FOR STARTER

SK
ID SOLUTIONS
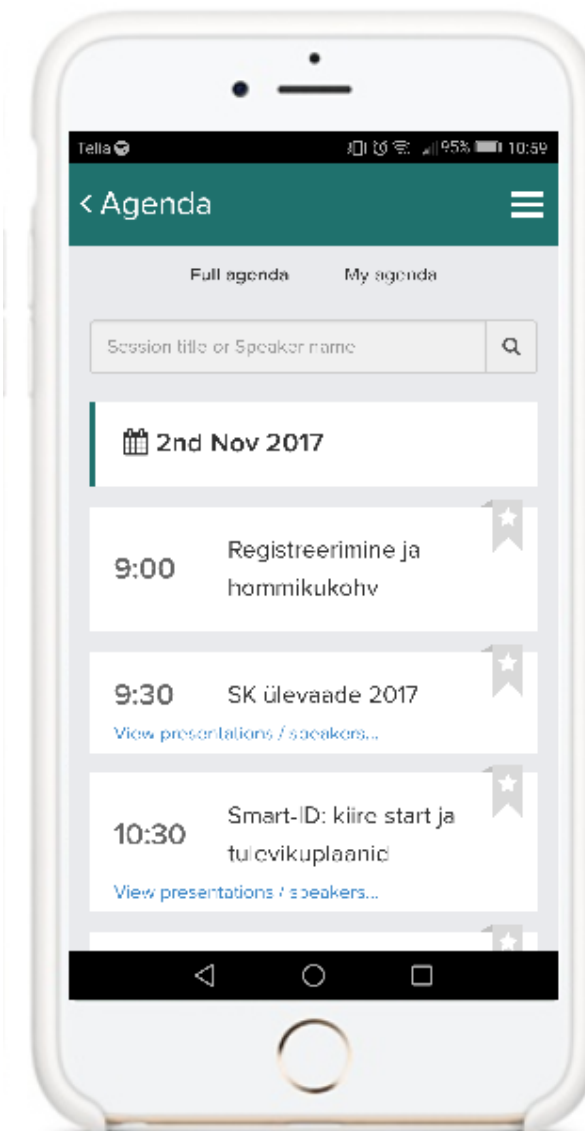
+ Seminar app – strongly recommended:

www.panelsensor.com/sk

- Check the agenda
- Ask questions from presenters
- Vote questions asked by other guests
- Use it to answer to gallups and check the real-time results from the seminar app's feed
- Questions and votes are all anonymous

< Agenda

Full agenda   My agenda

Session title or Speaker name

🎁 2nd Nov 2017

9:00   Registreerimine ja hommikukohv

9:30   SK ülevaade 2017
View presentations / speakers...

10:30   Smart-ID: kiire start ja tulevikuplaanid
View presentations / speakers...

EXPO-ALA

+ Information System Authority: New Estonian ID card
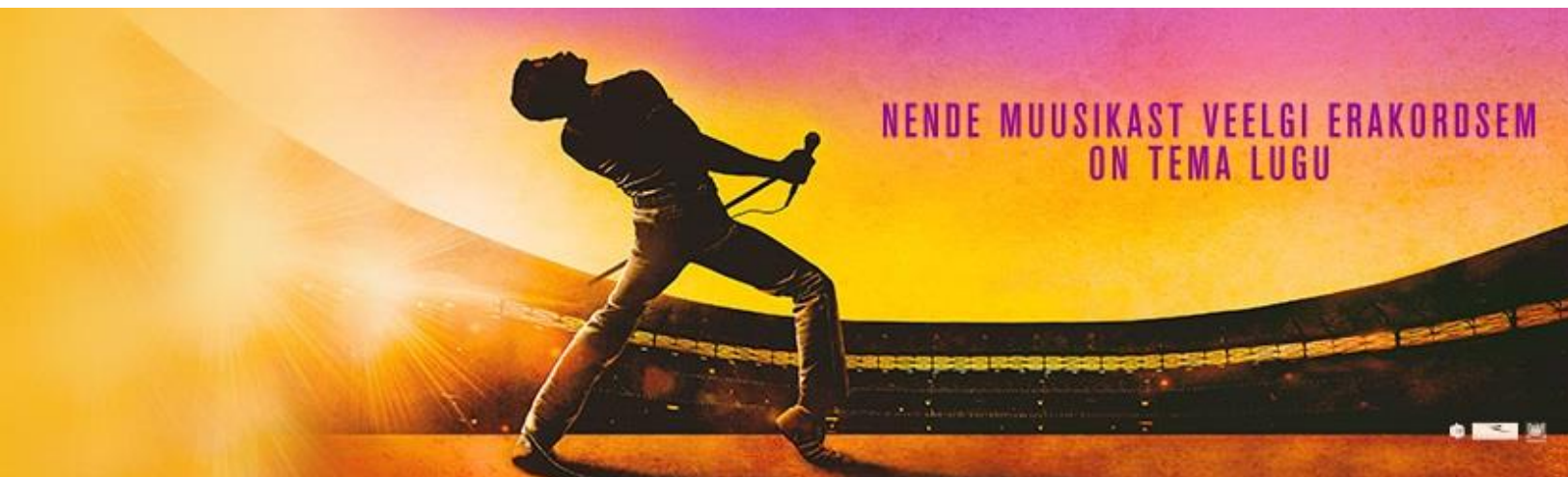
+ CybExer: knowledge is power!

PRIZES

+ Fill in the feedback form and win!

