

Study on Nordic-Baltic Trust Services

Tor Alvik

Norwegian Digitalisation Agency

30.11.2020



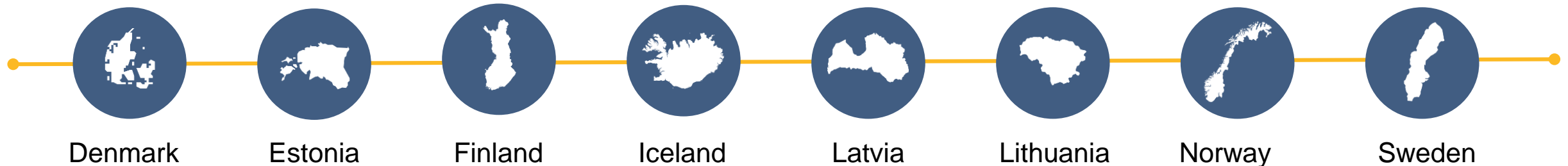
AGENDA



- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

NOBID is a part of a bigger picture of Nordic-Baltic cooperation efforts

- The Cross-Border Digital Service (CBDS) programme is a programme under Nordic Council of Ministers
- NOBID will be one of more projects under the CBDS-programme, beginning in 2021
- The projects in the programme will on an operational level generally be led by national digitalisation agencies or similar



NOBID

Nordic-Baltic eID cooperation project

MR-DIGITAL works towards strengthening digital co-operation in the region

MR-DIGITAL

MR- DIGITAL is the Nordic Council of Ministers for Digitalisation. One of its priorities is access to digital services across borders

Digital North

Ministerial declaration

1. Building a common area for cross-border digital services in the public sector
2. Strengthening the competitiveness of enterprises through digitalisation
3. Enhance the digital single market in the Nordic-Baltic region

Key objectives in the Cross-Border Digital Services Programme

1. Increasing mobility by making it easier to move, work, study and travel in other Nordic countries
2. Increasing competitiveness by making it easier for businesses and citizens to operate and cooperate both within and outside the region
3. Increasing cohesion and integration in the region by giving access to and streamlining public services across the region
4. Increased quality and efficiency of public sector services by automating and streamlining cross-border processes

NOBID

Nordic-Baltic eID cooperation project

Key facts about the Nordic-Baltic eID Project (NOBID)



Project owner: Nordic Council of Ministers
Project management: Norwegian Digitalisation Agency (Digdir)
NOBID Resource Group: Stakeholder representatives from the 8 "NOBID countries"



NOBID 1 (2018 – 2020)
Monitoring, reporting and knowledge sharing on eIDAS implementation in Denmark, Estonia, Finland, Iceland, Latvia, Lithuania, Norway, and Sweden



NOBID 2 (2021 – 2024): Project proposal
Project proposal submitted to Cross Border Digital Services Programme - CBDS

