
Analysis of the national infrastructure for e-identity and digital signature in Denmark

Background

The Agency of Digitisation is currently conducting an analysis regarding procurement of the next generation of the national infrastructure for e-identity and digital signature in Denmark. This includes a consultation and a process to gather experience conducted in the summer 2014.

The analysis is expected to be completed in early 2015. After this a tendering procedure will be organised for the next generation of the solution.

Evaluation of the existing solution

The Agency of Digitisation has completed an evaluation of the existing solution in order to ascertain what can be taken forward and what should be changed.

In general many are satisfied with the existing solution, which is deemed to be crucial for continued Danish digitisation. In particular, the widespread use and the possibility to use NemID across the public and financial sectors have been praised.

For many, the consistent visual profile of NemID, wherever it is used, is considered a seal of quality and security. The experience collected also shows that the existing solution has involved some challenges, among other things with regard to user-friendliness, support, contracts, and administration of certificates for public and private enterprises and employees.

Needs and wishes in connection with the next solution

In summer 2014 a public, written consultation was conducted in which all stakeholders could express their needs and wishes for the next solution. A total of 63 consultation replies were received and a consultation memorandum was drawn up, addressing these wishes and needs. This was subsequently presented¹. The consultation focused on a number of consistent themes of which the most important were as follows:

- Security in the future solution
- Segregation between eID and eSignature

¹ The consultation replies and the consultation memorandum are available (in Danish) at hoeringsportalen.dk under "Offentlig høring om næste generation af den nationale identifikations- og digital signaturinfrastruktur (NemID)".

- Greater user-friendliness for the corporate solution and the solution for private individuals.
- A cohesive payment structure for the next solution.
- A cohesive and future-secure ICT architecture.

Security in the future solution

Stakeholders consistently want NemID to have a high level of security and strong protection against both external and internal breaches of security.

They also point out that it should be possible to use NemID in a solution model with several levels of security, corresponding to one factor, two factor (as today), or an even higher level of security.

Segregation between eID and eSignature

Several stakeholders point to a number of potential advantages of future segregation between eID and the digital signature. Security could be improved if the forthcoming solution only focused on basic authentication. Furthermore, segregation could possibly enhance conditions for integrating other solutions and for more competition in the area. At the same time, respondents indicate a great need to use e-signatures - especially in the corporate area.

Greater user-friendliness for the corporate solution and the solution for private individuals

User-friendliness was described by the stakeholders as a very important theme in development of the next solution. This includes the procedures for issuing and renewing NemID employee signatures for public and private enterprises, as well as NemID for individuals; and procedures for actually using the NemID solution. Similarly stakeholders want simpler and more user-friendly administration of employee signatures, and there is a need for help and support for marginalized groups of people.

A cohesive payment structure for enterprises and individuals

Several stakeholders indicate that a cohesive payment structure should be developed for a future solution for businesses so that support is cheaper or even free. In addition, they point to the importance of NemID remaining free of charge for private citizens.

A cohesive and future-secure ICT architecture

According to several stakeholders, the next solution should be based on open standards and open source. Moreover it must be a flexible and modular solution which can be integrated with other systems. This is likely to provide a number of advantages, including minimizing potential break-downs and a possibility to offer for tender several components independently of each other, thereby increasing competition. However, the advantages should not compromise operation or cause outages.

Next step

The result of the consultation, the technical dialogue and the other activities in connection with the ongoing analysis are all part of the preparations by the Agency of Digitisation of tendering procedures for the next generation of the national infrastructure for e-identity and digital signature in Denmark.

The Agency of Digitisation provides regularly updated information about NemID and the upcoming solution at <http://www.digst.dk/>.