  - MAKEBLOCK

  - Movie tickets and other nice things

CINEMA

SK ID SOLUTIONS 2018

Kalev Pihl

BLUE MONDAY

SOME SIDE NOTES

- New service: MID usage

- We created „public" ☺ information to be informed on how are we doing:
  - Service performance
    - Mobile-ID, Smart-ID, TimeStamping, OCSP, CRL, Office issuance
  - Users and transactions
    - Daily statistics on users and stats

- You actually can find now this information from:
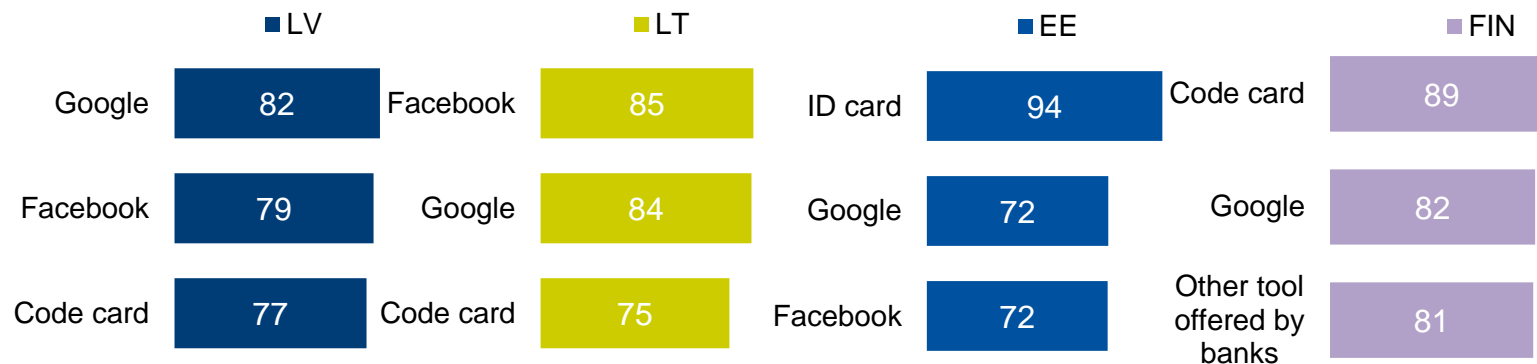 https://github.com/SK-EID/public-monitoring

- Ask for more!!!

BALTIC – FINNISH RESEARCH ON USER EXPECTATION

+ KYC

+ 4000 people in 4 countries: Latvia, Lithuania, Estonia and Finland

+ Age 18-65 years

+ Partner RAIT

+ Result:

  - Most commonly used: Facebook, Google and code cards

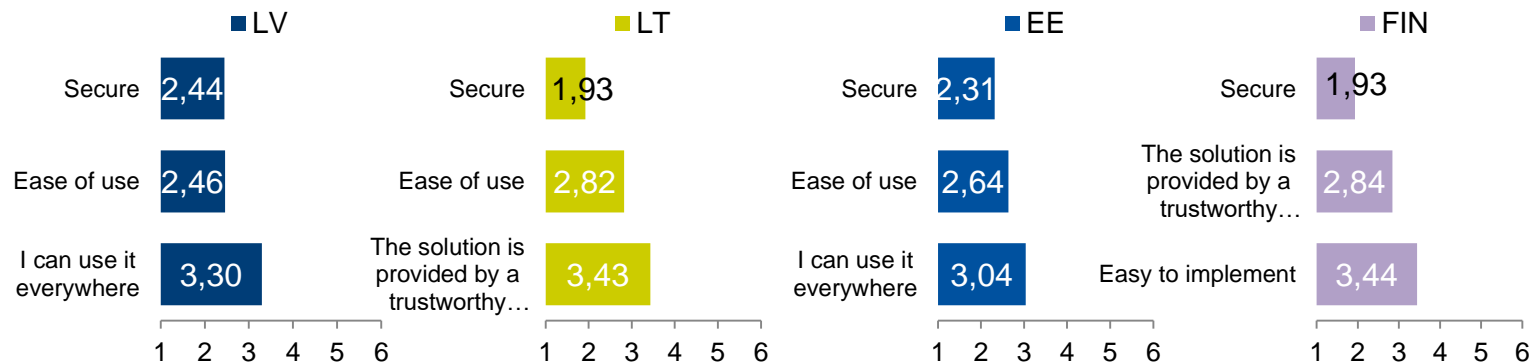 - Most trusted: ID cards, mobile signatures, Smart-ID and code cards

SUMMARY OF THE RESULTS (1)

SK ID SOLUTIONS

TOP 3 most used electronic authentication solutions

LV
Google	82
Facebook	79
Code card	77

LT
Facebook	85
Google	84
Code card	75

EE
ID card	94
Google	72
Facebook	72

FIN
|	
Code card	89
Google	82
Other tool offered by banks	81

Base: All respondents

TOP 3 most important choice factors for electronic authentication solutions
(from 1 (the most important) to 6 (the least important))

LV
Secure	2,44
Ease of use	2,46
I can use it everywhere	3,30

LT
Secure	1,93
Ease of use	2,82
The solution is provided by a trustworthy…	3,43

EE
Secure	2,31
Ease of use	2,64
I can use it everywhere	3,04

FIN
Secure	1,93
The solution is provided by a trustworthy…	2,84
Easy to implement	3,44

