

Creating a value-driven Digital Identity Future

Engaging multiple stakeholders in strategic dialogues to balance values in the emergent ecosystem of digital identity in Europe

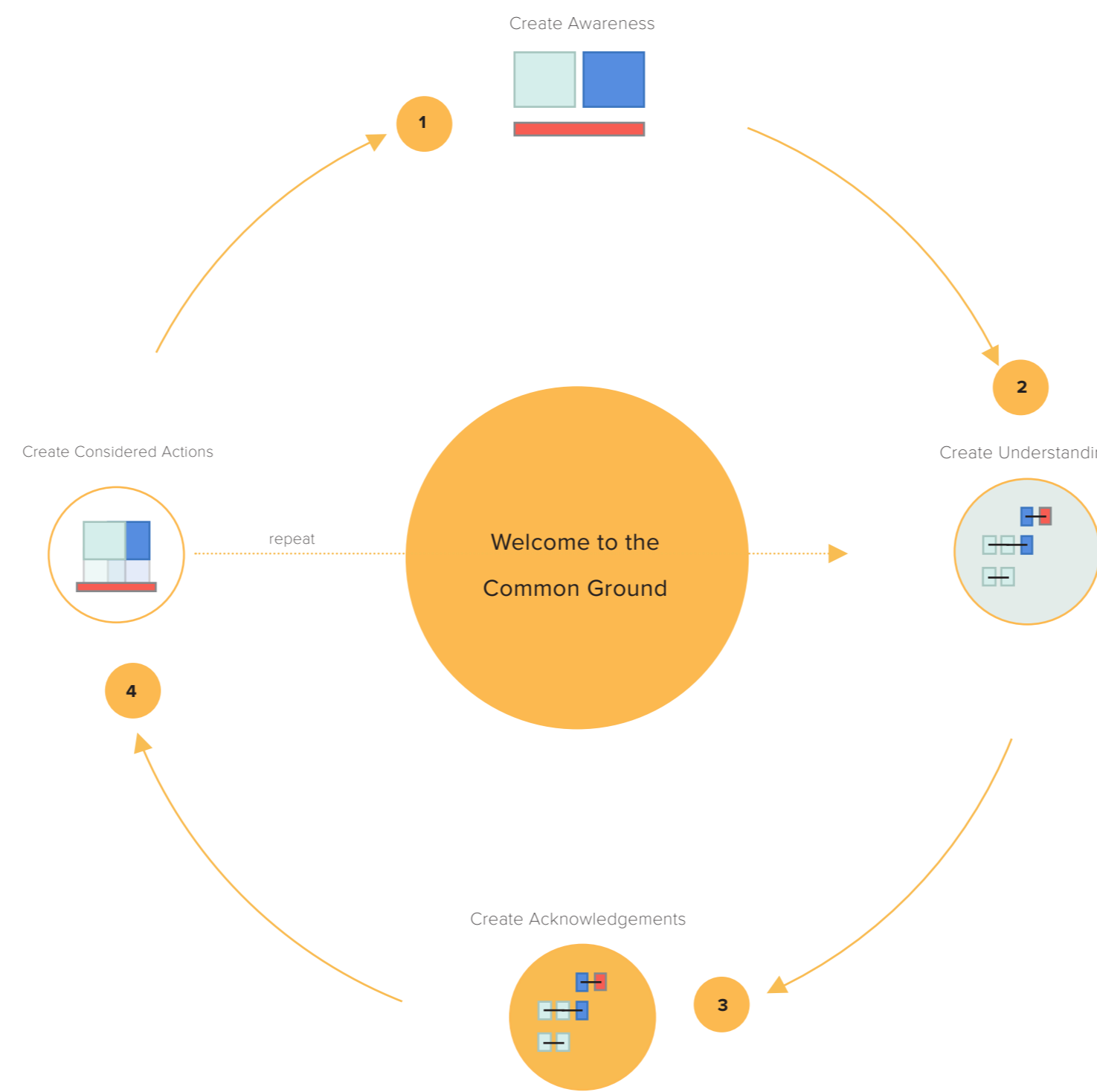
CONTEXT

We live in an increasingly complex world in which policy regulations and system development must balance technology, existing regulations and all the people participating in the system. Currently, digital identities facilitate multiple verification processes in multiple contexts. For example, to give the ability to prove their own identity to buy alcohol or verify within the work environment, for as a healthcare practitioner. Experts and the EU Commission see unmet needs and problems within the digital identity field, which led to the revision process of eIDAS 2.0 to include the missed objectives of the present regulation on electronic identification and trust services, creating the rules for electronic transactions in the internal market. For example identity theft rises, privacy concerns towards big tech grow and there is little to no interoperability between sectors and borders (European Commission, 2021). Value tensions and risks are mapped to showcase the future implications of wrongly managed decisions in the process from a system perspective. Based on the systemic approach a vision for all coming verification processes is created as the development is just a starting process for what is coming next within the wallet development field.

