

# Gestion de l'identité citoyenne:

## Cas d'utilisation pour la preuve d'adresse

### Citizen Identity Management : Proof of Address Use Case

Septembre 2022

# City's Challenge: Proof of Address



## Challenge:

- Proof of address is at the heart of several city services and obligations toward citizens and local businesses. Examples: Municipal elections, Local services, Sports activities, Permits, Cultural Discounts, etc.

## City Service Examples:

Citizen Card for sports, recreation, and library department requires proof of address in person every two years:

- 300,000 addresses checked per year (3 minutes each)
- + 75,000 photos (5 minutes each)

Pet Permits allows the citizen to submit an online proof of address once every two years:

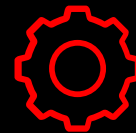
- 55,000 addresses verified per year (8 minutes online done by the citizen, and 1 minute to verify by a City's agent)

➤ **Target:** Montreal could save up to 12 full-time employee years by automating these two services' address validations.

## City's Ambitions:

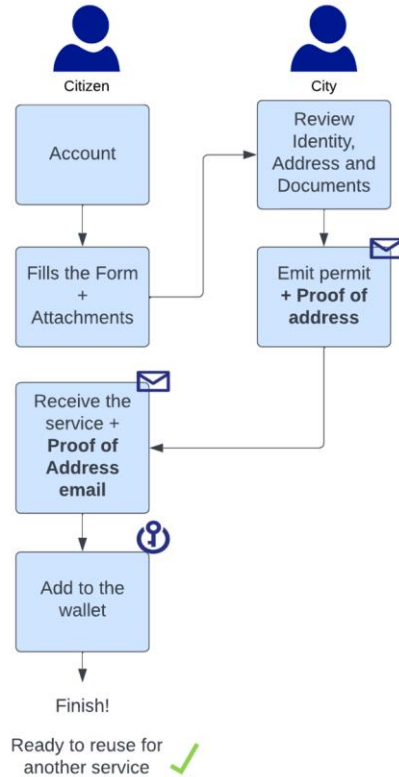
- Montreal wants to make the proof of address easily and securely reusable. It'll increase data protection, allow interoperability between the public and private sectors and significantly decrease the time spent on address verifications.
- Simplify the citizen experience to request any City's service, optimize the administrative processes, and increase transparency and personal data control.

# Government of Canada and vendor's roles



- The Government of Canada's **National Digital Trust Service (NDTS)** aims to accelerate the implementation of verifying or creating digital credentials by providing ins/outs of the digital proof ecosystems.
- The NDTS handles all the specifics of the public ledgers of digital credentials; it offers tools to manage the different steps of issuing or validating a digital proof of *something*.
  - In short, it hides all technical complexities;
  - And the vendor is providing the technical support.

# Easily implemented in existing process



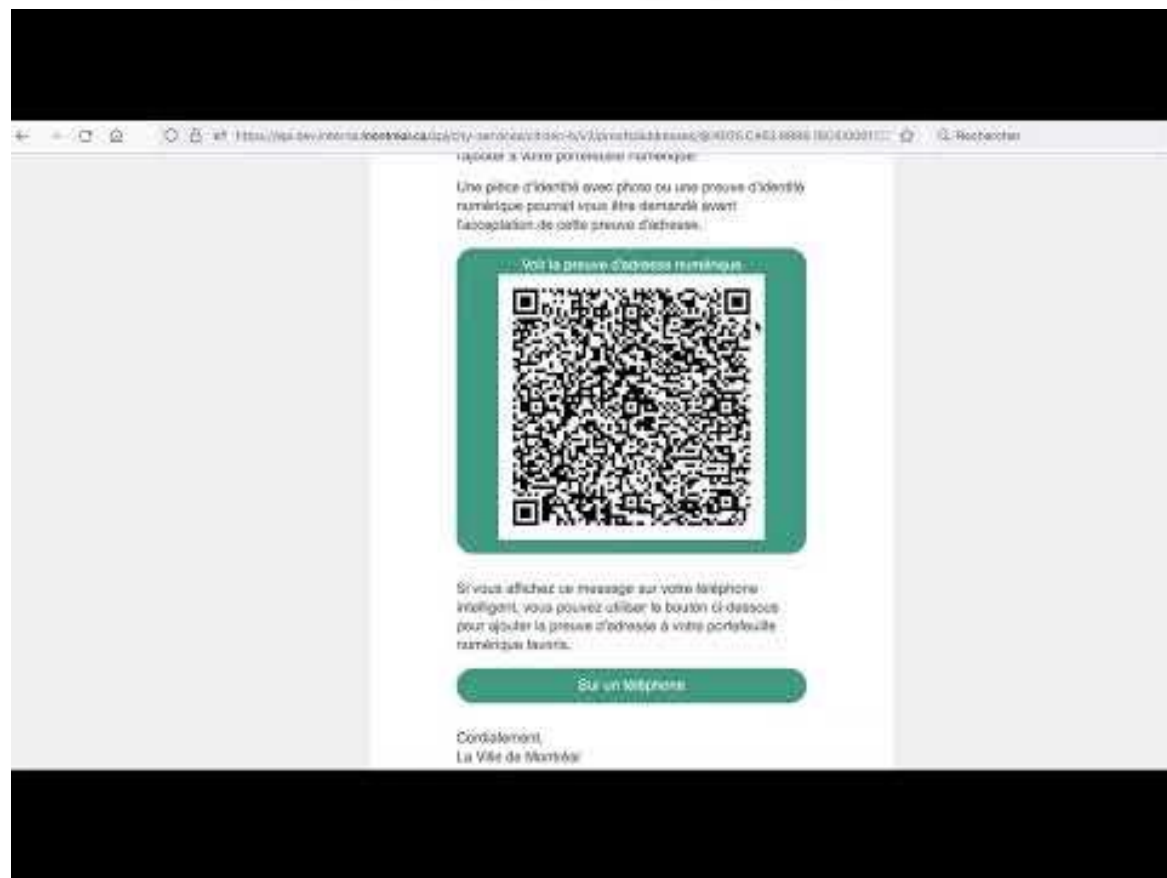
## Benefits for the citizen:

- Reusability of the proof of address;
- Fast-lane to other online services.

## Benefits for employees:

- Minimize repetitive tasks;
- Invest in value-added tasks;
- Offer extra assistance to specific citizens.

# Results - Demo



# Proof of Concept Report

## ● Conclusion

- The National Digital Trust Service (NDTS) **works as planned**;
- Provides a **common channel** to exchange digital proofs;
- **Accessible** to multiple technologies;
- **Easy integration** for technical and business processes;
- Internal testers **approve the proof of concept** and indicate the solution as a promising way to solve the city's address challenge.

## ● Next Steps for Montreal's Use Case

- Collaborate with other organizations **to standardize the proof of address**;
- Sharing a **subset of a proof**;
- **Improve the user experience** for the use case and test wallet **interoperability**;
- **External Security Review** for data protection;
- Test the use case with a **broader audience**.



# Merci!

## Questions?

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