Base: Users of at least one electronic authentication solution in the P6M

Importance of the provider identity

LV: 38%, 12%, 31%, 19%, 0,5%

LT: 48%, 10%, 29%, 12%, 1%

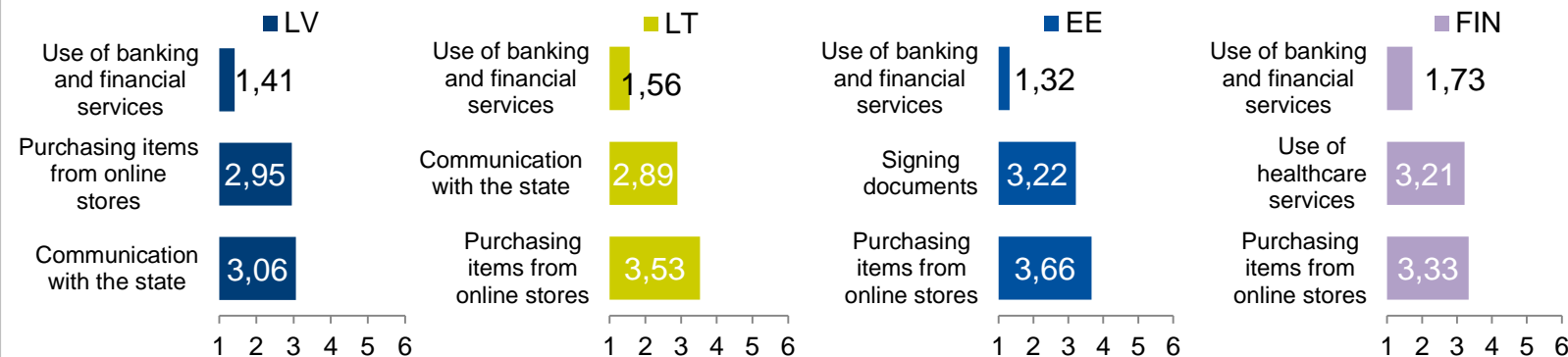**EE**: 52%, 3%, 37%, 8%

FIN: 43%, 14%, 32%, 11%, 0,2%
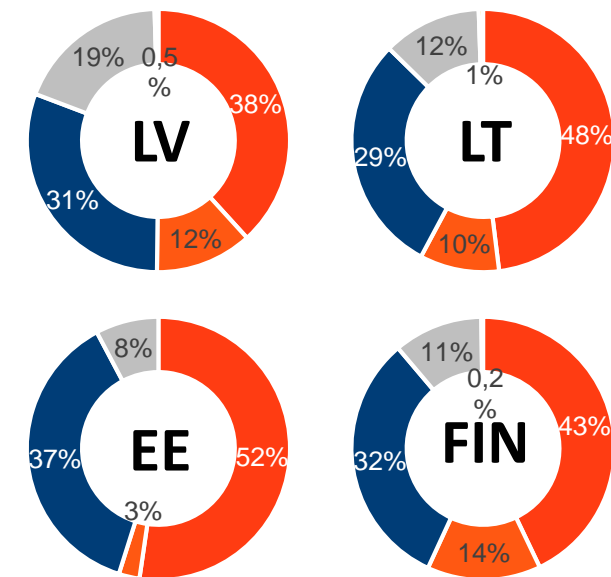
- Yes, I prefer a solution provided by the state
- Yes, I prefer a solution provided by the private sector
- No, it does not matter
- I do not know who provides the solution I use
- Other

Base: Users of at least one electronic authentication solution in the P6M
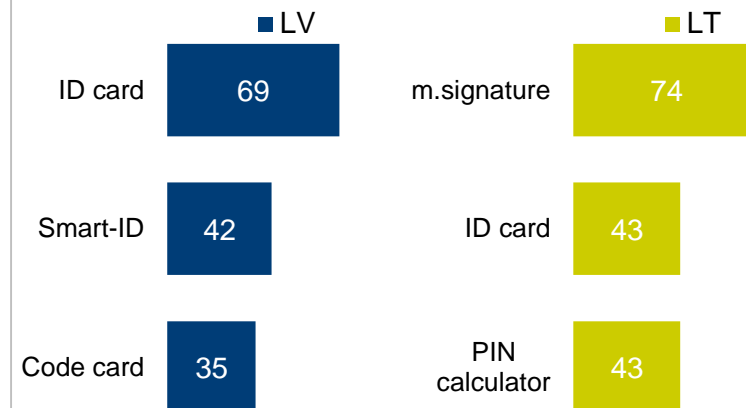
SUMMARY OF THE RESULTS (2)

