

Appendix L

Stakeholder Engagement Reports

Request for Proposal No.: SPS-RFP-0484

Saskatchewan Individual Digital ID Solution and Service Offering



Stakeholder Engagement Report

Saskatchewan Individual Digital Identity | June 2, 2021

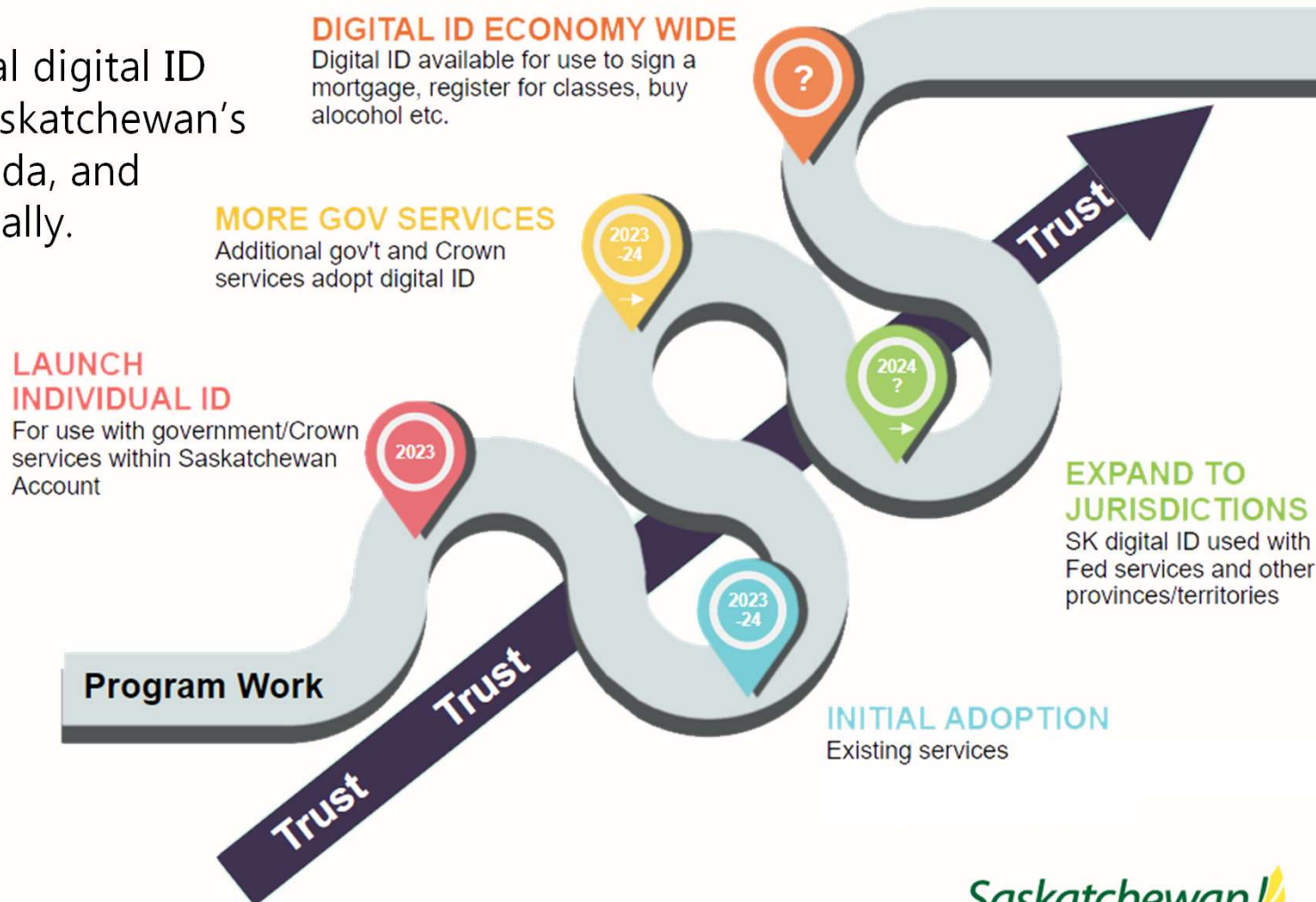
Presented by: Ola Daniels, Colleen McMahon and Cosanna Preston-Idedia

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Vision

To deliver an individual digital ID that can be used in Saskatchewan's economy, across Canada, and eventually, internationally.



Engagement Overview

- **Industry Engagement**

- Two town halls with ~150 participants
- 20+ vendor one-on-ones
- Participation from the IT Association of Saskatchewan and DIACC members

- **Public Engagement**

- A nearly representative survey
- Two town halls with a total of 53 organizations
- 10 One-on-one sessions
- Town halls and one-on-ones focused on access barriers

Public Engagement

Organizations working in the following areas and communities

- Public libraries
- People with disabilities
- Newcomers
- LGBTQ2S+ community
- Employment support
- Mental health
- Poverty and homelessness
- Senior care advocacy
- Indigenous peoples
- Rural municipalities

Key Takeaways

- Crucial for adoption and success of the individual ID:



Education and communication campaigns discussing benefits and allaying fears

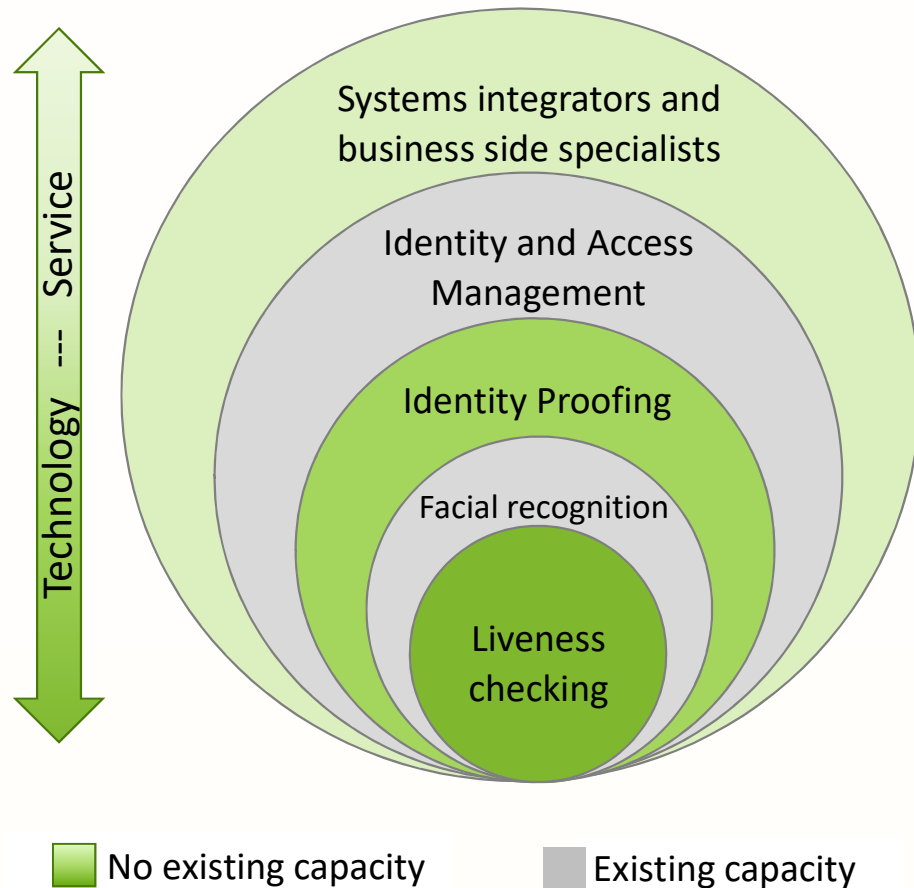


User-centred design that ensures a broad range of perspectives represented



Collaboration between public and private sector to stay current, innovative and wide reaching.

Industry conversation highlights



- 3 stages to RFP issuance
- Digital identity more than just technology, a full program of activity
- Procurement design needs to reflect complexity of the space
 - Anticipating consortium bids
 - Fine line between solutioning and clear requirements
 - Strong support for proof of concepts as part of procurement

Survey Methodology

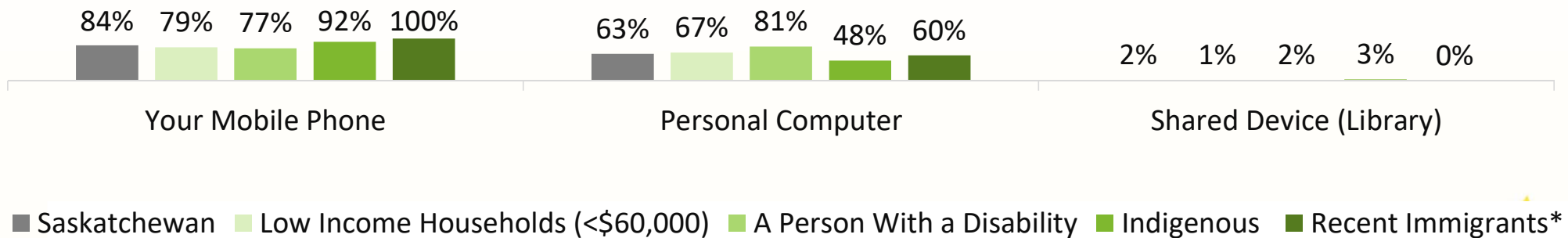
- Quantitative research study with Saskatchewan residents to gather information regarding digital identity and online usage with objectives to:
 - Understand the technology available to residents and current usage
 - Assess comfort and concerns with sharing personal information online
 - Measure understanding of digital identity
 - Measure support and interest in digital identity
- **insightrix**[®] online panel sample (n=802) representative of general population
- Data were collected between March 17 and 22, 2021
- Similar national study was conducted by the Digital Identification and Authentication Council of Canada (DIACC) in late 2020, and results are compared where possible

Survey Demographics

- Indigenous respondents have less access to a personal computer
- People with disabilities less comfortable using a device with camera for digital ID
- Newcomers more interested in learning about digital identification and are comfortable with digital ID
- Small number of respondents - results directional in nature

Are you a member of any of the following groups?

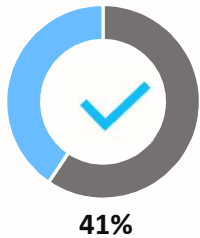
Newcomers (came to Canada five years ago or less)	20	2%
A person with a disability	55	7%
First Nation (Status/non-Status)	26	3%
Métis	38	5%
Inuit	0	0%
None of the above	626	78%
Prefer not to say	44	5%



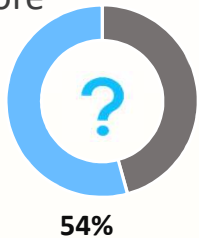


Moderate Awareness of Digital Identity

Somewhat or Extremely
Familiar



Somewhat or Extremely
Interested in Learning
More



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Findings

- Moderate familiarity and interest in the concept of digital ID
- Convenience and efficiency are the top perceived benefits of digital identity.
- Solid support in anticipation of an established seamless solution
- Digital literacy gap (comfort in task completion):
 - Seniors
 - People in the rural areas
 - Lower educational levels

Implications

- Strong communication strategy to build a case for Digital ID adoption
- Inclusive change management strategy and firm collaborations between government and Community Based Organizations (CBOs)




Privacy concerns about using digital ID

Willing to Share Personal Information Online for Convenience


NET Agree

 Saskatchewan: 32%

 Canada: 76%

Concerned with Personal Information Being Compromised Online

NET Concerned

 Saskatchewan: 74%

 Canada: 75%

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Findings

- Saskatchewan residents are less likely to share information online due to concerns on security of their information and privacy than other Canadians.
- Digital trust is low in Saskatchewan like the rest of Canada
- Assurance of privacy and security increases trust among residents
- Once residents understood the way we are designing digital ID to secure their information and protect their privacy, those fears were allayed and digital trust increased.

Implications

- Continuous engagement with the public to eliminate fear of Personal information compromise

Saskatchewan 

Digital Comfort experienced from using digital ID

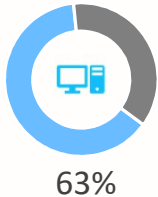
Frequency of Device Usage (%)

Comfortable Using At Least One Device to Support Digital Identity.

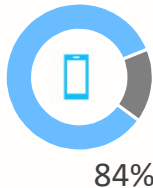


67%

Personal Computer Mobile Phone

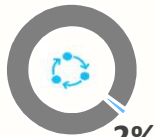


63%



84%

Shared Computers (Library)



2%

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Findings

- Most residents have access to at least one digital device
- a limited percentage have access to such device in shared services like the library
- A third of residents are uncomfortable with facial verification to support the creation of their digital ID.
 - Due to primary concerns around conversations in the media about false positive, false negatives and policing as it relates to facial recognition

Implications

- Residents must be able to access digital ID through any device
- Must account for security concerns about shared computers and other devices
- Further research to understand residents' discomfort with facial verification
 - Educating the public on one-to-one concept of facial recognition rather than the public perception of one to many



Barriers to accessing digital identity

Findings

- Internet connectivity remains a challenge among rural and low-income population
- Concerns amongst newcomers, people with disabilities and indigenous communities around language and user experience barriers.
- Suggested re-write:
- People at the intersections of mental illness, addiction and/or homelessness may need additional support.
 - People who experience one or more of these challenges are more prone to losing their physical IDs. This makes it more challenging to obtain a digital ID. However, once a digital ID is obtained, stakeholders stressed the positives outweighed the initial burden as it becomes much harder to lose a digital ID and they can access it from shared devices like a library or Friendship Centre computer.

Implications

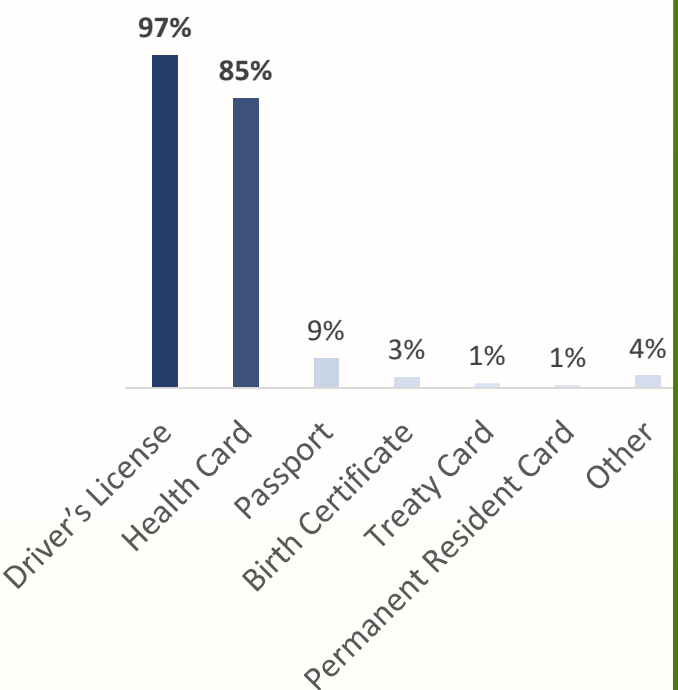
- Determine how the project can influence internet connectivity and communicate to public stakeholders around digital ID limitations
- Citizen-centred approach to user experience that infuses accessibility and cultural diversity in the design - to take away many barriers than can be created
- Offline and alternative ways to assist residents who need help or uncomfortable with the process.





Identity cards concerns using digital identity

Types of ID Typically Provided



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Findings

- Most residents prefer driver's licence and health cards as means of ID
- Only 80% of people in Saskatchewan have driver's licences (or an equivalent photo card). Barriers to additional uptake include (not limited to) the cost and the in-person visit requirement (especially for rural communities and elderly residents confined to care homes).
- Concerns on cost of procuring and replacing government issued photo ID or driver's licence
- Accessibility challenges of using physical IDs to create digital ID
 - Absence of braille on cards limits individuals who have visual impairments from self-entering data from their card as part of an ID registration flow.
 - Frequent photo updates and cost of ID card replacement amongst the gender diverse communities during transitioning can be emotionally and financially taxing, and risks subjecting individuals to triggers and discrimination.

Implications

- The driver's licence or photo cards with the existing policy may not enable everyone to get onboard digital ID, hence the project needs to explore work arounds to address this

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Questions?

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**Saskatchewan Ministry of
SaskBuilds and Procurement**

Digital Identity Survey Report

April 2021

Report Outline

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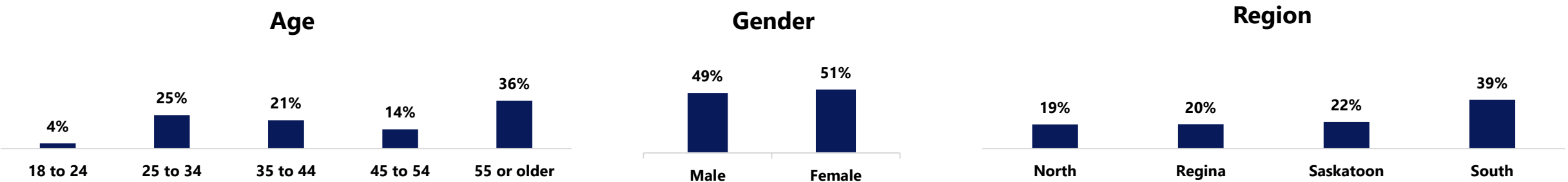
Background & Methodology

In early 2021, The Saskatchewan Ministry of SaskBuilds and Procurement (SaskBuilds) contracted Insightrix Research Inc. (Insightrix) to conduct a quantitative research study with Saskatchewan residents to gather information regarding digital identity and online usage. Specific research objectives include:

- Understanding the technology available to Saskatchewan residents and current usage patterns
- Assessing comfort with sharing personal information online and concerns related to personal information being compromised
- Measuring understanding of the concept of “digital identity”
- Measuring support and interest in a secure digital identity framework

An online survey was conducted with the Insightrix SaskWatch Research® online panel. Quotas were set by age, gender and region to match the distribution of the general population. The representation of subgroups (such as low-income households and recent immigrants) was examined, and SaskBuilds and Insightrix agreed to not weight the data due to the minor impact weighting would have on results. Data were collected between March 17 and 22, 2021. In total, 802 respondents completed the survey for a response rate of 23%.

A similar national study was conducted by the Digital Identification and Authentication Council of Canada (DIACC) in late 2020, and results are compared where possible.



Reporting Notes

Due to rounding, percentages may not sum to 100%. Questions in which more than one response can be selected will result in totals of more than 100%.

Open-ended questions have been themed and coded into categories. The percentages from individual codes will add to more than 100%, as comments from each respondent could be relevant to more than one code.

Unless otherwise noted, Canada-wide results are from the DIACC survey, and all other results are based on Saskatchewan respondents.

Methodology from the national DIACC study is unavailable, and as a result it is possible that results are not directly comparable. Best efforts have been made to ensure respondents to the Saskatchewan study accurately reflect the demographics of the province.



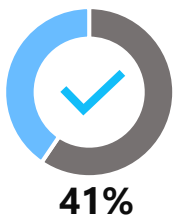
Key Takeaways & Conclusions

Key Takeaways

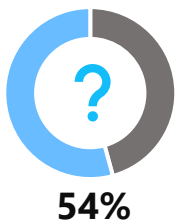


Moderate Awareness

- Saskatchewan residents are somewhat familiar with the concept of digital identity.
- Convenience and efficiency are the top perceived benefits of the framework.
- There is moderate interest in learning more about digital identity.



