

The Dutch ID Monitor

New concept evaluates the effectiveness of security features

by Renée Ong-de Jong, Daniela Orsini, and Marco Koning

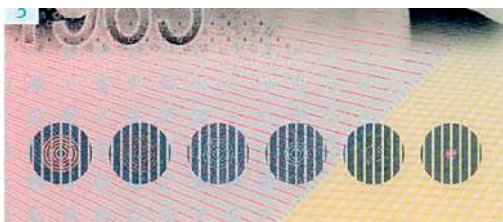
Governments and producers of travel and identity documents spend a lot of time and effort designing state-of-the-art security features. Interestingly, large-scale market research into the daily use of these security features by document inspectors has never been carried out. The National Office for Identity Data (NOID), an agency of the Ministry of the Interior and Kingdom Relations in The Netherlands, has asked the Dutch firm StoryConnect to develop a new research concept: the Dutch ID Monitor. The results of this ongoing investigation will enable the NOID to assess the effectiveness of security features in identity documents as well as measure their use during the identity verification process, and to adjust policies accordingly, if necessary.



Figure 1:
Stereo Laser Image (SLI).

Motivation

Since March 2014, the Dutch travel documents are being issued with a validity of 10 years. After a redesign they now contain two primary security features which had not been used previously in The Netherlands or any other country: the interconnecting Kinegram, and the Stereo Laser Image (SLI) (see Figures 1 and 2). These security features were designed specifically to facilitate the work of inspecting officials. As the NOID was very interested to find out if these features were used and appreciated, they wanted to get feedback from the field and started collecting information on the use of Dutch travel documents and their security features in general. For this, they invited the Dutch firm StoryConnect to develop a new concept: the Dutch ID Monitor.

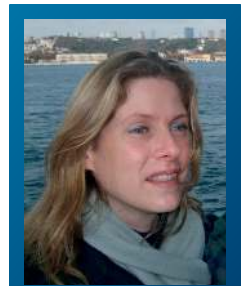


What is the Dutch ID Monitor?

The central element of the Dutch ID Monitor is an online survey containing both direct questions about the use of security features and open questions in order to collect stories regarding the inspection process. The survey can be completed by anyone who has to check travel and/or identity documents, from border guards and auditors to town hall clerks, and from shop personnel and hotel receptionists to fellow citizens in day-to-day situations. The ID Monitor is currently only available as a web-based solution, and can be used 24/7, location independently. In the near future a mobile app will be released as well. Please take a look and complete the ID Monitor yourself at: <https://storyconnect.nl/dim/>

The survey consists of two parts: in Part One respondents are invited to share everyday experiences, and to give some background information about their work area and their experience with travel/identity document authentication. Part Two contains questions about primary security features and their use and importance.

As it is crucial to get people involved, the ID Monitor will be brought to the attention of different groups of



Renée Ong - de Jong joined the National Office for Identity Data, a special agency of the Dutch Ministry of the Interior and Kingdom Relations, as a lawyer in 2003. In 2012 she became Research & Development Advisor Travel Documents, responsible for the physical part of the Dutch travel documents. Renée actively participates in the ICAO International Capacity Building Working Group and takes the lead in the sub-working group infoTRIP.

Figure 2 (far left):
The interconnecting Kinegrams.

Figure 3 (left):
Tactile relief.



- conflict resolution;
- connecting with others;
- helping others to learn.

These results are often hard to achieve with traditional, non-story-based methods, as plain figures don't provide context. Also, traditional methods used in the social sciences, i.e. interviews and focus groups, often introduce too much bias and lack scalability. The ID monitor includes all opinions voiced.

Who benefits from the results?

From a government perspective, the results will be used for policy and product development, as well as for the adaptation of the security concept, for instance to develop a new document or to modify an existing inspection process. Furthermore, the continuous insight into how inspectors do their daily work and how their work can be optimised, is very valuable information from a chain partner perspective. The NOID will give periodic feedback to their chain partners about the results and (new) insights that have emerged, thus allowing them to optimise their own work methods.

From an inspector's point of view, sharing their stories gives them a sense of community which in turn will encourage other target groups to submit their own stories. It also acknowledges their hard work: they feel heard. The educational aspect of the ID Monitor should not be underestimated either: besides asking questions it also provides information, both during its use (for instance by describing the various security features), and afterwards, when respondents can read the stories from their colleagues and other inspectors in the field.

As far as the developers are aware, feedback from active examiners of identity documents has never been collected on this scale before and the methodology (collecting stories and experiences from everyday work situations) is unique. Insights gained will be used to:

- formulate new proposals to adjust the security concept of identity documents, but also for policy and product development;
- establish/adapt training for all inspecting bodies involved.

