Standard Operating Procedure - REGISTERING Offline Biometric Collection: FINGERPRINT Data

OB.1.4.C

**Version Control**

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| Version | Date | Changes Made |
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**Guidelines for Maintaining the SOP Version Control Table:**

* **Version**: Assign a new version number for every update. Minor changes can be denoted by incremental changes in decimal (e.g., 1.1, 1.2), while major changes can increment the whole number (e.g., 1.0 to 2.0).
* **Date**: The date when the changes were finalised.
* **Changes Made**: A brief description of the changes or updates made.

Table of Contents

[1. Purpose 3](#_Toc177262533)

[2. Definitions and Abbreviations 3](#_Toc177262534)

[3. Application 3](#_Toc177262535)

[3.1 Ownership and Stakeholders 3](#_Toc177262536)

[3.1.1 Digital Identity Service Providers (DISPs) 3](#_Toc177262537)

[3.1.2 IT and Security Teams 3](#_Toc177262538)

[3.1.3 Compliance and Legal Departments 4](#_Toc177262539)

[3.2 Users and Beneficiaries 4](#_Toc177262540)

[3.2.1 General Public 4](#_Toc177262541)

[3.2.2 Government Agencies 4](#_Toc177262542)

[3.2.3 Private Sector Companies 4](#_Toc177262543)

[3.3 Benefits and Impact 4](#_Toc177262544)

[3.3.1 Enhanced Security 4](#_Toc177262545)

[3.3.2 Regulatory Compliance 5](#_Toc177262546)

[3.3.3 Streamlined Processes 5](#_Toc177262547)

[3.3.4 Interoperability 5](#_Toc177262548)

[3.3.5 Data Privacy and Protection 5](#_Toc177262549)

[4. Prerequisites 5](#_Toc177262550)

[4.1 Assumptions 6](#_Toc177262551)

[4.2 Technological Infrastructure 6](#_Toc177262552)

[4.3 Constraints 6](#_Toc177262553)

[5. Process Flow - Process and Procedures 6](#_Toc177262554)

[5.1 Applicant Actions: 7](#_Toc177262555)

[5.1.1 Start (Offline): 7](#_Toc177262556)

[5.1.2 Provide Consent (OB.1.4.A) 7](#_Toc177262557)

[5.1.3 Position Fingers in Front of Scanner: 7](#_Toc177262558)

[5.2 Parent/Guardian/Introducer Actions 7](#_Toc177262559)

[5.2.1 Provide Consent (OB.1.4.A) 7](#_Toc177262560)

[5.2.2 Assist with Finger Positioning: 7](#_Toc177262561)

[5.3 Administrator Actions: 7](#_Toc177262562)

[5.3.1Verify Consent Given for Biometric Collection: 7](#_Toc177262563)

[5.3.2 Verify Applicant Age 7](#_Toc177262564)

[5.3.3Request Fingerprint Scan of Applicant 7](#_Toc177262565)

[5.3.4 Capture Fingerprint Image 8](#_Toc177262566)

[Capture Fingerprint Image with Assistance: 8](#_Toc177262567)

[5.3.6 Provide Acknowledgment of Fingerprint Biometric Capture: 8](#_Toc177262568)

[5.4 System Processing 8](#_Toc177262569)

[5.4.1 Public Network Systems (Client) 8](#_Toc177262570)

[5.4.2 Consent Form and Biometric Data Collection 8](#_Toc177262571)

[5.4.3 Private Network Systems (Server) 8](#_Toc177262572)

[5.5 Exceptions and Error Handling 9](#_Toc177262573)

[5.6 End of Process 9](#_Toc177262574)

[5.7 Security Measures 9](#_Toc177262575)

[6. Visualisation 10](#_Toc177262576)

# 1. Purpose

This section outlines the steps required for offline biometric collection of fingerprint data and obtaining consent for a Digital Identity (DID) account. It details the process from initiating the application to capturing fingerprint data and updating system records.

# 2. Definitions and Abbreviations

**DID**: Digital Identity

**KM**: Key Manager

**HSM**: Hardware Security Module

**CA**: Certificate Authority

**IDA**: ID Authentication Database

**AC**: Access Control

**OTP**: One-Time Password

**SSL/TLS**: Secure Sockets Layer / Transport Layer Security

**IDS**: Intrusion Detection System

**IPS**: Intrusion Prevention System

# 3. Application

## 3.1 Ownership and Stakeholders

## 3.1.1 Digital Identity Service Providers (DISPs)

**Ownership:** The primary owners of this process are the digital identity service providers

responsible for managing the DID portal.