Somewhat or Extremely Familiar

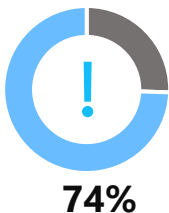


Somewhat or Extremely Interested in Learning More



Privacy Concerns

- Residents are very concerned about info being compromised online.
- Saskatchewan residents are far less likely to share information online for increased convenience than other Canadians.
- However, Saskatchewan residents also believe convenience is a key benefit of digital identity, showing that convenience is valued when residents are confident in the security of their information.



Somewhat or Extremely Concerned

Willing to Share Information Online for Convenience
% Somewhat or Strongly Agree



Digital Comfort

- Most Saskatchewan residents have access to digital devices and spend much of their time online.
- However, one third of residents are not comfortable using devices with cameras to support their digital identity, even though most have access to these devices.

Device Usage % Frequently Use

Mobile Phone



Personal Computer



Shared Device (Library)



Have Access and Comfortable Using At Least One Device to Support Digital Identity.

Key Takeaways



Next Steps

- Residents support the concept of digital identity and moving forward with establishing a framework.
- A partnership between government and private companies is residents' preferred approach.
- Many residents are unsure about digital identity and appropriate next steps, making ongoing education a priority.



75%

Somewhat or Very Supportive



62%

Prefer Government/Private Partnership
(Excluding "Not sure" and "Prefer not to say")



Saskatchewan-Canada Differences

- Less Saskatchewan residents believe the reduced risk of data breaches is a benefit of digital identity.
- Saskatchewan parents and caregivers are less interested in using digital identity for children and seniors.
- Saskatchewan residents less frequently believe it is important for the government to move quickly.

	Saskatchewan	Canada
Believe reduced data breach risk is a benefit	27%	40%
Parent interest in using digital identity	54%-69%	79%-85%
Caregiver interest in using digital identity	63%-69%	84%-89%
Believe it is important to move quickly	67%	82%



Demographic Differences

Results are largely consistent across demographic groups. Recorded differences include:

- Indigenous respondents less frequently have access to a personal computer than other Saskatchewan residents.
- Residents with disabilities are less comfortable using a device with a camera to validate their identity. However, these residents still report having access to devices and spending average amounts of time online.
- Recent immigrants report being more interested in learning about digital identification and using the framework. Comfort is also high among this group. However, the small number of respondents belonging to this demographic means results should be interpreted with moderate caution.

Conclusions

1



Support for Digital Identity

Saskatchewan residents support moving forward with the development of a digital identity framework. Interest in the benefits outlined in the survey, especially increased convenience, suggests **a sizable proportion of the provincial population will be willing to adopt the service** shortly after its implementation.

2



Need for Information

Educating residents about digital identity is a key next step, as a moderate proportion of respondents are unsure about select topics covered by the survey. In particular, **older residents are less familiar** with the concept. Focus on communicating the **security of personal information** and the **benefit of increased convenience** to build a case for the adoption of the framework.

3



Security Concerns

High levels of **concern about personal information being compromised** online suggest **some residents will be hesitant to use digital identity**. As the framework is developed, consider using **facts** and **statistics** about the security of the framework to convince holdouts digital identity is safe.

4



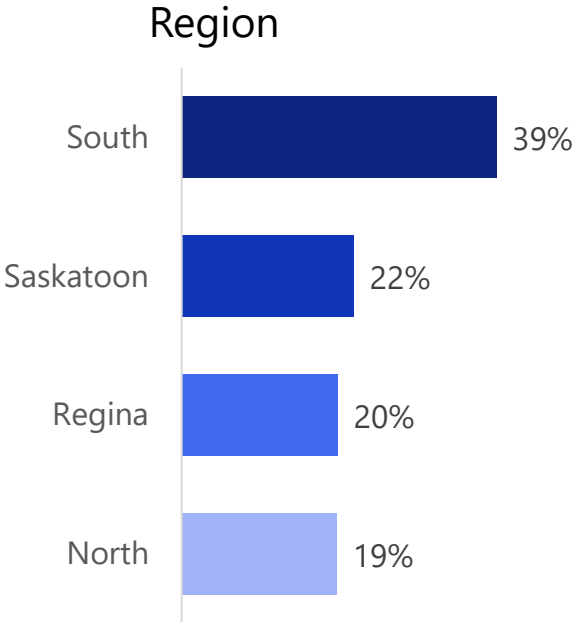
Diversity Considerations

Indigenous residents less often have access to personal computers but usually still have online access through phones, underscoring the importance of **mobile support** within the framework. **Residents with disabilities report lower comfort in some areas** such as willingness to verify their identity using a device with a camera. **Recent immigrants are very supportive of the concept of digital identity**, although it is important to be mindful of the increased pressure these residents may feel to agree with government directives.

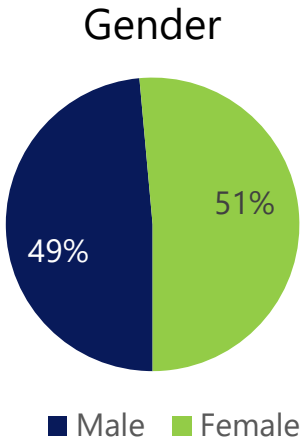


Demographics

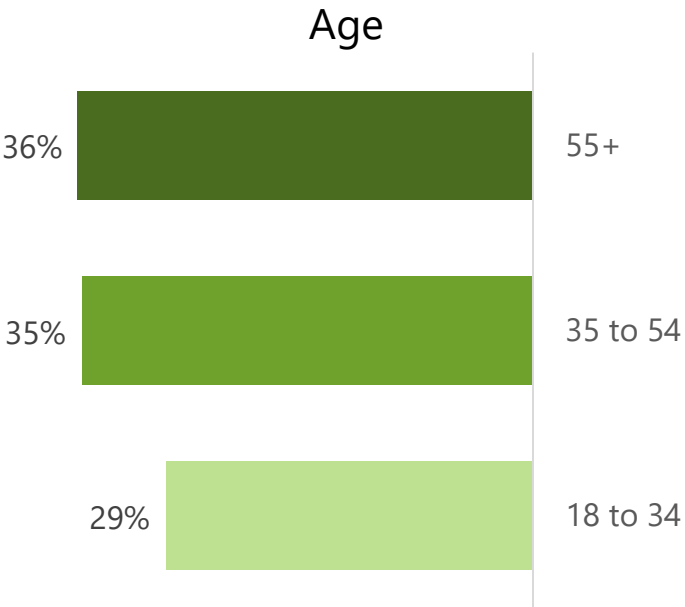
Demographics



	Count
South	316
Saskatoon	173
Regina	157
North	156



	Count
Male	389
Female	412



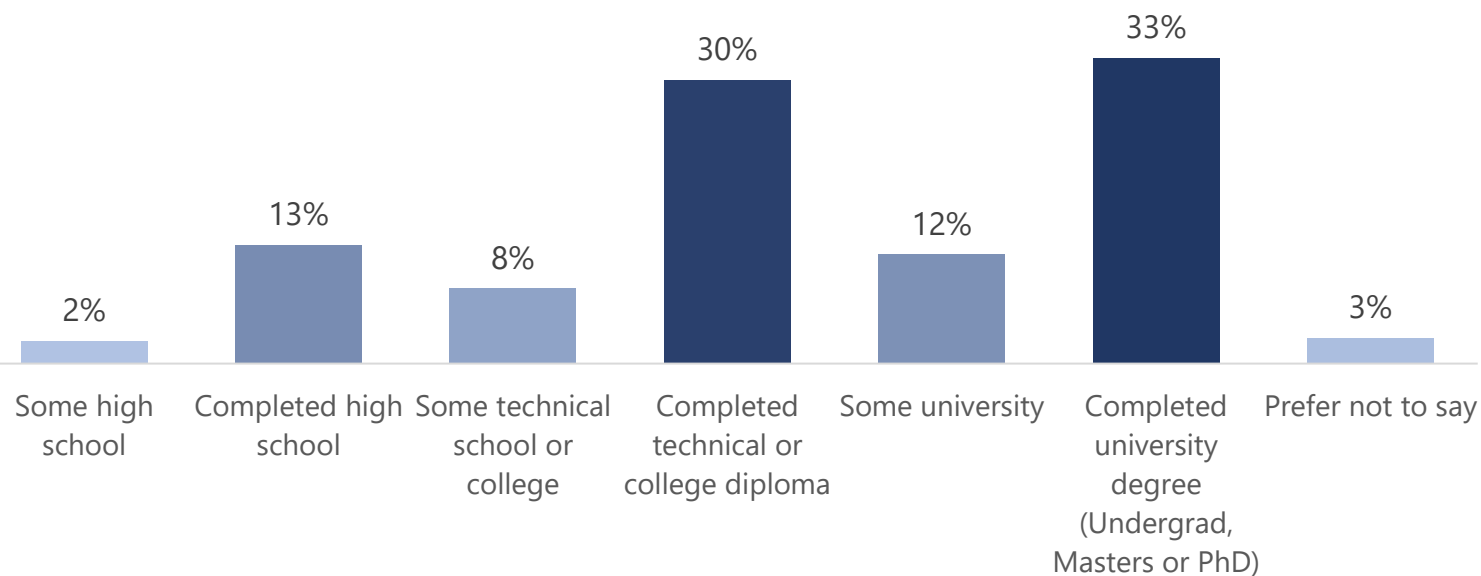
	Count
55+	287
35-54	284
18-34	231

Additional Demographic Groups

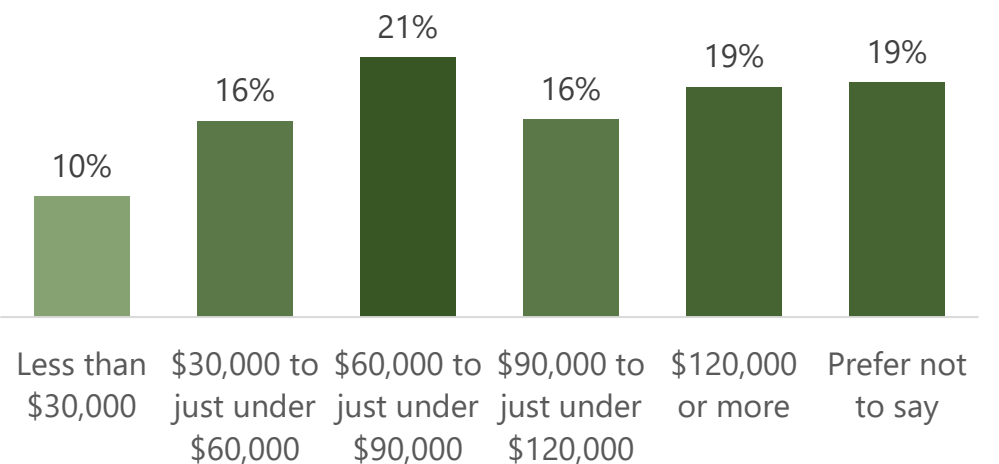
	%	Count
Recent Immigrant	2%	20
Person with a Disability	7%	55
Indigenous	8%	63

Demographics

Education



Household Income



Counts

Some high school	Completed high school	Some technical school or college	Completed technical or college diploma	Some university	Completed university degree (Undergrad, Masters or PhD)	Prefer not to say
19	101	64	242	93	261	22

Counts

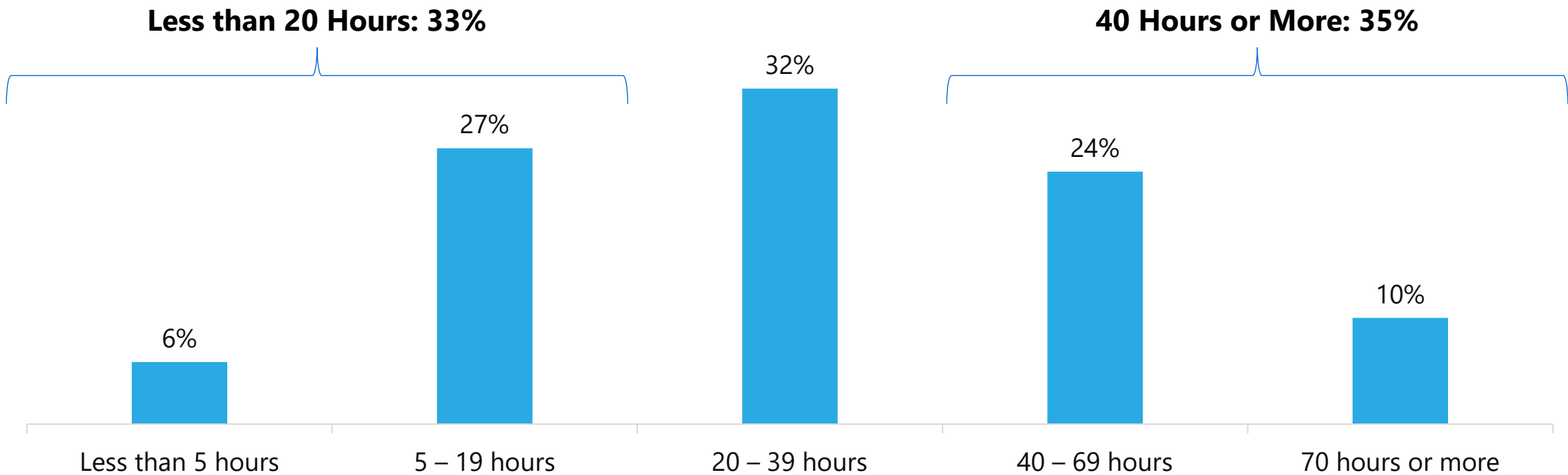
Less than \$30,000	\$30,000 to just under \$60,000	\$60,000 to just under \$90,000	\$90,000 to just under \$120,000	\$120,000 or more	Prefer not to say
78	127	168	128	149	152



Digital Behaviours

One third of Saskatchewan residents spend between 20 and 39 hours online using mobile devices and/or personal or work computers each week. Similar numbers of residents spend more or less time online.

Weekly Device Usage



4. Approximately how many hours per week do you spend online using mobile devices (i.e. phone, tablet) and/or personal or work computers (i.e. laptop, desktop)? Base: All respondents excluding “Prefer not to say”, n=797.

Residents in their early working years (aged 25 to 44) record the most time online. Time online is lowest in the North and highest in Regina. Time online sharply increases among respondents with higher education levels.

Weekly Device Usage

By Age

	18 to 24	25 to 34	35 to 44	45 to 54	55 or Older
Less than 20 hours	27%	28%	24%	35%	41%
20 – 39 hours	43%	28%	28%	29%	38%
40 hours or more	30%	44%	48%	37%	20%

By Region

	North	South	Saskatoon	Regina
Less than 20 hours	38%	33%	28%	32%
20 – 39 hours	35%	34%	36%	22%
40 hours or more	27%	33%	36%	46%

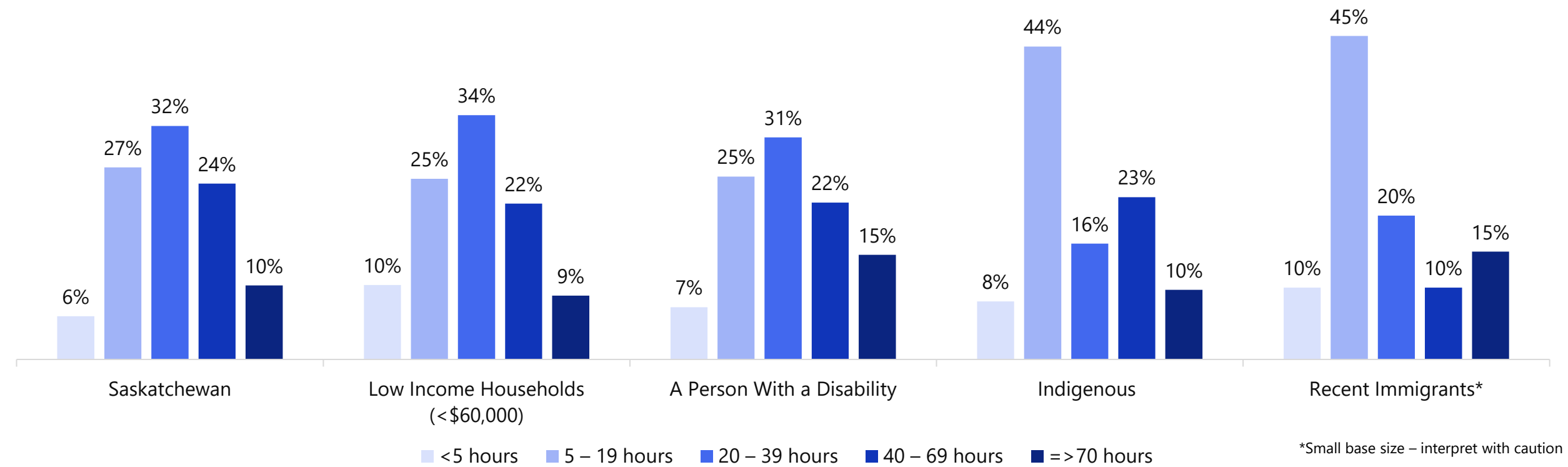
By Education

	Some High School	Completed High School	Some Technical School or College	Completed Technical or College Diploma	Some University	Completed University Degree
Less than 20 hours	58%	41%	45%	32%	28%	25%
20 – 39 hours	26%	39%	30%	37%	25%	30%
40 hours or more	16%	19%	25%	31%	47%	45%

4. Approximately how many hours per week do you spend online using mobile devices (i.e. phone, tablet) and/or personal or work computers (i.e. laptop, desktop)? Base: All respondents excluding “Prefer not to say”, n=797.

Low-income households and persons with disabilities spend similar amounts of time online compared to the average Saskatchewan resident. Indigenous respondents and recent immigrants tend to spend less time online.

Weekly Device Usage

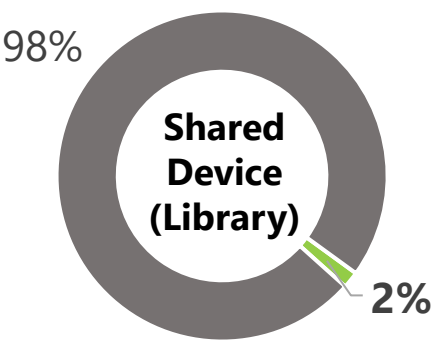
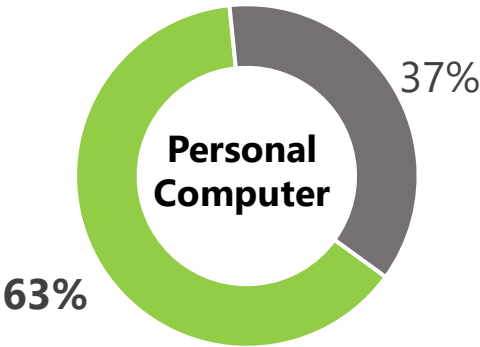


4. Approximately how many hours per week do you spend online using mobile devices (i.e. phone, tablet) and/or personal or work computers (i.e. laptop, desktop)? Base: All respondents excluding “Prefer not to say”, n=797.

Most Saskatchewan residents frequently use a mobile phone for digital activities, and more than half frequently use a personal computer. Older residents more often use computers than phones. Those with a lower education levels more often use shared devices, although most of these residents still also use phones.

