

Governments and producers of ID 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 inspectors of ID documents has never been carried out. Which features are favourite and which ones are rarely used and why? What is the course of an inspection process and are there differences between different groups of inspectors and/or their level of experience? To answer these and more questions, the National Office for Identity Data (NOID), an agency from the Ministry of the Interior and Kingdom Relations in the Netherlands has asked the Dutch firm StoryConnect to develop a new concept: the Dutch ID Monitor.

What is the Dutch ID Monitor?

The Dutch ID Monitor is more than a simple questionnaire: next to direct questions about the use of security features, stories regarding the inspection process are collected as well. In this way, insight is gained into practical experiences during the inspection of ID documents and direct feedback is received on how and which security features are used during inspection.

Content of the Dutch ID Monitor

The Dutch ID monitor consists of two parts: the respondent is invited to share every day experiences in Part one, while Part two contains questions about primary security features and their use and importance. In Part one, also some background information is collected, like the industry in which the respondent is working and their experience with travel/identity document authentication. As far as we know, this way of questioning respondents is unique in the world, especially the sharing of real experiences from work situations (story sharing).

Why collect stories from the field?

Stories contain knowledge, experiences, feelings, impressions, and much more. The use of stories for inquiry, monitoring, evaluation or managerial purposes gives useful information to:

- learn new things,
- keep up with emerging trends,
- take the right decisions (and monitor their impact),
- gain new ideas,
- resolve conflicts,
- connect people,
- help people learn,
- inform people.

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 Dutch ID monitor can be used 24/7, location independently, and includes all opinions voiced.

When is the Dutch ID Monitor used?

The Dutch ID Monitor is not a one-time experience: it can and should be used repeatedly with regular intervals, to maintain a continuous dialogue between chain partners. It is crucial that people are involved and willing to fill out the Dutch ID Monitor periodically. The NOID will give periodic feedback to the chain partners involved about the results and the (new) insights that have emerged. The chain partners can optimize their own work with the emerging insights.

How to use the Dutch ID Monitor

The Dutch ID Monitor is currently only available as a web-based solution, but will be available soon as a smartphone app as well. Monitoring should be carried out systematically and periodically amongst different groups of inspectors. The results should enable the NOID to assess the effectiveness of the security features and their use during the identity verification process and to adjust policies accordingly, if necessary.

Who can fill out the Dutch ID Monitor?

Anyone who has to check an ID professionally can use this tool. The range of inspectors who verify people's identity is wide and varied. From professional auditors to desk clerks from governments, and from shop personnel to fellow citizens in day to day situations. They check identity and/or age at hotel receptions or have to establish someone's right to enter night life clubs and bars.

Please take a look and fill out the Dutch ID Monitor yourself at:

<https://story.storyconnect.nl/index.php/876524?lang=en>

Why use the Dutch ID monitor?

From a government perspective, the results can be used for policy development, product development, and adaptation of the security concept, for instance to develop a new document or to modify an existing inspection process.

From a chain partner perspective, the continuous insight into how inspectors do their daily work and how their work can be optimized, is very valuable information.

From an inspector point of view, sharing their stories gives them a sense of community which in return will stimulate the submission of more stories from targeted groups. It also acknowledges their hard work: they feel heard. Also, the educational aspect of the ID monitor should not be underestimated: it does not only take information from the respondent but also gives back information. This happens both during use of the ID monitor

(for instance by describing the various security features), but also afterwards when reading the stories from colleagues and other types of inspectors in the field.

To our knowledge, feedback from active users (i.e. inspectors) of ID documents has never been collected on this scale before and the methodology (collecting stories and experiences from every day work situations) is unique. Insights gained will be used to

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

Preliminary results

Motivation

Since March 2014, Dutch travel documents have been issued with a validity of 10 years. The travel documents were redesigned and now contain two primary security features which have not been used previously in the Netherlands or any other country: the interconnecting Kinegrams; and the Stereo Laser Image (SLI) (Figure 1). These security features were designed specifically to facilitate the work of inspecting officials.