NOBID

Nordic-Baltic eID cooperation project

AGENDA



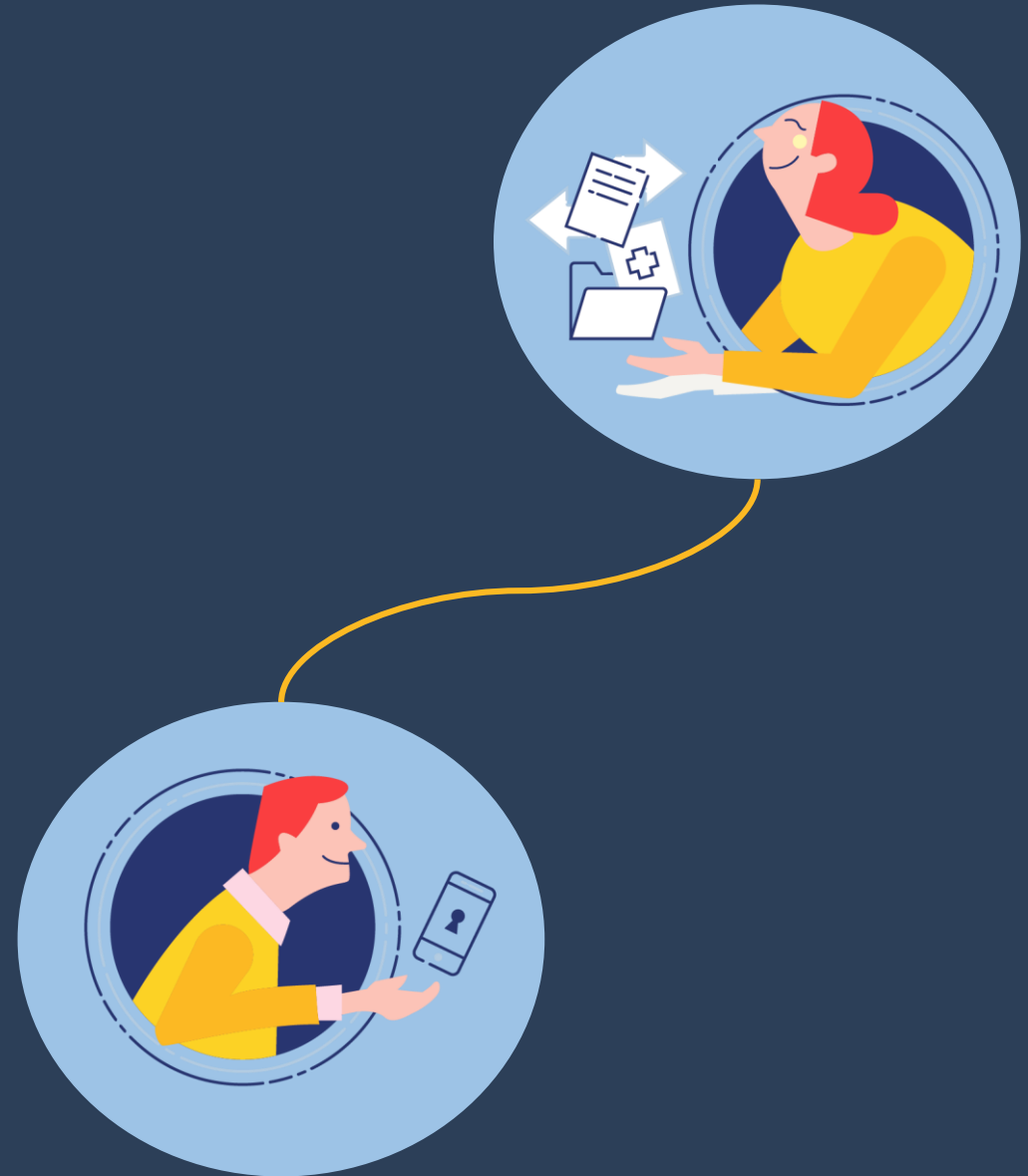
- 1 About NOBID and our work
- 2** Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

Background of the study

- NOBID monitors and reports on the eIDAS implementation in Nordic-Baltic countries
- The eIDAS regulation defines a number of electronic “trust services” and their supervisory regime
 - Electronic signatures
 - Electronic seals
 - Electronic time stamps
 - Electronic registered delivery services
 - Website authentication

NOBID

Nordic-Baltic eID cooperation project



NOBID invited to an international tendering for a trust service study in April 2020

Study objective

- Mapping and analysis of the trust services landscape in countries participating in NOBID

Bids received

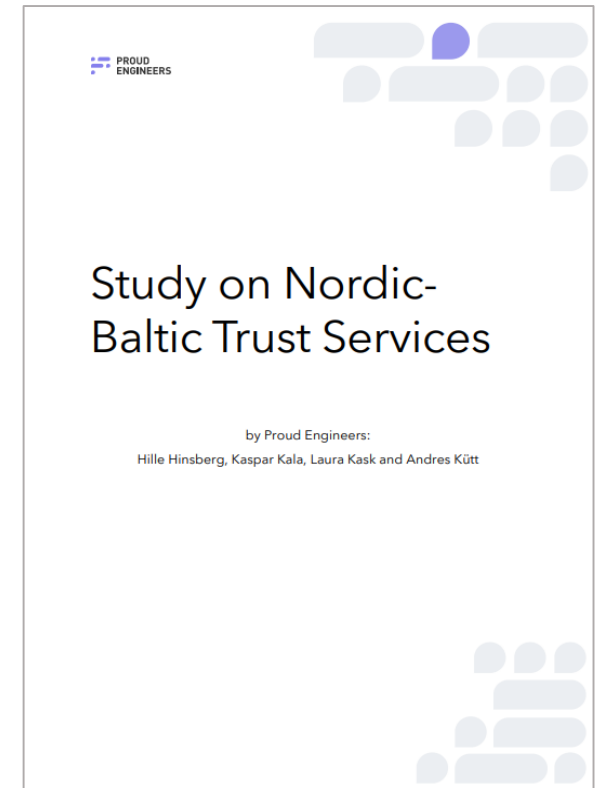
- 11 bids, all with high standards, were received. Many countries were represented
- The job was awarded to Proud Engineers OÜ, Estonia

