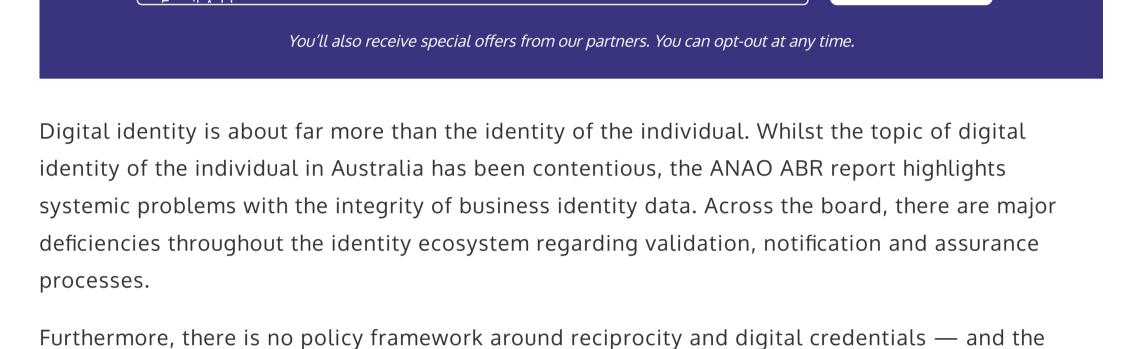
Murray Inquiry into the Financial System (<u>FSI Report</u>); and the report by the Australian National Audit Office into the Administration of the Australian Business Register. There are several concerning aspects of these reports when read together. The first is that their

findings could ever be seen as surprising or novel, as though the issues had not been identified or

considered previously by government. The second is that it does not appear other commentators

More profoundly, these reports taken together paint a picture of systemic weakness driven by

fractured processes and fragmented, siloed approaches across the "individual" and "business" domains in the digital identity ecosystem in Australia. Get the Juice - the Mandarin's free daily newsletter delivered to your inbox.



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context and narrative of service delivery, at least in Australia. The submission from the Centre for Digital Business (*No Welfare Reform without Digital Payments* <u>Transformation and Digital Identity Strategy</u>) to the Murray Financial System Inquiry gained traction with a call to action for a digital identity strategy for Australia. The issues identified are resonating in digitally progressive economies such as Singapore and the Netherlands, where I recently

delivered a keynote address at the European Digital Identity Conference — IDNext Conference —

and was a judge in the 2015 European Digital Identity Awards.

identity, as if a card would resolve all issues.

legacy bespoke solutions and processes.

looming challenge of digital identity and the Internet of Things has not yet entered the policy

This paper, <u>Adaptation and The Digital Disruption of Identity</u> not only draws the link between the reports and the issues, but does so against the historical context of digital identity in Australia and in full view of the increasingly profound and pervasive role of identity in the digital era. This paper further highlights some inconvenient truths, drawn from the government's own reports, regarding digital identity imperatives across the individual and business domains. Clearly, truisms at the time of the Access Card no longer apply. The "single identity, single card,

single issuing authority" model of just nine years ago is not necessarily the best model for today,

and certainly not for the future. Many commentators still confuse the various concepts related to

Furthermore, commentators who viewed the Access Card program as not having delivered a "card", have no understanding of the extent to which the architecture and knowledge survived the cessation of the program. If the debate does not include reciprocity, interoperability and customer choice, then we are stuck,

and will remain stuck, in the last century. Therefore the development of a framework for digital

rise of the platforms which challenge and change the economics of the fragmented, siloed and

In essence, what is offered is a perspective on the underlying fractures described in these

government reports. The Centre for Digital Business has been undertaking research and

identity must without compromise include a view of the future and adaptation.

There are inconvenient truths in these reports which can be summarised as follows: That clearly, the 19th and 20th century identity structures and processes in Australia are ill-equipped to sustain the digital demands of the 21st century.

