

eID survey 2011



Navigating the complexities of *e-identity* is a challenge
WE FIND WAYS



HJP CONSULTING.



eID survey conducted by HJP

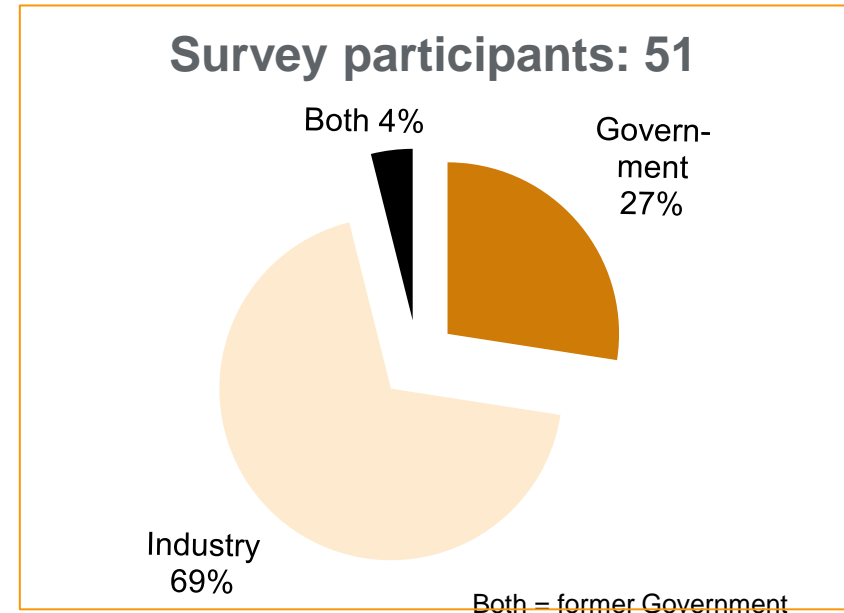
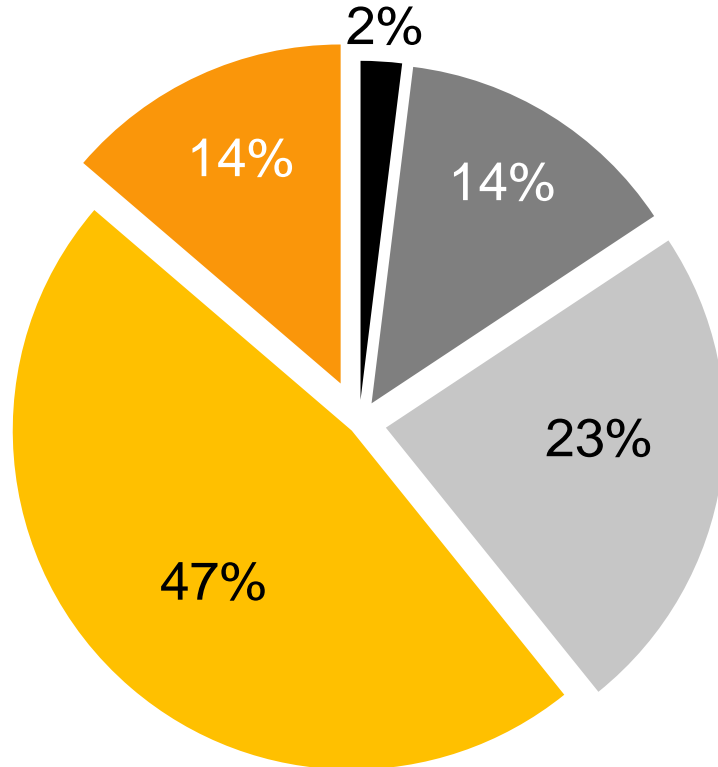
During the **CARTES and Identification event 2011** and throughout the months of **November**, HJP conducted a **brief eID survey**.

