

Appendix M - User Stories

SPS-RFP-0484

Saskatchewan Individual Digital ID Solution and Service Offering

Visually Impaired Journey Map

Actor:

Date: **Andy** (not real name)
09/06/2021 A person living with disability (visually impaired), digital savvy, interested in ways of breaking accessibility barriers, belongs to disability advocacy groups.

Scenario:

Wants to be able to create and use a digital ID using one or pieces of physical ID card and access services without challenges. Wondering about using the SGI photo and drivers licence cards to access digital services due to the absence of braille on the cards and how this will be addressed in solution design.

Goals & Expectations:

- To be able to create a Saskatchewan Account and digital ID without challenges.
- Looking forward to an inclusive solution design.

| Phase Name & Goal | Current state validations | Create Digital ID | Using Digital ID to access services |
|-----------------------|---|--|---|
| | Current state validations requires a validation with SGI that is not supported for people with visual impairments. Below are the current state reflections. | Fears noted in this section are based on current state experience with SGI validation. | |
| Actions | <p>User tries to sign up for a Saskatchewan Account and complete the SGI validation</p> <p>User cannot independently conclude SGI validation to create a Saskatchewan Account because it requires inputting the numbers the card and the user cannot read the card (e.g. no braille and no OCR capability)</p> | <p>User cannot conclude SGI validation to create a digital ID</p> <p>User cannot create digital ID</p> | <p>User cannot create or access a digital ID</p> <p>User cannot access services because digital ID has not been created</p> |
| Thinking & Saying | <p>How will I input the unique identity numbers from this cards when there is no braille on it for me to read?</p> <p>How else can I do SGI validation to create a Saskatchewan Account without assistance?</p> | <p>If I can't read the numbers off my card, how am I going to be able to create digital ID?</p> <p>This would give me and my community a lot of benefit if we could create an ID and use it easily.</p> | <p>How am I supposed to verify my selfie photo or do facial recognition when I cannot create pass the first SGI confirmation?</p> <p>I hope there are offline alternatives to access services if I can't create a digital ID.</p> <p>I hope I can create and use a digital ID without cost. It should be like the health card - easy to access and available to everyone.</p> |
| Feeling | <p>Frustrated about inability to create a Saskatchewan Account</p> <p>Unhappy that they and members of their community will be deprived of government services online</p> <p>Wondering could there be another way to do the validation apart from relying on the unique numbers that they cannot read?</p> | <p>Unhappy due to inability to create digital ID</p> <p>Apprehensive that they and their community may not be able to use the solution.</p> <p>Unsure of what happens to members of his community who cannot afford photo cards but have health cards</p> | <p>Displeased, if they are not able to create and use digital ID.</p> |
| Opportunities & Ideas | <p>Inclusion of braille on physical ID cards to address challenges of this user community (SGI responsibility)</p> <p>Deployment of card scanning functionality (e.g. OCR) on Saskatchewan Account (GoS responsibility)</p> | <p>The solution design must be inclusive to create easy access to digital ID.</p> | <p>Streamline the accessibility process for creating and using digital ID for visually impaired residents</p> <p>Create support process for individuals that cannot independently proceed with creation and use of digital ID through Saskatchewan account</p> |

Digital Literacy and Language Barrier Journey Map

Actor:

Date: **Zarah** (not real name)
 21/07/2021
 Version #:1
 A newcomer to Canada. Concerned about language and cultural differences that seem to have created barriers in her interactions with people and technology applications. Exhibits resistance to digital services due to concerns about digital literacy, privacy and information security. An Individual experiencing low income, worried about cost of procuring and/or replacing government issued photo ID, stable internet connectivity and digital devices.

Scenario:

Would want to create and use digital identity without assistance to navigate or complete task due to digital literacy gaps or language barriers. How members that cannot afford government issued photo ID, stable internet connectivity and digital devices will be able to create and use digital ID?