The vision aims to help facilitate a way to include the values and mental models of different parties in the creation process of digital identity verification experiences.

"Creating respectful transaction mechanisms that include the values of all participants by integrating a trusted relationship in the layers behind the App"

This vision facilitates the design concept towards a transition design that aims for the consideration of values from different stakeholder perspectives



PREFACE POEM

"On the one hand, we live in the eternal now"
Because that is all there is
So we think everything we know about is in the present
Everything we know about is here

On the other hand, we create futures today
Futures we will experience
Futures that become experiences tomorrow
Can we experience tomorrow's future today?

The experience of future generations

Technology is a shaper of those experiences
A shaper of our beliefs, mental models
A catalyst of what we value when, where and how
A creator of value and pain

Different Mental Models for different contexts
For different situations
Defining how much we appreciate the experience
And also defining how secure the process should be
This changes how autonomous people want to be
This changes inclusiveness

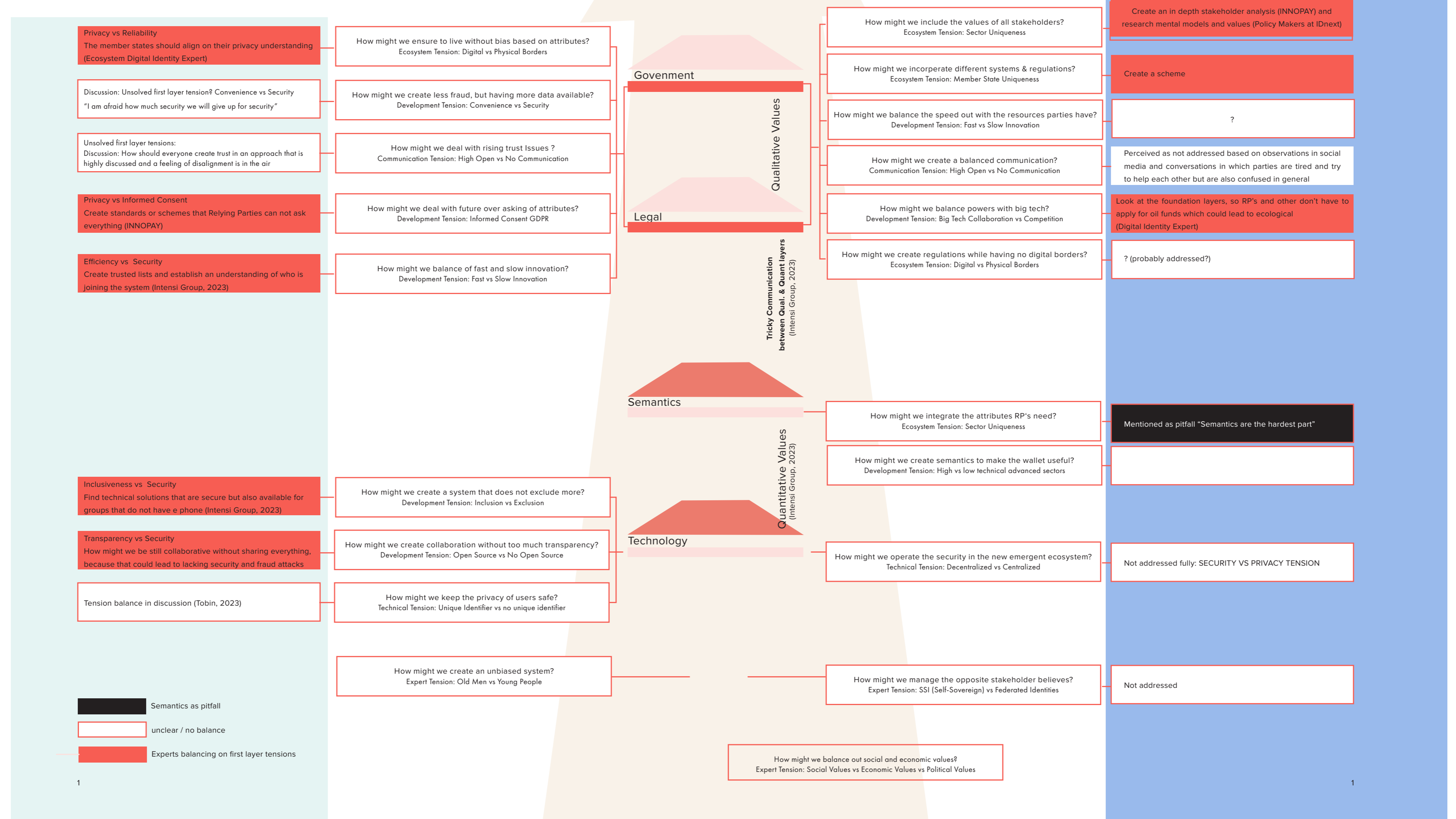
We are creating future believes today
So we are in this together now...
And we want to build this future together
A future we will experience tomorrow