We were interested to get answers to the following questions from the eID community:

- **Within the public tendering process the understanding of an eID system is often quite different between the government tendering authority and potential suppliers.**
Do you agree?
- **From your perspective, how should requirements, changes in requirements and their impact to respective processes be handled ideally?** (stakeholder reviews, detailed formal requirement specification, formal administrative change request process, requirement management tools, limitation to core requirements)
- **Please rate the following aspects of an eID project regarding their priority from your perspective.** (Security, Usability, Conformance to international standards and best practice, public acceptance, adaptability to changing requirements, cost effectiveness, future expansions, speed of implementation)
- **How important are the following aspects when involving a consultant in an eID project?** (technical know-how, standards and best practice, translation between user language and technical specification, independence from vendors, knowledge transfer, quick reaction time, presence on site or in country)
- Have a look at the interesting results on the following pages.



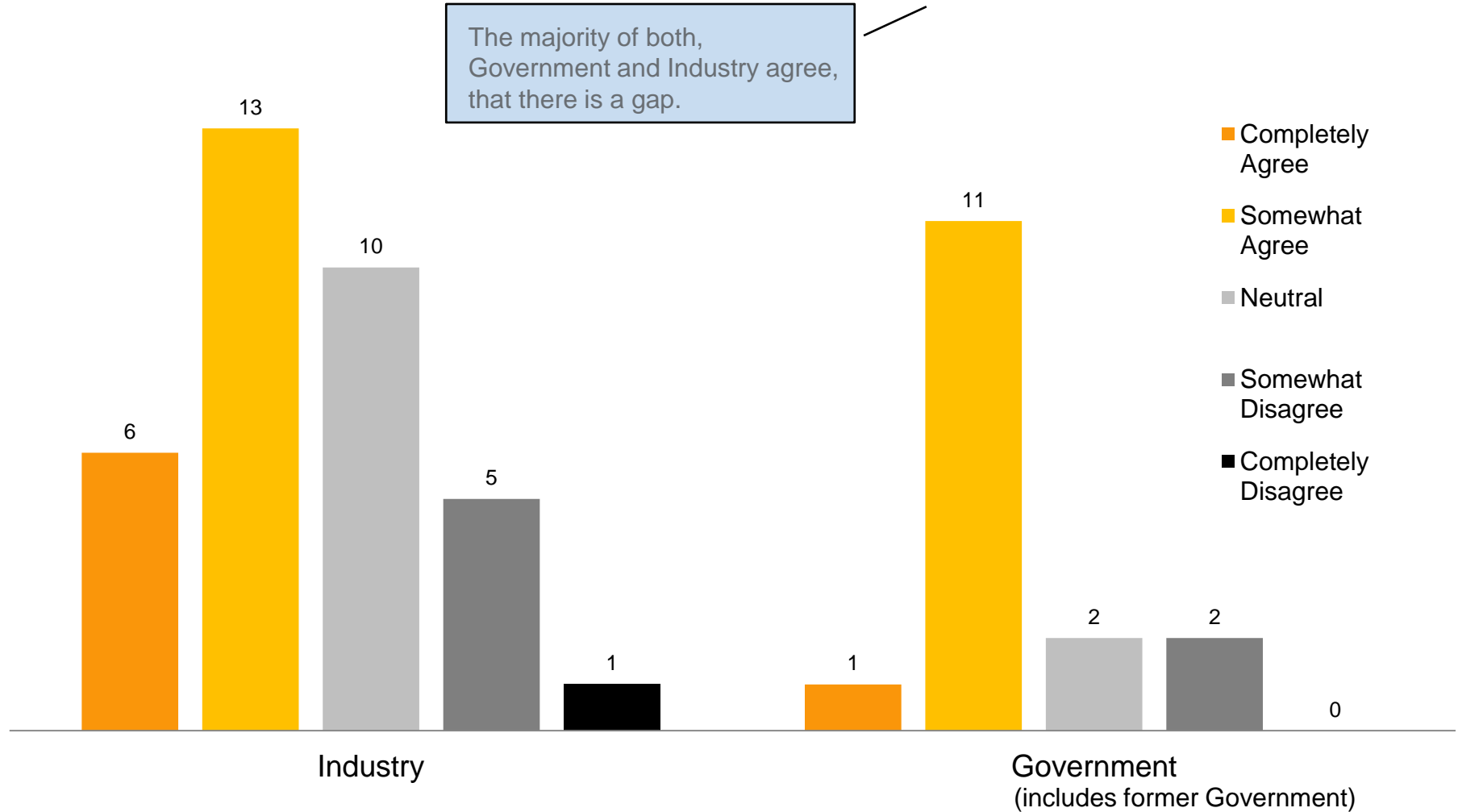
Question1: Do you agree, that within the public tendering process the understanding of an eID system is often quite different between the government tendering authority and potential suppliers.