Goals & Expectations:

- To be able to create and use digital ID without onboarding challenges.
- Looking forward to an inclusive solution design with excellent user experience

| Phase Name & Goal | Online navigation and Saskatchewan Account | Create Digital ID | Using Digital ID to access services |
|-----------------------|--|--|--|
| | User may not have valid drivers licence/photo card, digital devices and/or stable internet connectivity. May be experiencing digital literacy gaps and language barriers | User does not have valid ID card and may require assistance to create digital ID | Verified individual for individual use |
| Actions | <p>User tries to sign up for Saskatchewan Account</p> <p>User has challenges navigating online or creating Saskatchewan Account due to digital literacy gap or language barriers</p> <p>User cannot do SGI validation without a valid government issued photo ID (may not be able to afford one in the early periods of arrival)</p> <p>User does not have access to a personal digital device and/or stable internet connectivity. Relies on Newcomers welcome centre for access</p> | <p>User with Saskatchewan account goes to newcomers welcome centre to access device, stable internet (if they do not have access) and assistance to create digital ID</p> <p>User that do not have government issued ID cannot create a Saskatchewan Account and may not be able to create a digital ID.</p> <p>User may have challenges navigating the solution to take a selfie photo for the photo ID verification process.</p> | <p>User unable to do facial recognition and create digital ID without valid government issued photo ID.</p> <p>User unable to access services because digital ID has not been created. user may not be able to independently create and use digital ID without assistance except the solution is inclusive and user friendly</p> |
| Thinking & Saying | <p>I am unable to afford a government issued photo ID, will I be able to create Saskatchewan Account?</p> <p>Even if I have a government issued photo ID, how will I navigate to complete tasks online without assistance?</p> <p>How will I get online without access to a digital device or stable internet?</p> <p>I wish they could make the initial photo ID free for newcomers and low income earners</p> <p>I may only be able to enjoy the values that this solution brings when I am well settled and can afford the requirements which could take half of the year</p> | <p>I have to wait till I can afford a valid government issued photo ID to participate in this or I won't be able to create digital ID.</p> <p>I am not digital savvy and/or I have a language barrier. I hope I can get help when creating the digital ID and the solution has an alternate language functionality</p> <p>Concerns on Privacy and facial recognition/Biometric biases in racialised communities and possible identity profiling</p> <p>I have done biometric on arrival at port of entry, do I need to do this again?</p> <p>How safe is the solution?</p> | <p>I may only be able to verify my selfie photo or do facial recognition when I do have a valid photo ID</p> <p>I hope there are offline alternatives to create digital ID.</p> <p>How will internet connectivity in the rural side be addressed to ensure smooth creation and use of digital ID</p> <p>Hope the digital ID addresses gender diversity and transition process challenges</p> |
| Feeling | <p>Unsure about how to navigate online without assistance and a language friendly solution.</p> <p>Unhappy that they may not be able to create a Saskatchewan Account since they are not be able to afford a valid government issued photo ID card at the early periods of arrival</p> <p>Relieved they can access digital devices, stable internet and navigation assistance at the newcomers welcome centres</p> <p>Worried that they may not benefit from the positives of the solution until they are well settled after their arrival to the province</p> | <p>Happy not to worry about my physical ID anymore once I can successfully create digital ID and use as a verified credential down the line.</p> <p>Wondering if there are any considerations for work and study permit holders to get digital ID</p> <p>Worried about members of my community who do not have or cannot afford photo ID cards, devices, Stable internet and may not get assistance if needed.</p> <p>Unsure about the privacy and information security of the solution</p> | <p>Apprehensive about being left out of the loop if they are not able to create and use digital ID for online services.</p> |
| Opportunities & Ideas | <p>Make initial government issued photo ID free for newcomers with low income</p> <p>Making public campaign and education of end users a top priority</p> | <p>Can digital ID be integrated with SINP for pre-arrival processes?</p> | <p>Create an attractive solution with appealing user experience to encourage online navigation with no assistance or language barriers.</p> |