Shaping all future verification interactions for different context Physical, remote, online or via platforms
A future build on multiple perspectives and values for different parties
Technology shapes us, and we shape technology.
Technology with moral values as the foundation

DESIGN CONCEPT

The 'common ground is a place where stakeholders creating the digital identity wallet can meet and create value balance actions together and in consideration to create better ethical driven technologies & everyone can express themselves. Included in the process are A Integrate the people, B Integrate their 'core' values and tensions, C Symbolise Uniqueness for empathy / also Relying Parties are different. In a four step approach with different stages acknowledgement and reflective action is created based on the integration of diverse opinions and active reflective practise.

The session is facilitated through material that helps to inspire and guide the process within four steps in which the stakeholders (1) create awareness for value tensions and get to know each others values, (2) Create Understanding by stepping into the role of one party and explore the scenario and context of the verification process, (3) Create Acknowledgement for the existing tensions in the process and map them out (4) Create considered actions in order to design for stakeholder values with moral values as the foundation.



PROJECT AIM

The central aim of this thesis was to understand if it is possible to design a EUDI Wallet from a multiple stakeholders perspective and find a well-balanced solution that facilitates the values of all stakeholders involved. The EUDI Wallet is part of the re-visioning process of the regulation eIDAS, which can be seen as the future facilitator of identity verification for multiple contexts. The EU Commission aims to harmonize the digital identity marked to make cross sector and border identity verification processes possible and requires the responsible stakeholders in the ecosystem, like member states and verifying parties to participate. As the development process is still ongoing and it seemed like not all stakeholder values are included INNOPIAY was interested to gain a different lens and perspective on that process.

DESIGN APPROACH

This thesis explored the ongoing development process through a systemic approach and the lens of Value Sensitive Design (VSD) (Van Den Hoven et al., 2015). A research-by-design approach uncovers the values and uniqueness of multiple stakeholders and provides new perspectives on the emergent system dynamics of digital identity.

The EU Commission Vision on the EUDI Wallet was used as starting point to explore stakeholder values (Users¹, Relying Parties², Experts / Oversight Perspective³) and engage them in the future by still acting as the experts of their own experiences. Value tensions and risks are mapped to showcase the future implications of wrongly managed decisions in the process from a system perspective. Based on the systemic approach a vision for all coming verification processes is created as the development is just a starting process for what is coming next within the wallet development field.

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