Frequently Used Devices

■ Frequently Use ■ Do Not Frequently Use



By Age

	18 to 24	25 to 34	35 to 44	45 to 54	55 or Older
Your mobile phone	97%	94%	96%	89%	66%
Personal computer	63%	52%	55%	63%	76%
Shared device (Library)	3%	2%	1%	3%	1%

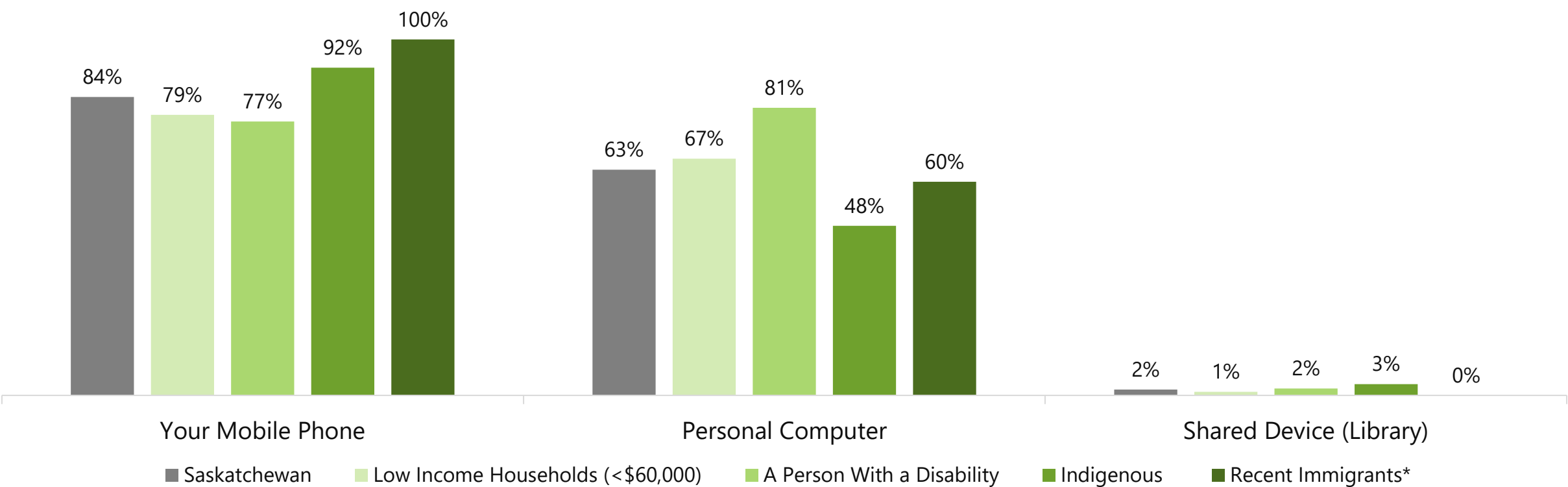
By Education

	Some High School	Completed High School	Some Technical School or College	Completed Technical or College Diploma	Some University	Completed University Degree
Your mobile phone	88%	80%	86%	87%	81%	85%
Personal computer	47%	60%	56%	55%	74%	72%
Shared device (Library)	12%	1%	2%	1%	2%	2%

5. Which devices do you use the most for digital activities? Base: All respondents excluding “Prefer not to say”, n=792.

Indigenous respondents and recent immigrants use phones more frequently. Respondents with disabilities more often have access to personal computers, whereas Indigenous respondents less often have access.

Frequently Used Devices



*Small base size – interpret with caution

5. Which devices do you use the most for digital activities? Base: All respondents excluding “Prefer not to say”, n=792.



Privacy

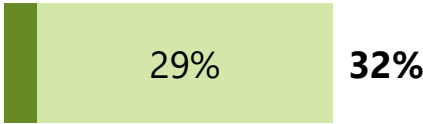
A minority of Saskatchewan residents are willing to share personal information online to make their experience more convenient. Respondents are also highly concerned about their personal information being compromised online.

Sharing Information Online



■ Strongly disagree
■ Somewhat disagree

Willing to Share Personal Information Online for Convenience



■ Strongly agree
■ Somewhat agree



■ Not at all concerned
■ Slightly concerned

Concerned with Personal Information Being Compromised Online



■ Extremely concerned
■ Somewhat concerned

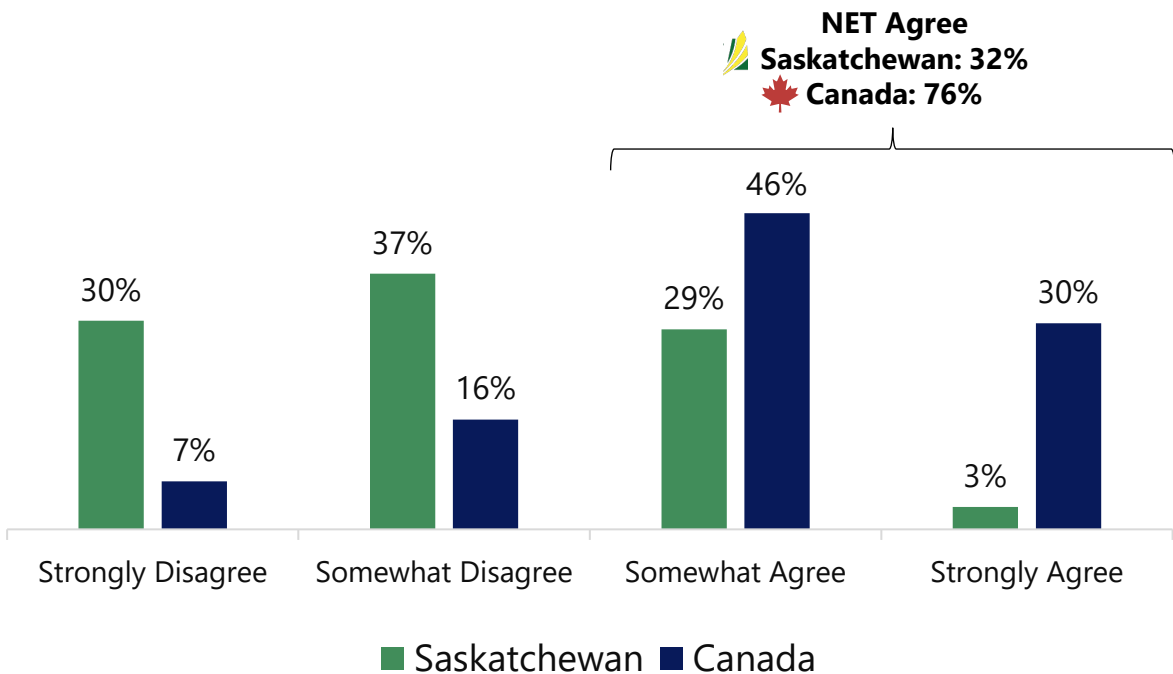
*Prefer not to say not shown (<2% for each question)

6. How strongly do you agree or disagree with the following statement: I am willing to share more of my personal information online if it makes my experience online more convenient. Base: All respondents, n=802.
7. Overall, how concerned are you with your personal information being compromised online? Base: All respondents, n=802.

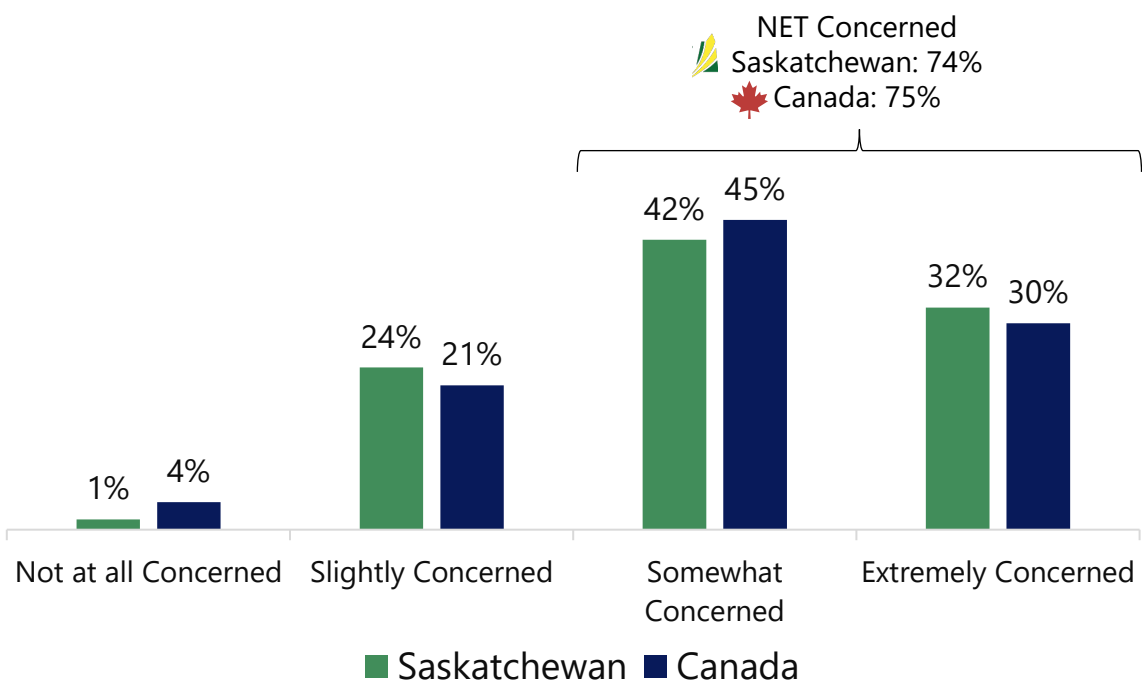
Respondents to the Canada-wide study are more often willing to share personal information if it increases convenience. Concerns about information being compromised are consistent between Saskatchewan and elsewhere in Canada.

Sharing Information Online

Willing to Share Personal Information Online for Convenience



Concerned with Personal Information Being Compromised Online



6. How strongly do you agree or disagree with the following statement: I am willing to share more of my personal information online if it makes my experience online more convenient. Base: All respondents, n=802.
7. Overall, how concerned are you with your personal information being compromised online? Base: All respondents, n=802.
Canada results from the national DIACC study.

Two groups of respondents are extremely concerned about information being compromised: those who are very willing to share information and those who are very against sharing information. This suggests that residents who freely share their information for convenience recognize the risks of their actions but are willing to accept those risks to avoid hassle.

Sharing Information Online

Willing to Share Personal Information Online for Convenience

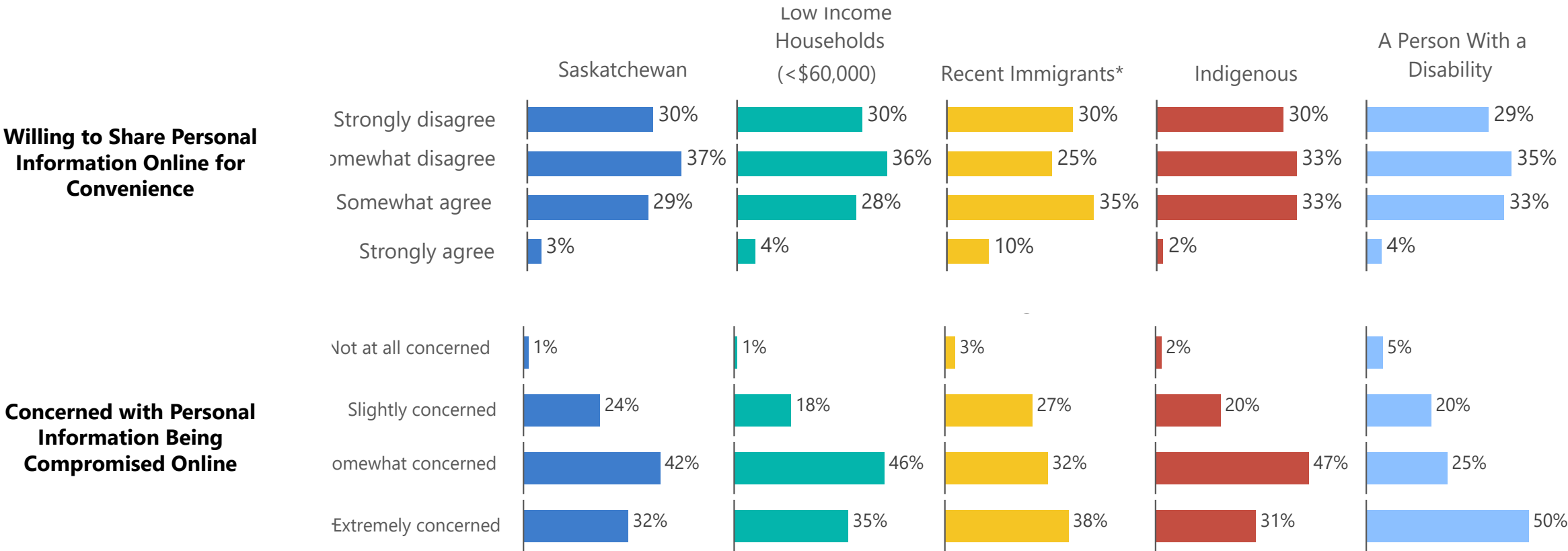
Concerned with Personal Information Being Compromised Online		Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
	Not at all concerned	1%	0%	3%	12%
	Slightly concerned	11%	22%	39%	15%
	Somewhat concerned	31%	52%	44%	27%
	Extremely concerned	57%	26%	14%	46%

6. How strongly do you agree or disagree with the following statement: I am willing to share more of my personal information online if it makes my experience online more convenient. Base: All respondents, n=802.

7. Overall, how concerned are you with your personal information being compromised online? Base: All respondents, n=802.

Opinions about sharing information online are consistent across demographic groups.

Sharing Information Online



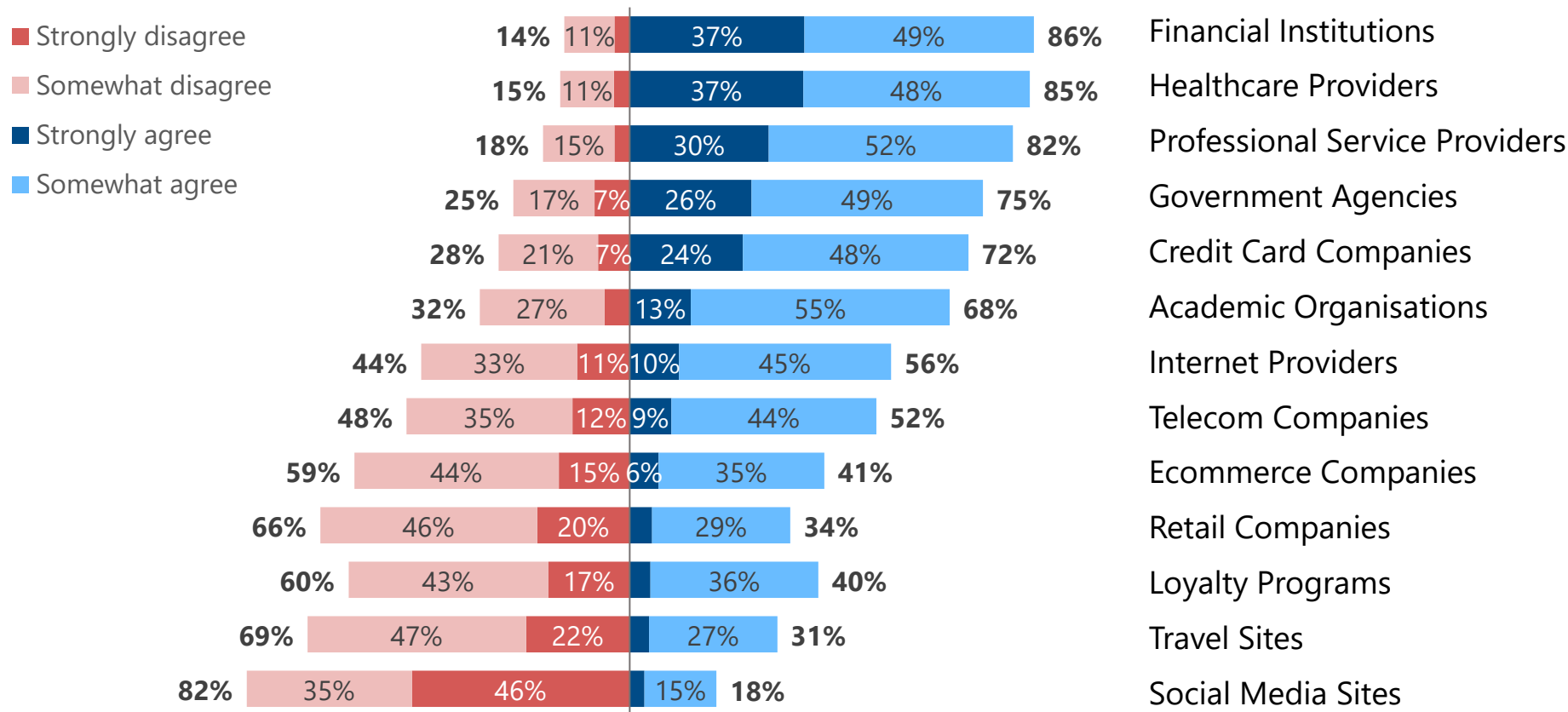
*Small base size – interpret with caution

6. How strongly do you agree or disagree with the following statement: I am willing to share more of my personal information online if it makes my experience online more convenient. Base: All respondents, n=802.

7. Overall, how concerned are you with your personal information being compromised online? Base: All respondents, n=802.

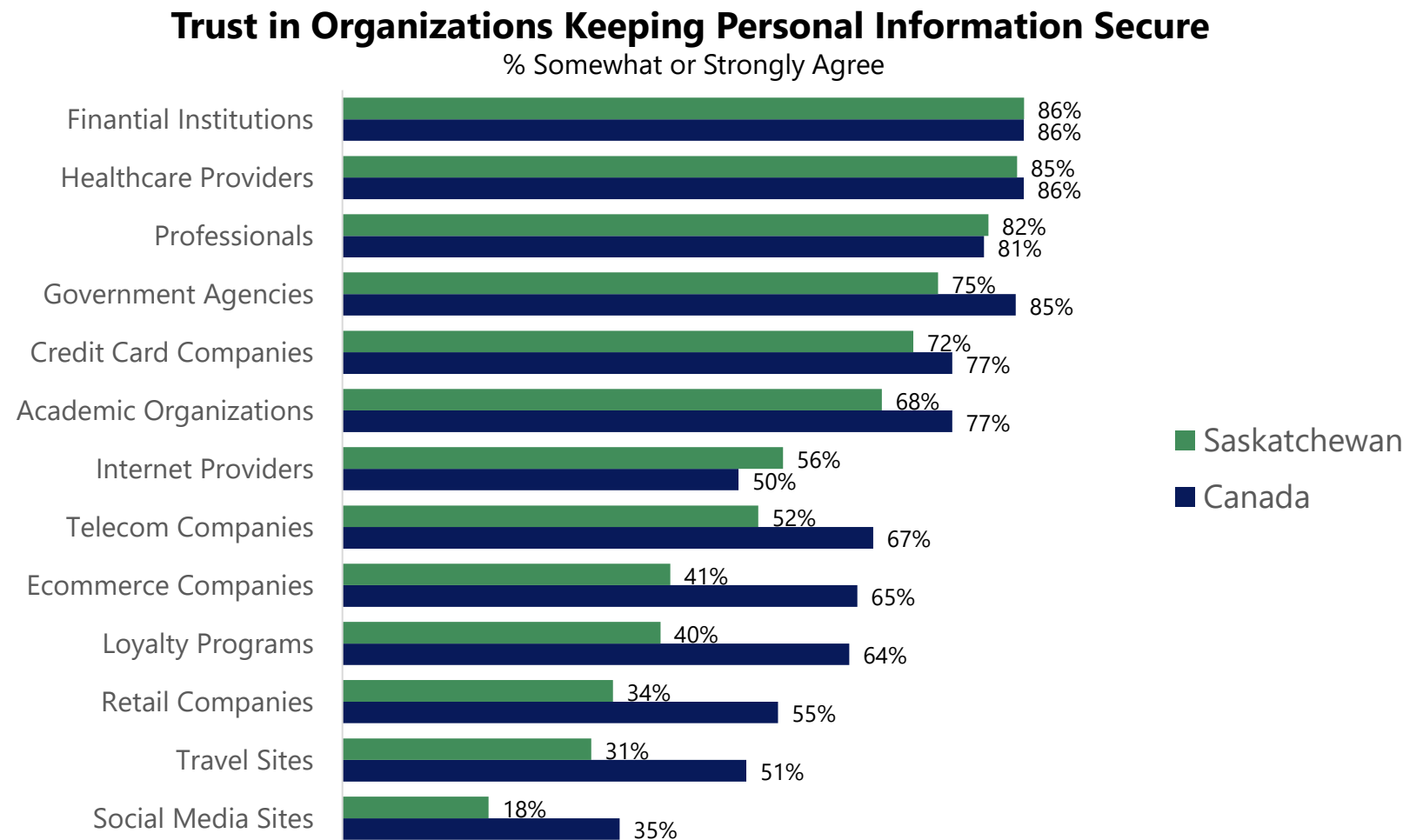
Financial institutions, healthcare providers, professional service providers and government agencies are the organizations Saskatchewan residents trust the most to keep personal information safe and secure. Residents have the least confidence in social media sites.