- Completely Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Completely Agree



Question1: Do you agree, that within the public tendering process the understanding of an eID system is often quite different between the government tendering authority and potential suppliers.





Government representatives made the following comments on reasons for this gap

Here is a summary of repeated/similar comments by Government participants:

- Misunderstanding of what the market and vendors can offer
- Different interest, different point of views, different knowledge levels
- Insufficient understanding of what is actually needed at tendering authority side resulting in tenders, which are not specific enough
- Suppliers offer standard solutions rather than specifically addressing the particular needs of the customer
- Vendors do not fully understand the requirements of a sophisticated risk based processing system
- Vendors do not invest enough energy into understanding the business workflows
- Complexity of operational and legislative environment
- Large number of stakeholders/users whose requirements need to be met
- Limited technical understanding on the client's site
- Misunderstanding of tender specs on vendor's side
- eID for eID's sake without knowing what to do with it



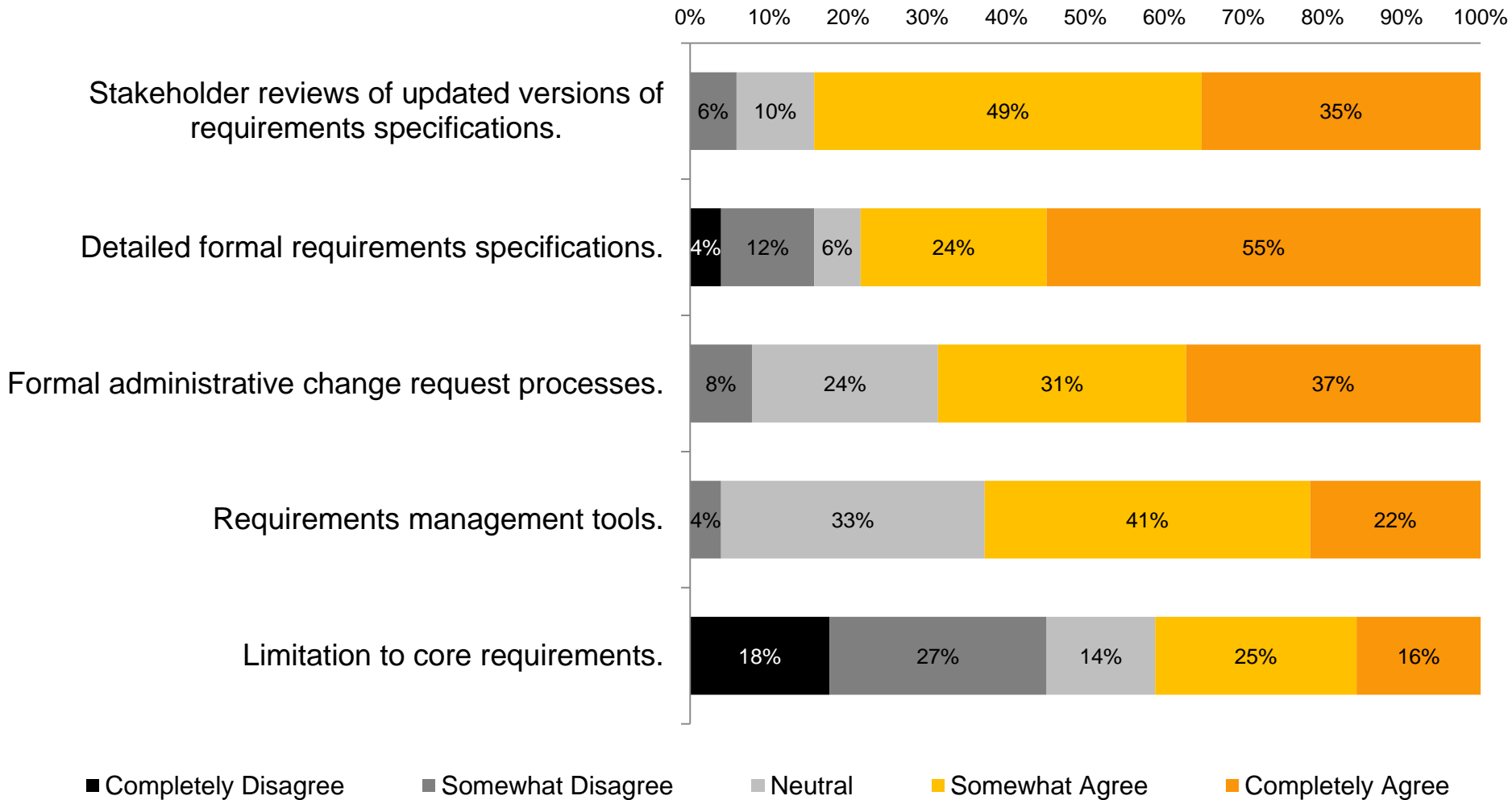
Industry representatives made the following comments on reasons for this gap

