

Identity Management in PUbLic SErvices

IMPULSE in a nutshell

IMPULSE consortium

2nd June 2021

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101004459



Fact sheet	
Programme	Horizon 2020
Grant Agreement ID	101004459
Topic	DT-TRANSFORMATIONS-02-2018-2019-2020 - Transformative impact of disruptive technologies in public services
Funding scheme	Research and Innovation Action (RIA)
Budget	€ 3 987 593.75
EU contribution	€ 3 987 593.75
Start date	1 st February 2021
End date	31 st January 2024
Website	https://www.impulse-h2020.eu/ https://cordis.europa.eu/project/id/101004459
Social media	 @Impulse_EU  IMPULSE project H2020



- Who we are
- Our mission
- Motivation and challenges
- Goals
- Main outcomes
- Case studies and pilots
- Work plan



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Who we are

16 PARTNERS

6 PUBLIC ADMINISTRATIONS

1 UNIVERSITY

1 LARGE COMPANY

4 SMEs

2 RTOs

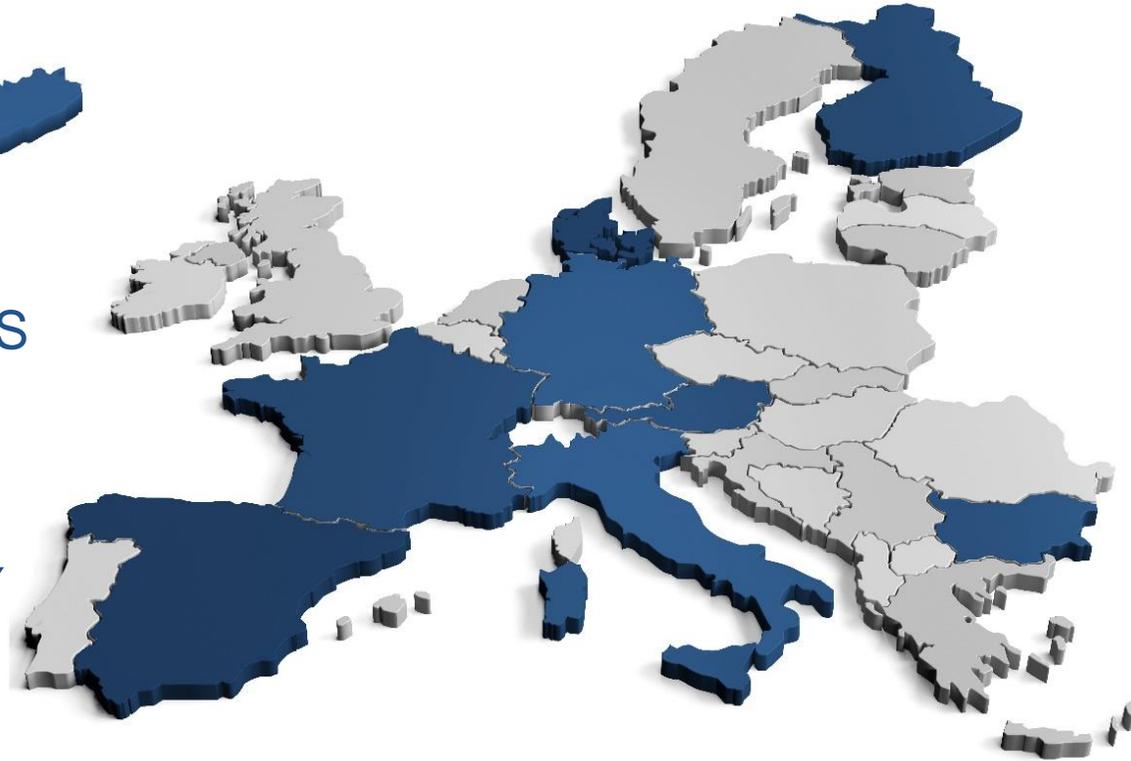
1 DIGITAL INNOVATION HUB (DIH)

1 STANDARDISATION BODY

1 THIRD PARTY

6 EXTERNAL EXPERTS

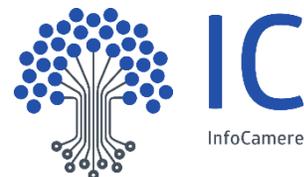
8 CONNECTED DIHs



- Consortium members (more info [here](#))