Trust in Organizations Keeping Personal Information Secure



8. Below is a list of different types of organizations that store personal information of Canadians. How strongly do you agree or disagree that you trust each of the following to keep your personal information safe and secure?
Base: All respondents, n=802.

Saskatchewan’s level of trust in most organizations is below the national survey results. The difference is particularly pronounced for social media and travel sites, retail companies, loyalty programs and Ecommerce companies.



8. Below is a list of different types of organizations that store personal information of Canadians. How strongly do you agree or disagree that you trust each of the following to keep your personal information safe and secure?
Base: All respondents, n=802.
Canada results from the national DIACC study.

Recent immigrants have more confidence in government agencies, healthcare providers and internet providers. Respondents with disabilities do not trust government agencies as much as other residents. Indigenous residents report a greater level of confidence in academic organizations than other groups.

Trust in Organizations Keeping Personal Information Secure

% Somewhat or Strongly Agree

	Saskatchewan	Low Income Households (<\$60,000)	Indigenous	A Person With a Disability	Recent Immigrants*
Healthcare Providers	85%	87%	84%	75%	95%
Government Agencies	75%	77%	76%	64%	95%
Financial Institutions	86%	84%	86%	80%	70%
Professional Service Providers	82%	80%	78%	78%	70%
Academic Organizations	68%	65%	76%	58%	65%
Credit Card Companies	72%	71%	68%	69%	80%
Telecom Companies	52%	51%	44%	47%	60%
Loyalty Programs	40%	47%	41%	40%	45%
Ecommerce Companies	41%	43%	35%	38%	45%
Retail Companies	34%	41%	35%	38%	45%
Internet Providers	56%	61%	56%	51%	75%
Travel Sites	31%	36%	35%	25%	30%
Social Media Sites	18%	22%	22%	20%	30%

*Small base size – interpret with caution

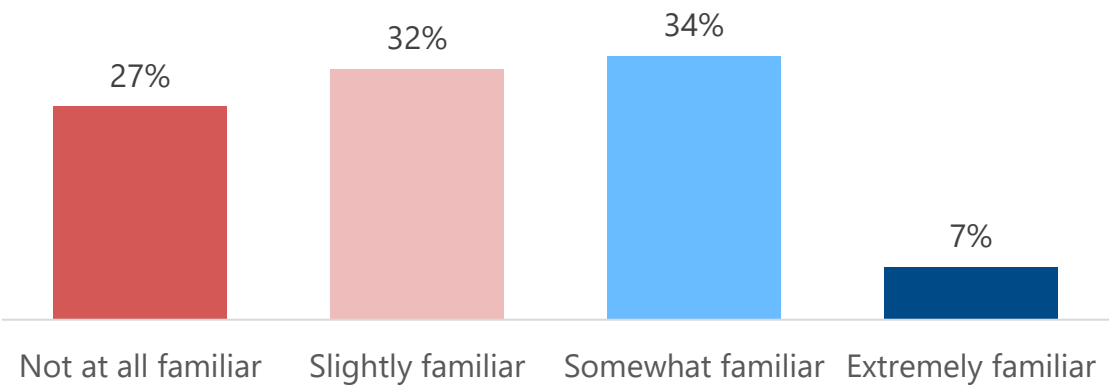
8. Below is a list of different types of organizations that store personal information of Canadians. How strongly do you agree or disagree that you trust each of the following to keep your personal information safe and secure?
Base: All respondents, n=802.

A close-up photograph of a person's hands holding a gold-colored smartphone. The person is wearing a light-colored, textured sweater. The background is blurred, showing what appears to be an indoor setting with a table and chairs. A large, light gray hexagonal shape with a dark green border is overlaid on the right side of the image, containing the title text.

Digital Identity Awareness

Before having reading a description of digital identity, two out of five respondents believed they were at least somewhat familiar with the concept. The words “online,” “computer,” and “internet” are commonly associated with Digital Identity, and more than one-third of respondents connect the concept with recording online activities and footprints.

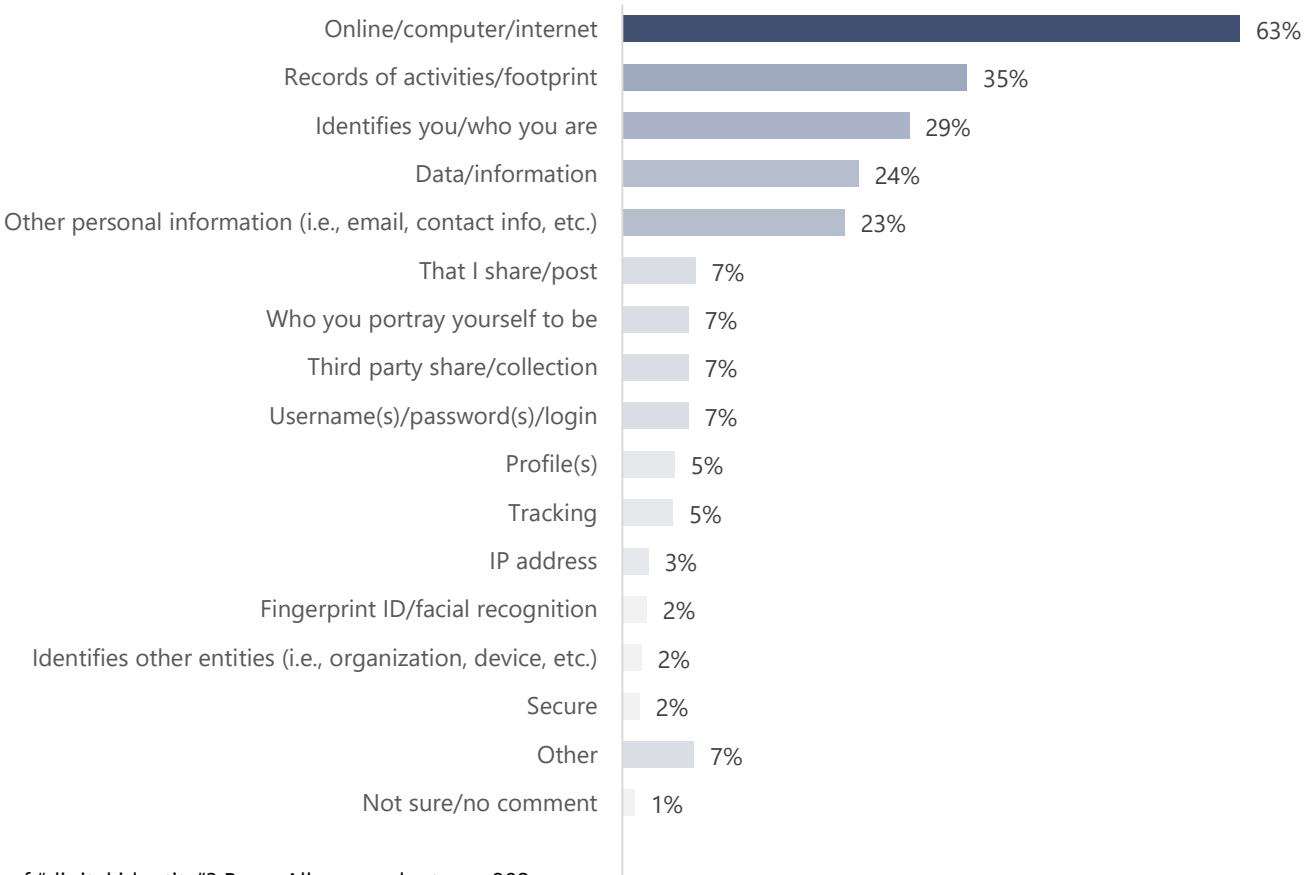
Familiarity with the Concept of Digital Identity



Demographic Differences

- Older residents are significantly less familiar with Digital ID.
- Respondents with lower educational levels also report lower familiarity.

Descriptions of Digital Identity



9. How familiar are you with the concept of “digital identity”? Base; All respondents, n=802.

10. In your own words, how would you describe digital identity? Base; All respondents excluding “Not sure”, n=564.

Familiarity with the concept of digital identity is largely consistent across demographic groups.

Familiarity with the Concept of Digital Identity

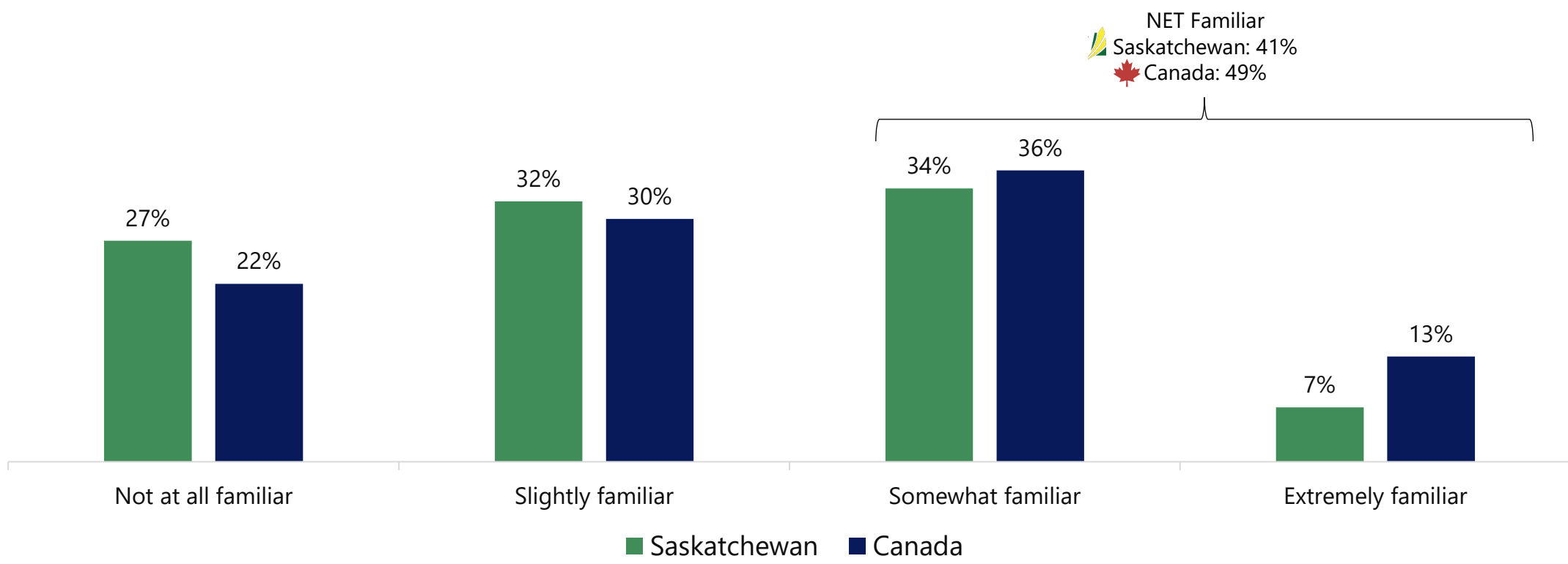


*Small base size – interpret with caution

9. How familiar are you with the concept of "digital identity"? Base: All respondents, n=802.

National study respondents report slightly higher familiarity with the concept of digital identity before a description is provided.

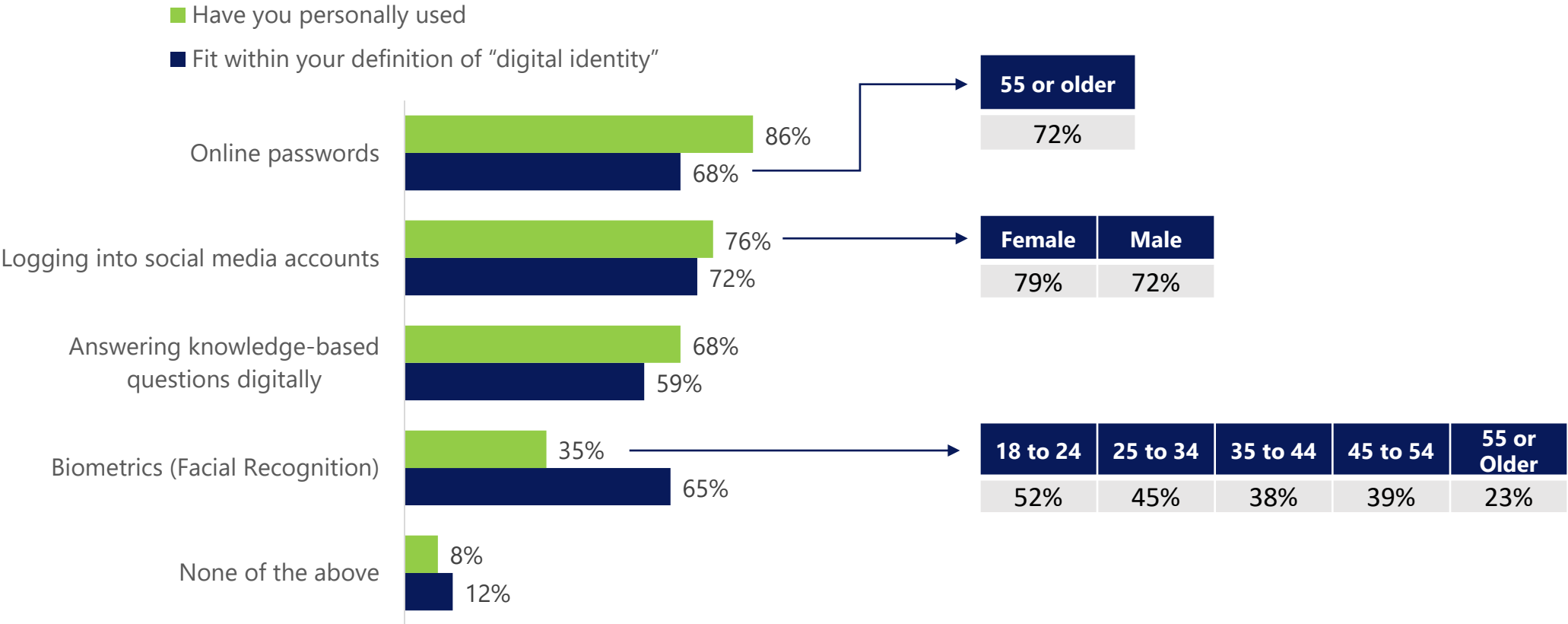
Familiarity with the Concept of Digital Identity



9. How familiar are you with the concept of “digital identity”? Base: All respondents, n=802.
Canada results from the national DIACC study.

Most respondents define biometrics as part of digital identity, although they have rarely personally used the technology. Older residents more often identify believe online passwords are a part of digital identity than younger respondents. Younger respondents have more familiarity with biometrics than older respondents, and more female respondents use social media than males.

Digital Identity Definitions and Usage



11. Which, if any, of the following... Base: All respondents, n=802.

Saskatchewan residents more often include online passwords and logging into social media accounts in their definitions of digital identity compared to other Canadians. Each type of online activity except biometrics is more common in Saskatchewan.

Digital Identity Definitions and Usage

Fit Within Respondent Definitions

	Saskatchewan	Canada	Difference
Online passwords	68%	45%	+23 p.p.
Answering knowledge-based questions digitally	59%	52%	+7 p.p.
Logging into social media accounts	72%	50%	+22 p.p.
Biometrics (Facial Recognition)	65%	61%	+4 p.p.
None of the above	12%	9%	+3 p.p.

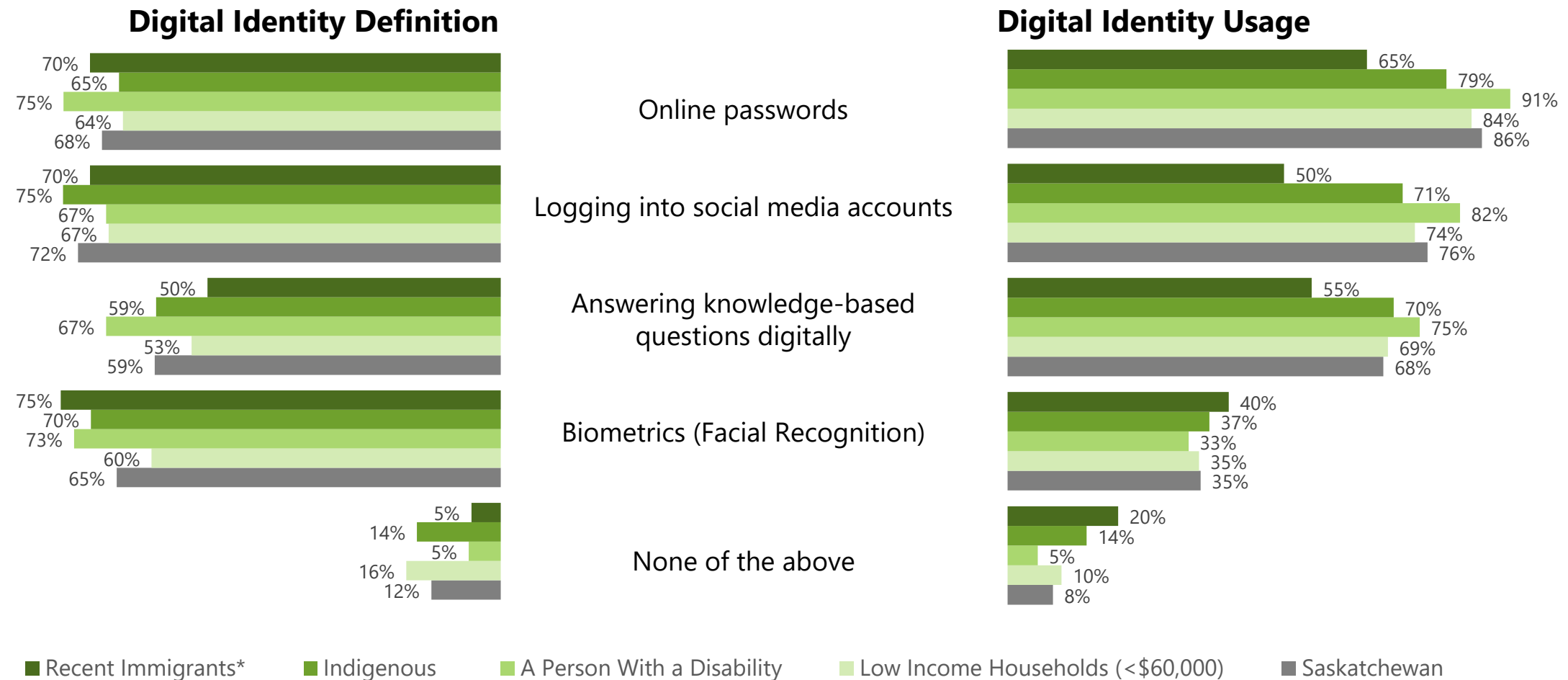
Have Personally Used

	Saskatchewan	Canada	Difference
Online passwords	86%	53%	+33 p.p.
Answering knowledge-based questions digitally	68%	49%	+19 p.p.
Logging into social media accounts	76%	45%	+31 p.p.
Biometrics (Facial Recognition)	35%	35%	+0 p.p.
None of the above	8%	21%	-13%

p.p. = percentage points

11. Which, if any, of the following. Base: All respondents, n=802.
Canada results from the national DIACC study.

Understanding of digital identity is similar across demographic groups. Respondents with disabilities use most types of online activities slightly more frequently.

