

# eID in the Faroe Islands, Greenland & Åland

*CBDS seminar, 9/11 2023*

*Collaboration between the Nordregio research project,  
Digital inclusion in Action, and NOBID*

# Digital Inclusion in Action

## What is Digital inclusion in Action?

- A two-year research project on digital inclusion in the Nordic and Baltic countries
- Funded by the Nordic Council of Ministers - Ministerial Council for Digitalisation (MR Digital)
- October 2022 – October 2024
- Many different research activities, learn more on <https://nordregioprojects.org/digihub/>
  - E.g. Collaboration with NOBID on eID roll-out in the Faroe Islands, Greenland and Åland.

## Digital inclusion with regards to eID in the Faroe Islands, Greenland and Åland

- Three countries with three with very different approaches to eID
  1. Challenges
  2. Status quo
  3. Solution

# eID roll-out in the Faroe Islands, Greenland & Åland

- Case-studies initiated in Greenland, Åland and the Faroe Islands in Summer 2023.
- Interviews with national experts and desk research
- Research will be followed up with fieldwork in the Spring of 2024



# Faroe Islands



# Samleikin – the national eID of the Faroe Islands

- Introduction to Samleikin: A Faroe Islands State-Owned eID
  - Comprises Digital Identity and Signature
  - Launched in Autumn 2020
- Samleikin user base (June 2023)
  - Approximately 44,000 registered users
  - Covering around 85% of the eligible population
- Samleikin's compliance
  - Non-EU Member Context
    - However, meeting notified eID standards

# Solutions & best-case practices in the Faroe Islands

- ❑ Reaching new target groups
- ❑ Power of Attorney
- ❑ Cooperation with other actors



# Reaching new target groups

## Seafaring Culture in the Faroe Islands

- Challenges with Previous eID Solutions
  - Dependence on phone connection
  - Limitations, especially at sea
- Samleikin's Global Accessibility
  - Accessible from anywhere worldwide
  - Requires only an internet connection



# Power of Attorney

## Issue: Principle of Sole Control

- The people in the digital gap need different solutions
  - Faroe Islands has put POA in place for many services
    - Possible to apply for a POA both digitally and analogically