Here is a summary of repeated /similar comments by Industry participants:

- Different interests
- Subject is too complex for decision makers, management
- Lack of knowledge/know how on Government side
- Inability to define clear users requirements
- Legal framework
- Evolution of processes, systems, technology vs. project duration
- Discrepancy between requiring the latest technologies and not having the budget
- Unclear use cases, project requirements on client's side cause non-customer-specific solution from vendor
- Unrealistic expectations of customer regarding timeline
- Interdependency between system components is underestimated
- No knowledge in dependencies between requirements and influence towards cost
- Focus too much on legal aspects and pricing, not technical aspects
- Constantly changing stakeholders
- Complexity is underestimated
- Lack of understanding of technical processes on Government side

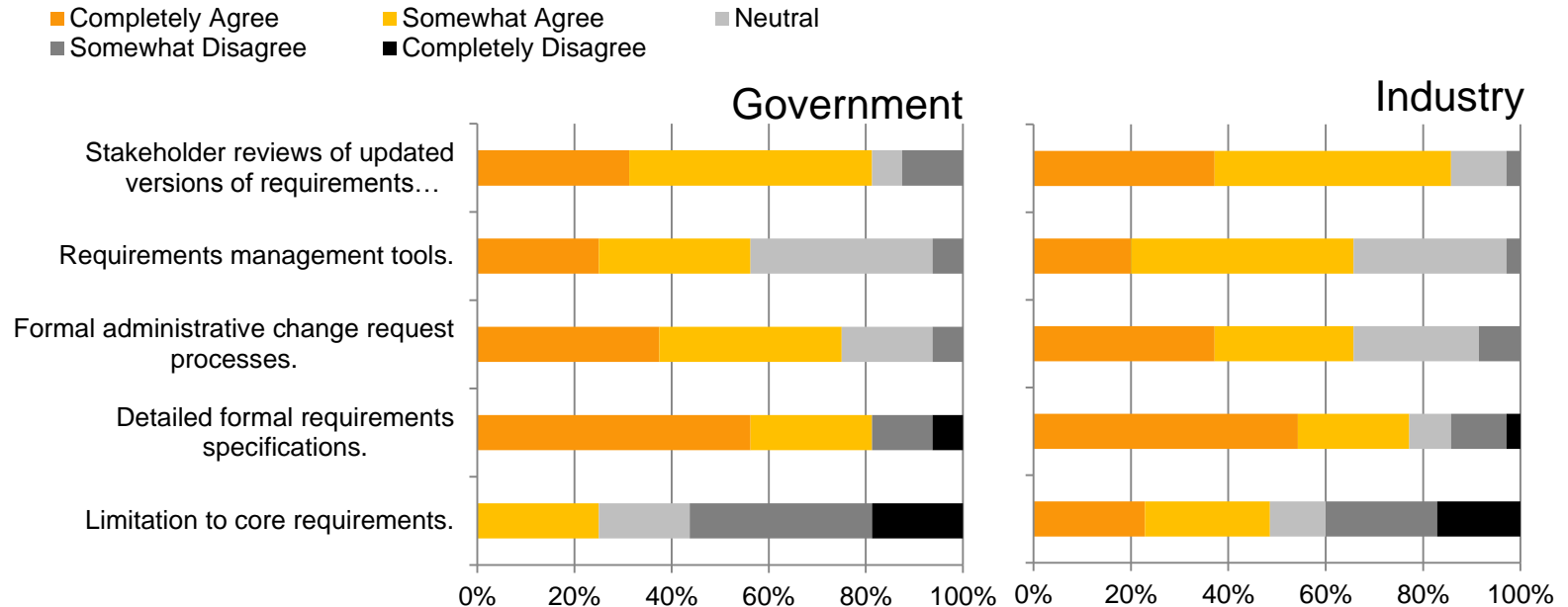


Question2: From your perspective, how should requirements, changes in requirements and their impact to respective processes be handled ideally?