SK ID SOLUTIONS

TOP 3 most frequently performed actions with electronic authentication solutions
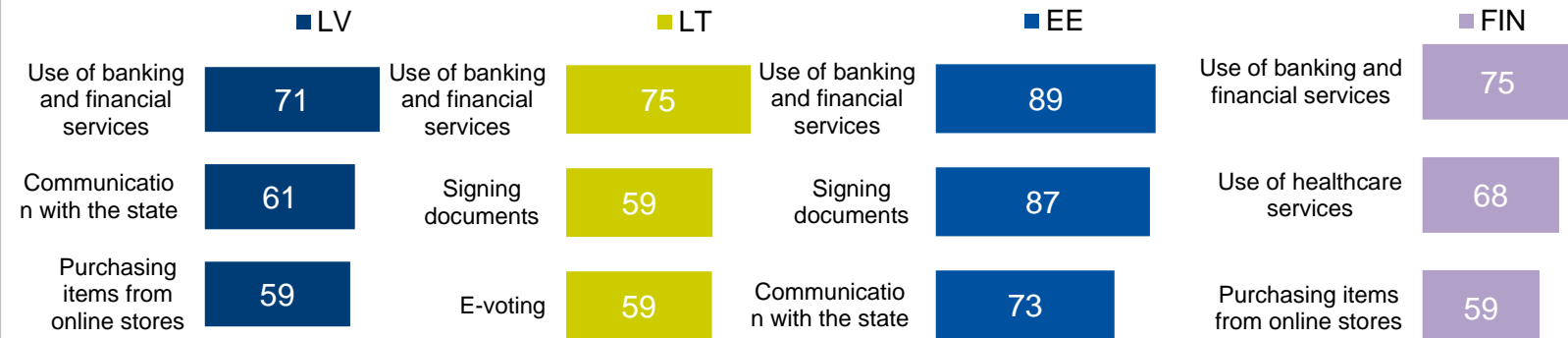
(from 1 (the most frequent) to 6 (the least frequent))

■ LV

Use of banking and financial services	1,41
Purchasing items from online stores	2,95
Communication with the state	3,06

1 2 3 4 5 6

■ LT

Use of banking and financial services	1,56
Communication with the state	2,89
Purchasing items from online stores	3,53

1 2 3 4 5 6

■ EE

Use of banking and financial services	1,32
Signing documents	3,22
Purchasing items from online stores	3,66

1 2 3 4 5 6

■ FIN

Use of banking and financial services	1,73
Use of healthcare services	3,21
Purchasing items from online stores	3,33

1 2 3 4 5 6

Base: Users of at least one electronic authentication solution in the P6M

TOP 3 most intended actions with electronic authentication solutions

■ LV

Use of banking and financial services	71
Communication with the state	61
Purchasing items from online stores	59

■ LT

Use of banking and financial services	75
Signing documents	59
E-voting	59

■ EE

Use of banking and financial services	89
Signing documents	87
Communication with the state	73

■ FIN

Use of banking and financial services	75
Use of healthcare services	68
Purchasing items from online stores	59

Base: All respondents

TOP 3 most known solutions for electronic signature

■ LV

ID card	69
Smart-ID	42
Code card	35

■ LT

m.signature	74
ID card	43
PIN calculator	43

■ EE

ID card	97
Mobile-ID	65
Smart-ID	52

■ FIN
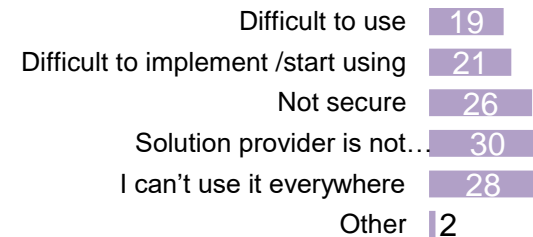
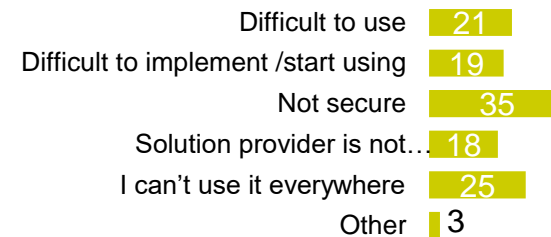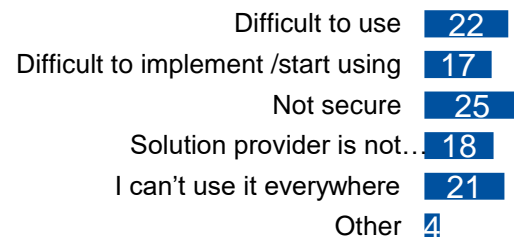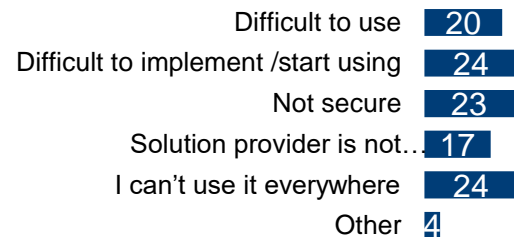|	
Code card	69
mobile signature	65
ID card	55

Base: All respondents/ Users of at least one electronic authentication solution in the P6M

SUMMARY OF THE RESULTS (3)