As we were very interested to find out if these features were used and appreciated, we wanted to get feedback from the field and started collecting information on the use of Dutch travel documents and their security features in general.



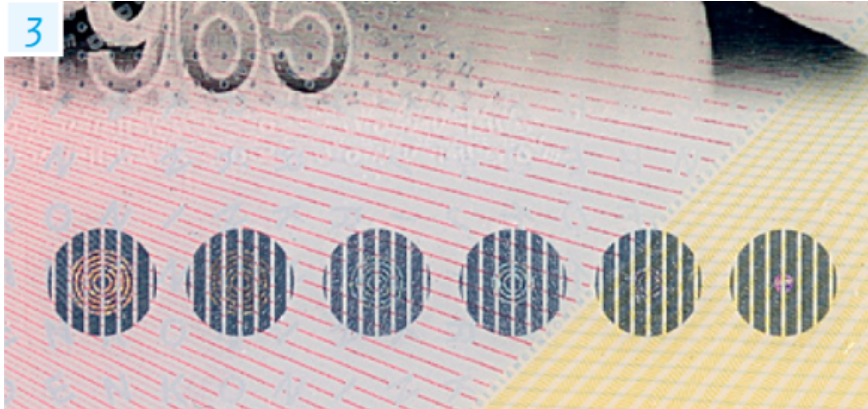


Figure 1. Above the Stereo Laser Image (SLI) and below the interconnecting Kinegrams

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

- The respondents appreciate the fact that they have been asked for their opinion.
- Using the Dutch 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 (Figure 2) are most frequently used security features. Inspectors find these security features very important to check.
- Front office inspectors increasingly use devices (scanners) to verify someone's identity rather than visual/tactile inspection of the document itself. Results from the Dutch ID Monitor will give more insight into how and why different methods of control are used.



Figure 2. The tactile relief

Visualization of results

Practical experiences from a specific group of inspectors can be visualized in a dashboard and/or in a report. Tables and charts will potentially reveal certain patterns, like

interdependences of certain elements or processes that were previously unknown, or changes during time (when respondents are repeatedly asked for their stories/answers over a certain amount of time). Consequently, direct action can be taken, such as customizing informative materials on security features or modifying instructions. Moreover, continuous use of the Dutch ID Monitor will also provide information about the impact of such actions.

Next steps and future plans

Currently, an app is being created for professionals, and possibly in the future for citizens as well. Development of the Dutch ID Monitor app facilitates easy reporting of stories about the use and verification of ID documents. In addition, this will help gather information in an offline mode as well (submitting the data as soon as the smartphone reconnects to a network).

Growth

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

1. The Dutch 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 (security features) in their inspection and ID verification process.
2. Likewise, if other countries are interested, the security features of their travel documents could also be used to create an ID Monitor for their travel documents.
3. Finally, in the not too distant future, it would be interesting to include other Dutch ID documents like the residence permits into the Dutch ID Monitor as well.

Summary

The use of security features on ID documents has increased over time but nobody really knows how and by whom (some of) these are used in daily practise. Travel documents, although owned by citizens, are designed for the inspectors who actually use these documents to verify the identity of the owner and the authenticity of the document. The background of potential inspectors varies widely: from well-trained border guards to shop assistants checking alcohol buyers' age. No research has ever been carried out to investigate which security features inspectors use or don't use during their work, and what their inspection routines look like. In this paper, we describe the Dutch ID monitor: a unique tool to gain insight into the way the Dutch passport and identity cards are used by front-line staff, and how security features are used during the ID checking process. In this way, the National Office for Identity Data (NOID), an agency from the Ministry of the Interior and Kingdom Relations in the Netherlands collects data and feedback on the inspection process and the use/appreciation of (newly introduced or existing) security features on Dutch ID documents.

In the not too distant future, the English version of the Dutch ID Monitor will also be used to question foreign ID inspectors who check Dutch travel documents on a daily basis. The NOID therefore puts forth the Dutch ID monitor as a good practice tool for all countries.