



Key Outcomes

OFFICIAL External

Title:	Digital Identity for DSPs focus group		
Issue date:	29 September 2020		
Venue:	WEBEX		
Event date:	20 August 2020	Start: 2:30pm	Finish: 4:00pm

Chair:	Kylie Johnston	Facilitator:	Kylie Johnston
Contact	Sonia Lark	Contact phone:	02 472 57460

Attendees: names/section	<p>ATO:</p> <p>Martin Mane – AC, Digital Partnerships and Strategy Ben Foster – AC, Digital Communications & Identity Services Kylie Johnston - Director, Digital Partnership Office Peter Karouzos – Director, Digital Communications & Identity Services Claire Miller - Digital Communications & Identity Services Beth Anderson – Digital Partnership Office Hosh Elavia – Digital Wholesale & Integration Services Sonia Lark – Digital Partnership Office Paul Walters - Digital Partnership Office</p> <p>Industry:</p> <p>Helena Bone - MessageXchange Tim Covark – CashFlow Manager Grant Doherty - Qvalent Simeon Duncan - Intuit Simon Foster - Storecove Ian Gibson - ABSIA Matthew Prouse - Xero Andrew Smith - MYOB</p>
Apologies: name/section	<p>Mike Behling - MYOB Chris Howard – ABSIA Co-chair Michael Wright - Sage</p>

Next meeting TBC

Agenda item: 1 – Introduction

Kylie Johnston opened the meeting and welcomed attendees.

Agenda item: 2 – Background

There is a need to ensure the right customer verification controls are in place to support validation of individuals and non-individuals. Currently, there is a lack of verification services readily available.

This session is to validate we are looking at the right options and to discuss the challenges of each.

Agenda item: 3 – What is driving the need for commercial use of Digital Identity

Customer verification issues have previously been raised during the Strategic Working Group and ATO/ABSIA Board meetings. Members of the groups have voiced a need for digital customer verification to be introduced to provide assurance they are dealing with the right person.

Changes have been put in place for the Terms and Conditions of use for the SuperMatch service, similar to the minimum requirements for customer verification for AML/CTF.

The independent Operational Framework review indicated there is a need to consider how customer verification could be applied as part of the requirements.

Agenda item: 4 – Options, considerations, challenges

Three main options were identified and the main considerations for each were highlighted:

Customer verification via DVS

Considerations:

- customer verification is not portable
- cost
- DVS is not comprehensive as not all of the community has documents which can be verified using DVS

Direct consumption of myGovID and RAM

Considerations:

- Consideration of a costing model
- user experience needs to be as seamless as possible
- provides relationship between an individual and the business

- Further investigation of establishing authorised relationships is required

Provide an API to validate myGovID/RAM

Considerations:

- would have to be repeated if user changes products – not transferrable

There are various user experiences and the use of the word ‘customer’ could relate to a number of scenarios including:

- the client of a tax agent
- users of software with a tax agent practice
- a business owner who uses software for themselves

There was general agreement that making myGovID/RAM available to industry would be for the common good.

Careful consideration needs should be given to how and when a costing model could apply.