

COLOMBIA

Colombia steps up its digital transformation with its Cédula Digital

Since November 2020, the Colombian government has been equipping citizens with a new physical identity card alongside a digital extension on smartphones.

A promising playground

Colombia is the fourth largest country in South America and one of the continent's most populous nations. Colombia has racked up high economic growth during the past decade and is today a great reference in terms of fast deployment, and a growing country for IT and digital services in the Latin American region. The country is on a positive trajectory to benefit from digital opportunities. Colombia has an increasing number of smartphone users, reaching 67%* of the population and a mobile connexion of 119%** in 2020.

The government's long-term vision for a digital country has spurred the willingness to make national identity management evolve towards digital transformation.

* <https://datareportal.com/reports/digital-2020-colombia>

** <https://www.gsma.com/latinamerica/resources/colombia-report>

51M+
inhabitants

79%*
of unique mobile
subscribers,
including 67%
of smartphone
adopters

69%*
internet users
with an annual
growth of 2,9%



A national strategy

In 2018, the Colombian government officially launched its Digital Government policy. This national plan grants a leading role to the digital transformation of the country. It promotes digital inclusion and advanced technology implementation. The plan emphasizes a citizen-driven approach where development of remote public services comes as a priority, and the need to secure access to these services is an essential necessity.

The government has mandated the National Civil Registry of Colombia agency (RNEC) to manage citizen identity and to interface with all service providers for their identity

verification needs. For several years, RNEC has been working on modernizing the national identity infrastructure to provide digital authentication services. At the end of 2020, a new electronic and digital national ID has been launched to provide a high level of assurance in the digitization of public services that the Ministry of Technology and Telecommunications (MINTIC) is leading in the country through its National Digital Agency.

By accelerating its digital transformation, Colombia has reached the third place in the OECD's ranking on the digitalization of public services.

A multi-step project

This digital identity project required strengthening the capacity of the identification and civil status platform. Created 20 years ago in partnership with IDEMIA, this platform already had a good level of robustness and reliability thanks to regular updates. Nevertheless, the creation of a digital identity required the step up of a system to facilitate user identification while guaranteeing secure access to digital services. Thanks to the fruitful collaboration and trust between RNEC and IDEMIA, the system has been upgraded to offer new facial authentication services.

A combined approach to digital ID

The National Digital transformation plan has been materialized with the combined issuance of a new identity document and a Mobile ID named Cédula Digital.

- The new Colombian identity card meets the highest security requirements on the market. The card features IDEMIA's LASINK™ technology to reinforce the picture's and the document's protection.

- The new Colombian Cédula Digital, digital companion of the physical identity card, opens opportunities to securely grant citizen access to remote services and to allow in-person ID verification based on the latest industry standards.



A privacy preserving digital ID

The Cédula Digital is generated automatically from the moment the new identity card is issued. Once citizens withdraw their ID card in an official physical branch and perform the first biometric checks, they will receive a QR code and a unique activation link by email. They can use either of them to activate their Cédula Digital. They just have to download the national Cédula Digital application available on the Android app store and Apple store, and scan the QR code or click on this link to launch the digital ID onboarding process.

The onboarding process requires the following steps:

- Face verification: the citizen is authenticated using the latest facial recognition technologies—a selfie is automatically compared

to the photo recorded in the national civil identity register.

- PIN creation: the citizen creates a 6-digit security PIN code and the Cédula Digital is ready to be used.

With the Colombian Cédula Digital, identity attributes are securely stored in the citizen's device. Citizens can select attributes they consent to share according to the usage, which protects their privacy. Citizens can also display a full digital rendering of their identity card directly on their smartphone.

Offering new citizen usages

Cédula Digital opens new opportunities for citizens to prove their identity both in-person and online:

3rd place in the OECD's ranking on the digitalization of public services

- Online: Citizens can now authenticate themselves remotely via a simple selfie and thus securely access online services.

- In person: Through a dedicated verification application, for instance a police officer can automatically verify identity attributes after a person has given consent.

The deployed solution meets the most demanding security standards: ISO/IEC CD 18013-5. It enables the secure storage of other identity documents, transforming the smartphone into a digital wallet.



Calling for experts

With extensive experience in biometrics and civil ID, IDEMIA had all the expertise to accompany the Colombian Government in the digital upgrade of their national identity system—all the way towards the issuance and life cycle management of their Cédula Digital.

The deployed Cédula Digital solution leverages IDEMIA's device-based approach to digital ID. It features IDEMIA's world leading biometric algorithms and liveness technologies to support the onboarding and authentication process.

This field-proven technology is already deployed by several States in the United States including Oklahoma, Delaware and Arizona. It allows residents to carry a digital version of their driver's license or other state-issued IDs on their smartphone.

A solid root to go further

RNEC and MINTIC are leading an inter-institutional effort to provide the country a digital citizen folder with a strong authentication system. This system will be easy to implement and will also be interoperable with the country's main public services. The objective is to modernize the fundamental documents and services citizens need. The new digital ID provides a robust foundation to extend this

infrastructure to future use cases. It will allow the extension of in-person and online authentication services, starting with this new citizen folder and continuing with other use cases in the public and private sector—such as access to financial services or to the elections electronic system that the Congress legislated in December 2020.

A win-win solution



Privacy preserving:

- › Consent-based authentication
- › Selective attribute sharing



Scalable:

- › Digital wallet opportunity

Making citizens' lives **safer and easier**

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