

Citizen Portal, Division of Technology Services  
Oneutah.gov  
Presented by George McEwan and Joe Jackson

The purpose of the Utah Citizen Portal is to create a customer-centric experience wherein Utah residents, businesses and visitors have the ability to interact with, manage and receive any state service seamlessly through a single source: oneutah.gov. The portal will facilitate access to critical government services with convenience and ease of use regardless of agency, physical or digital limitations.

Utah Code §63A-16-803 requires that the Citizen Portal is required to be created and implemented by January 1, 2025.

An initial \$20 million investment for the Citizen Portal has been approved in Governor Cox's 2023 budget proposal.

- It will be designed to reuse data provided to be more effective across multiple applications for services with the user's consent.
- It is meant to improve transparency of what happens to your data within the state.
- It will be able to provide citizen reports of where your information is stored within the system.
- It is not centralizing your data (but it really is).
- It will improve notification methods.
- They will ensure that the portal is a modern, well-governed solution that can withstand audits and meet privacy and security needs.
- It provides each resident with accurate reports that detail
  - Where their personal information is being used across all government services
  - How their personal information is being used
  - Whom their personal information has been shared with
  - When their personal information will be destroyed
- It provides a standardized data collection and forms framework that facilitates automated compliance with GRAMA for state agencies.
- It provides automated notification mechanisms so citizens can be made aware of privacy incidents and/or breaches that impact their PII and allows them to easily access appropriate help resources, such as identity and financial theft protection.
- It enhances customer satisfaction and service delivery.
- It promotes public health initiatives by improving coordination of benefits.
- It reduces environmental and economic impacts through virtual versus physical interactions.
- It financially benefits the State by reducing the costs per citizen transaction.

Why the Utah Citizen Portal?

- Contactless government is the most cost effective means of interaction.

- Current digital government is less efficient because it focuses on individual transactions versus a holistic view.
- Improved transparency for Utah residents while increasing privacy controls.

\*It is meant to be a “one stop shop” for all professional licenses, registrations (car, boat, RV, etc.), driver’s licenses, etc. It’s supposed to simplify our lives. However, it does also make it simpler for the government to see everything we own and do in one place.

Utah Govops (Utah Department of Government Operations)

Verifiable Digital Credentials

Verifiable Digital Records

“HB 470 requires the Division of Technology Services to create a pilot program for digital verifiable credentials. Another step towards modernizing state government!” -Governor Cox

Identity in 2023

- 1.1 billion people are ‘invisible’ worldwide without the ability to easily prove their identity.
- In the United States, ~3% of the population lack appropriate or ready access to identity documentation.
- Reestablishing an individual identity with core documents is not easy and the time horizon varies by jurisdiction.
- Digital identity data continues to be a primary breach target.

\*He kept using the example of homeless people who often lose their ID and have to go through the difficult process to get another one and then lose it again. That doesn’t mean that homeless people would have a cell phone or would remember their login information either.

Risk with today’s credentials

- Can be lost or stolen
- Easy to impersonate true owner
- Can be faked or forged
- Expensive to create and issue
- Cannot scale quickly
- Cannot be verified easily online
- Disclose too much information

\*He used the example of going to bars and having your driver’s license scanned in order to determine your age but it also gives them access to your address, height, weight, etc. A digital ID could be programmed to only give your age. I don’t go to bars, but I don’t see a need for an ID to be scanned at a bar. All they need to do is look at your birth year and do some math.

What are Verifiable Digital Credentials (VDCs)?

- A digital attestation made by a credential issuer about the credential holder.
  - Often referred to as Attestations or Claims

### Verifiable Digital Credentials

- All digital and under the true owner's control
- Harder to fake
- Harder to impersonate the true owner
- Enables minimum disclosure
- Highly scalable
- Revocable
- Data by itself becomes useless to thieves

Four roles of the digital ecosystem are:

1. Issuer creates and issues digital credential
2. Holder receives, holds, and shares credentials with Verifiers
3. Verifiers receive and verify proofs supplied by Holders
4. Verifiable Data Registry stores data for retrieval by any interested party

### Verifiable Digital Records

- Public and/or permanent
- Land use documents
  - Titles, easements, plats
- City/County services
  - Burial rights, tax notice, resident's utility bills and abatements
- Government Operations
  - Public meeting minutes, municipal code, public notice, bid awards, contracts
- Not Public
  - Settlement agreements, personnel records, police records

\*This could be a huge burden to small cities and towns who don't have the budget for these services.

### How can Cities and Towns Participate?

- Issuer - Create documents used for identity proofs
- Issuer - Create verifiable credentials
- Issuer - Create verifiable records
- Verifier - Accept verifiable credentials from citizens, businesses and other organizations

They said that the government doesn't have a way to track everywhere you go and digital IDs won't do that.