

Mobile Driver's License (mDL) Federal Emergency Management Agency Journey Map



Science and
Technology

BACKGROUND



A Mobile Driver's License (mDL) is a digital representation of a physical driver's license provisioned to a mobile device. This new form of digital identity is gaining traction across the nation, though implementation varies by state. As mDL usage continues to grow, the Federal Emergency Management Agency (FEMA) has an emerging opportunity to streamline processes, reduce fraud, and improve equity during times of crisis.

FEMA employees register survivors of Hurricane Harvey at the Houston Convention Center.

Photo Source: U.S. Department of Homeland Security / Photo by Dominick Del Vecchio

PURPOSE OF THIS DOCUMENT



This document highlights the FEMA registration process as a use case that can potentially benefit from mDLs.

View 1 suggests potential mDL solutions to address survivor pain points throughout the current FEMA registration process.

View 2 identifies a notional implementation roadmap and key considerations required to implement the suggested mDL solutions.



PURPOSE OF THIS DOCUMENT



Layout – View 1 (MDL Opportunities)



Current State: A high-level depiction of the existing FEMA registration process



Pain Points: Challenges experienced by survivors throughout the FEMA registration process



Potential mDL solutions: Description and visual representation of potential mDL solutions to address the survivor pain points



Impacts: Description of the improvements that would result from implementing the potential mDL solution

Layout – View 2 (Notional Implementation Roadmap)



Current State: Notional Roadmap: Potential approach to incrementally implementing the use of mDLs in near-term, mid-term, and long-term timeframes



People & Process Considerations: List of people and process considerations that would need to be addressed to implement the potential mDL solution



Technology Considerations: List of technology considerations that would need to be addressed to implement the potential mDL solution



Data Considerations: List of data considerations that would need to be addressed to implement the potential mDL solution



Cross-Cutting: List of overarching considerations that would need to be addressed to implement the potential mDL solution

Assumptions

The mDL issuers and verifiers will follow the standards, guidelines, and regulations identified below.

Standards, Guidelines, and Regulations

- ISO/IEC 18013-5: Mobile driving license (mDL) application
- ISO/IEC 18013-7: Mobile driving license (mDL) add-on functions
- AAMVA Mobile Driver's License (mDL) Implementation Guidelines
- NIST SP 800-63-3 Digital Identity Guidelines

Limitations

- ISO standards for unattended use cases (ISO/IEC 18013-7) are currently under development
- Providing disaster assistance to survivors can involve multiple processes across federal, state, local, nonprofit, and other organizations. This document, however, only covers the survivor's initial registration with FEMA that is required to receive disaster assistance



View 1: mDL Opportunities

CURRENT STATE	Provide information required for FEMA registration	Confirm identity and eligibility or request additional information from survivor	Provide additional documentation if requested	Conduct manual review (if necessary) and approve/deny FEMA registration
<p><i>*Survivors can access required technologies and receive personal assistance at a Disaster Recovery Center or Mobile Registration Center if needed</i></p>	<p>Information Includes:</p> <ul style="list-style-type: none"> Identity (e.g., Name, Date of Birth, Social Security Number, Phone Numbers) Property (e.g., location and nature of damage) Insurance Financial 	<p>LexisNexis:</p> <ul style="list-style-type: none"> Automated Identity Check Digital device assessment Online Applicants ONLY <p>NEMIS IA Module (Automated eligibility determination)</p> <ul style="list-style-type: none"> Confirm identity and eligibility Request additional information from survivor 	<p>Documents May Include:</p> <ul style="list-style-type: none"> Identity: Social Security card, marriage license, U.S. passport Property: Leases, mortgage statements, deeds Insurance: Policy Financial: Employer payroll documents, tax returns 	
<p>PAIN POINTS</p>	<p>Pain Point: Survivor may not know or incorrectly enter required information</p>	<p>Pain Point: Survivor applicant may be asked for more information due to a lack of trust in the submitted identity information.</p> <p>Pain Point: Survivor may need immediate help but requested assistance prior to a disaster having been declared.</p>	<p>Pain Point: Survivor may have difficulties obtaining the requested documents because:</p> <ul style="list-style-type: none"> The documents don't exist or have been destroyed. The survivor experiences challenges obtaining documents from non-FEMA entities (state, insurance, etc.). 	<p>Pain Point: Survivor may experience delays due to the submission of low-quality scans, faxes, and/or photographs of physical documents that can't be effectively analyzed by FEMA staff.</p>
<p>POTENTIAL MDL SOLUTIONS</p>	<p>Potential mDL Solution:</p> <ul style="list-style-type: none"> Include option to scan mDL as part of the FEMA app and/or DisasterAssistance.gov to provide identity information Auto-populate information by accessing external databases (e.g., state, insurance) using the mDL to authenticate and authorize 	<p>Potential mDL Solution: For applicants scanning mDLs as part of their registration, FEMA recognizes the mDL as a trusted source of identity within its automated identity and eligibility verification process.</p> <p>Potential mDL Solution: Enable pre-population of FEMA registration prior to a disaster using mDLs as a trusted source of identity. Immediately route for approval/manual review once disaster ID number is created and IA is authorized for the disaster.</p>	<p>Potential mDL Solution: For applicants scanning mDLs as part of their registration, FEMA leverages this trusted source of identity, along with a secure data exchange, with state entities and other services (e.g., insurance) to validate documentation.</p>	<p>Potential mDL Solution: FEMA analyzes documents that were validated from state entities and other services (e.g., insurance).</p>
<p>IMPACT</p>	<p>Impact:</p> <ul style="list-style-type: none"> Fewer data entry errors that will delay approval of FEMA application. Reduced burden on survivor to find information required for initial registration 	<p>Impact:</p> <ul style="list-style-type: none"> Streamlined approvals for applicants with mDLs due to increased trust in the provided identity information and ability to pre-populate FEMA registration More FEMA staff available to support applicants without mDLs Improved scalability of FEMA 	<p>Impact:</p> <ul style="list-style-type: none"> Reduced likelihood of forged documents. Reduced burden on survivor retrieving copies of documents. Fewer requests for alternative forms of identity Lower possibility of fraud, reducing emotional and physical burden on survivors. 	<p>Impact:</p> <ul style="list-style-type: none"> Faster application approvals due to the availability of high-quality, trusted documents. More efficient manual reviews free up FEMA staff to support applicants without mDLs. Improved equity by not requiring applicants to navigate government bureaucracies to retrieve documents