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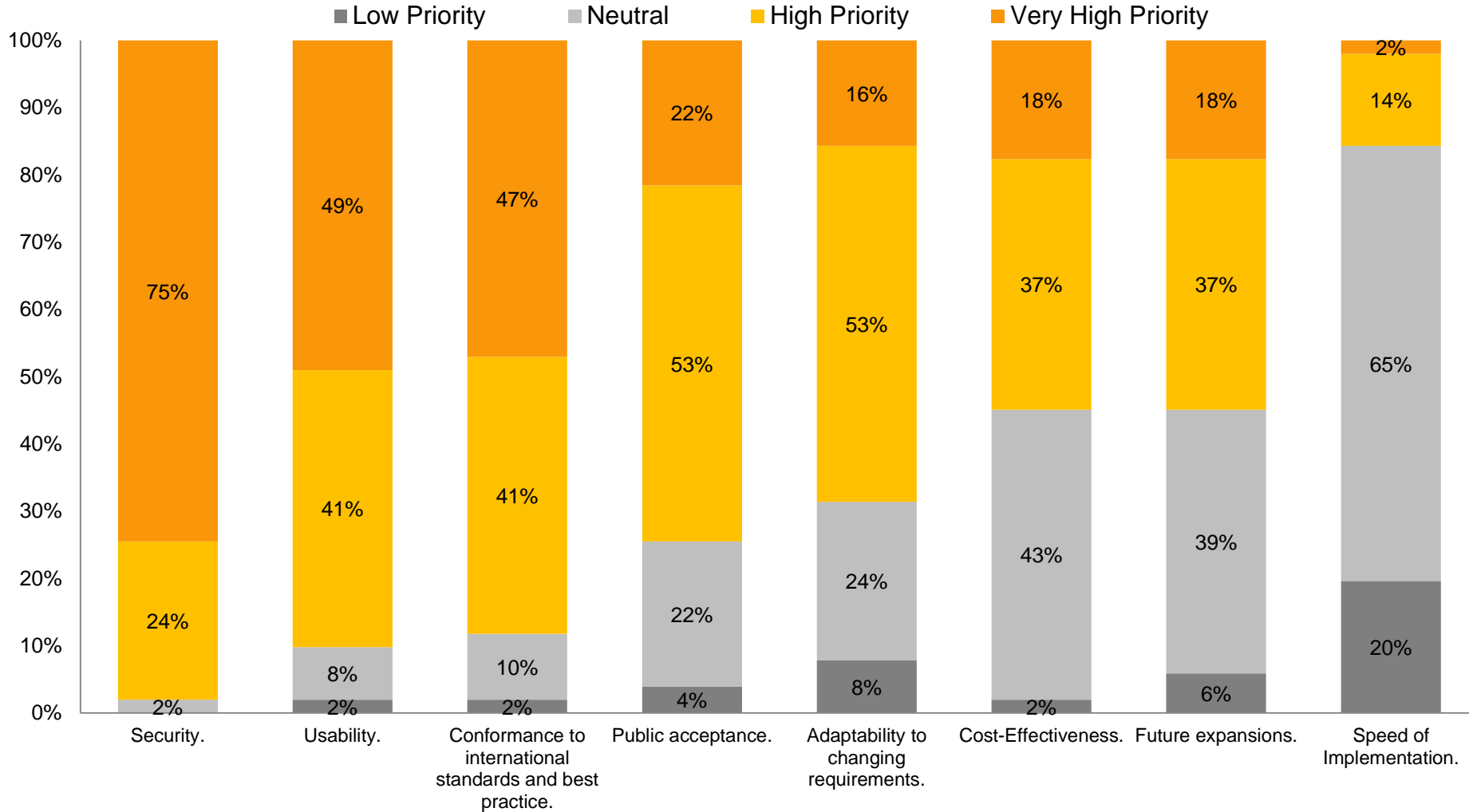
Comparison between Government and Industry responses for requirements process handling:



- Responses are fairly similar between both parties
 - Industry favours requirements management tools more than Government does
 - Interesting is, that half of the industry participants agree with limitation to core requirements, compared to only 25% on the Government side



Question 3: Please rate the following aspects of an eID project regarding their priority from your perspective.