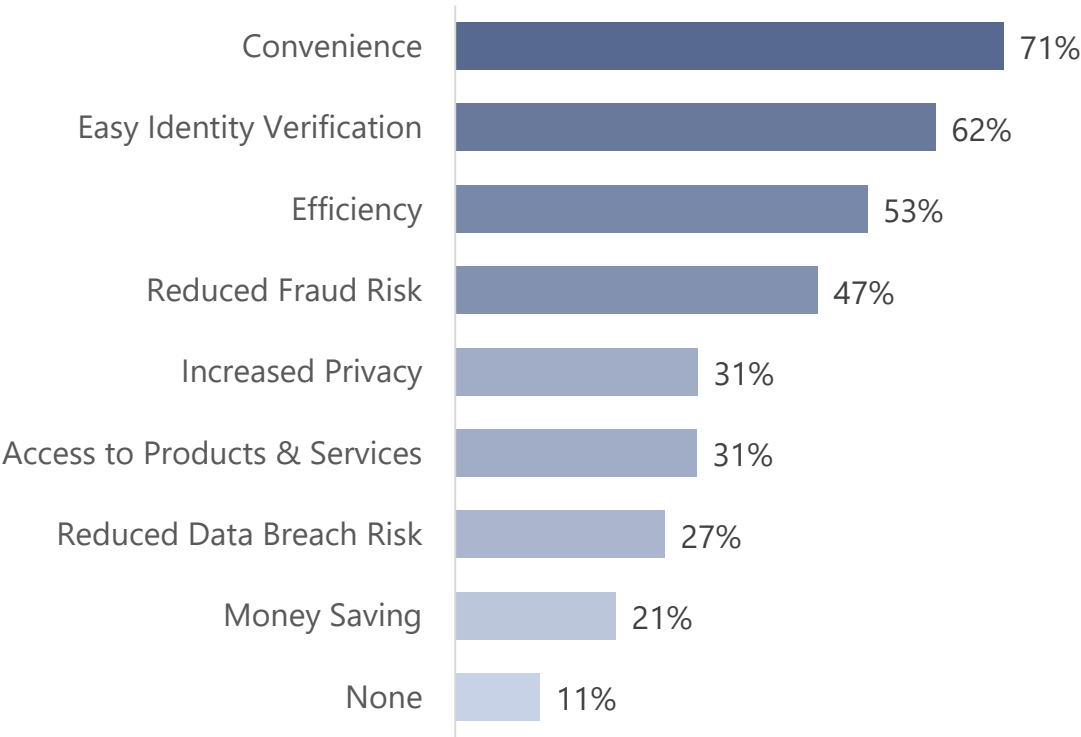


11. Which, if any, of the following...Base: All respondents, n=802.

Convenience and easy identity verification are the most-commonly recognized benefits of digital identity. Saskatchewan respondents generally see more benefits than respondents to the Canada-wide study. Reducing the risk of data breaches is the one area national study respondents more often see as a benefit. This highlights the importance of convincing Saskatchewan residents their information is secure, since other survey results show convenience by itself is not viewed as a sufficient reason to ignore security concerns (slide 20).

Digital Identity Benefits

Saskatchewan



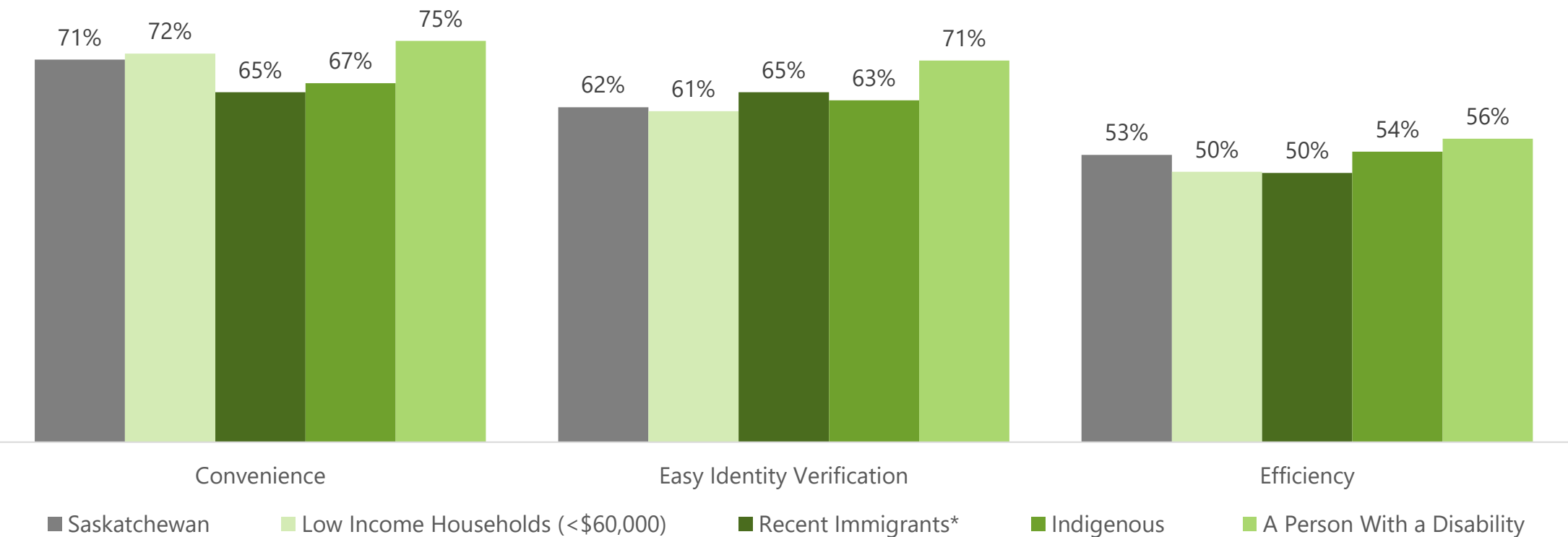
	Saskatchewan	Canada	Difference
Convenience	71%	40%	+31 p.p.
Easy Identity Verification	62%	45%	+17 p.p.
Efficiency	53%	36%	+17 p.p.
Reduced Fraud Risk	47%	46%	+1 p.p.
Increased Privacy	31%	38%	-7 p.p.
Access to Products & Services	31%	16%	+15 p.p.
Reduced Data Breach Risk	27%	40%	-13 p.p.
Money Saving	21%	10%	+11 p.p.

p.p. = percentage points

q12. Which, if any, of the following do you think are benefits of “digital identity”? Base: All respondents; n=802.
Canada results from the national DIACC study.

Views on the benefits of digital identity are similar among demographic groups.

Digital Identity Benefits

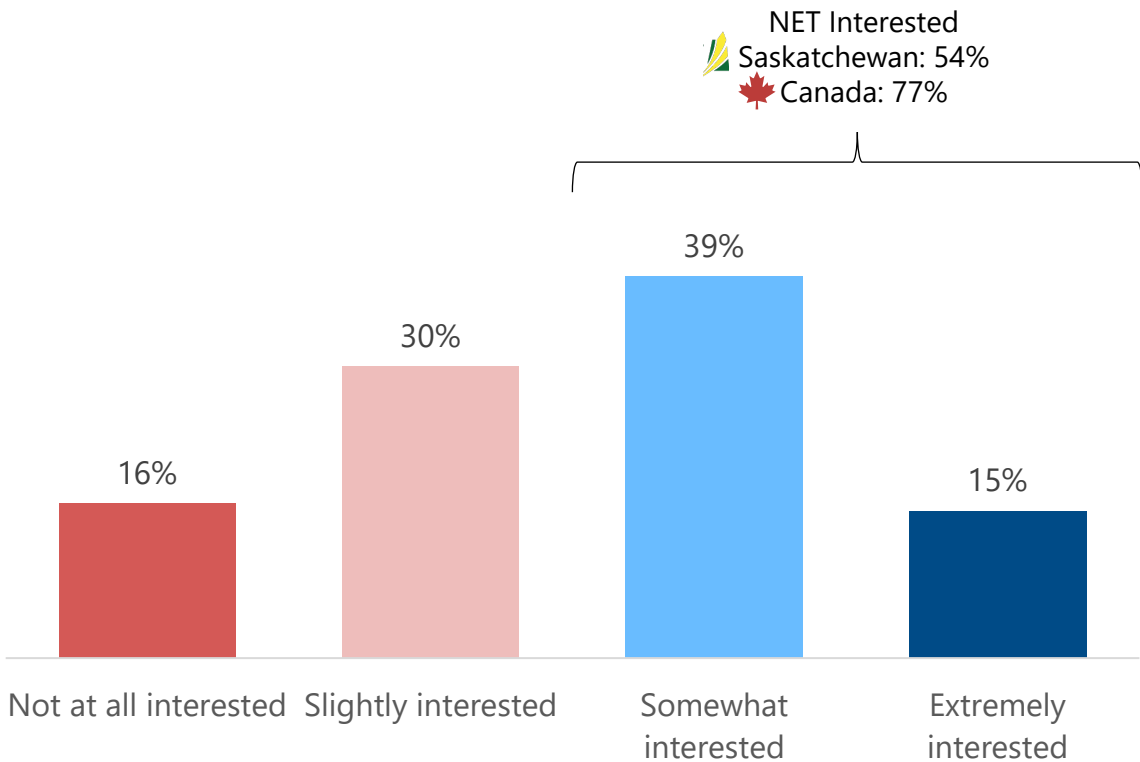


q12. Which, if any, of the following do you think are benefits of “digital identity”? Base: All respondents; n=802.

*Small base size – interpret with caution

After reading a description of digital identity, residents were more interested in learning more about its benefits and capabilities. Interest is milder in Saskatchewan than elsewhere in Canada, although respondents to the national study were provided with different information that may have influenced responses differently.

Interest in Learning About Digital Identity



	Saskatchewan	Canada	Difference
Extremely interested	15%	30%	-15%
Somewhat interested	39%	47%	-8%
Slightly interested	30%	16%	14%
Not at all interested	16%	7%	9%

p.p. = percentage points

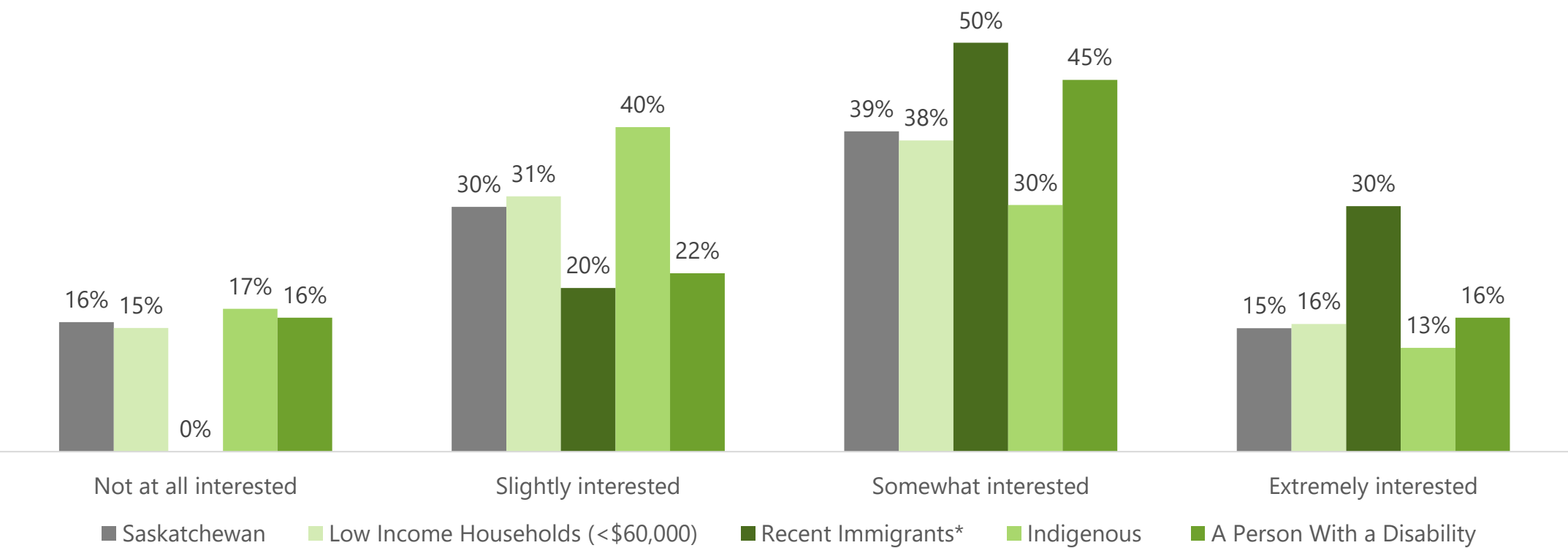


Different descriptions of digital identity were provided in the two studies. Content of the two descriptions was very similar, but wording differences may have resulted in different interest levels. The full wording in each survey is available in Appendix A.

13. Now that you’ve heard a little more about “digital identity”, how interested are you in learning more about its benefits and capabilities? Base: All respondents, n=802.
Canada results from the national DIACC study.

Recent immigrants and respondents with disabilities report high interest in learning more about digital identity.

Interest in Learning About Digital Identity

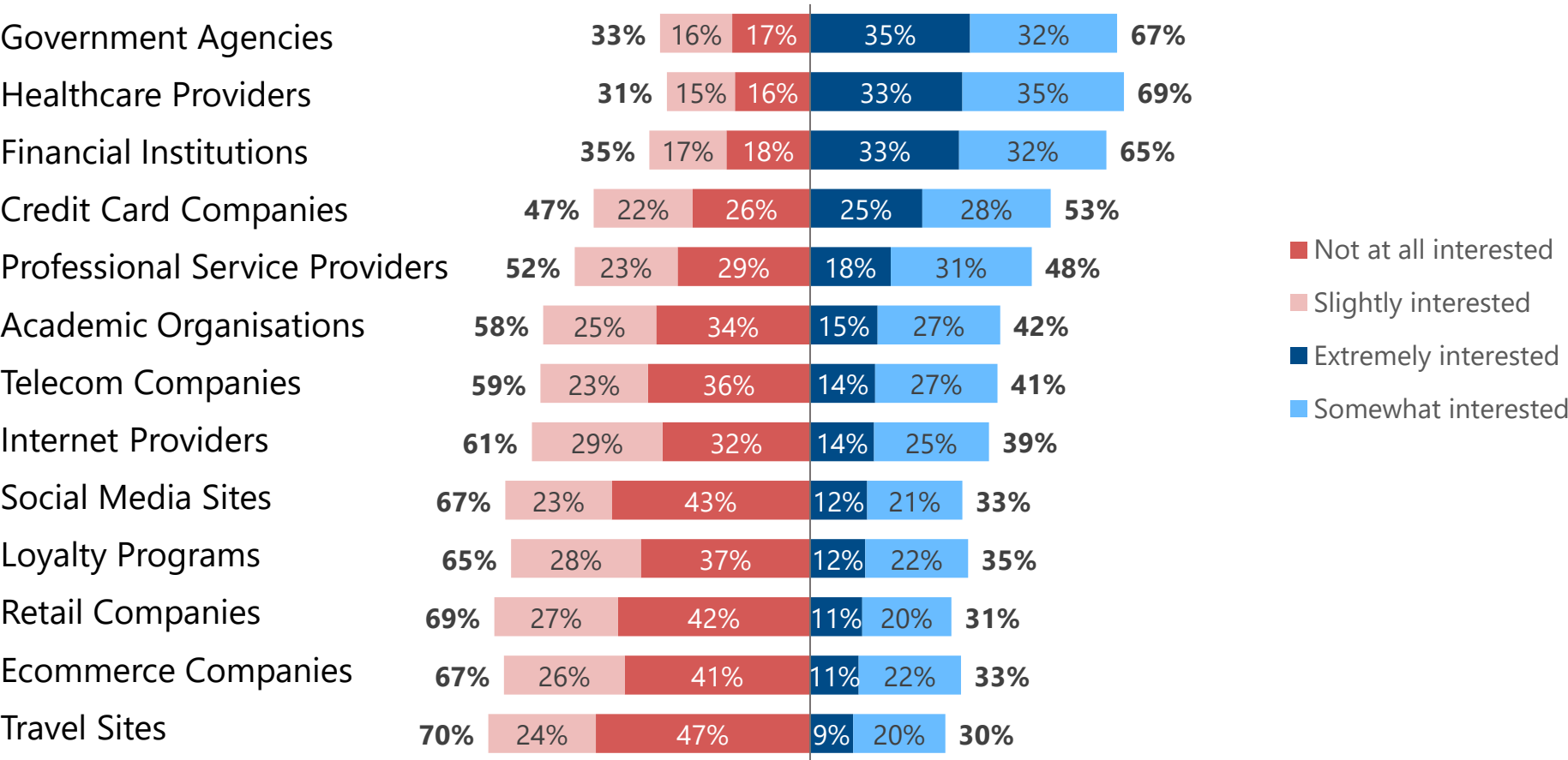


13. Now that you've heard a little more about "digital identity", how interested are you in learning more about its benefits and capabilities? Base: All respondents, n=802.