Research method

- Interviews with public and private sector. Authors were given access to NOBID contact network
- Desk research investigating policies and the supply of identity and trust services on the market

NOBID

Nordic-Baltic eID cooperation project



AGENDA



- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3** The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

The study team sought answers to the following questions:

- What trust services (eIDAS-defined as well as alternatives) are offered in NOBID countries?
- In what areas and for which public- and private services are trust services (as well as alternatives) currently used in NOBID countries?
- How can these trust services (as well as alternatives) be used between NOBID countries, especially in SDG Regulation context?
- What are the key barriers in using trust services (and alternatives thereof) in and between NOBID countries?
- What are the key enablers for cross-border use of trust services (and alternatives thereof) between NOBID countries?

Despite equal legal context in terms of the eIDAS Regulation, countries are different in ways of implementation of trust services

Barriers and differences arise not only from the national regulatory landscape, but also from national approaches to trust and identity.

Some observations



Differences in approach and practice regarding services and certificates



Different approaches to the use of qualified electronic signatures



Differences in what is deemed to be sufficient evidence of one's identity

AGENDA



- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4** Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

Chapter 4:

Overview of national policies and regulatory contexts

Country-by-country study of:

- Implementation of eIDAS Regulation into national legislation
- Law or regulation that regulates electronic identity schemes
- Policy coordinators for electronic identity and trust services
- Whether laws and regulations require the use of an electronic signature that is equal to the handwritten signature (QES) or not
- Law, regulation or practice around signing on behalf of a legal person
- Supervisory mandate for trust services and electronic identity
- Responsibility for the up-keeping of the trusted list

Observation

Nordic countries have many public online services where “signing” is replaced by user commitment

Proof of intent on electronic authentication	Proof of intent tends to rely on electronic signature
Denmark	Estonia
Finland	Latvia
Norway	Lithuania
Sweden	

AGENDA



- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5** Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

Chapter 5:

Overview of the trust services landscape

A country-by-country picture of:

- Trust services offered, based on the eIDAS trusted list
- Alternative trust services offered, based on desk research and interviews
- Market structure for electronic signatures and identity
- Usage patterns of trust services and alternatives thereof
- State-provided infrastructure

Observations

- 36 service providers are listed in the study
 - A wide game of companies from multinationals to small startups
 - A majority is active internationally
 - Banks and telecoms have wide presence
- A wide variety of non-qualified services in addition to those on the trust list
 - Denmark stands out with a unique approach of non-qualified certificates
 - Norway has the most service providers, Lithuania the widest service offering

Service providers are in general international, however **services offered** tend to be regional or country-specific

Chapter 5: (cont.)

eIDAS defined Trust Services offering

eIDAS Trust Services	Denmark	Estonia	Finland	Iceland	Latvia	Lithuania	Norway	Sweden
Availability (number of service providers)								
Non-qualified certificates for eSignature	1							
Qualified certificates for eSignature		1	1	1	1	2	9	1
Qualified certificates for website authentication			1				1	
Qualified certificates for eSeals		1			1	1	2	
Qualified certificates for Timestamps		2			1	2	1	
Qualified validation of eSignatures						1		1
Qualified validation of eSeals						1		1