- Third party





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Our mission



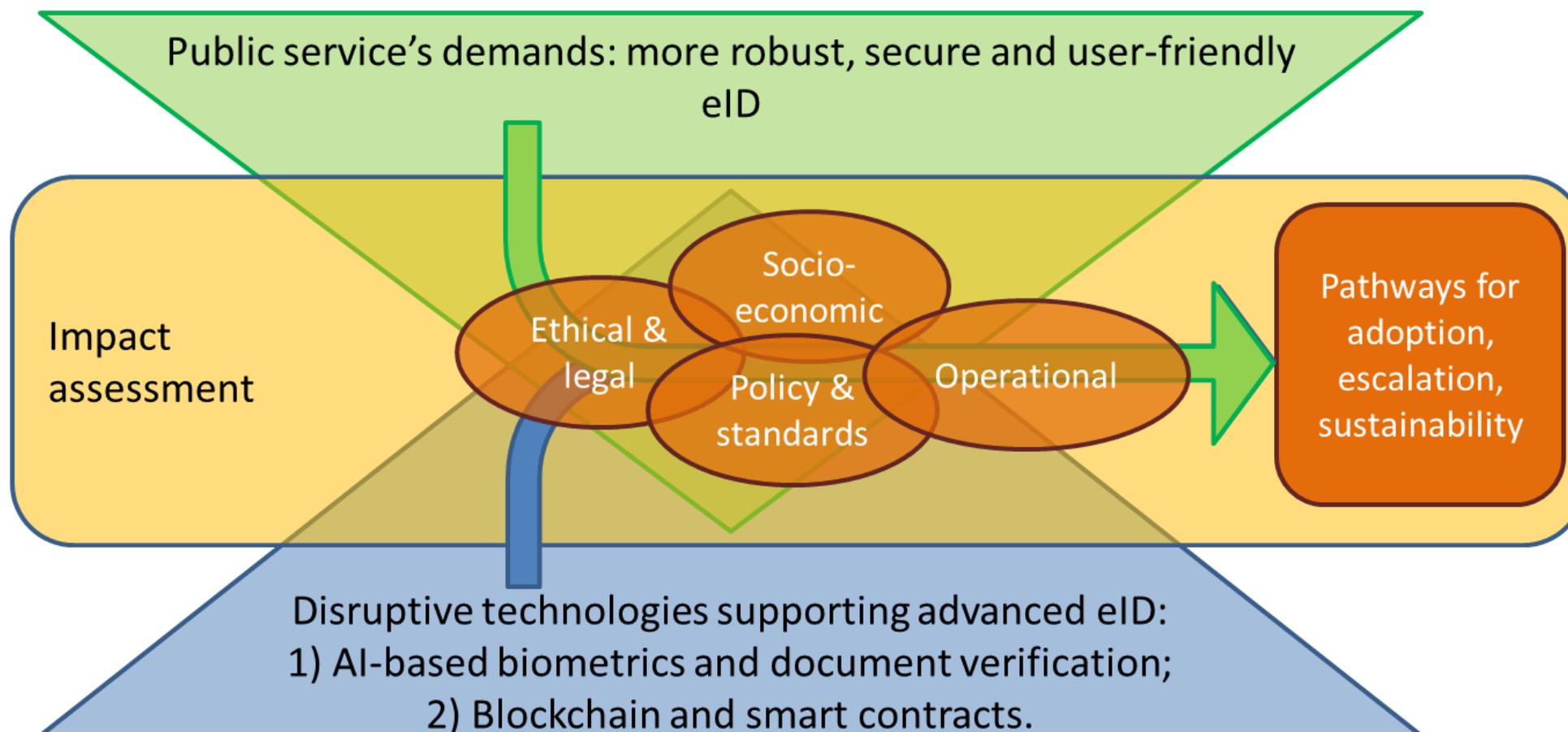
Transform the approach on digital identity by drawing up a **user-centric multi-stage method of multidisciplinary evaluation of eID management** in providing public services



Evaluate the benefits, but also risks, costs and limitations, considering socio-economic, legal, ethical and operational impacts, together with framework conditions (GDPR and eIDAS regulations, and existing legacy eID national systems and standards)