*Small base size – interpret with caution

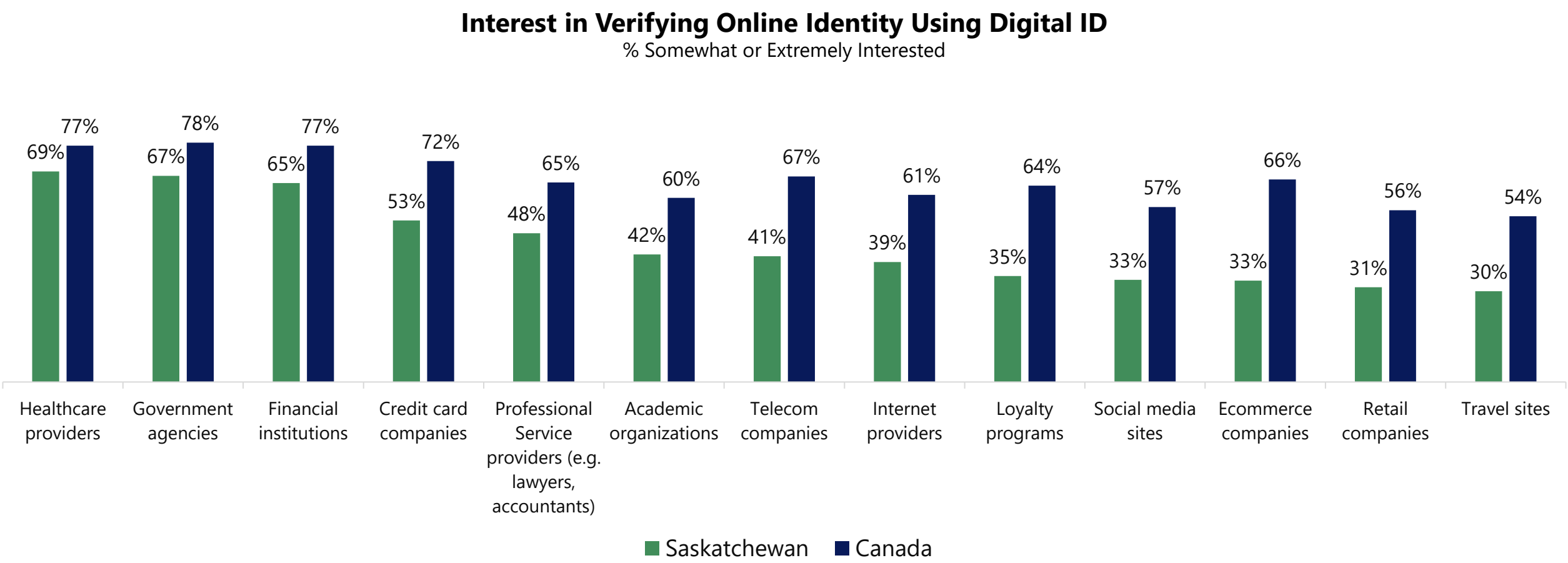
Government agencies, healthcare providers and financial institutions are the main organizations respondents are interesting in using online identity verification with.

Interest in Verifying Online Identity Using Digital ID



14. How interested are you in verifying your online identity through digital ID authentication with each of the following types of organizations? Base: All respondents, n=712-786.


National study respondents report higher interesting in using digital identity than Saskatchewan respondents.



14. How interested are you in verifying your online identity through digital ID authentication with each of the following types of organizations? Base: All respondents excluding "Not applicable", n=712-786. Canada results from the national DIACC study.

Recent immigrants and respondents with disabilities are very interested in verifying their online identity with healthcare providers and government agencies.

Interest in Verifying Online Identity Using Digital ID
% Somewhat or Extremely Interested

	Healthcare Providers	Government Agencies	Financial Institutions	Professional Service providers
 Saskatchewan	69%	67%	65%	48%
Low Income Households (<\$60,000)	71%	67%	65%	52%
Indigenous	63%	62%	62%	48%
A Person With a Disability	74%	74%	59%	44%
Recent Immigrants*	90%	90%	80%	60%

*Small base size – interpret with caution

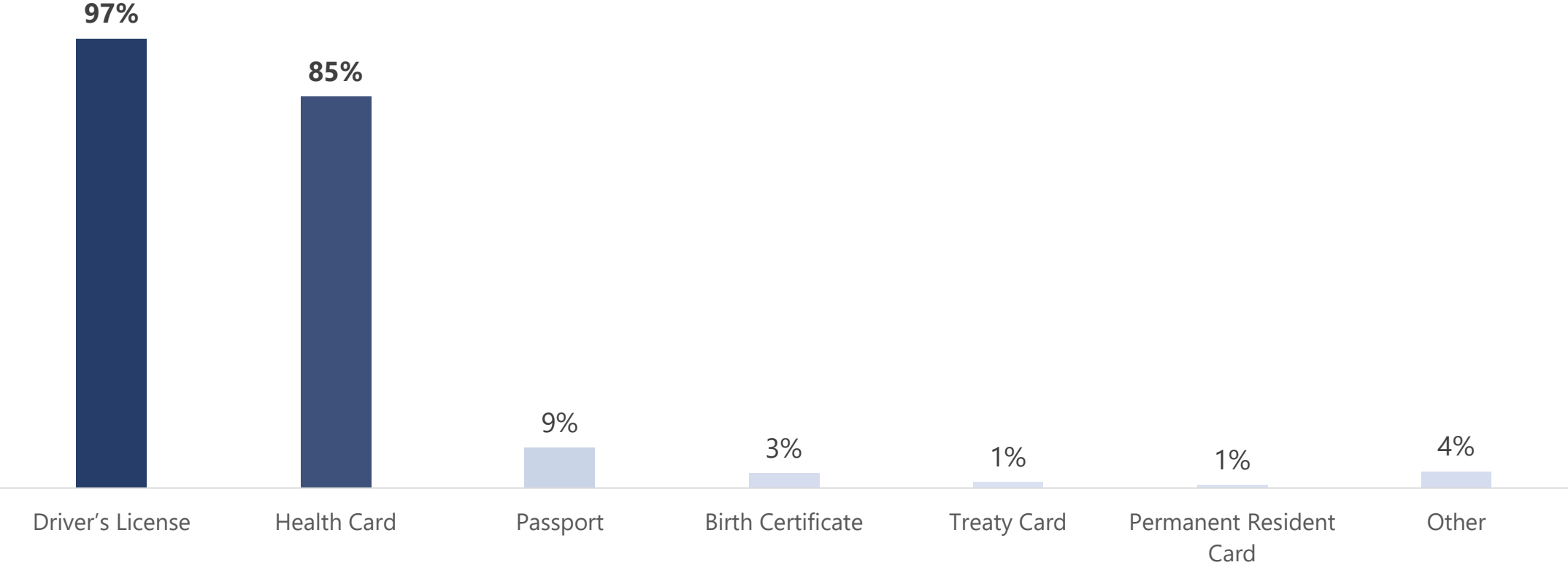
14. How interested are you in verifying your online identity through digital ID authentication with each of the following types of organizations? Base: All respondents; n=802



ID Usage and Access

Most residents use a driver's license and health card when asked to provide ID.

Types of ID Typically Provided



15. What types of IDs do you typically provide when asked for the standard two pieces of government issued ID? If more than two, which do you use most commonly? Base: All respondents; n=802.

Recent immigrants less often use health cards and more often use passports. Furthermore, Indigenous respondents and recent immigrants more commonly present treaty cards and permanent resident cards respectively, although these are still used relatively infrequently.

Types of ID Typically Provided

	Saskatchewan	Low Income Households (<\$60,000)	Indigenous	A Person With a Disability	Recent Immigrants*
Driver's License	97%	96%	92%	89%	95%
Health Card	85%	85%	76%	89%	40%
Passport	9%	6%	3%	4%	40%
Birth Certificate	3%	4%	10%	5%	0%
Treaty Card	1%	3%	16%	2%	0%
Permanent Resident Card	1%	1%	0%	4%	15%
Other	4%	4%	3%	7%	10%

*Small base size – interpret with caution

15. What types of IDs do you typically provide when asked for the standard two pieces of government issued ID? If more than two, which do you use most commonly? Base: All respondents; n=802.

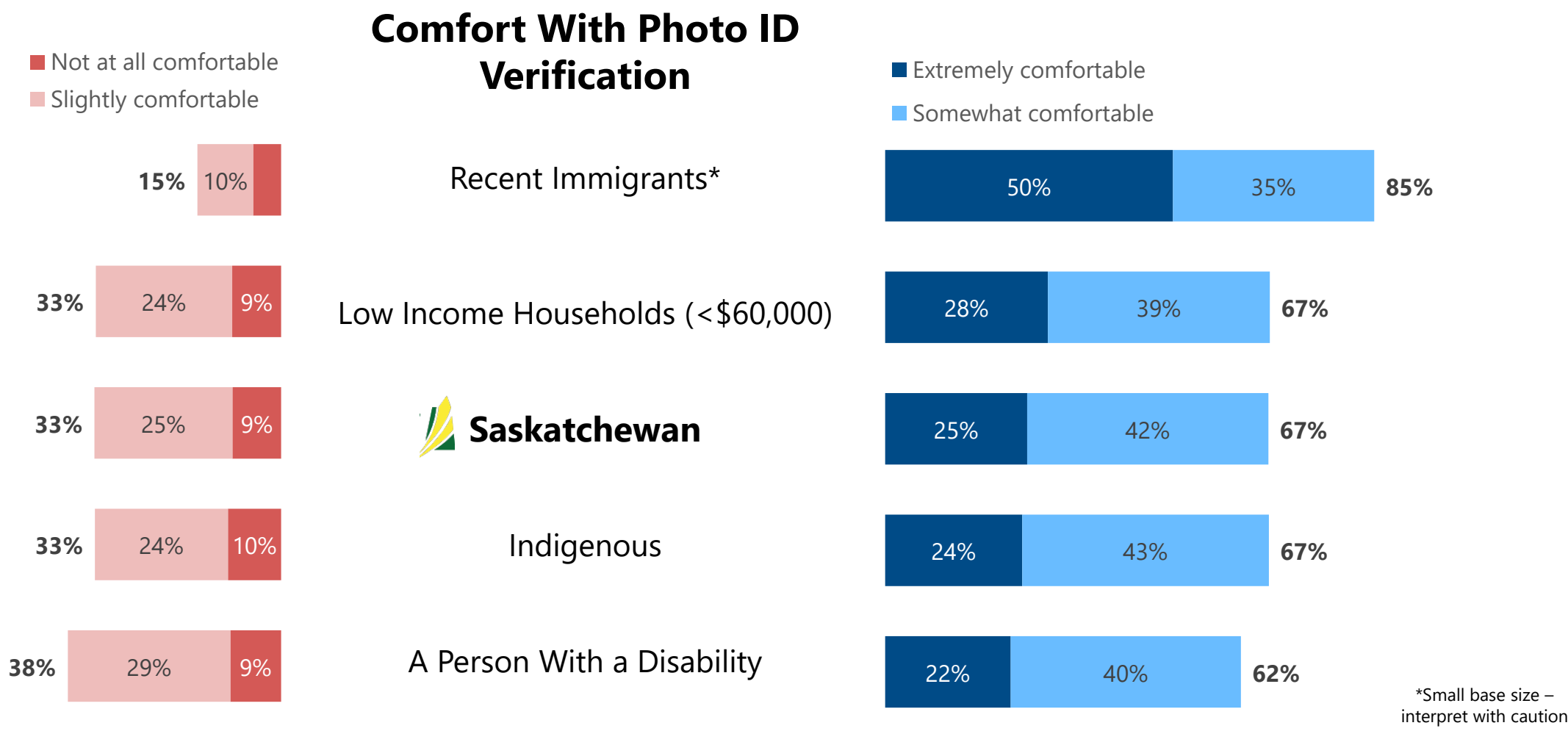
Two thirds of residents are comfortable using a photo to verify their ID against an existing image. Only one in ten are very uncomfortable with this process.

Comfort With Photo ID Verification



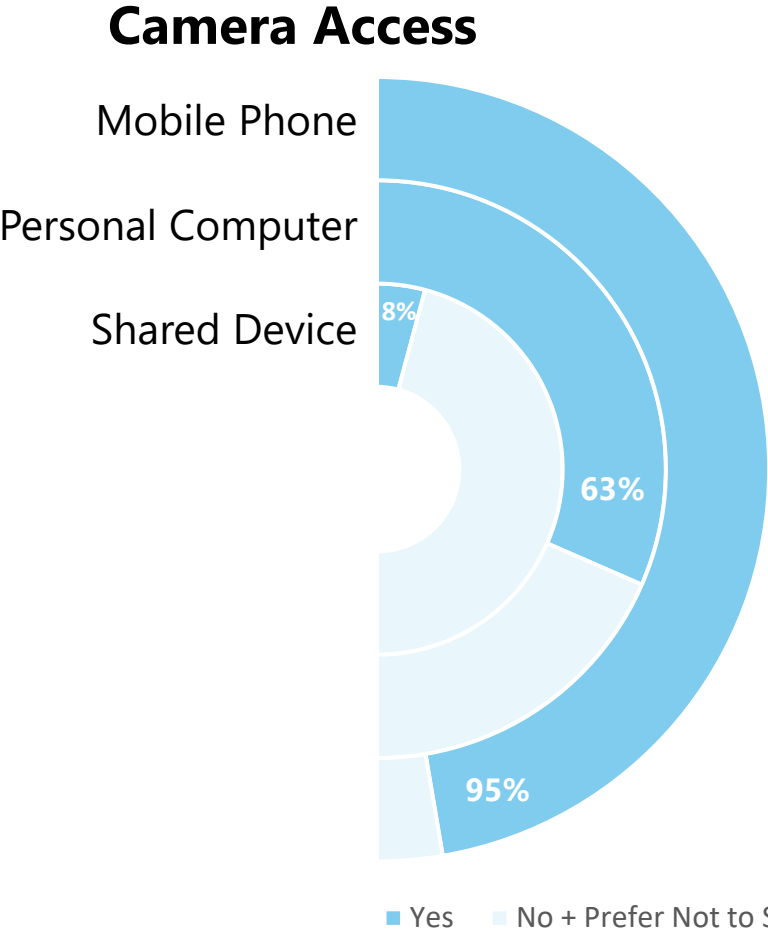
16. How comfortable are you with using a photo of yourself to verify your identity against an existing photo (for example, your driver’s license photo)? Base: All respondents; n=802.

Photo ID verification comfort is consistent across demographic groups.



16. How comfortable are you with using a photo of yourself to verify your identity against an existing photo (for example, your driver's license photo)? Base: All respondents; n=802.


Almost all residents have cell phones with cameras, and most also have a camera on their personal computers. Few report access to a camera on shared devices.



17. Do you have a camera attached to these devices and/or do you have access to a device with a camera through other means (e.g. a library, community center, etc.)? Base: All respondents, n=802.

Mobile camera access is high within each demographic group. Recent immigrants and Indigenous respondents more frequently report access to a shared device with a camera.

Camera Access

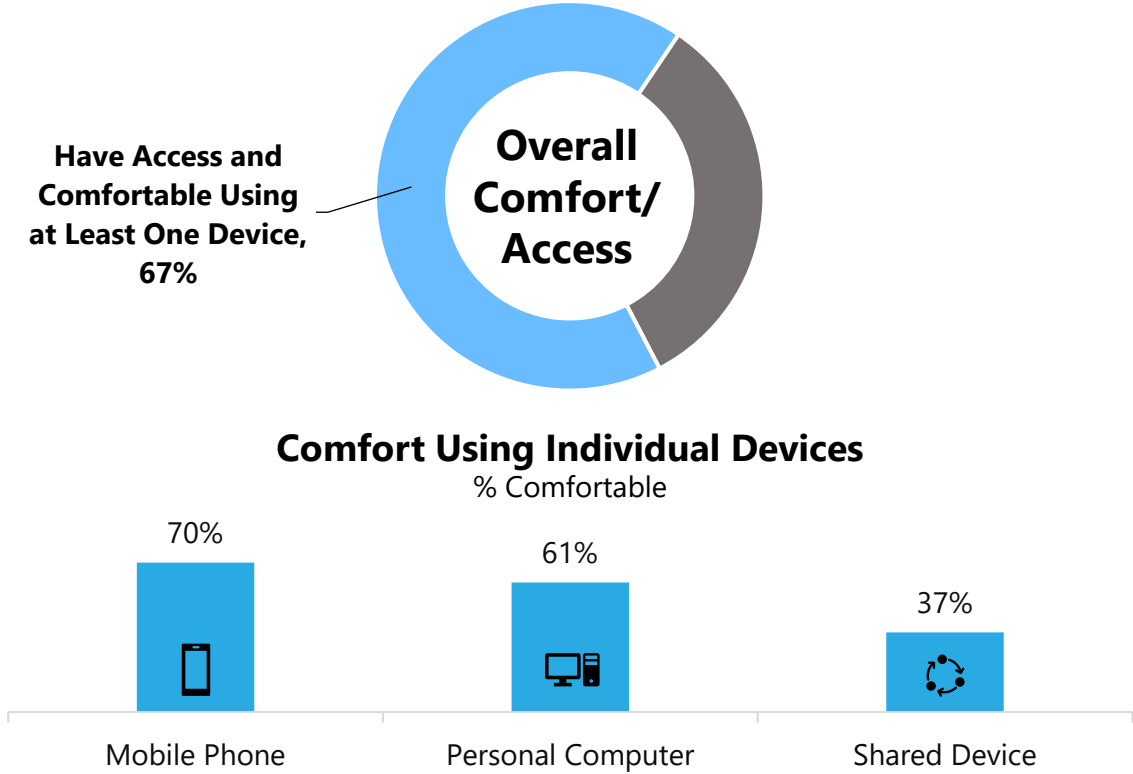
	 Saskatchewan	Low Income Households (<\$60,000)	Indigenous	A Person With a Disability	Recent Immigrants*
Shared Device	8%	5%	16%	9%	20%
Personal Computer	63%	57%	59%	64%	80%
Mobile Phone	95%	93%	95%	93%	100%

*Small base size – interpret with caution

17. Do you have a camera attached to these devices and/or do you have access to a device with a camera through other means (e.g. a library, community center, etc.)? Base: All respondents; n=802.

One third of Saskatchewan residents are not comfortable using any device to support their digital identity. This proportion rises to nearly half among respondents with disabilities.

Comfort Using Devices with Cameras to Support Digital Identity



	Have Access and Comfortable Using at Least One Device
Saskatchewan	67%
Low Income Households (<\$60,000)	66%
Indigenous	73%
A Person With a Disability	55%
Recent Immigrants*	95%

*Small base size – interpret with caution

18. Are you comfortable with using each of the following devices with cameras as part of the sign-up process or to support your digital identity? Base: Respondents with access to a camera on each device: Cell Phone, n=759; Personal Computer, n=506; Shared Device, n=67.

