



Digital Identity and Biometrics Services  
G-Cloud 14 Service Definition Document  
May 2024



# Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

# 1 Deloitte Overview

**As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society.** We have over 25,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

## Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a growing team of OCI specialists, over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure and Google Cloud:



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

## Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft<sup>1</sup>, Google and SAP. A selection of our partners and alliances are presented below:



<sup>1</sup> As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

## What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

### Gartner

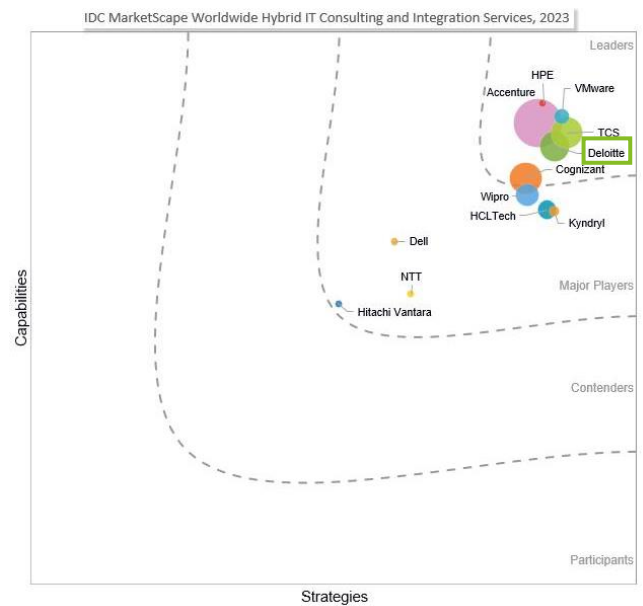
Originating in 2021, Deloitte has been recognised as a Leader in this category for three years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019.



**Gartner:** Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2023

### IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023** Vendor Assessment. In 2023, we were also recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



**IDC MarketScape:** Worldwide Hybrid IT Consulting and Integration Services 2023 Vendor Assessment © IDC inc. 2023

Deloitte scored highest in 4 of 5 Use Cases in **Gartner® Critical Capabilities for Public Cloud IT Transformation Services 2023** report:

*“Deloitte approaches all aspects of cloud adoption, including migration, with transformation as an objective.”*

## Cloud Transformation

### Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



## 2 Service Overview

Deloitte works across borders, immigration, law enforcement, and central government to deliver transformation underpinned by standardised digital identities and advanced capabilities such as biometrics. We offer strategic planning, design, build and running of identity solutions used by millions of citizens.

### Services features

- Digital Identity product strategy, planning (including feasibility trials) and roadmaps
- Biometric and identity solution and technical design and architecture
- Identity Verification (IDV) product delivery (identity proofing, policy, GPG45, KBV)
- Biometric testing, performance and governance including PAD to relevant ISO standards
- Biometric/identity platform delivery and management, systems integration
- Digital credentials, identity verification and solution design
- Biometric and identity verification trials, testing, discovery and feasibility studies
- Procurement, selection and system specification for biometric platforms
- Forensic identity and case working process advisory
- ABC and eGate development, trials and delivery support for Border transformations

### Benefits

- Delivery of industry standard digital identity products and outcomes
- Integration of biometric and IDV capabilities into case management
- Standardised governance and assurance of ABIS, IDV and eGate solutions
- Enabling interoperability for sharing data via standards adoption (ICAO, NIST, W3C, ISO)
- Selection of quality solutions through understanding of performance bias
- Measuring live biometric system performance, and resilience to presentation attacks (PAD)
- Access to market-leading facial recognition, liveness and document checking
- Adoption of user centred design for mass service adoption
- Proven track record of supporting delivery of identity solutions
- Access to global team of border and immigration identity SME's



## 3 Detailed Service Description

Deloitte Biometrics and Identity services includes strategy, design, pilots and scaled implementation bringing policy, business stakeholders and digital teams together (e.g. government and airline systems) to maximise impact of biometric capabilities in a product agnostic manner:

- **Strategy:** Develop strategic plans aligning to the wider digital identity landscape and policy. Agree roadmaps for selection and implementation of biometric capabilities that maximise security effectiveness, user experience, and operational efficiency
- **Design:** Business & technical architecture related to biometrics and digital identity (in a product agnostic way if required)
- **Pilots:** Demonstrate biometric technologies using feasibility studies throughout the customer journey to gather data including usability, performance and bias to inform future activity
- **Implementation:** Execute biometric strategies by deploying capabilities to achieve a desired future state. Support in defining requirements and selection & implementation of products & solutions that best fit the need of our clients

Deloitte facilitates the successful implementation of identity verification and biometric solutions for national identity, entry/exit, law enforcement custody matching/ live facial recognition programmes by a strategy that supports incremental development across a range of modalities including facial, fingerprint and iris. The features of our digital identity capability include:

### **Digital ID product strategy, planning (including feasibility trials) and roadmaps:**

Deloitte's digital identity product strategy SME's support our clients to define what they want to achieve and how they plan to get there. We help you to understand the context of the digital identity market that you want to, or already do, operate in and guide the themes of work that will help accomplish your goals. We work with government partners to create top-rated mobile apps for identity verification, digital wallets, digital travel credentials and access to digital government services.

### **Biometric and identity solution design and architecture:**

Deloitte's expertise in IDV application development and user centred design means that we are perfectly placed to create self-service identity verification products on both mobile and web platforms. Our user centred design teams can rapidly develop prototypes to test with users for fast paced agile iteration. We also develop to component-based build principles to provide a generic identity product architecture that can be reused across multiple services and use cases including eGates, border crossing solutions and large scale ABIS platforms.