As with digital disruptions in other domains, the digital disruption of identity is being defined by the

development into a possible solution to Australia's digital identity dilemma. What is proposed is a set of principles to guide the development of a digital identity strategy for Australia: the Adaptive Digital Identity Framework. This is not from an academic or theoretical perspective, but from a practitioner who has carried the

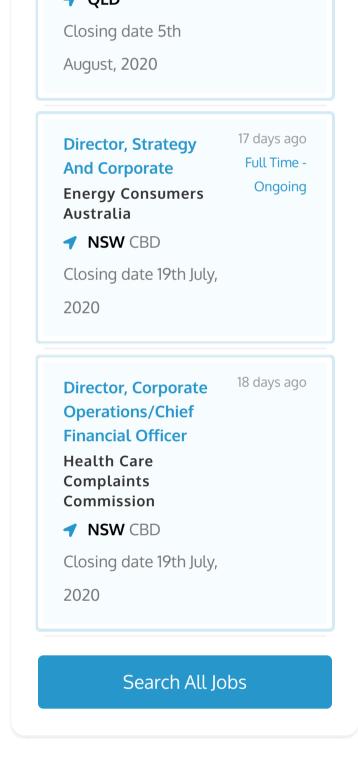
responsibility of design and implementation of digital identity capabilities in the business and

Read more at *The Mandarin*: <u>Digital ID doesn't have be a card, and can reduce privacy risk</u>

individual domains across sectors of government in Australia.

Marie Johnson is managing director and chief digital officer for the Centre for Digital Business. Previously, Marie has held senior executive roles in the public and private sectors in technology and innovation, and

previously the Microsoft World Wide Executive Director Public Services and eGovernment.



private health are losing money Billy Sumo Health Insurance





People: Marie Johnson

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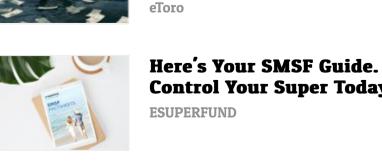
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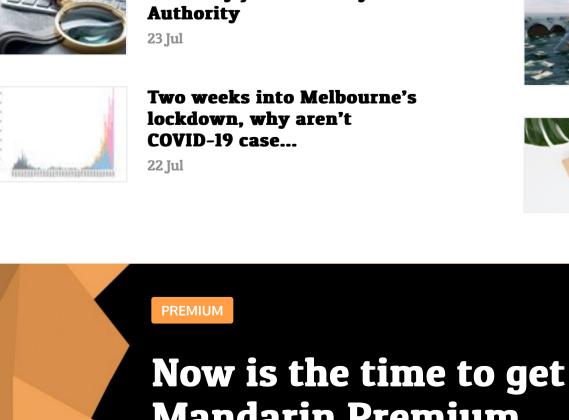
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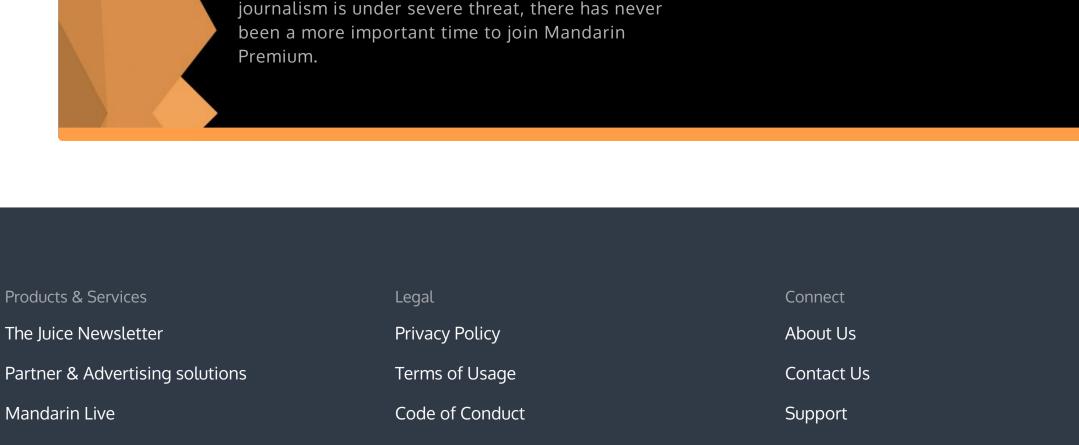
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