Government

Conformance to international standards and best practice.

Adaptability to changing requirements.

Cost-Effectiveness.

Public acceptance.

Future expansions.

Speed of Implementation.

Security, usability, public acceptance, conformance to international standards are of highest priority for Government and Industry

Adaptability to changing requirements, cost effectiveness, future expansions have also high priority for majority of Government (compare with majority of neutral position on Industry side)

Speed of implementation has the least priority from both perspectives, Government and Industry

Industry

Conformance to international standards and best practice.

Adaptability to changing requirements.

Future expansions.

Cost-Effectiveness.

Speed of Implementation.

Security.

Usability.

Security.

Usability.

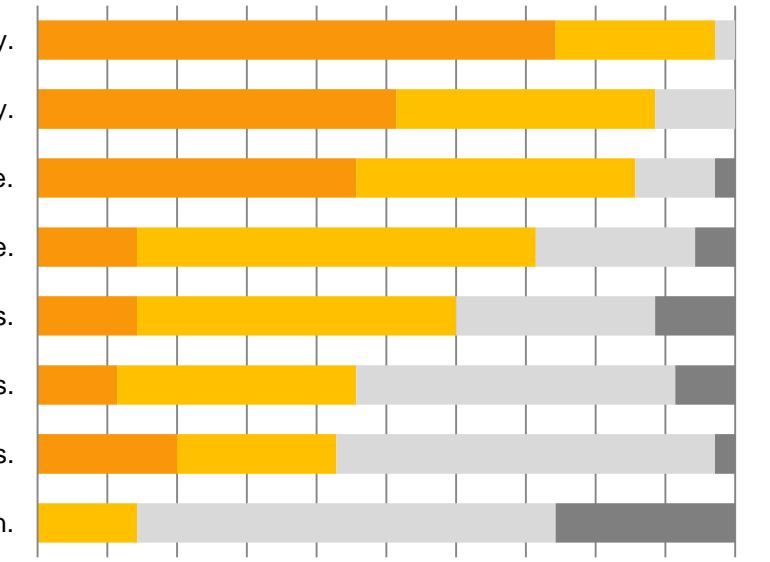
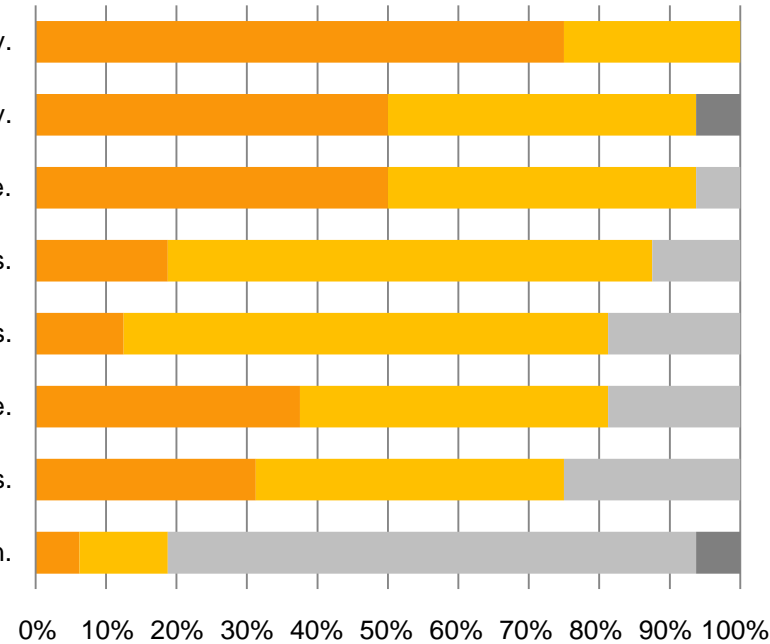
Public acceptance.