SK ID SOLUTIONS

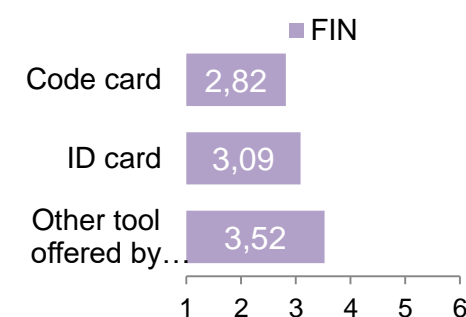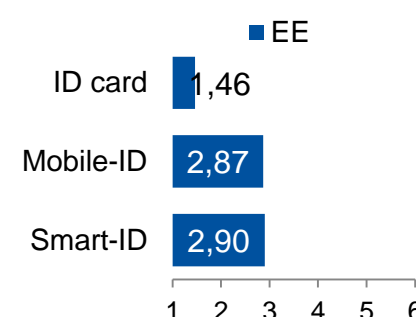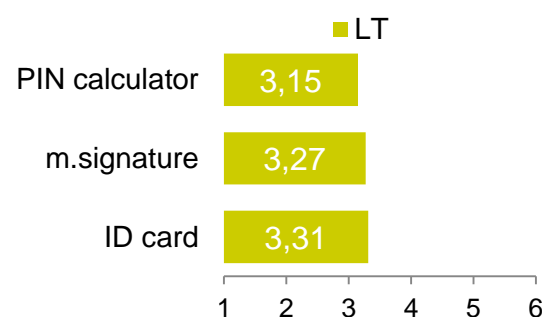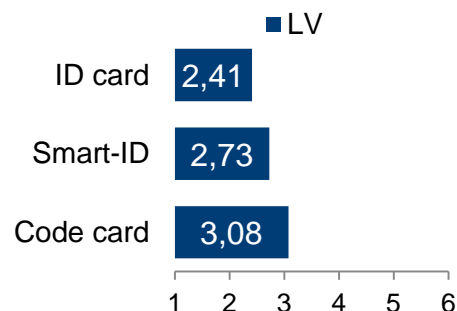
The main restrictions to use electronic authentication solutions

LV - 66% have restrictions

Difficult to use	20
Difficult to implement /start using	24
Not secure	23
Solution provider is not…	17
I can't use it everywhere	24
Other	4

LT - 67% have restrictions

Difficult to use	21
Difficult to implement /start using	19
Not secure	35
Solution provider is not…	18
I can't use it everywhere	25
Other	3

EE - 46% have restrictions

Difficult to use	22
Difficult to implement /start using	17
Not secure	25
Solution provider is not…	18
I can't use it everywhere	21
Other	4

FIN - 69% have restrictions

Difficult to use	19
Difficult to implement /start using	21
Not secure	26
Solution provider is not…	30
I can't use it everywhere	28
Other	2

Base: All respondents

TOP 3 most trusted electronic authentication solutions
(from 1 (the most trusted) to 7/ 10/ 7/ 8 (the least trusted))

LV

ID card	2,41
Smart-ID	2,73
Code card	3,08

LT

PIN calculator	3,15
m.signature	3,27
ID card	3,31

EE

ID card	1,46
Mobile-ID	2,87
Smart-ID	2,90

FIN

|	
Code card	2,82
ID card	3,09
Other tool offered by…	3,52

Base: Users of at least one electronic authentication solution in the P6M

WHAT ARE WE DOING?

+ We are back in Lithuania with Mobile-ID and now with 3 operators

+ We have e-seal users in 6 countries

+ We have timestamp service customers in 8 countries

- Help desk services for ID-card usage and software developer support

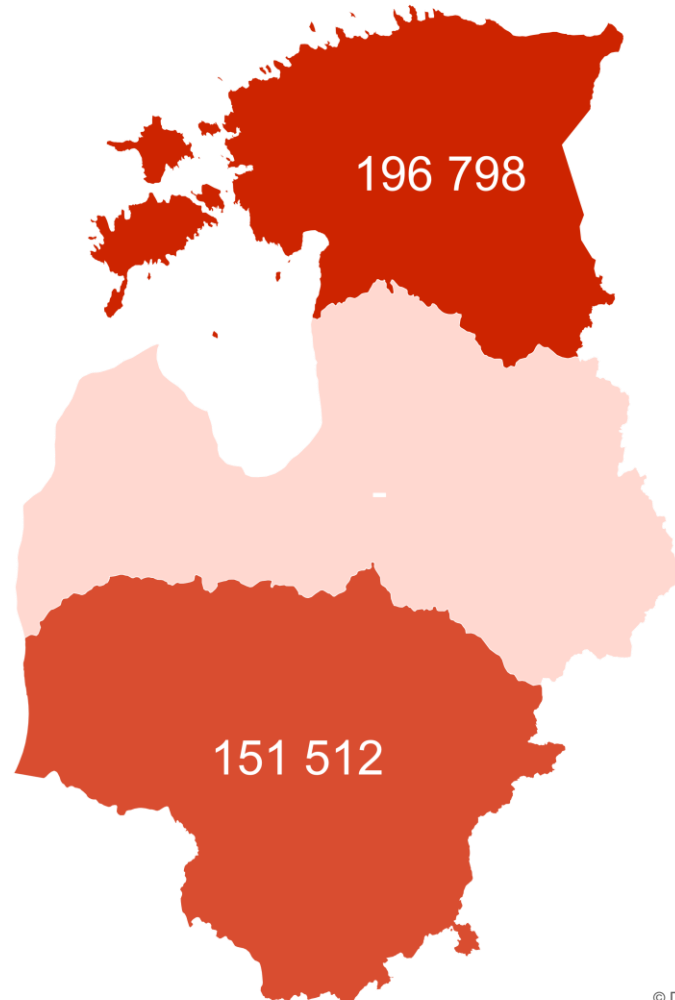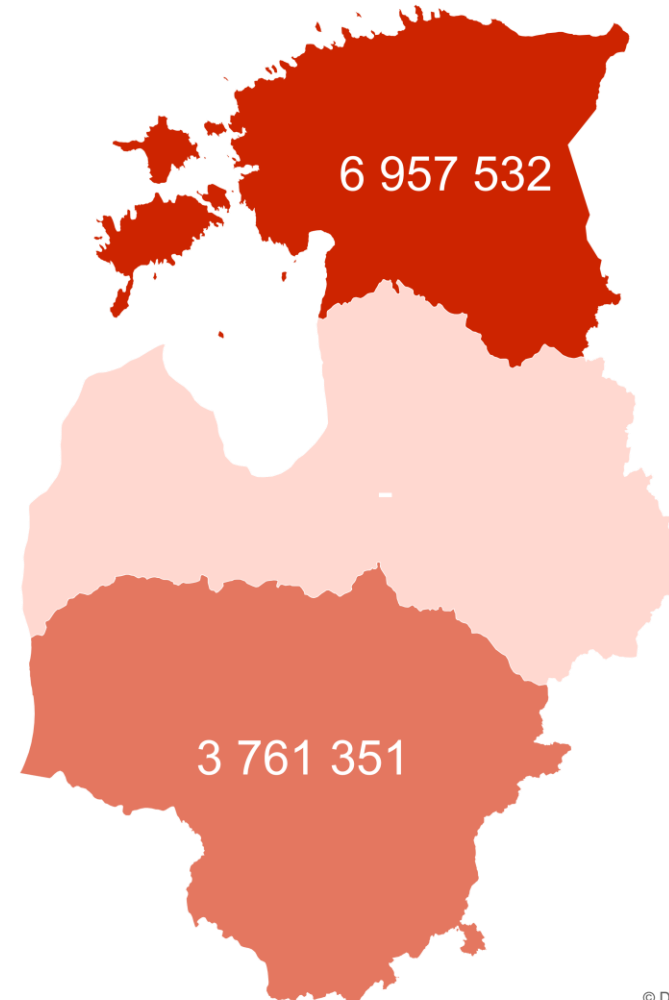- Managing id.ee website

