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Submission to the State Services Commission on the Authentication for e-government

Introduction

The National Council of Women of New Zealand (NCWNZ) is an umbrella organisation representing 42 nationally organised societies. It has 34 branches throughout the country attended by representatives of those societies and some 150 other societies. The Council's function is to serve women, the family and the community at local, national and international levels through research, study, discussion and action.

As this answer is from a number of people some of our answers are not definitive, so we will address some of the concerns in the comments at the end of the paper.

1. The following factors are ranked in order of importance to NCWNZ when using an online government service that involves personal information. (1= Most Important)

Convenience	3
Security	2
Privacy	1
Ease of use	4
Speed	5
Cost (to taxpayer)	8
Confirmation of Transactions	6
Helpdesk support	7

2. We would prefer to register Online

3. We would prefer to register with a *single* government agency

4. Our level of comfort about providing the following kinds of information follows, with 1 being comfortable and 5 as uncomfortable

Name (full name)	1
Date of Birth	1
Place of Birth	1
Postal address	1
Cell phone number	1
Email address	1
Gender (male/female)	1
Existing 'customer' numbers	1

5. For verification of the identity information we would prefer one of several approved *government* agencies.

6. For any different roles we may have we would prefer one credential for *each* of our roles.





7. Our comfort level about consenting, at the end of the registration process, to the following kinds of information being passed on to the service agency when relevant to the service, follows with 1 as comfortable and 5 as uncomfortable:

Name (full name)	1
Date of Birth	1
Place of Birth	1
Postal address	1
Cell phone number	1
Email address	2
Sex (male / female)	1
Existing 'customer' number	2

8. We would prefer information about our identity to be stored with the government agency (or agencies) that *authenticate our identity*.

9. Having the ability to register changes to our address at a later date, and having those changes passed on to nominated agencies, would be very useful.

10. We agree that there is a need for an independent authority to which we could appeal about the way government handles authentication.

Comments:

One main concern is the ability to continue to have face-to-face interviews with government agencies. There is a concern that people living out of the largest cities are losing many services and are therefore becoming disenfranchised. There are many people in New Zealand who do not have the resources to access e-government. We would want to be sure that members of the public retain the option of carrying out transactions offline and are not disadvantaged by doing so, as it says in the Policy principles.

In respect to Question 2, some of our members thought that registering in person might be the safest way to register to ensure all details were correct.

Questions 4 & 7 use a driver's licence number as an example of a 'customer' number. Questions were raised about this as when the 'photo licences' came in, the legislation precluded their use as a means of ID.

Another main concern was the need for some assurance that permission would always be required before personal information could be passed on.

For verifying your information there will need to be clear guidelines as to which organisations are acceptable to act as referees, and ensure that all people can be identified by one of them.

NCWNZ is pleased to be able to be part of this public consultation and we would like to congratulate you on this very clear, easy to read document.

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National President

Christine Rattray
Convener, Social Issues Standing Committee