Bring together a set of representative and innovative processes as **case studies in 5 countries providing a variety of contexts** (cultural, operational, legal, procedural, social)





Demand of **more secure digital services** in the current/future Digital Single Market (DSM):

- Personal and non-transferable access
- Unambiguous identification

Secure and privacy-preserving eID as enabler:

- Trust and confidence
- Data treated in full respect of existing data protection legislation
- No overlapping or contradictory versions of the same identity



Benefits from **disruptive technologies**:

- New segments of population
- Ubiquity
- Robust, trustful and more friendly eServices

OPPORTUNITY TO USE DISRUPTIVE TECHNOLOGIES

Artificial Intelligence

Biometrics authentication

Document verification

Digital onboarding



Blockchain

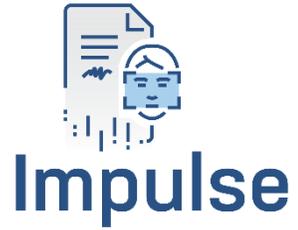
Distributed ledger

Data ownership from government to citizens

Smart contracts



Motivation and challenges



End-users' acceptance

PARTICIPATION

LEGAL

ETHICS

DEVELOPMENT

Technical implementation

SECURITY

DEPLOYMENT

POLICY

PRIVACY

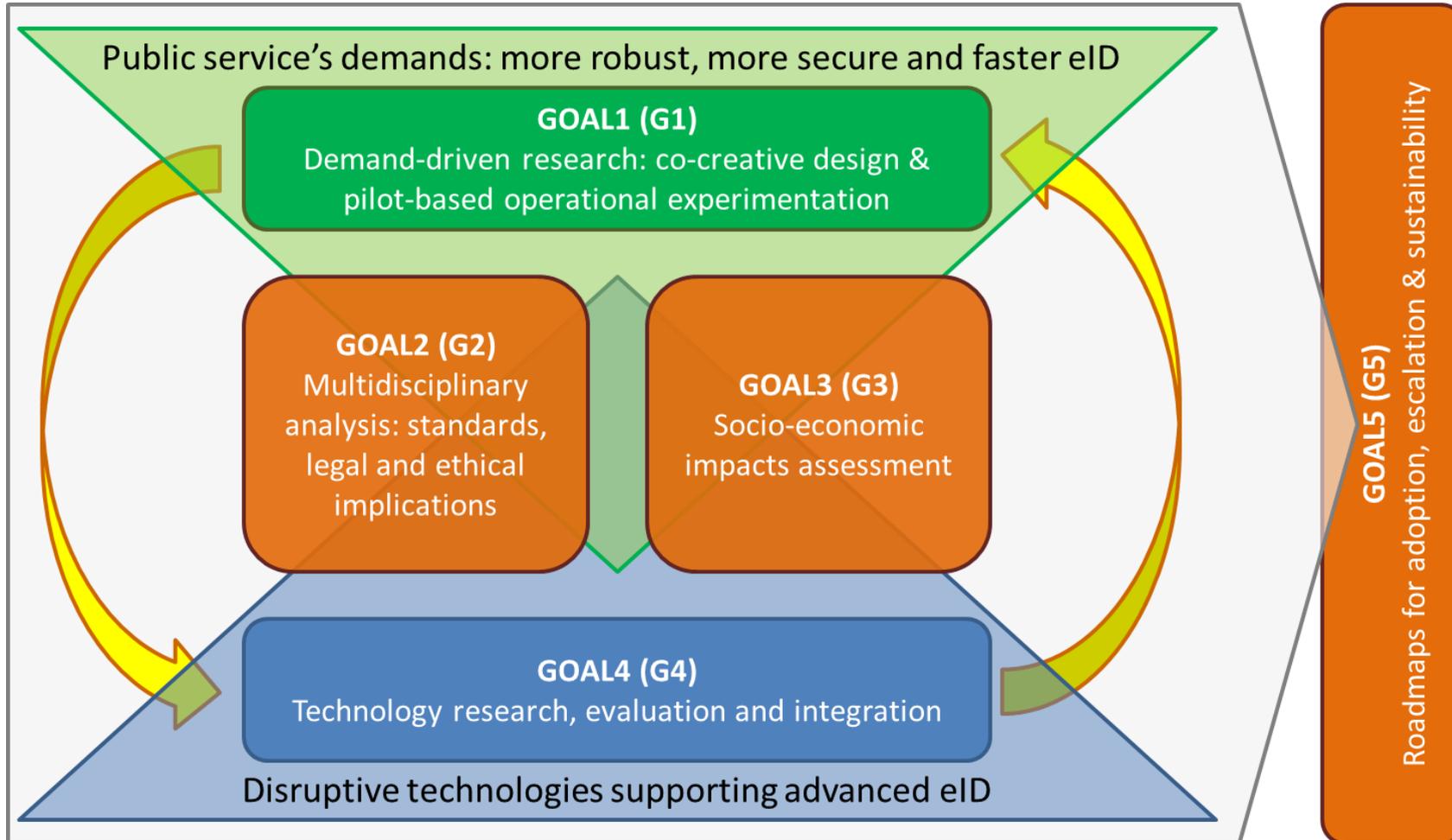
Non-technical compliance

SOCIAL

STANDARDS

Promote the adoption of disruptive eID concepts







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Goal 1: Specify the requirements, acceptance and impact on the use of eID technology from regulatory, technical, operational and societal standpoints through the engagement of stakeholders in a co-creative demand-driven research process, including pilots in 5 different countries.



Goal 2: Perform an in-depth multidisciplinary analysis of the legal normative and regulation, existing standards and ethical implications derived from the use of the selected technologies (i.e., blockchain and smart contracts, AI-based biometrics and document verification techniques) in public services for eID management.



Goal 3: Assess the socio-economic and policy impacts, both benefits and risks, for public administrations, public servants, citizens and other stakeholders, as well as define the mid- and long-term business models to assure sustainability of the disruptive eID management concepts in public services.



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Goal 4: Evaluate the performance of the selected and promising disruptive technologies (AI-based biometrics and document verification techniques, blockchain and smart contracts) as part of the proposed holistic eID technology solution for public services.