WHAT ARE WE DOING

Millions each month
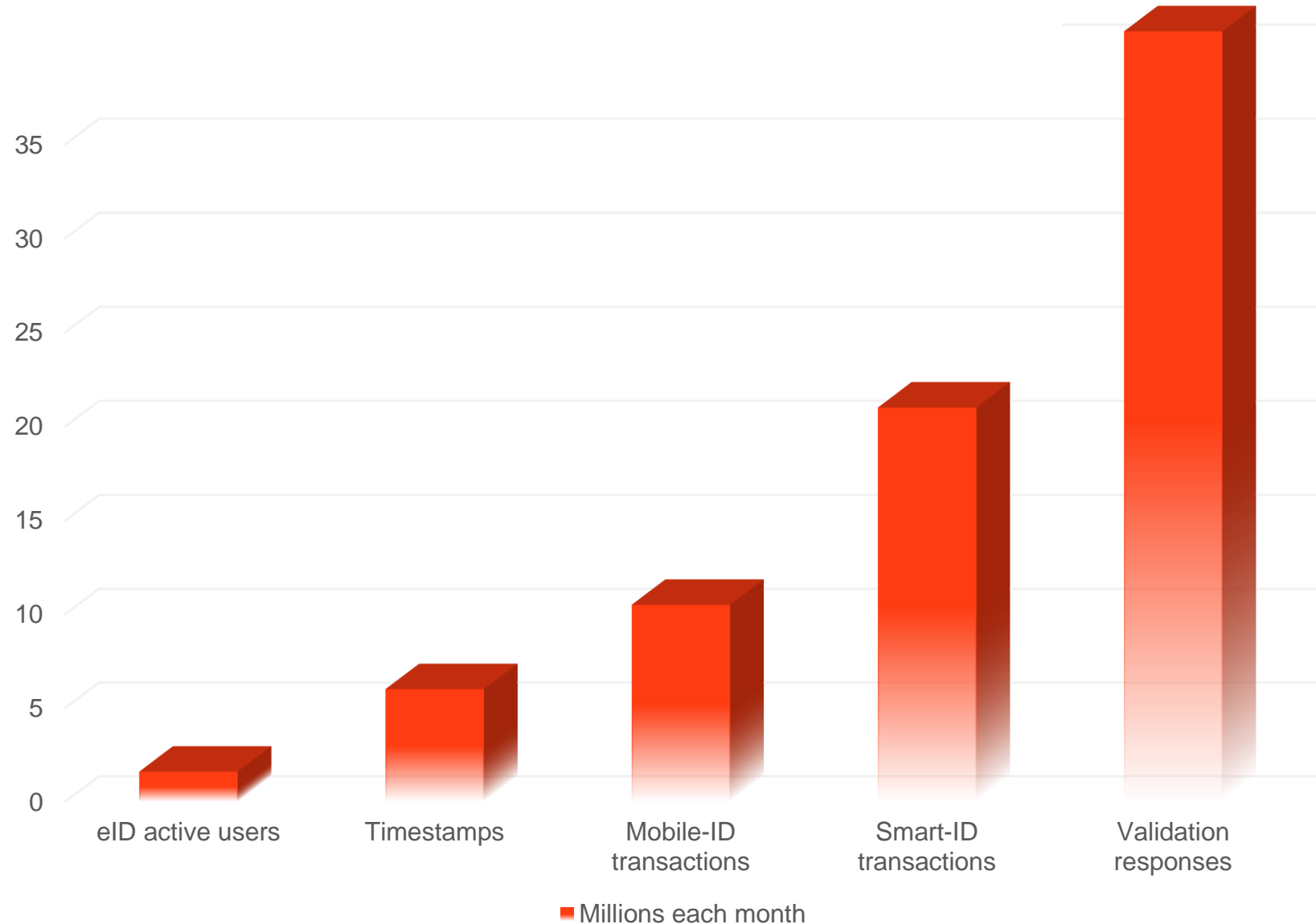
LT MID (HI)STORY

MOBILE-ID TODAY

Mobile-ID Subscribers

196 798

–

151 512

Mobile-ID Transactions

6 957 532

–

3 761 351

SMART-ID TODAY