Preliminary results

Since their redesign, the Dutch travel documents contain two primary security features that had not been used previously in The Netherlands or any other country: the interconnecting Kinegrams (see Figure 2) and the Stereo Laser Image (SLI) (see Figure 1). These security features were designed specifically to facilitate the work of inspecting officials. Through the ID Monitor

inspectors periodically. The survey should be completed more than once, at regular intervals. This way, the NOID gains constant insight into practical experiences during document inspection and receives direct feedback on which security features are checked, and in which way.

Advantages of a story-based method of inquiry

Personal stories contain knowledge, experiences, feelings, impressions, and much more. The use of stories for inquiry, monitoring, evaluation and/or managerial purposes is beneficial for:

- gaining and sharing new knowledge and ideas;
- keeping up with emerging trends;
- taking decisions and monitoring their impact;

the NIOD has received feedback on these features – how they are used and whether they are appreciated.

Over the past year, a small group of inspectors with diverse backgrounds were consulted. Thus far, the results from the ID Monitor have led to the following insights and experiences:

- The respondents appreciate the fact that they have been asked their opinion.
- Using the ID Monitor creates awareness of the various security features and the way they should be used during the verification process. This increases the knowledge of the inspector involved.
- The document number and tactile relief (see Figure 4) are the most frequently used security features. Inspectors consider these security features very important to check.
- Rather than performing a visual/tactile inspection of the document itself, front office inspectors are increasingly using devices (scanners) to verify someone's identity. Results from the ID Monitor give more insight into how and why different verification methods are used.

Visualisation of results

Practical experiences from a specific group of inspectors can be visualised in a dashboard and/or a report. Tables and charts will potentially reveal certain patterns, such as interdependences of elements or processes that were previously unknown, or changes over time (when respondents are asked to complete the survey again, after a certain period of time). Consequently, direct action can be taken, such as customising information materials, or modifying instructions. Moreover, the continuous use of the ID Monitor will also provide information about the impact of such actions.

Next steps and future plans

Although the ID Monitor is currently only available as a web-based solution, a mobile app is being developed for professionals, which citizens might be able to use as well, on a later date. The app will facilitate easy reporting of stories about the use and verification of identity documents. In addition, the app will help gather information in an offline mode, which can be submitted as soon as the smartphone reconnects to a network.

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Marco Koning is a social and organisational psychologist registered with the Dutch Institute for Psychologists (NIP), and currently works as a senior researcher narrative evaluation and partner at StoryConnect. Prior to joining this company, Marco was the Head of Advice and Innovation at the Expertise Centrum Identity Fraud and Documents (ECID) of the Royal Netherlands Marechaussee.

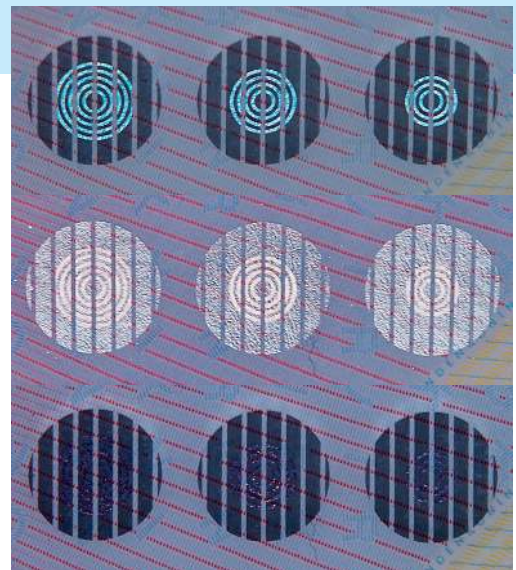
Growth

There are several plans to develop and expand the use of this concept:

- The ID Monitor can be made available for use in and by other countries. The user interface is already available in English. It would be very interesting to find out how inspectors from other countries use the Dutch travel document and its security features in their verification process.
- If other governments are interested, the security features of their travel documents could be used to create their own ID Monitor.
- Finally, in the not too distant future, other Dutch identity documents such as residence permits could be included in the ID Monitor as well.

Summary

The use of security features in identity documents has increased over time, but nobody really knows how they are actually used. Travel documents, although owned by citizens, are designed for the inspectors who verify the identity of the owner and the authenticity of the document. The background of these inspectors varies widely: from well-trained border guards to shop assistants checking the age of alcohol buyers. In order to investigate which security features inspectors use and don't use during their work, and what their verification routines look like, the Dutch ID monitor was developed. This unique approach helps to gain insight into the way the Dutch identity and travel



documents are used by inspectors, and how security features are used during the verification process. The tool enables the National Office for Identity Data (NOID) to collect data and feedback on the inspection process and on the use and appreciation of (newly introduced or existing) security features in Dutch identity and travel documents. In the not too distant future, the English version of the ID Monitor will enable foreign inspectors of Dutch travel documents to complete the survey as well. The NOID therefore puts forth the Dutch ID Monitor as a good practice tool for all countries.