Gender Diverse Journey Map

| <div>Actor:<div>Date: Carl (not real name) 04/06/2021 Version #.2</div>A gender diverse person, non-binary, upward mobile individual, digitally inclined, Sask trans community member, been transitioning over a couple of years.</div> <div>Scenario:<div></div>To register for SGI drivers licence or Photo ID and able to update their identity attributes as needed during their transition period, so as to successfully create and use digital ID to access services without identity challenges. They are conscious of discrimination and rejection challenges that other members of their community have experienced during transitions in the past.</div> <div>Goals & Expectations:<div></div><ul style="list-style-type: none">• To be able to register for SGI driver's licence or photo ID without challenges.• May want to update identity attributes (e.g. name, photo, gender marker) as frequently as needed at no charge• Not looking forward to the long, complicated process of registering for their government issued IDs to be able to access digital ID and other online services</div> | | | | | |
|---|---|--|--|--|--|
| Phase Name & Goal | Name change | Driver's Licence Registration | Create Digital ID After getting photo ID | Using Digital ID to access services | Updating identity attribute (photo) on physical ID |
| Actions | Fill and Send name change eligibility form to Ministry of Health. Eligibility form is returned to the user if there are mistakes or omissions on it. The user is not informed of the exact errors User goes over the form again to see where there are omissions or mistakes, corrects it and resubmits. User gets a change of name application form when all is clear with the eligibility form. User to use the change of name form to process change of name certificate and new birth certificate | Enquire online about the requirements for SGI driver's licence or photo ID re-issue as a gender diverse person. Visit SGI insurance/license issuer outlet. Present my certificate of name change, birth cert or other required documentation. Fill the ID forms to register. Take photograph and agree to photo output. Make payment and get issued temporary ID slip (Card to be sent in 2 weeks). | Create a Saskatchewan Account Complete SGI validation Undergo digital ID photo verification process Add services to my Saskatchewan Account | Login to Saskatchewan Scount Conduct digital ID verification using my device camera Click on the services I want to access Access the services and complete my transactions | Go to motor license issuer outlet Request for a photo update Make payment for photo update since it is at your discretion Take a new photograph Make payment and get issued temporary ID slip (Card to be sent in 2 weeks) |
| | I hope I will be eligible to change my gender marker and my name. Why can't I just change my identity attributes on my ID like a married person would? I don't know where to go. Do I go to eHealth? Ministry of Health? SGI directly? | I hope the process will be straight forward. Fear of experiencing discrimination. I hope I will be able change my identity attributes often during transition without coming in-person (EXAMPLE: individuals may change from M to X to F). I hope I will be able to use my digital ID for goods and services in the broader economy with no challenges and less frequent updates of my photo. | Will my selfie photo be verified? Will I have to go to the ID issuer to update my identity attributes again? I hope I will be successful in creating my digital ID. | I hope to be able to conclude my transaction in the comfort of my home Hoping there's enough information to help navigate the digital ID solution Photo mismatch challenges will create time constraint and inefficiency for me will have to update photo on my ID card when I can't be verified by my digital ID | Why do I have to do this during my transition? I don't want my photograph taken during my transitioning period I hope I don't have to pay I hope I won't experience discrimination or harassment Hope to be attended to politely, professionally and expediently |
| Feeling | Anxious about eligibility to change identity attributes. Happy to get eligibility form and name change certificate and new birth certificate. | Unhappy to come in-person during transitioning Apprehensive about frontline officers reaction to my presentation Not excited about taking pictures frequently during my transitioning period due to the anticipated significant changes in my presentation and mismatch with the photo ID Unsure of the challenges of mismatch and rejection down the line when using the ID to access services | Pleased, if I am able to create the digital ID. Frustrated if my photograph is not verified. Excited I may be able to access services from the comfort of my home. | Unsure if there will be photo mismatch challenges down the line Frustrated that I am not able to successfully complete a transaction due to photo mismatch Thankful for the initiative if I am able to complete my online services transaction | Anxious about the situation Inconvenient for me Sad not being able to access services like other people due to photo mismatch Pressured due to time constraint |
| | Name change for other reasons should be made easier like marriage (eHealth responsibility). | Informed frontline officers on gender diverse perspectives (SGI responsibility) Explore the option of moving SGI registration and identity maintenance online (SGI responsibility) | Provision of a great user experience in solution design (Digital ID responsibility) Self service management functionality (Digital ID responsibility) Support process for individuals that cannot proceed with creation of digital ID through facial recognition due to photo mismatch (Digital ID responsibility) Photograph update reminder notification functionality in the digital ID solution. For example, designed to remind users to update their photo or investigate with SGI if they have previously failed a match (Digital ID responsibility) | The digital ID should enable online access to as many government and private sector services (Digital ID responsibility) Offline/ alternate process for individuals that do not want or cannot proceed with facial recognition (Digital ID responsibility) | Online access to change or update photograph with license issuer (SGI responsibility) Train staff to accommodate gender diverse individuals (SGI responsibility) Waiving cost of photo update during transitioning (SGI responsibility) |
| Opportunities & Ideas | | | | | |
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Mental Illness and Addiction Journey Map

Actor:

Date: **Carnie** (not real name)
 29/06/2021 A registered resident of rehabilitation home that supports clients with persisting mental illnesses, cognitive disabilities, acquired brain injuries, episodic & chronic homelessness and/or addiction. Not digitally inclined, shows some enthusiasm about digital user experience, presently uses available help in the homes to engage digital services. Has access to digital devices and stable internet in the rehabilitation home but concerned about community members that do not have access.