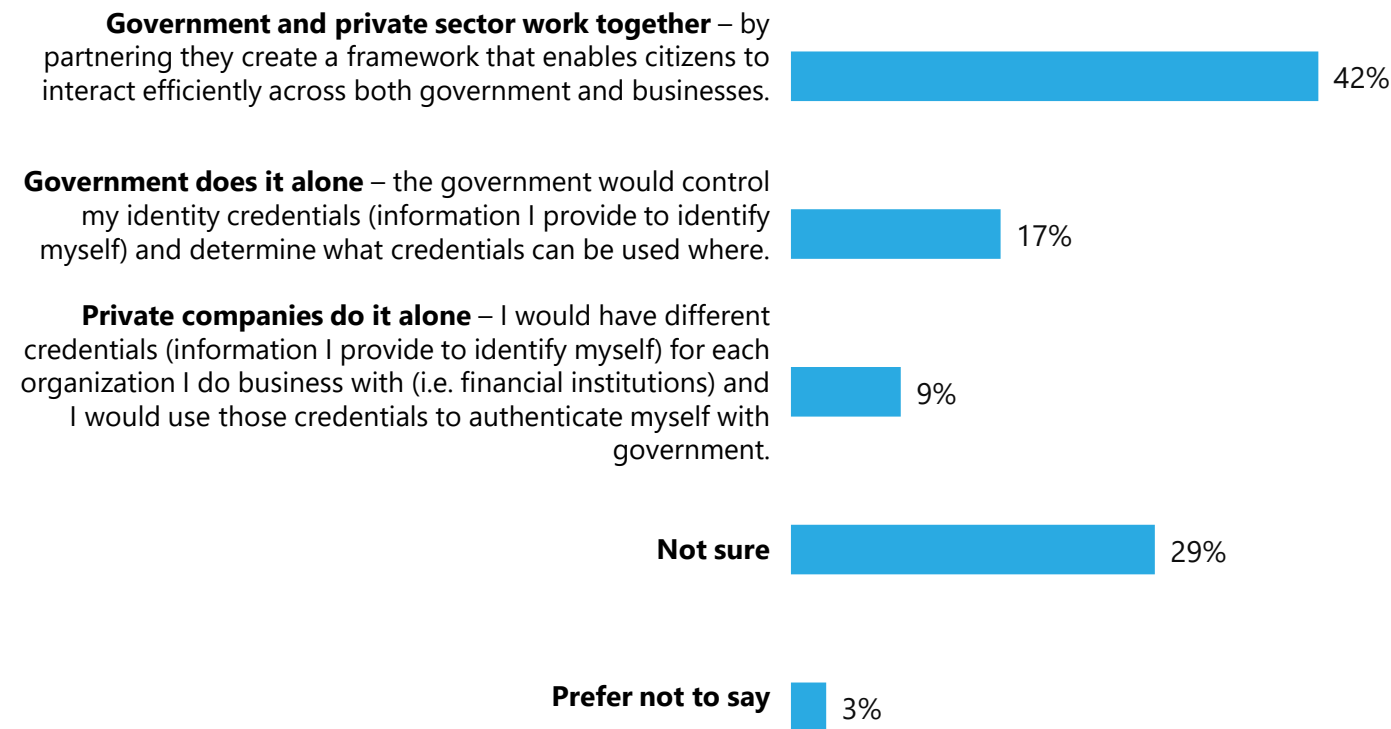
A close-up photograph of a person's hands holding a gold-colored smartphone. The person is wearing a light-colored, textured sweater. The background is blurred, showing what appears to be an indoor setting with a table and chairs. A large, light gray hexagonal shape with a dark green border is overlaid on the right side of the image, containing the title text.

Digital Identification Creation

Residents most commonly prefer the Government and private sector working together to create a digital ID framework. However, one third of residents are unsure what the best approach would be. Saskatchewan and Canadian preferences are largely aligned.

Preferred Digital ID Framework Creation Approach

Saskatchewan



Saskatchewan vs. Canada

Excluding "Not sure" and "Prefer not to say"

	Saskatchewan	Canada	Difference
Government and private sector work together	62%	66%	-4 p.p.
Government does it alone	25%	17%	+8 p.p.
Private companies do it alone	13%	17%	-4 p.p.

p.p. = percentage points

19. Currently, there is no organization or government body responsible for creating a safe and secure digital ID framework for all Canadians. Below are three potential approaches to creating a Pan-Canadian digital ID framework, which one do you think is the best approach? Base: All respondents, n=802.
Canada results from the national DIACC study.

Older residents are more often unsure about how a digital ID framework should be implemented. Regina residents more often prefer the Government to be involved in the process.

Preferred Digital ID Framework Creation Approach

By Age

	18 to 24	25 to 34	35 to 44	45 to 54	55 or Older
Government and private sector work together	45%	44%	47%	49%	36%
Government does it alone	19%	16%	18%	10%	20%
Private companies do it alone	16%	13%	9%	5%	7%
Not sure	16%	23%	24%	33%	37%
Prefer not to say	3%	6%	2%	3%	1%

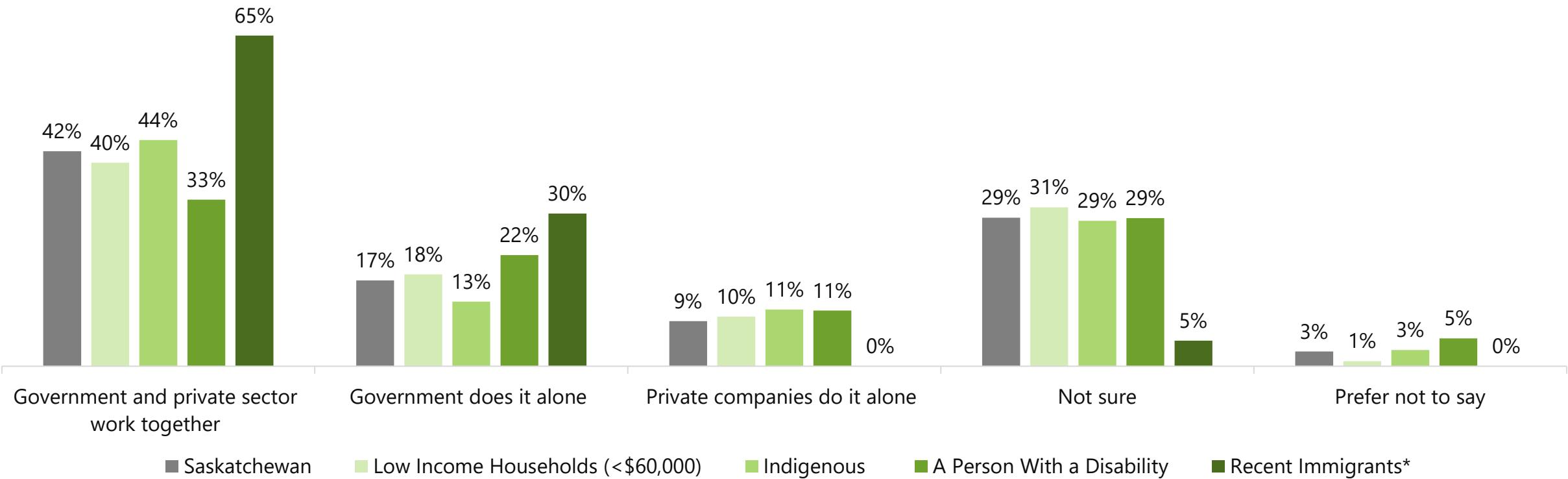
By Region

	North	South	Saskatoon	Regina
Government and private sector work together	35%	41%	44%	51%
Government does it alone	19%	16%	15%	20%
Private companies do it alone	10%	11%	8%	4%
Not sure	34%	29%	28%	25%
Prefer not to say	2%	3%	5%	1%

19. Currently, there is no organization or government body responsible for creating a safe and secure digital ID framework for all Canadians. Below are three potential approaches to creating a Pan-Canadian digital ID framework, which one do you think is the best approach? Base: All respondents, n=802.

Recent immigrants more often prefer the Government to work with the private sector to implement a digital ID framework. Results from other demographic groups are similar.

Preferred Digital ID Framework Creation Approach

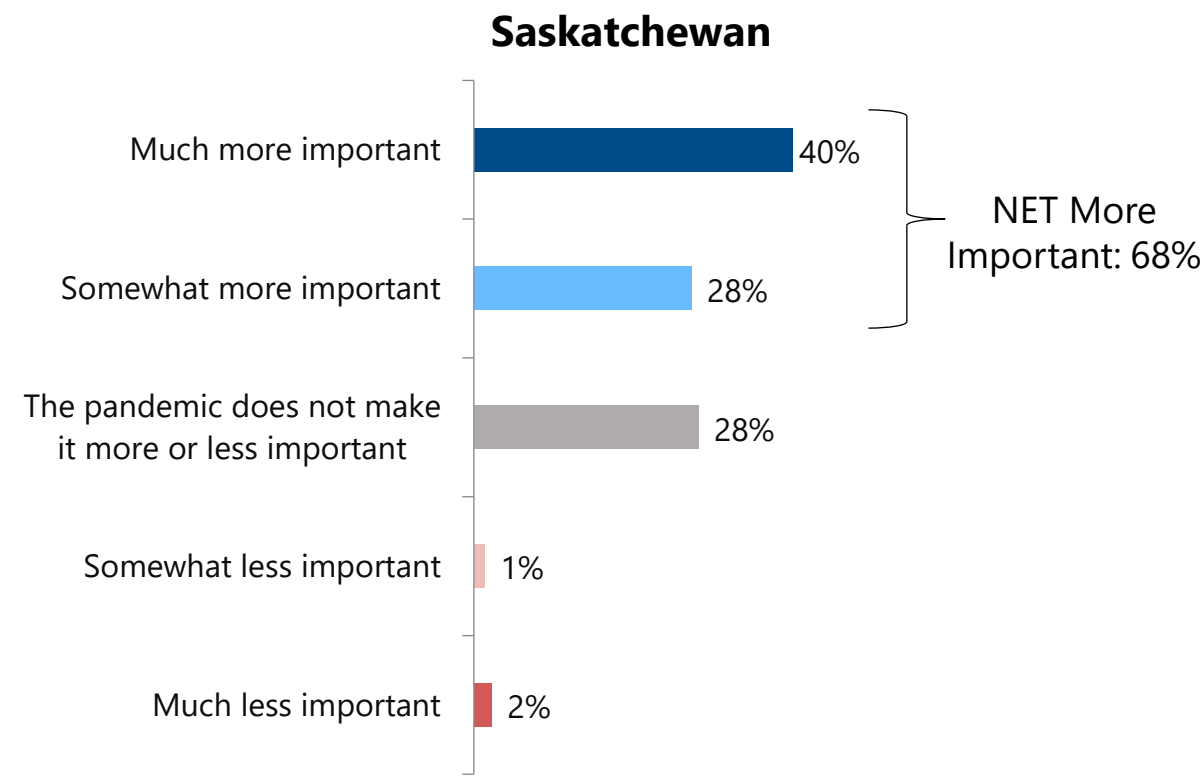


*Small base size – interpret with caution

19. Currently, there is no organization or government body responsible for creating a safe and secure digital ID framework for all Canadians. Below are three potential approaches to creating a Pan-Canadian digital ID framework, which one do you think is the best approach? Base: All respondents, n=802.

A majority of Saskatchewan and Canada residents agree the COVID-19 pandemic has increased the importance of digital ID.

Impact of COVID-19 on Importance of Digital ID



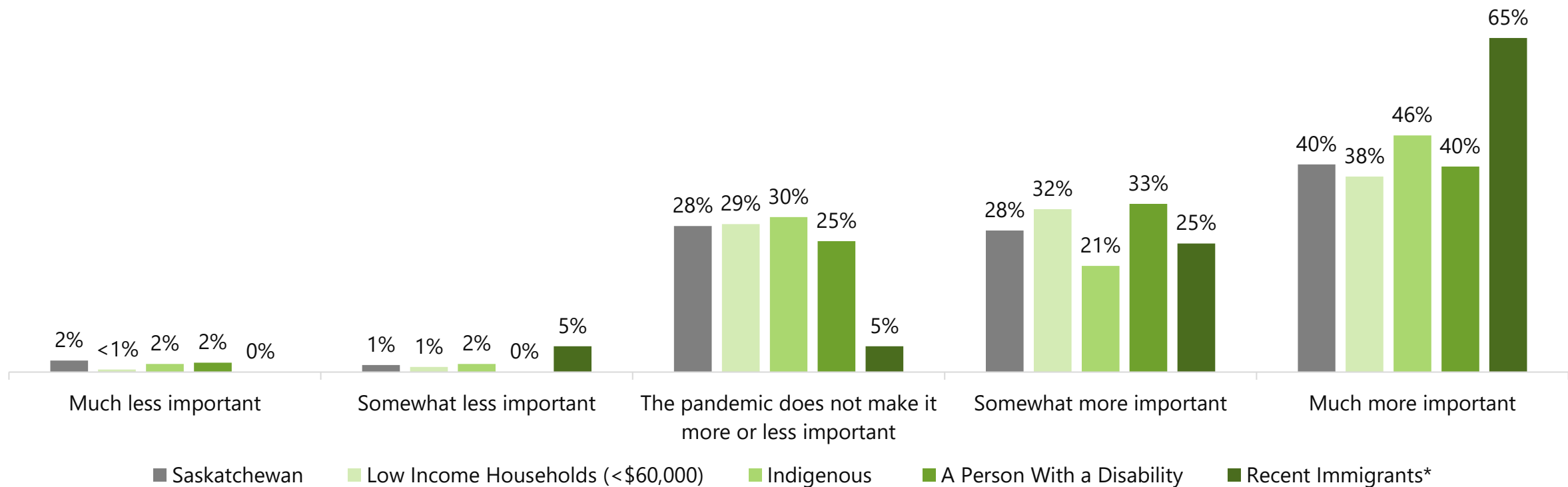
	Saskatchewan	Canada	Difference
Much more important	40%	43%	-3 p.p.
Somewhat more important	28%	32%	-4 p.p.
The pandemic does not make it more or less important	28%	22%	+6 p.p.
Somewhat less important	1%	1%	0 p.p.
Much less important	2%	2%	0 p.p.

p.p. = percentage points

20. The COVID-19 pandemic has changed the way many Canadians interact with various service providers (for example: virtual education for children, digital doctor appointments, fewer visits to bank branches, etc). Do you think the COVID-19 pandemic makes it more or less important to have a secure, trusted, privacy-enhancing digital ID to help Canadians transact safely and securely on-line? Base: All respondents, n=802. Canada results from the national DIACC study.

Recent immigrants more often believe COVID-19 has made digital ID more important.

Impact of COVID-19 on Importance of Digital ID



*Small base size – interpret with caution

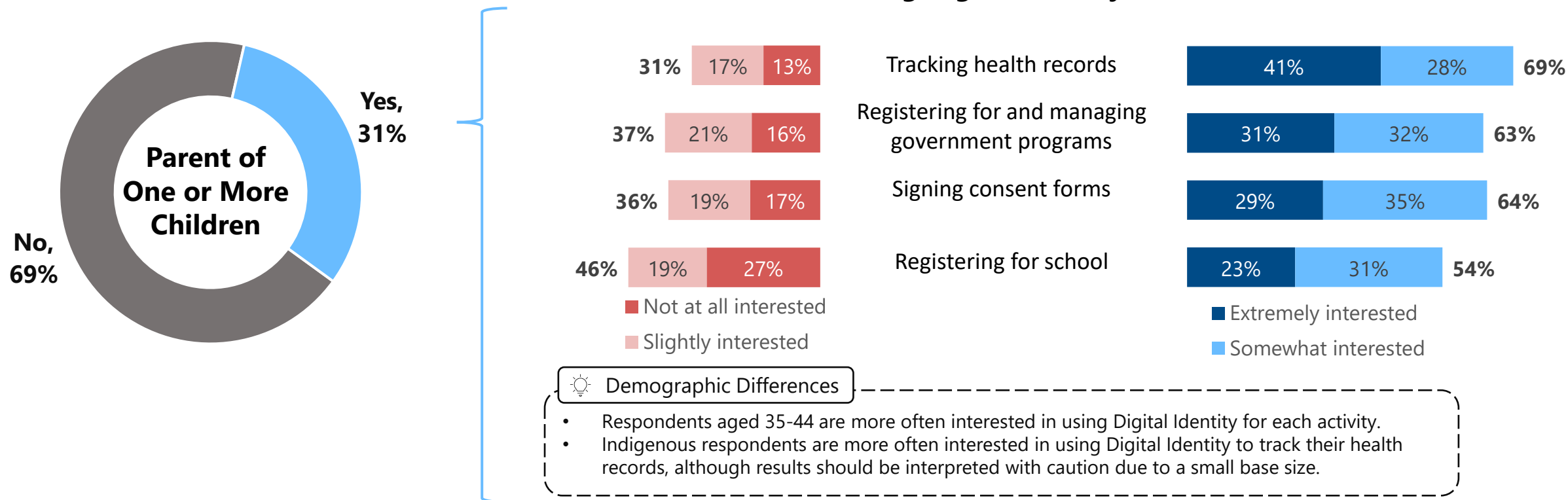
20. The COVID-19 pandemic has changed the way many Canadians interact with various service providers (for example: virtual education for children, digital doctor appointments, fewer visits to bank branches, etc). Do you think the COVID-19 pandemic makes it more or less important to have a secure, trusted, privacy-enhancing digital ID to help Canadians transact safely and securely on-line? Base: All respondents, n=802.



Parents and Caregivers

A majority of parents or guardians of children are interested in using digital identity for each activity mentioned in the survey. There is slightly more interest in using digital identity to track health records than other activities.

Parent/Guardian Interest in Using Digital Identity

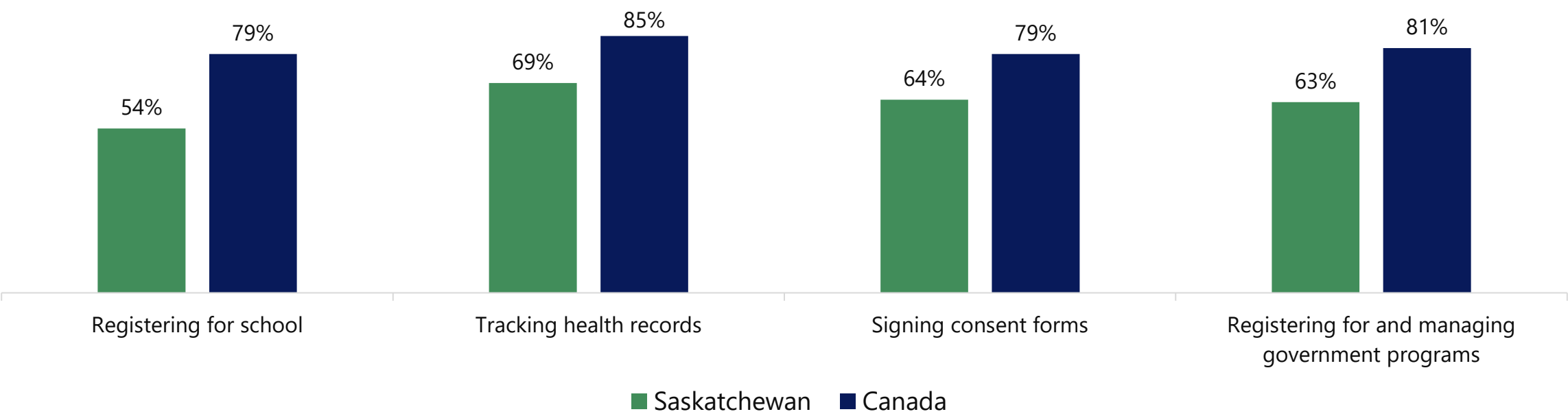


21. Are you the parent or legal guardian of a child (or children) living in your household? Base: All respondents, n=802.

22. How interested would you be in using a trusted and secure digital identity to do each of the following activities for the child(ren) in your household? Base: Respondents who are the parent or legal guardian of a child or children, n=252.

Saskatchewan parent/guardian interest in using digital identity for children is lower than Canada-wide interest.