### **Identity verification, assurance and trust frameworks advisory**

We design, build and run standards compliant identity verification products and services that are based on our digital expertise in the identity space, including facial, liveness, document checking and NFC passport scanning features. Our experience in this space provides us with a strong network of specialist biometric suppliers.

### **Biometric testing, performance and governance including PAD**

Deloitte offer a range of services to quality assure deployed biometric and identity verification solutions. These include:

- **Biometric Accuracy Testing (BAT)** to understand the matching performance (FPIR/FNIR) of different facial and fingerprint algorithms and provide valuable insight into factors such as bias.
- **Presentation Attack Detection (PAD)** testing for state-of-the-art identity verification solutions such as eGates and IDV type Mobile Apps and kiosks.
- **Image capture quality assessment** to guide customers in the design of their matching solution.

Deloitte and our partners can also offer specialised tools and frameworks for assessing live biometric solutions and are able to help clients understand leading industry testing and standards such as NIST FRTE, ISO-30107 (PAD) and ISO-19715 (biometrics performance testing).

### **Biometric/identity platform delivery and management**

Deloitte provide full biometric and digital identity platform services covering platform design, delivery and management. We have a team of experienced program leads, architects and delivery managers who are experts in the delivery, integration and management of large-scale identity solutions.

Deloitte work with partners to offer and deliver best in class biometric platform options (fingerprint and face), based on our client's requirements and/or provide the service management wrapper for existing national scale platforms within a borders and immigration, or law enforcement context. Our team of Subject Matter Experts include forensic experts who provide guidance on the adoption of automated business processes and governance supporting them.

### **Biometric systems integration and interoperability**

Deloitte have a team of Biometric and Digital ID Solutions Architects who can advise customers on best practice when deploying and connecting disparate biometric systems, across fingerprint, face, and DNA modalities.

Deloitte SME's have a deep understanding of industry standards as ISO-19794, NIST-ITL-1:2005 (including specific formats such as Interpol, Prum etc.), ICAO, and have extensive experience in their application in real world platforms.

### **Digital status, travel credentials and identity verification solutions:**

Deloitte have experience in designing & implementing Identity Verification (IDV) solutions (biometric & biographic) which can be leveraged at the Border. This can include integration with Digital Status of travellers (where available). Deloitte also leverages our capability in this space to digitise travel & identity credentials by designing and implementing concepts like Digital Travel Credentials (DTC) and Digital Wallets, and ensuring interoperability between ports, carriers and the government to gain maximum efficiencies from such concepts. Our teams work with clients to understand policy, legal, GDPR and regulatory aspects of acquiring and managing biometric information to maximise the quality of the passenger experience whilst reducing overall risk.

### **Biometric and identity verification trials, testing, discovery and feasibility studies**

Deloitte helps drive innovation in the biometric and digital ID market by engaging with public and private sector organisations to define and deliver state of the art feasibility trials and biometric studies. Including:

- Discovery and analysis to help customers understand their biometric and identity policy, technology capabilities and produce internal and external studies/papers
- Large scale public testing of, for example, IDV mobile Apps or kiosk based biometric enrolment services
- Forensic and process studies to support home affairs and law enforcement clients on the best practice adoption of processes that combine digital and human biometric adjudication

Deloitte can support studies including usability assessments, accessibility, biometric performance analysis and risk analysis.

### **Procurement, selection and system specification for biometric platforms**

Deloitte supports clients in selecting, testing and deploying biometric solutions that are resilient, scalable and fair, including:

- Building requirements and non-functional needs for identity solutions
- Creating assessment frameworks and methodologies for selecting biometric technology
- Proposing test approaches to identify bias in biometric and IDV solutions
- Advise on market capabilities, testing (NIST FRVT, iBeta etc.), and best practice
- Advising on FPIR and FNIR, and guiding on areas such as threshold configuration and risk

Deloitte can oversee the full end to end deployment of national scale biometric solutions including infrastructure, hosting, system sizing and live management and governance and continuous improvement.

#### **Forensic identity and case working process advisory**

Deloitte use service design and business analysis to work with caseworkers, to develop user journeys and processes in an engaging way that encourages agile experimentation. This means that the digital identity services and products we design, build and run are accessible, easy to use and high quality for both the end user as well as caseworkers.

#### **Technical approach**

Deloitte delivers a GDS compliant biometrics architecture using industry standards to support optimised business processes, enable secure cloud and mobile platforms, build user-centric functions, and deliver mature PMO support functions.

Key tenets of our approach include:

- Business Driven Analysis – Develop clear, business driven use cases through frequent, targeted stakeholder communication for faster biometrics adoption
- Data Privacy and Security – Establish a common data management framework and adoption of security guidelines and practices across various biometric initiatives to protect sensitive data assets
- Architecture Powered Transition – Utilise proven frameworks along with proprietary tools to assess and establish the baseline architecture, supported by rapid prototyping and pilots
- Flexible Architecture – Adhere to industry-leading design principles such as cloud, API-led connectivity, modularity, domain-driven design, decoupling/ decentralization, and continuous delivery and integration
- Deep Industry Experience – Accelerate decisions with key insights from Deloitte industry experience, relationships and, vendor-market analyses
- Emerging Technology Enablers – Incorporate innovations and emerging technologies, such as block chain, while optimising operational and maintenance costs and driving efficiencies.

Deloitte's biometrics experience and understanding of critical success factors will enable the effective delivery of strategy, pilots, implementation and integration of biometric enabled solution(s).



## 4 Contact Details

Please send your requirement to [publicsectorbidteam@deloitte.co.uk](mailto:publicsectorbidteam@deloitte.co.uk). Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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