Smart-ID Subscribers

336 225

496 425

511 890

Smart-ID Transactions

6869 338

8349 410

5953 571
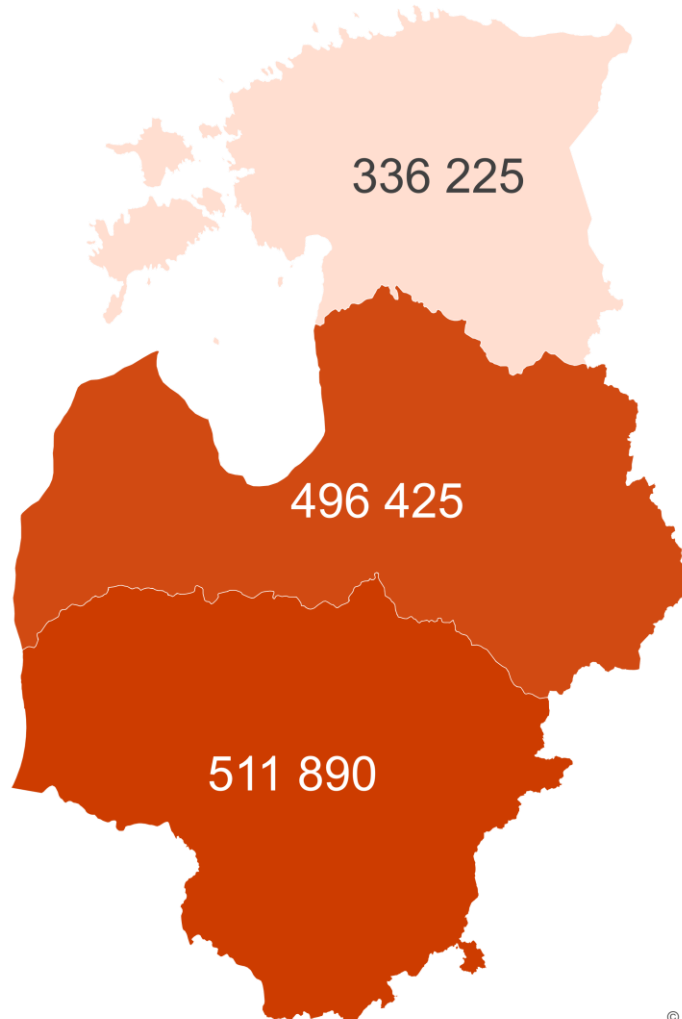
SK
ID SOLUTIONS
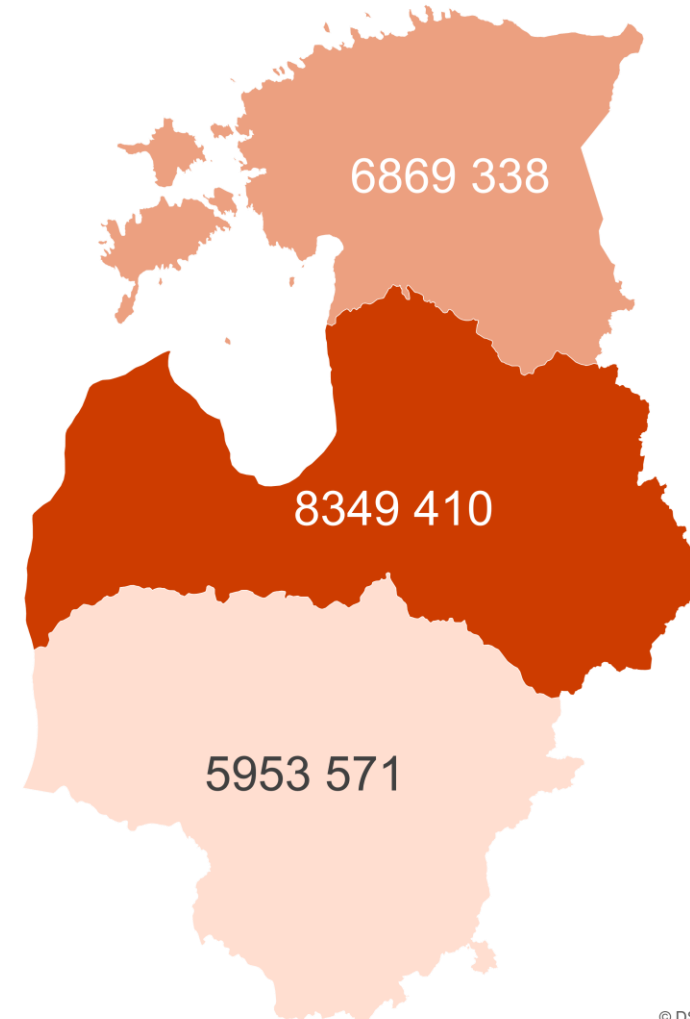
OVERLAP OF USERS