**Responsibilities:**

* Ensure the process is secure, compliant with regulatory standards, and efficiently managed.
* Oversee the development, maintenance, and updating of the system.
* Supervise the integration of new technologies and updates to enhance the system’s functionality and security.

## 3.1.2 IT and Security Teams

**Ownership:** IT and security teams within the organisation managing the DID portal play a crucial role.

**Responsibilities:**

* Manage system security, including encryption protocols, and the implementation of CAPTCHA, OTPs, and other security measures.
* Oversee the hardware and software infrastructure, ensuring system uptime and resolving technical issues.
* Conduct regular security audits and vulnerability assessments to maintain system security and adherence to the latest security standards.

## 3.1.3 Compliance and Legal Departments

* **Ownership:** These departments ensure that the biometric collection process complies with legal and regulatory requirements.
* **Responsibilities:**
  + Ensure adherence to standards such as ISO 27001, NIST, eIDAS, and other relevant regulations.
  + Participate in audits, documentation, and compliance checks.
  + Monitor and implement changes in regulatory requirements to maintain compliance.

## 3.2 Users and Beneficiaries

## 3.2.1 General Public

* **Users**: Individuals seeking to create a new digital identity account or complete biometric registration for themselves or dependents.
* **Usage:**
  + Utilise this process to provide biometric data and consent securely.
  + Access government services, financial services, or other services requiring a verified digital identity.

## 3.2.2 Government Agencies

* **Users:** Various government departments and agencies requiring citizens and residents to have a verified digital identity for accessing services.
* **Usage:**
  + Utilise the DID portal to streamline service delivery, ensure secure access, and manage identity verification efficiently.

## 3.2.3 Private Sector Companies

* **Users:** Businesses needing identity verification for employees or customers.
* **Usage:**
  + Use the DID portal for secure service access, employee onboarding, and compliance with various industry regulations.

## 3.3 Benefits and Impact

## 3.3.1 Enhanced Security

* **Benefit:** Provides improved security for users through advanced encryption, two-factor authentication, and robust error handling.
* **Impact:**
  + Reduces risks associated with identity theft, fraud, and unauthorised access.
  + Increases overall trust in the digital identity system.

## 3.3.2 Regulatory Compliance

* **Benefit:** Ensures adherence to international standards and regulations, minimising legal risks.
* **Impact:**
  + Builds trust with users and regulatory bodies.
  + Facilitates smoother operations and more efficient service delivery.

## 3.3.3 Streamlined Processes

* **Benefit:** Simplifies the biometric collection and identity verification processes for users.
* **Impact:**
  + Enhances user experience, boosts adoption rates, and improves service efficiency.
  + Decreases the time and resources needed for account setup and verification.

## 3.3.4 Interoperability

* **Benefit:** Enables integration with other systems and services.
* **Impact:**
  + Allows seamless access to a variety of services across different sectors.
  + Promotes a unified digital identity system usable across multiple platforms.

## 3.3.5 Data Privacy and Protection

* **Benefit:** Ensures that user data is securely stored and managed in compliance with data protection laws.
* **Impact**:
  + Increases user confidence in the system by safeguarding sensitive information.
  + Mitigates the risk of data breaches and privacy violations.

# 4. Prerequisites

This section outlines the essential conditions and resources required before initiating the offline biometric collection and consent process for the Digital Identity (DID) portal. These prerequisites serve as the foundational parameters necessary for the SOP to function effectively within the broader SOP framework.

**System Requirements:**

* The applicant must have access to a device capable of connecting to the internet, equipped with updated security features for initial setup and communication.

**Technical Setup:**

* Access to the DID portal server and backend systems, including database servers for storing encrypted user data and consent documents.
* Equipment and software at the enrolment centre for capturing biometric data and consent forms, including fingerprint scanners and other necessary hardware.

**Interdependencies:**

* This SOP operates in conjunction with other processes, such as system maintenance SOPs and security protocol SOPs. It relies on these interconnected systems throughout the onboarding, authentication, and lifecycle management phases to ensure seamless operation and security compliance. The next immediate SOPs to be followed are:

OB.1.4.E Application Approval/Rejection

## 4.1 Assumptions

* Users (applicants, parents/guardians, introducers) are expected to have a basic understanding of navigating internet applications and completing digital forms.
* Administrators are trained to operate biometric collection equipment and to explain consent forms to participants.

## 4.2 Technological Infrastructure

* The technological infrastructure, including servers, networks, and security systems, is maintained to current standards and operates without significant downtime.
* Enrolment centres are equipped with the necessary hardware and software for efficient biometric data collection and consent management.