Scenario:

Wondering if they will be able to create a digital ID if they don't have a government issued photo ID or the ID is expired. In general, assistance is required for this individual to access online services/transactions. They are worried that they may not be able to create and use a digital ID without assistance.

Goals & Expectations:

- To be able to create and use digital ID without challenges.
- Looking forward to an inclusive solution design.
- Interested in the verified relationship digital ID to address trusteeship and proxies.

| Phase Name & Goal | Create Saskatchewan Account User may not have valid drivers licence/photo card, digital devices and/or internet | Create Digital ID User does not have valid ID card and may require aid for creation | Using Digital ID to access services Verified individual for individual use |
|-----------------------|--|--|---|
| Actions | <p>User tries to sign up for Saskatchewan Account</p> <p>User may require aid to create Saskatchewan Account or get online</p> <p>User cannot do SGI validation without a valid government issued photo ID (may be missing or expired)</p> <p>Some users may have government issued photo ID, access to devices, internet and may not need help to get online or may be deficient in one or more of these items</p> | <p>User goes to rehabilitation residence to access device, internet (if they do not have) and assistance (if needed) to create digital ID</p> <p>User with missing or expired ID cannot create a Saskatchewan Account and may not be able to create a digital ID.</p> <p>User may not be able to take a selfie photo for the photo ID verification process.</p> | <p>User unable to do facial recognition and create digital ID without valid government issued photo ID.</p> <p>User cannot access services because digital ID has not been created.</p> <p>User may not be able to independently create and use digital ID without assistance.</p> |
| Thinking & Saying | <p>My ID card is expired. Will I be able to create Saskatchewan Account?</p> <p>I don't have an ID card. How will I create my Saskatchewan Account?</p> <p>How will people without access to a device and internet get online?</p> <p>I and some of my community members may need help to get online.</p> | <p>I have to get a valid government issued photo ID to participate in this or else I won't be able to create digital ID. I don't have one now. Mine is expired.</p> <p>Will this cover everyone in the province? What about people who don't have IDs or have lost them?</p> <p>How will members of my community who are not registered with rehabilitation homes access this?</p> <p>Will the digital ID solution be an app and when will it be available?</p> | <p>How am I supposed to verify my selfie photo or do facial recognition when I don't have a valid photo ID?</p> <p>I hope there are offline alternatives to access services if I can't create or use digital ID.</p> <p>I hope there are ways of getting a digital ID that doesn't require facial recognition.</p> <p>Will this eventually be used by both private and government for access to services?</p> |
| Feeling | <p>Unsure about how to get online without help</p> <p>Unhappy that they may not be able to create a Saskatchewan Account without a valid government issued photo ID card</p> <p>Happy that there is access to devices, internet and help at the rehabilitation residence</p> <p>Delighted the rehabilitation home has been proactive to set residents up with email accounts and made devices available through grants.</p> <p>Worried about other members of the community who are not opportuned to be registered in a residence.</p> | <p>Excited not to have to worry about keeping track of my physical ID anymore once digital ID is created as a verified credential down the line. I tend to lose my physical one.</p> <p>Thankful that the organization has been setting us up to get connected and be digitally inclined in recent times.</p> <p>Concerned on what happens to members of our community who do not have or cannot afford photo ID cards, devices, internet and may not get support if needed.</p> <p>Wondering how this will cover everyone in the province</p> | <p>Displeased, if they are not able to create and use digital ID online like every residents of Saskatchewan</p> <p>Concerned they may not be able to access government services.</p> |
| Opportunities & Ideas | <p>Creating an endearing user experience to engender seamless online engagement with little or no assistance. (visual / intuitive tools)</p> <p>Use of alternative means of ID for registration</p> | <p>Solution that works on computers and mobile devices</p> <p>An inclusive solution for all residents</p> | <p>Create support process for individuals that cannot independently create and use digital ID.</p> <p>Inclusion of relationship verification into the solution design to take care of trusteeship and proxy arrangement with clients</p> |