View 2: Notional Implementation Roadmap

NOTIONAL ROADMAP

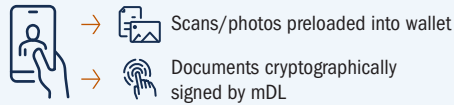
Near-Term

Establish the foundational features for end-users that provides immediate value to survivors.

Implement ability to scan mDL information into FEMA application



Enable survivors to scan and preload documents prior to a disaster:



Enable pre-registration prior to a disaster:



Mid-Term

(1) Integrate mDLs into automated identity verification and eligibility determination and (2) automate processes with a few existing partners.

Integrate mDLs into automated identity verification and eligibility determination as a trusted source of identity.



Leverage mDLs as a trusted source of identity to automate processes with a few existing partners that can serve as quick wins:*



**Quick wins may include automating the manual data retrieval processes currently in place for BFS and CLEAR using mDL.*

Long-Term

Further improve the FEMA registration process in coordination with external stakeholders to reduce burden on survivors.

Leverage mDLs as a trusted source of identity to securely exchange* data with private industry and federal/state systems, enabling the survivors to auto-populate their FEMA applications and FEMA staff to directly validate documentation.



**Data exchanges will rely on data sharing agreements/policies with various stakeholders, so it may be advisable to incrementally develop these solutions.*

Update manual analysis to include documents directly validated from external stakeholders.



CONSIDERATIONS

PEOPLE & PROCESS

Technical Support: How will FEMA provide technical support to survivors when they encounter issues scanning their mDLs?
Communications and Outreach: How will FEMA advertise its new mDL capability and provide instructions to potential applicants?
Process Updates for Pre-registration: Where does FEMA need to update its processes to support prepopulating FEMA registration?

Training: How will FEMA train developers modifying business process rules and algorithms on mDL standards/technologies so they can appropriately determine the best ways to handle and assess data?
Business Process Rules: What should be FEMA's business process rules and policies for handling mDLs?

Technical Support: How will analysts receive technical support when they encounter issues validating documents from external stakeholders?
Document Validation Process: What should be the standardized process (along with training) for directly validating documents from partner systems?
Analyst Training: How should FEMA train analysts to understand the implications of mDLs in their manual reviews?

TECHNOLOGY

Device Engagement & Data Retrieval: What are the appropriate methods for device engagement and data retrieval between the mDL holder and FEMA verifier?
User Compatibility: How can FEMA ensure mDL readers are compatible across all standard compliant and non-standard compliant mDL implementations (e.g., mDL apps, digital wallets)?

LexisNexis: How should the LexisNexis algorithm(s) be adjusted to include mDLs? For example, is there a way to add weight to mDL-associated information?
Device Binding: What are the risks and opportunities that come from the way an mDL is cryptographically bound to a specific device?

Data Retrieval: How should FEMA update front-end systems to obtain and track permissions from the applicant to validate documents from external systems?
User Interface for Analysts: How will FEMA need to develop/update user interfaces to analyze documents validated from partner systems?

DATA

Data Sourcing: What additional data needs to be captured when using mDL to provide application data to show that data comes from a trusted source (e.g., device identifier)?

Metadata: FEMA must update both front-end and back-end systems to store the source of data in the application (i.e., certain fields were auto-populated from mDLs).

Privacy: How will FEMA manage data if there is more data available in these machine-to-machine data transfers than is required by FEMA?
Data Format: How should FEMA handle situations where external data sources use a different format than what the current FEMA systems and tools can process?

CROSS-CUTTING



Data Privacy and Security: How can FEMA ensure it meets:
 · DHS Privacy and Security requirements?
 · ISO Privacy and Security recommendations?



Data Sharing Agreements/Policies: Where must FEMA establish/update data sharing agreements/policies in partnership with owners of external systems (e.g., state, insurance, LexisNexis, BFS)?



Development: Adding support for mDL may require updates to front-end and back-end systems not specifically identified elsewhere in this document.



Standards: FEMA must manage support for both NIST, ISO, and AAMVA standards-based and non-standard implementation for mDL.



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