Goal 5: Define clear, tangible and specific roadmaps for the introduction, adoption, escalation and long-term sustainability of the holistic eID framework, supporting public services at different levels.



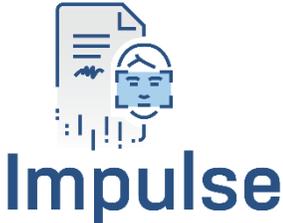
Goal 6: Foster the dissemination of results, knowledge and experiences as well as a close and effective communication with stakeholders, ensuring the sustainable exploitation of the outcomes with the involvement of relevant actors in the field of ICT and public services.



Research will result on specific and actionable outcomes in a twofold form:

- 1. A framework for a holistic integration of AI and blockchain technology** to support secure and privacy-preserving eID management by public services, having been deployed and valuated in different public services (and countries) to complement existing EU identity schemas.
- 2. Actionable roadmaps for the adoption, escalation and sustainability of advanced eID technology** by public services in the European ecosystem, in different countries and at different levels (local, regional, national, and cross-border) and supported by Digital Innovation Hubs (DIHs) all around Europe.

Case studies and pilots



City of Reykjavik

Reykjavik, Iceland

Better Reykjavik participatory democracy portal



Gijón, Spain

Public services app



Ertaintza, Spain

Issuing complaints entirely online



Aarhus, Denmark
Electronic access to personal information and services



UNIONCAMERE



IC
InfoCamere

Unioncamere & InfoCamere, Italy
Enterprise digital drawer



Peshtera, Bulgaria
Civil registration & certification



Work plan information	
Start Month	February 2021
End Month	January 2024
No. WPs	8
No. tasks	33
No. milestones	8

- **WP1** “Project management and coordination” – **GRAD**
- **WP2** “Co-creative design and piloting” – **LUT**
- **WP3** “Multidisciplinary analysis of standards, legal and ethical implications” – **CEL**
- **WP4** “Socio-economic/political impact analysis” – **ISI**
- **WP5** “Technology research, evaluation and integration” – **GRAD**
- **WP6** “Roadmapping for adoption, escalation and sustainability”- **TES**
- **WP7** “Innovation and exploitation management, dissemination and communication” – **ICERT**
- **WP8** “Ethics requirements” – **GRAD**



Identity Management in PubLic Services

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CITY OF AARHUS



Gijón



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