Digital Identities:
Leveraging Technology for Universal Inclusion

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CONSCIENTIOUS DEPLOYMENTS

Deployments of digital identity systems require holistic investments in local capacity and sensitivity towards individuals' varying levels of access to communications, digital literacy, language, sex, education and income.

From experience scaling holistic investments in local capacity biometric systems, to a successful record of managing sensitive personal health information, FHI 360 is ready to assist clients in the secure and inclusive deployment of national identity systems.

Digital identities are understood as collection of individuals' information or attributes that are accessible to and used by information technologies to validate their identity and enable transactions.

EXPERIENCE SCALING BIOMETRIC SYSTEMS

In Liberia FHI 360 assisted the Ministry of Education deploy a national fingerprint scanning system that monitored teacher and staff attendance and verified teacher lists. Involving over 15,000 teachers, between 2013–15, the solar-powered system identified about 6,000 ghost employees, resulting in payroll savings that were greater than the cost of system deployment. FHI 360 also deployed an early biometric system in Equatorial Guinea, which affected 900 schools and about 3,000 teachers—used primarily to track training attendance over a 3-year period.

EXPERTISE WITH SECURE COLLECTION AND USE OF SECURED PERSONAL DATA

FHI 360 implements diverse programs where it collects, stores, shares, and analyzes sensitive personal information using secure unique identifiers and anonymization techniques to ensure data integrity and security. This has

![fhi360 logo]
THE SCIENCE OF IMPROVING LIVES

included our work on monitoring malaria, tuberculosis, hypertension and HIV and AIDS and a variety of vulnerable groups.

We have designed and implemented secure mobile data systems to support and track individual clients confidentially as they proceed through cascade of community and clinical HIV services, visualizing data in real-time online dashboards, all to improve health outcomes for program clients. We have developed digital applications to track online-to-offline HIV testing referrals, and have managed development of tools for unit costing based on service delivery and expenditure. All this work has included developing the skills of health care workers to better appreciate and address citizen needs in an inclusive way. Examples of this work include:

- The Accelerating Strategies for Practical Innovation and Research in Economic Strengthening (ASPIRES) project works to address the needs of families and children made vulnerable by HIV and AIDS to conscientiously implement programs.
- Under Linkages across the Continuum of HIV Services for Key Populations Affected by HIV Project (LINKAGES), the FHI 360-led team is accelerating the ability of governments, organizations working with key populations at risk of HIV, and private-sector providers to plan and implement services that reduce HIV transmission among key populations.
- As a part of the Community-based Hypertension Improvement Project (ComHIP) Project in Ghana, FHI 360 is working with a private sector partner to design and develop a patient-level cloud-based database.

DATA AND DEVELOPMENT PRINCIPLES

FHI 360 is a signatory of both the Principles on Identification for Sustainable Development and the Principles for Digital Development. These principles espouse the necessary best practices for digital identities, especially the emphasis on stakeholder involvement.

Under its mSTAR project, FHI 360 managed a widely consultative process to refine and promote the Principles for Digital Development, involving more than 130 organizations and deep-dive events focused on each individual principle.

FHI 360 also provided USAID sustained technical input into development of its seminal publication Identity in A Digital Age: Infrastructure for Inclusive Development.

RESPONSIBLE DATA GUIDELINES FOR DIGITAL DEVELOPMENT

mSTAR supported the USAID Global Development Lab's Development Informatics (DevInfo) team to develop guidance on processes and practices for the responsible collection and use of data that USAID missions and/or implementing partners need for delivery and improvement of field-based development programs, monitoring, evaluation and learning—in particular sensitive, personally-identifiable information stored in digital identification systems.