

## **Master Class on ID Management**

### ***Governments pleased with Master Class on ID Management***

Government delegates from various countries took part in the "7th eID Government Forum", held from 13 to 15 January 2009, to discuss the latest developments in the field of electronic identification and service provision. The eID Government Forum is a three-day annual event during which governments, largely from Asian countries, meet to share their experiences with each other. This year, the forum, organised by the APSCA (Asian Pacific Smart Card Association), was held in Dubai, United Arab Emirates.

### **Master Class on ID Management**

Prior to the 7th eID Government Forum, the first Master Class on ID Management was held at the Al Bustan Rotana Hotel on 11 and 12 January 2009. This Master Class was developed by IDManagement Centre in conjunction with the Media Institute Eindhoven (MIE) to meet the need for a general definition of identity management.

The Master Class focused on the importance of having a reliable identity infrastructure and the need to constantly develop and enhance this infrastructure. The participants were given a detailed overview of the various components of the identity infrastructure and how these components affect each other. An effective and reliable identity infrastructure is based on vision and policy. During the class, it was explained how, on the basis of evaluation, policy can be regularly reformulated and improvements identified and implemented. The ID Strategy Model was specially developed for this process. This model was explained on the first day of the Master Class.

### **At work with the theory**

On the second day of the Master Class, the participants were given the opportunity to put the theory they had learned on day one into practice. Applying the various steps of the ID Strategy Model, the participants practised formulating ID policy and making assessments. During the exercise, it became clear that identity management is a comprehensive and complex subject involving many parties. The participants were able not only to improve their practical knowledge of the strategic and tactical side of identity management, but also to share their experiences with other participants from Asia and Pacific, the Middle East and Europe.



*Working on the case*

## **ID Management Portal**

The Media Institute Eindhoven has developed a website called ID Management Portal, which was introduced during the Master Class. This secure website can be accessed only by authorised users. This portal contains information on identity management, including relevant links, making it an indispensable tool for people working in identity management. The participants in the Master Class are authorised for the portal.

## **Participants**

Fifteen participants took part in the Master Class on ID Management. The participants came from seven different countries and work in policy development (8%), registration (25%), identity control (8%), immigration (34%) and the police (25%). They are active at the national (76%), regional (8%) and local (16%) levels.

The team of teachers, all of whom are experts in various areas of identity management, were from the Netherlands and Portugal.



*Photo of the participants and teachers of the Master Class on ID Management*

## **Evaluation**

The participants gave the Master Class a rating of 8.5 out of 10. The highest rating (8.8) was given to the usefulness of the Master Class to the participants.

During the oral evaluation, the participants made the following comments:

- ID Management is a wide field and solutions are complex.
- The Master Class has greatly improved my knowledge of ID infrastructure.
- The Master Class was very useful and gave us a better understanding of the logical steps involved in the process.
- The government in my country should take the Master Class.
- Challenging and stimulating.
- The practical exercise was very constructive.
- Because ID infrastructure was approached from various angles, I learned a lot about ID Management and biometrics.
- The Master Class is important for building an international network of people who work in the same field.
- It is interesting to be guided through the world of ID by means of a case study.
- A superb Master Class.

## **Future**

The success of the first Master Class has led IDManagement Centre to conclude that the Master Class on ID Management fulfils a wide need among governments to increase their knowledge of identity management. Given that the ID infrastructure is becoming more and more complex and that the expertise necessary to manage it is very scarce, IDManagement Centre has decided to plan a follow-up Master Class.

## **IDManagement Centre**

IDManagement Centre (IDMC), a Dutch-based organisation specialised in identity management for governments, developed the Master Class on ID Management. The Master Class is intended for directors, managers and CIOs who are responsible for a section of the identity infrastructure of a government. The Master Class on ID Management is based on the premise that the quality and reliability of a country's identity structure largely depends on professional identity management. The Master Class is a specialised, two-day training programme that deals with all aspects of professional identity management from a strategic and tactical perspective. In the Master Class, IDMC works closely with the Media Institute Eindhoven (an established training institute in the Netherlands).