AGENDA

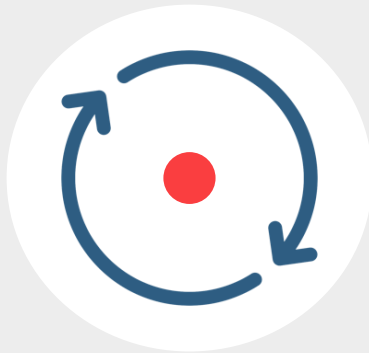


- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6** Online access to public services in other countries
- 7 Summing up findings, observations and recommendations

Cross-border use of electronic services

Stalemate

- There appears to be a stalemate where the services are not accepting foreign electronic identities because there is no demand and the lack of demand is in turn caused by the lack of services



Barriers

- Lack of cooperation in software and service development was seen to be a cross-border barrier
- Difficulties in determining the level of trust in trust services and alternatives thereof is a barrier to their use between NOBID countries
- Despite international standards being present, technical compatibility in terms of the ASiC-E signature container compatibility between NOBID countries remains a challenge as countries differ in the precise way standards are utilised

The volume of cross-border electronic services is currently low...

...but, something is happening

Single Digital Gateway (SDG) requires digital entry points where foreign citizens and businesses can access e.g.:

- Requesting proof of registration of birth
- Applying for study grants and loans from public bodies and institutions
- Notifying changes in personal professional circumstances relevant for the reception of social security benefits

NOBID

Nordic-Baltic eID cooperation project



The Single Digital Gateway Regulation (EU) 2018/1725 makes it mandatory to make important national services digitally accessible across borders

AGENDA



- 1 About NOBID and our work
- 2 Background and introduction to the study
- 3 The report, its approach and the larger picture
- 4 Chapter 4: Policy and regulatory context
- 5 Chapter 5: The Trust Services landscape
- 6 Online access to public services in other countries
- 7** Summing up findings, observations and recommendations

NOBID

Nordic-Baltic eID cooperation project

Messages to take home



There is a fundamental difference in Nordic and Baltic e-signature practice

- Qualified electronic signatures (QES) are required by law in some countries, not required and practically not used, in in other countries.

NOBID

Nordic-Baltic eID cooperation project



The eIDAS interoperability network is up and running, but its operational use is still very low

- Each country need to notify their national eIDs
- Identity matching across borders is required

Nordic-Baltic eIDAS implementation



Technical infrastructure

All national eIDAS nodes, except Iceland, are interoperability ready. Iceland is in the process of remaking its eIDAS node.

A system for automated updating of security information in national nodes is currently under pilot testing. The solution is considered important to assure Quality of Service as the traffic load on the nodes increases.

NOBID

Nordic-Baltic eID cooperation project

eID notification

“Notification” refers to the process where eIDs are reviewed to ensure that they satisfy certain eIDAS conditions. This is a prerequisite for the use in another eIDAS country.

A majority of the regional population *lacks* access to national eIDs that are eIDAS ready, i.e. apt for use in the neighbouring countries.

Denmark, Estonia, Latvia and Lithuania have notified national eIDs. Norway, Sweden, Finland, and Iceland have not yet notified any national eIDs.

X-border services

Lifeindenmark.dk lets citizens use notified foreign eIDs to view and claim attained holiday allowances.

Helsinki Regional Transit Authority allows a foreign person to use an eIDAS notified eID to purchase tickets for various kinds of public transport.

State Regional Development Agency of Latvia has a service where eIDAS authenticated users may upload a request, a complaint, a proposal or other documents.

Please reach out if you have any questions concerning the study or the NOBID project

Contact information



Tor Alvik



tor.alvik@digdir.no



+47 415 86 754

NOBID

Nordic-Baltic eID cooperation project

The report is available at Digdir.no

[Home](#) > [Rapporter og statistikk](#) > [Rapporter fra Digitaliseringsdirektoratet](#) > [Study on Nordic-Baltic Trust Services](#)

Study on Nordic-Baltic Trust Services

“Digital trust services” includes electronic signatures, security certificates and similar, essential for the trust in online services. Study on Nordic-Baltic Trust Services provides insight and overview of the Nordic-Baltic “trust services landscape”.

04. nov 2020

[Digitalisering og samordning](#)

Mapping of Nordic-Baltic trust services

Questions and comments

