

SOP-The Validation of an Applicant's Identity

SOP #:	A.2
Version:	1.0
Author(s):	Al Tariq Sheik

1. PURPOSE

The purpose of the validation process is to ensure the authenticity and accuracy of evidence by comparing it against reliable sources. This is essential to confirm that the information matches with independent and dependable data/records. An example of this process is when the admin checks physical identity evidence, such as a driver's license or passport, for any alterations, and verifies that the identification numbers follow standard formats, and the physical and digital security features are valid and intact. Additionally, the admin may query relevant sources to confirm that the information matches. The validation process is crucial to ensure that the evidence provided by the applicant is genuine and can be trusted for making important decisions, such as granting access or privileges.

2. SCOPE

This SOP applies to applicants who are 18 years old and above and those who are applying in-person through their parent or guardian. The SOP focuses on the validation of documents submitted by the applicant. It is assumed that the applicant has provided all necessary Minimum Supporting Documents (MSD), such as birth certificates, passports, and driving licenses, for the administrators to validate. The scope of this document is limited to the validation process for MSD submitted by the applicant and does not cover other aspects of identity verification or enrollment.

3. DEFINITIONS

Digital Identity (DID) – An online personal identity system.

Standard Operating Procedure (SOP) – The functions, processes and procedures that should be followed by Applicants, Subscribers, Claimants and Admin.

Minimum Support Documents (MSD) – The fundamental documents that can be used to validate and verify an identity, such as birth certificates, driver's licenses and passports.

Applicant – A person who applies for a Digital Identity.

Admin/Administration – The staff of the Digital Identity provider, who conducts Onboarding and Identity Lifecycle Management.

Validation – The process in which Admin ascertain if the Applicant possesses the identity that they claim.

4. PROCESS AND PROCEDURE

A. The administrator validates the Minimum Supporting Documents.

- i. The administrator validates the Minimum Supporting Documents, for example, the driving license through a public record.
- ii. The administrator uses the last 8 characters of the driving license number.
- iii. The administrator uses the 8-character alphanumeric share code.

- iv. The administrator then checks the public record for the applicant's name, date of birth, and the validity of the document. The validation status is updated to either "approve" or "reject" based on the findings.

B. If the application is rejected during the validation round, the following steps are taken:

- i. The administrator updates the validation status to "reject".
- ii. The system sends a notice of the status change to the applicant. .
- iii. The Admin records the applicant's attempt.

C. If the applicant is approved during the validation round, the following steps are taken:

- i. The administrator updates the validation status to "approve".
- ii. The registration attributes are sent for verification. Please refer to SOP A.3 for the relevant processes and procedures.

5. SOP APPENDICES:

Revision History:	Version	Effective Date	Description
	1.0	18-04-2023	First Approval