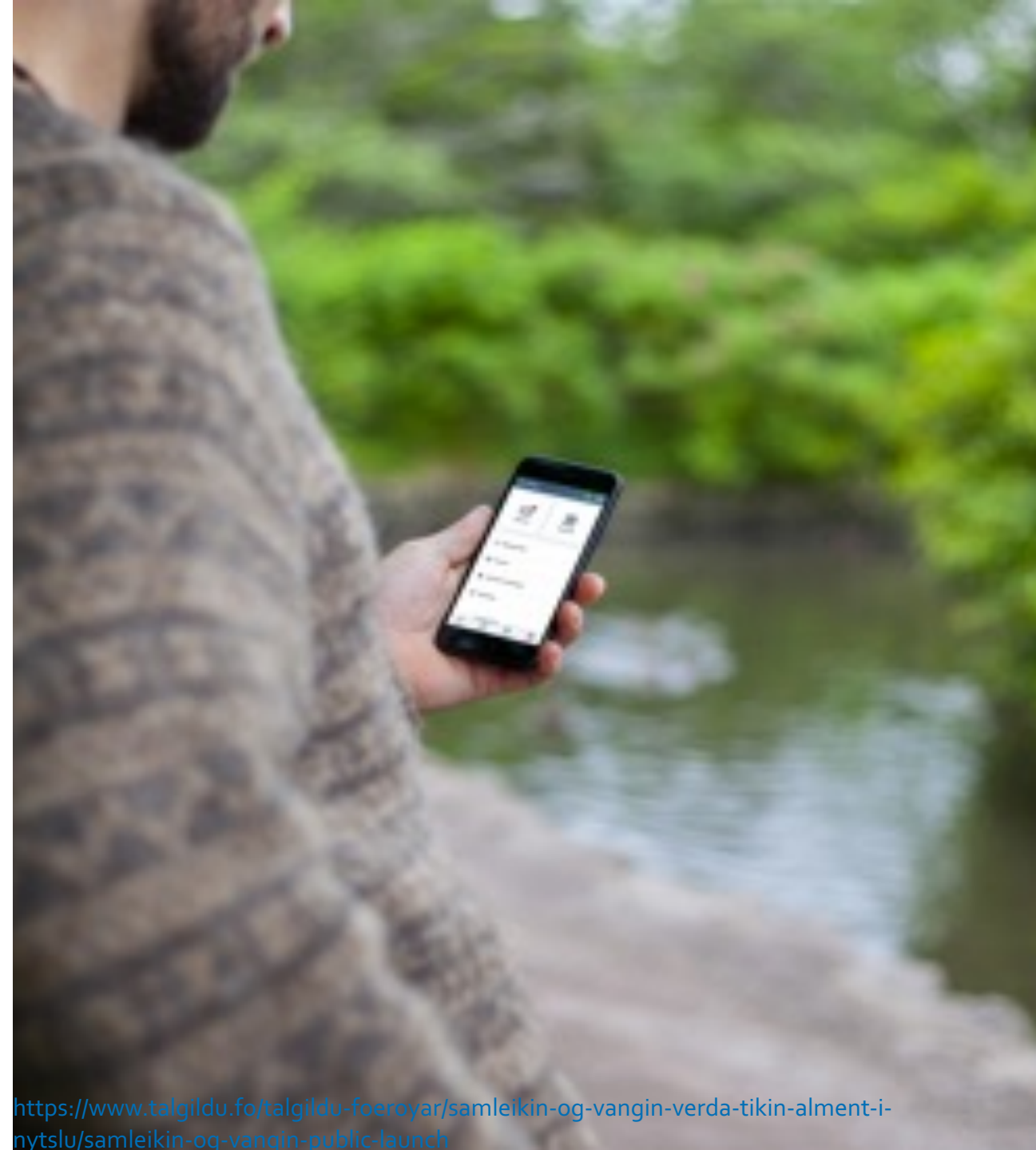




# Cooperation

Cooperation with different actors to understand usergroups' challenges or create awareness of Samleikin:

- Civil society actors
- Banks
- Mobile phone shops/providers



# Greenland



# MitID in Greenland

## — eID system: The Danish MitID

- Implementation process started in mid-2020
- MitID is intended to be every citizen's personal key to digital services.
  - It is a personal digital ID for login and digital signature.

## — The **Danish Agency for Digitalization** is responsible for the implementation of MitID in Greenland, and have collaborated with the **Greenlandic Agency for Digitization** on the implementation

- The Danish Agency for Digitalization is responsible for ensuring the same rights for people in Greenland as for people living in Denmark, according to the the Self-Government Act for Greenland.

# Challenges & Solutions

Three main challenges specific to Greenland:



Language



Issuance



Connectivity

Several solutions to these challenges are either in place or planned for.

# Language

## Challenge:

- MitID is currently available in Danish but not Greenlandic

## Solution:

- Translation process is ongoing
  - E.g., MitID login itself will be available in Greenlandic before the end of 2023
- One solution in place: a picture guide
  - The Danish Agency for Digitization published an online picture guide
    - how to use MitID, and where/how to get MitID.