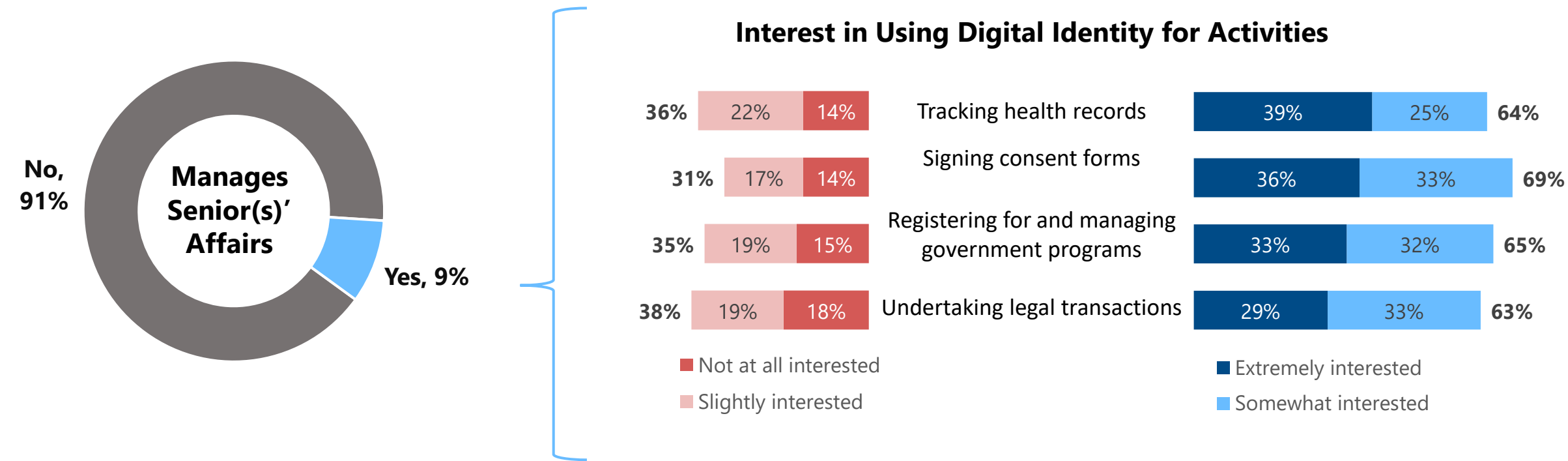
Parent/Guardian Interest in Using Digital Identity



21. Are you the parent or legal guardian of a child (or children) living in your household? Base: All respondents, n=802.
22. How interested would you be in using a trusted and secure digital identity to do each of the following activities for the child(ren) in your household? Base: Respondents who are the parent or legal guardian of a child or children, n=252.
Canada results from the national DIACC study.

A majority of those managing the affairs of senior citizens are interested in using digital identity for each activity mentioned in the survey.

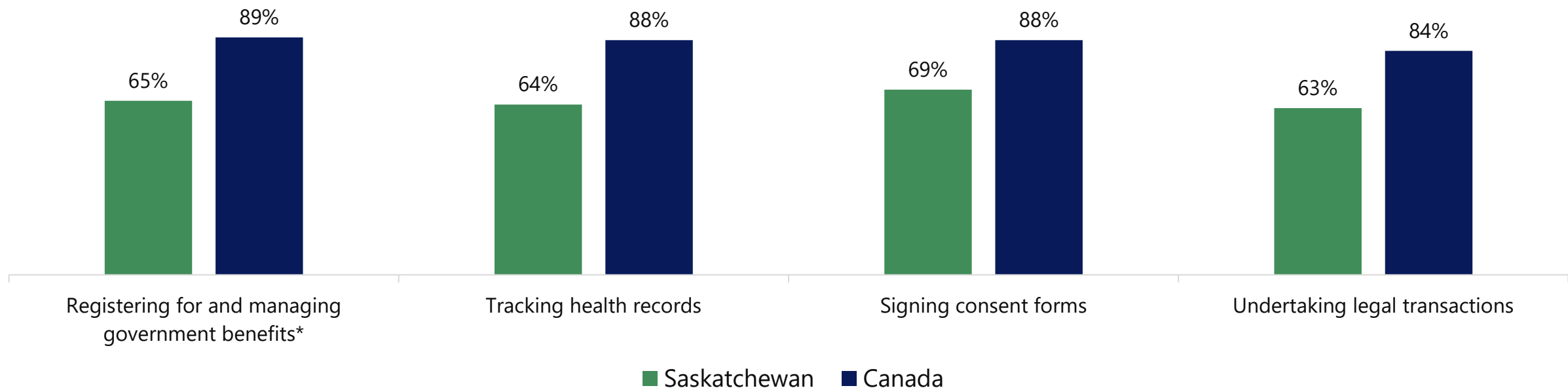
Interest in Using Digital Identity for Managing Seniors' Affairs



23. Do you care for and/or manage the affairs of any senior citizens other than yourself? Base: All respondents, n=802.
24. How interested would you be in using a trusted and secure digital identity to do each of the following activities for the senior(s) you look after? Base: Respondents who care for and/or manage the affairs of any senior citizens other than themselves, n=72.

Saskatchewan caregiver interest in using digital identity for seniors is lower than Canada-wide interest.

Interest in Using Digital Identity for Managing Seniors' Affairs



*National study: "Registering for and managing government programs"

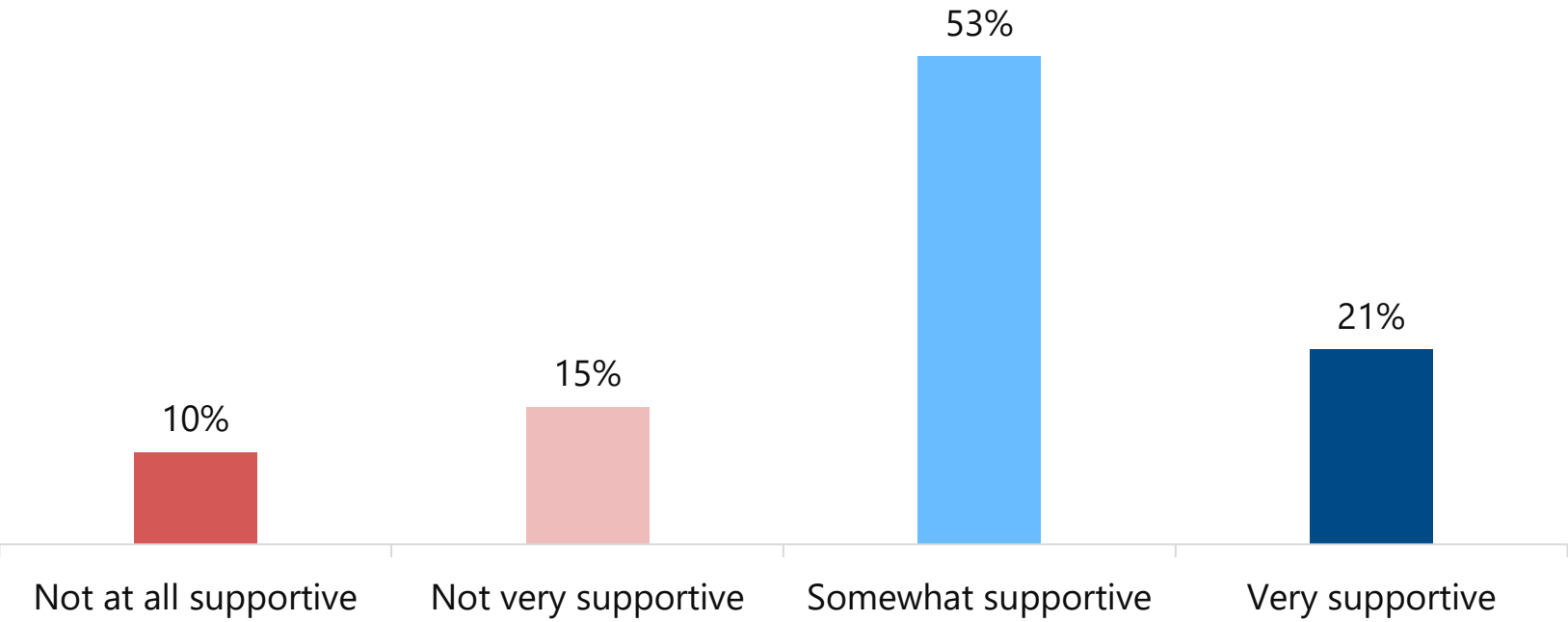
23. Do you care for and/or manage the affairs of any senior citizens other than yourself? Base: All respondents, n=802.
24. How interested would you be in using a trusted and secure digital identity to do each of the following activities for the senior(s) you look after? Base: Respondents who care for and/or manage the affairs of any senior citizens other than themselves, n=72.
Canada results from the national DIACC study.



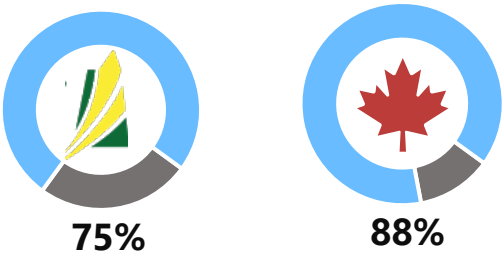
Support of Digital Identity

Three quarters are supportive of the concept of digital identification after reading about its benefits. Support is even higher in the Canada-wide study.

Support for the Concept of Digital Identity



NET Supportive



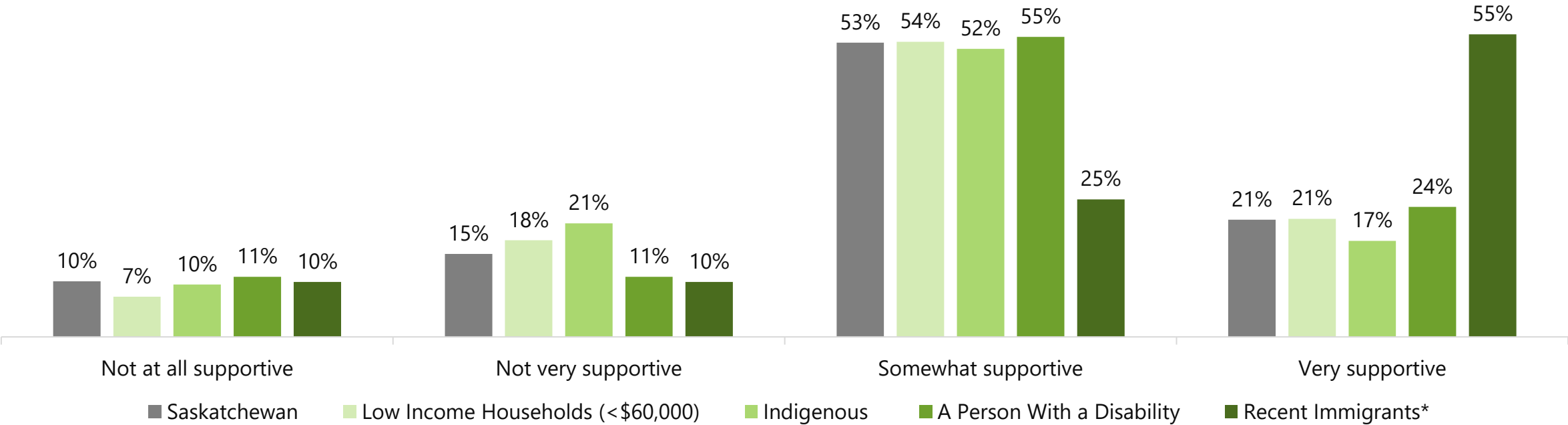
Demographic Differences

- Respondents aged 35-44 are more often supportive of Digital Identity.
- Female respondents are somewhat more supportive of Digital Identity than male respondents.

25. Improved digital ID capabilities will allow many residents of Saskatchewan to authenticate themselves online quickly and easily, which will reduce their need for support in-person and/or over the phone. Digital IDs will make services easier to access and will lead to faster/better service on the phone or in-person for those who need it most, thus benefiting the most vulnerable. With this in mind, how supportive are you of the concept of digital ID? Base: All respondents, n=802. Canada results from the national DIACC study.

Recent immigrants more often strongly support the concept of digital identity than other Saskatchewan residents.

Support for the Concept of Digital Identity

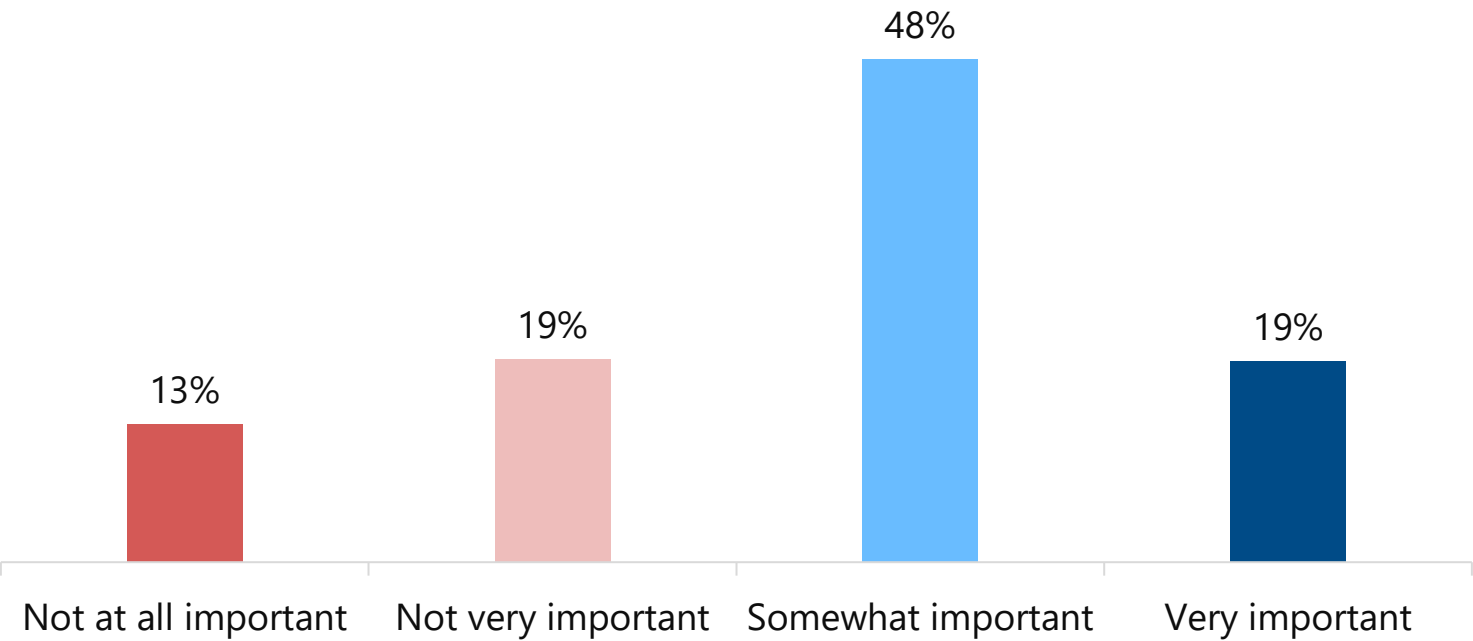


*Small base size – interpret with caution

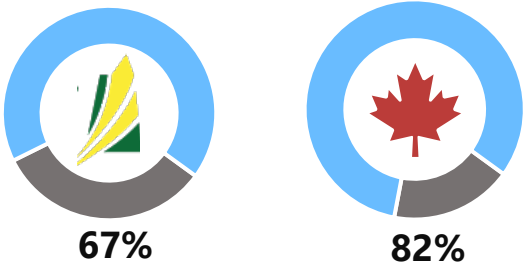
25. Improved digital ID capabilities will allow many residents of Saskatchewan to authenticate themselves online quickly and easily, which will reduce their need for support in-person and/or over the phone. Digital IDs will make services easier to access and will lead to faster/better service on the phone or in-person for those who need it most, thus benefiting the most vulnerable. With this in mind, how supportive are you of the concept of digital ID? Base: All respondents, n=802.

Two thirds of Saskatchewan residents believe it is important for the Government of Saskatchewan to move quickly to enable digital identity for all residents. An even greater proportion of respondents to the national study believe it is important for federal, provincial and territorial governments to move quickly. No differences between demographics are noted.

Importance of Quickly Enabling Digital Identity



NET Important

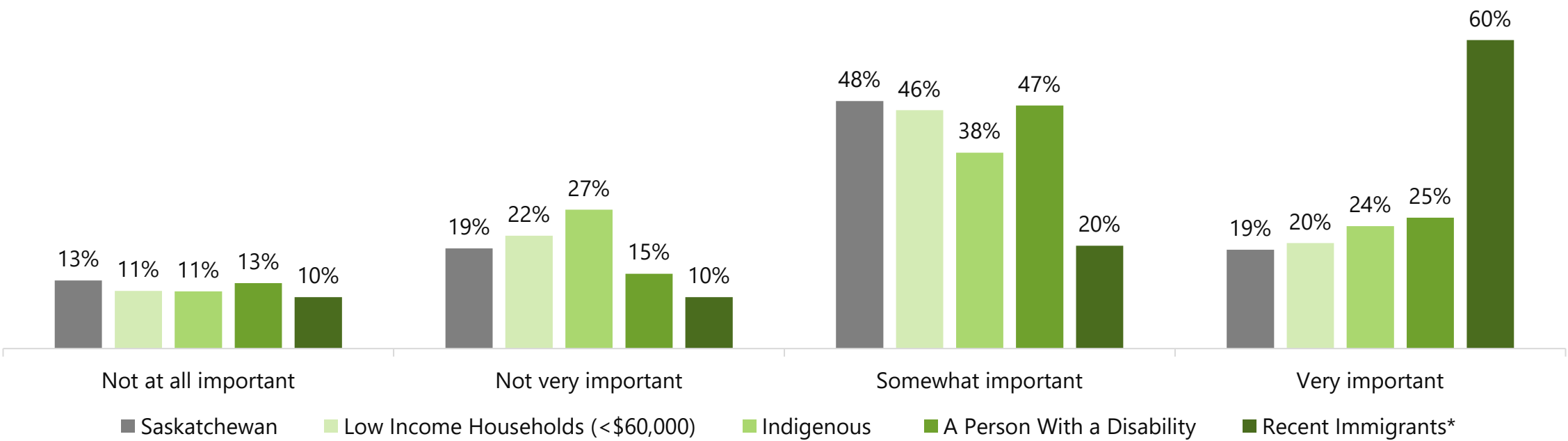


Saskatchewan respondents were asked how important it is for the **Government of Saskatchewan** to move quickly, while national study respondents were asked how important it was for **federal, provincial and territorial governments** to move quickly.

26. And how important is it to you that the government of Saskatchewan move quickly to enable a trusted and secure digital ID for all residents of Saskatchewan? Base: All respondents, n=802.
Canada results from the national DIACC study.

Recent immigrants more often believe it is very important for the Government of Saskatchewan to move quickly than other residents.

Importance of Quickly Enabling Digital Identity



*Small base size – interpret with caution

26. And how important is it to you that the government of Saskatchewan move quickly to enable a trusted and secure digital ID for all residents of Saskatchewan? Base: All respondents, n=802.

A person wearing a grey sweater is holding a gold-colored smartphone with both hands. The background is blurred, showing what appears to be a table and chairs in a room. A large, light grey hexagonal shape with a green border is overlaid on the right side of the image, containing the text 'Appendix A'.

Appendix A

Survey Descriptions of Digital Identity



A digital identity is a way to securely prove who we are online. It is used to ensure online services are provided to the intended customer and will make it possible to instantly access government services anytime, anywhere, from any internet-connected device. The Government of Saskatchewan is in the planning phase of creating a digital identity service for the province.

This work is being done to ensure it meets the needs of Saskatchewan people and businesses.

To learn more about digital identity, please watch the following video:

Introduction Video -
<https://www.youtube.com/watch?v=0DMu8dLyTdQ>



A person's digital identity is an amalgamation of attributes and information available online that can bind a persona to a physical person. It's similar to the way that your name and an ID card make up your identity in the physical world.

While digital ID can help to prevent fraud and increase privacy; it's also about asserting who we are in this society. People are interacting more and more online making it necessary for businesses and government to adapt and ensure people claim who they are in the digital economy.