

New German identity card

"Neuer Personalausweis"

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Organisation: Federal Ministry of the Interior

Country: Germany

Level of government: Central government

Sector: General public services

Type: Digital, Public Service

Launched in: 2010

Overall development time: 5 years

Link to the innovation's website

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Description

The new German identity card is a smartcard for citizens establishing a proof of identity in the real world (high-security ID-card) and over the Internet. It can be used as an electronic ID for different online public services. The key feature for online identification is mutual authentication between citizen and service provider via a secure channel. The access to the ID card data is certificate based. The citizen has full control over his or her data at all times, with over 20 million new ID cards have been distributed so far.

Why the innovation was developed

The main driving factors were the needs for data protection friendly mechanisms for online identification and better physical document security.

Objectives

Improve access, Improve effectiveness, Improve efficiency, Improve service quality

- Security and data protection.
 - Improved cost efficiency in the long run.
 - Enable online usage of ID card 24/7.
 - Provide eGovernment with high security and data protection standards adapted to ongoing worldwide developments.
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Main beneficiaries

General population, Government bodies, Government staff

- Citizens: Today more than 20 Mio. cards are in circulation at growing numbers.
 - Public administration.
 - Online commercial entities.
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Results

Efficiency

The new ID card fee is deemed to cover all costs for development, implementation and operation in the long run.

Service quality

Reliability:

The new ID card will improve online service security and data protection.

Results not available yet

It is too early to evaluate the overall user or employee satisfaction as the number and coverage of eGovernment and eBusiness applications with the new ID card is still growing.

Evaluation

- To evaluate the innovation, interviews and operation analysis as well as media analysis were conducted.
- Security and data protection cannot be subject to cost/benefit analysis.

Development

Design

The innovation was developed by the Federal Office for Information Security, the Federal Criminal Police Office and the Federal Ministry of the Interior.

Testing

- Laboratory and field testing.
 - Pilot.
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Implementation

Tools used:

Issuing infrastructure.

Resources used:

- Human resources.
 - Budget.
 - Legal costs.
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Challenges and solutions

- Security, data protection.
 - Concept, logistics.
 - Adjustments vs. costs/efforts.
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Partnerships

Federal Office for Information Security

Other Public Sector

Federal Criminal Police Office

Other Public Sector

Administration and Parliament

Other Public Sector

Lessons Learned

Lessons Learned

- With regard to high quality, reactive and sustained communication to the citizens, the administration and the service providers are key to enabling a fast growing sector of secure and data protection-friendly online services on the basis of the new ID card. A much bigger budget would be desirable next time.
 - The new ID card concept may be interesting for other States. The Federal Ministry of the Interior should be contacted if a reuse is planned. Already today service providers may apply to get access to the new ID card for their services.
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