## 4.3 Constraints

* **System Maintenance and Outages:**
  + The biometric collection process may be temporarily hindered by scheduled system maintenance or unexpected outages.
* **Regulatory and Technological Changes:**
  + The SOP may require adjustments in response to regulatory changes or technological advancements before proceeding with biometric data collection and consent processing.

# 5. Process Flow - Process and Procedures

The process involves interactions between the applicant, parent/guardian/introducer, and administrators, with support from public network systems (client-side) and private network systems (server-side). Security measures such as encryption, consent verification, and data storage are integral throughout the process.

## 5.1 Applicant Actions:

### 5.1.1 Start (Offline):

* **Action:** Applicant begins the offline biometric collection process with their documents.
* **Output**: Process initiated.

### 5.1.2 Provide Consent (OB.1.4.A)

* **Action**: Applicant provides consent for biometric data collection
* **Output**: Consent provided.

### 5.1.3 Position Fingers in Front of Scanner:

* **Action**: Applicant positions all fingers in the scanner for fingerprint data capture.
* **Output**: Fingers are correctly positioned for data capture.

## 5.2 Parent/Guardian/Introducer Actions

### 5.2.1 Provide Consent (OB.1.4.A)

* **Action:** Parent/guardian or introducer provides consent for the applicant.
* **Output:** Consent Provided

### 5.2.2 Assist with Finger Positioning:

* **Action:** Assist the applicant in positioning their fingers on the scanner if necessary.
* **Output:** Fingers are correctly positioned for data capture with assistance.

## 5.3 Administrator Actions:

### 5.3.1Verify Consent Given for Biometric Collection:

* **Action:** Verify that consent has been provided by the applicant and parent/guardian/introducer.
* **Output:**  Consent verified

### 5.3.2 Verify Applicant Age

* **Action:** Verify the age of the applicant to ensure eligibility.
* **Output:** Participants are ready for the process.

### 5.3.3Request Fingerprint Scan of Applicant

* **Action:** Request the applicant to position their fingers for scanning.
* **Output:** Fingerprint scan initiated.

### 5.3.4 Capture Fingerprint Image

* **Action:** Capture the fingerprint images of the applicant
* **Output:** Fingerprint image are captured.

### Capture Fingerprint Image with Assistance:

* **Action:** If necessary, capture the fingerprint images of the applicant with assistance from the parent/guardian/introducer
* **Output:** Fingerprint images are captured with assistance.

### 5.3.6 **Provide Acknowledgment of Fingerprint Biometric Capture:**

* **Action:** Provide acknowledgment of successful fingerprint biometric capture to the applicant.
* **Output:** Acknowledgment provided.

## 5.4 System Processing

### 5.4.1 Public Network Systems (Client)

* **Action**: The system masks and encrypts user details using KM, HSM, and CA.
* **Output**: The encrypted details are sent to the server.

### 5.4.2 Consent Form and Biometric Data Collection

* **Action:** System processes fingerprint scan data.
* **Output:** Fingerprint Scan Data is processed and transmitted to the server.

### 5.4.3 Private Network Systems (Server)

**Initiate Fingerprint Biometric Collection:**

* **Action:** System initiates the process for collecting fingerprint biometric data.
* **Output:** Fingerprint biometric collection initiated.

**Store Fingerprint Biometric Data Securely:**

* A**ction:** Store the collected fingerprint biometric data securely in the RID account with encryption and hashing.
* **Output:** Data securely stored.

**Generate Notifications:**

* **Action:** Generate notifications for successful or failed fingerprint data collection.
* **Output:** Notifications sent to the applicant.

## 5.5 Exceptions and Error Handling

* **Action**: If an error occurs, the system handles exceptions and increments the retry counter.
* **Output**: If the retry count exceeds three, the process is terminated with an error message.

## 5.6 End of Process

**Success Notification:**

* **Action**: Applicant receives acknowledgment of successful fingerprint data collection and is directed to the next steps.
* **Output**: Process ends successfully.

**Failure Notification:**

* **Action:** Applicant is notified of the failure and provided with instructions.
* **Output:** Output terminates with error handling.

## 5.7 Security Measures

* **Encryption and Hashing**: All user information, including consent forms and biometric data, is encrypted and hashed using advanced security protocols.
* **Network Security**: The system employs SSL/TLS for secure communication, and IDS/IPS to detect and prevent intrusions.
* **Firewalls**: Single or dual firewalls protect the network from unauthorised access

# 6. Visualisation

A screenshot of a computer screen

Description automatically generated

Please refer to the [GitHub](https://github.com/alan-turing-institute/Standard-Operating-Procedures-for-Digital-Identity-Systems) repository for further information.