# Issuance ✓

## Challenge:

- Four out of five municipalities can issue MitID
  - The fifth municipality unable to meet the requirements
  - Large distances: expensive and time-consuming travels to citizen centers
- Some small settlements: language barriers for issuers

## Solution:

- Municipal employee in rural areas gets help from an employee at a citizen service center in a larger city to issue a MitID



# Connectivity

## Challenge:

- Some rural settlements in the Northern and Eastern parts have poor connection and high costs

## Solution:

- Continuous work to extend the submarine cable coverage and 5G masts
  - Long-term process



# Åland





# Åland and eIDs

- No state-owned eID
  - Waiting for the Finnish solution
  - Currently: Private eID Vendors in Åland
  - eID issued by banks

# User groups & challenges

- Elderly: Lack of devices, digital skills, attitude
- Socially vulnerable: Limited access to digital devices
- People with disabilities: Issues with both accessing and using eID solutions
- Rural settlements: May need to travel long distances to register for an eID or get help with it
- Foreigners: May lack identity number, which is a requirement for the banks' e-identification solutions

## General challenge:

- Requirement of an active bank account



# Solutions & best case practices

There are some solutions in place, aiming to solve some of the challenges for user groups experiencing challenges with eIDs

- Suomi.fi e-Authorization (an electronic power of attorney)
  - A Finnish solution adopted in Åland
- Digital support service
  - Offered through banks, who issue the eIDs
- Libraries as low-threshold service points and meeting places
  - Libraries offer both access to internet, digital devices (public computers) and often basic help

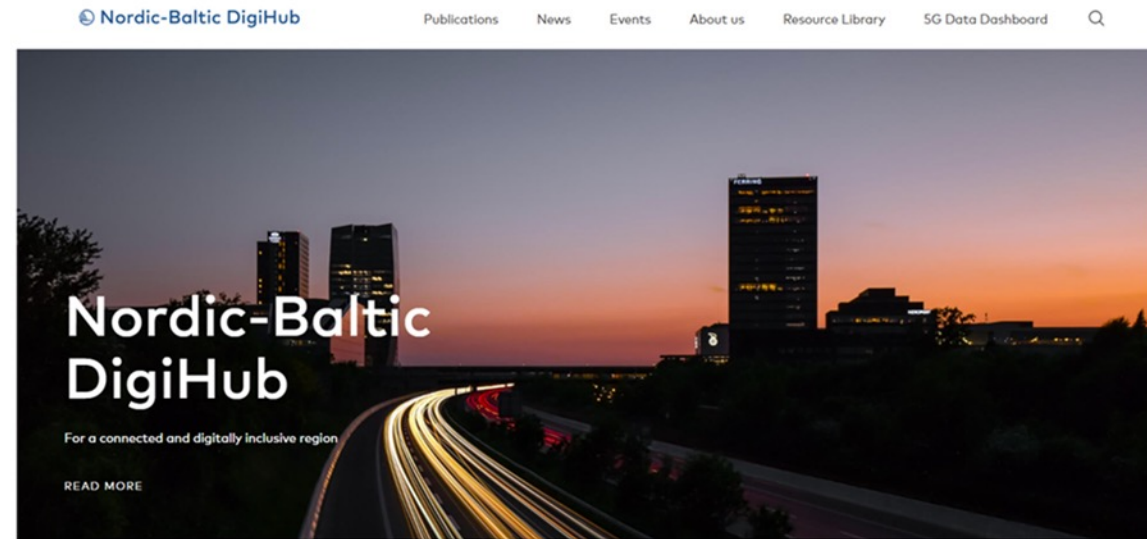
# Key take aways



# Key take aways

- Synergies and overlaps between the three countries, however they differ in many aspects:
- Three different countries in terms of:
  1. Challenges
    - From geography, demographics, and connectivity
  2. Status quo
    - Samleikin, MitID, and private vendors
  3. Solutions
    - POA, Picture guidebooks and the role of libraries

# Thank you listening. Comments, questions, reflections?



## About us

The Nordic and Baltic countries are among the most digitalised and innovative in the world. To leverage our competitive advantage, the ambition is for the region to continue its digital integration. Our vision for the Nordic-Baltic region is that it becomes the most integrated region in the world. To achieve this, collaboration on digital solutions is essential.



Nordic-Baltic collaboration on 5G development



Why is digital inclusion important?