+ Mobile-ID and Smart-ID in LT at least 10%

+ Mobile-ID and Smart-ID in EE 17%

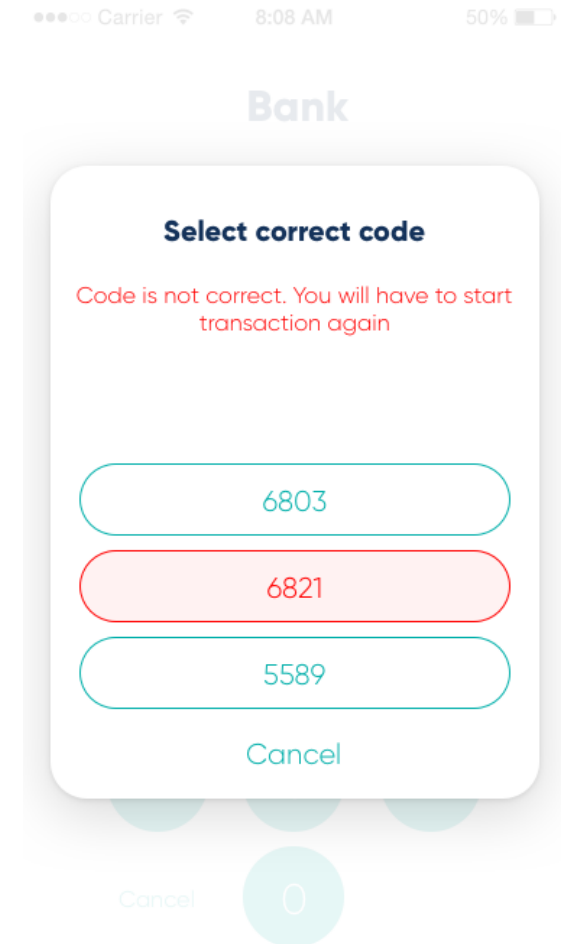# SMART-ID IDENTITY PROVIDERS
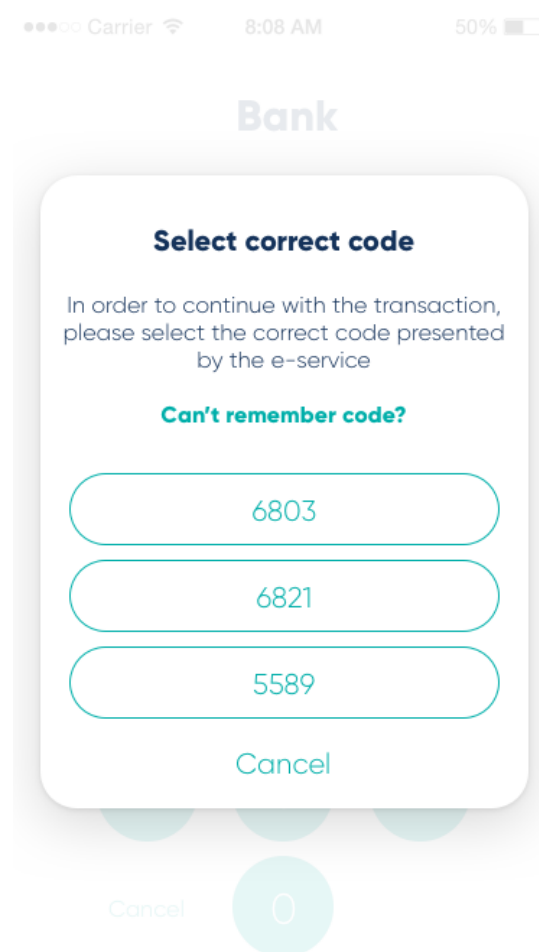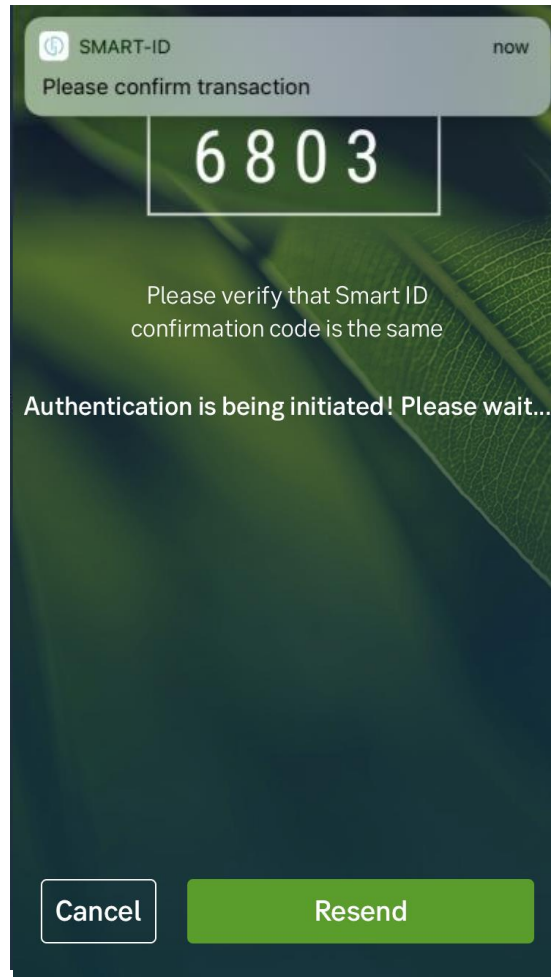
+ New partner for Smart-ID:

Luminor

SOME MORE NOTES

+ There will be a new ID-card in Estonia in just a few weeks

+ It will break everything

... almost!

Go visit RIA box to know more!

SOME NEWS IN SMART-ID

SOME REAL NEW STUFF

+ Biometric onboarding

QUESTIONS?

THANK YOU!