Adaptability to changing requirements.

Future expansions.

Cost-Effectiveness.

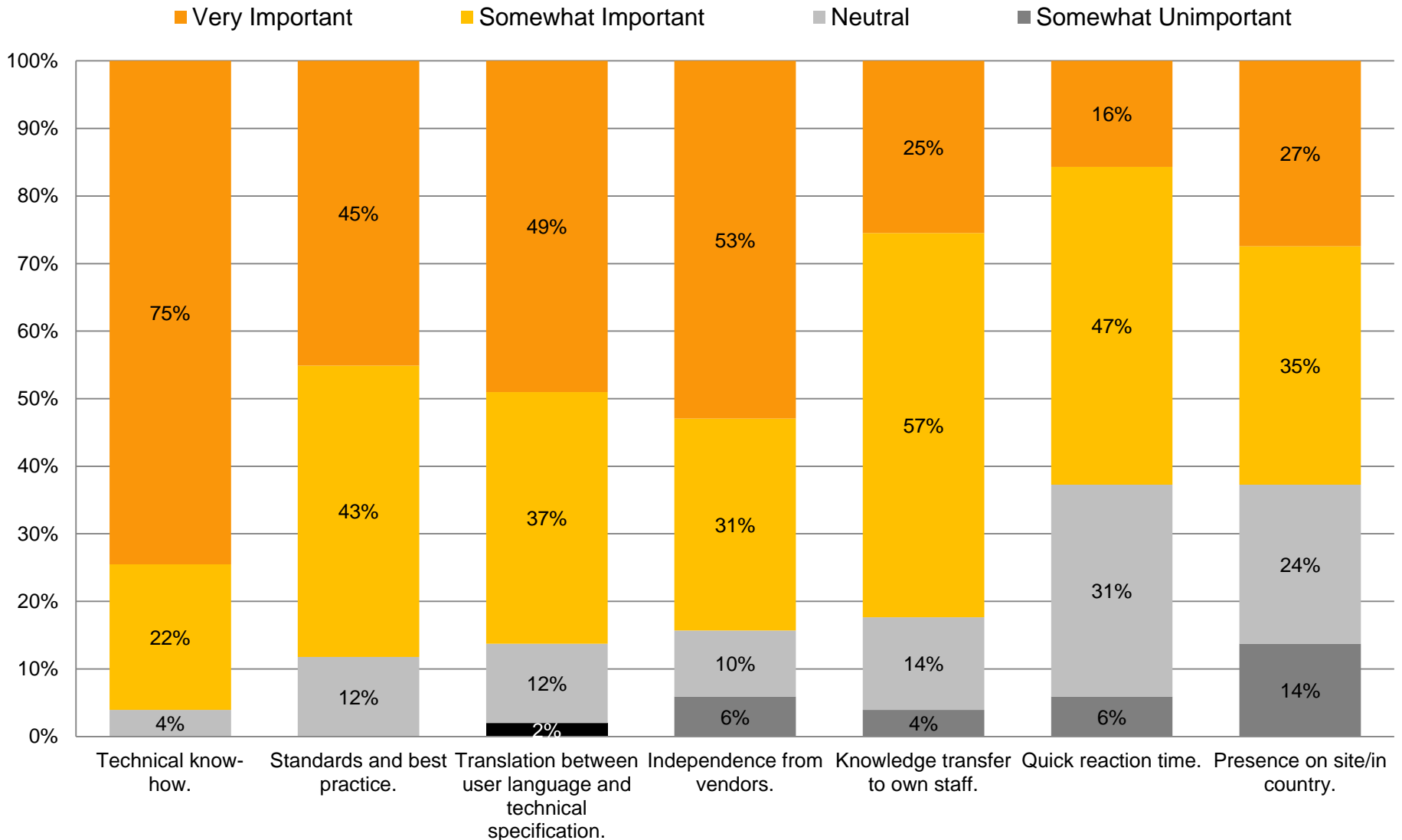
Speed of Implementation.



Very high priority high priority Neutral Low Priority



Question 4: How important are the following aspects when involving a consultant in an eID project?





Questions?

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