GSA Office of Technology Transformation Services

Information Collection Instrument

GSA Identity-Proofing Equity Study

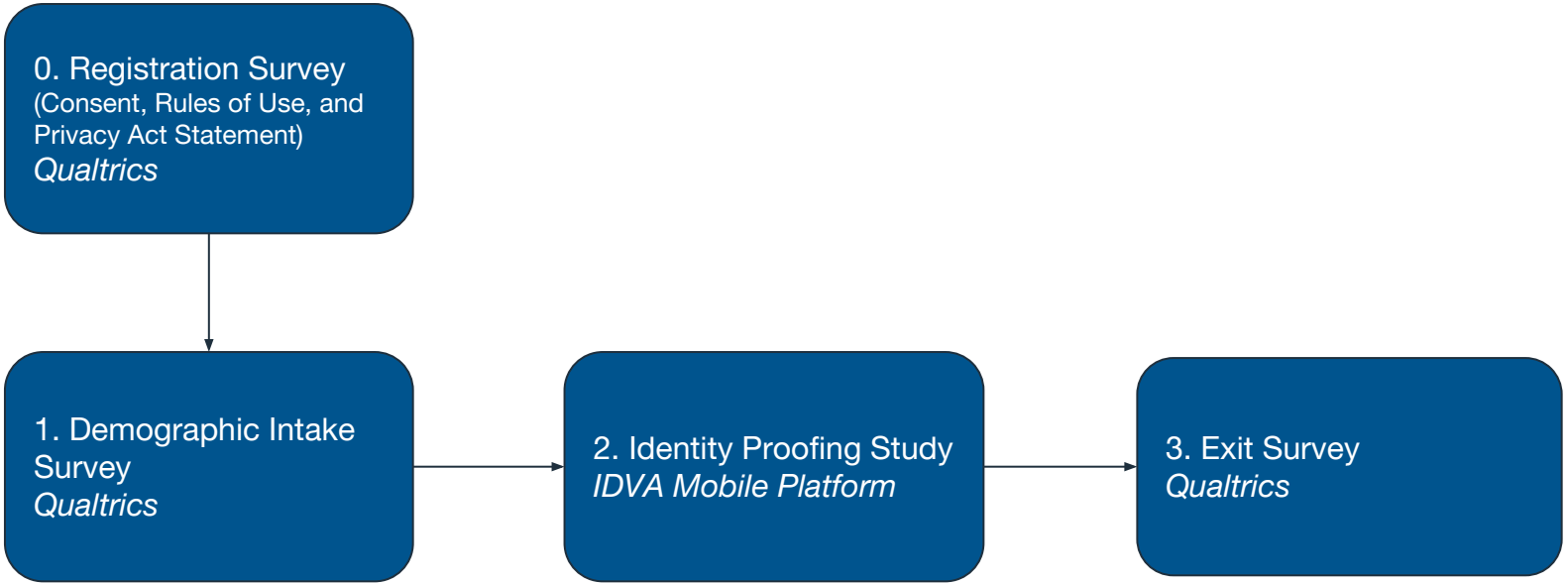
May 2023

The GSA Equity Study on Remote Identity Proofing

The GSA “Equity Study on Remote Identity Proofing” will assess the impact of ethnicity, race, gender, income, and other demographic factors on the multiple components of identity proofing, which is the process of verifying that a person is who they say they are.

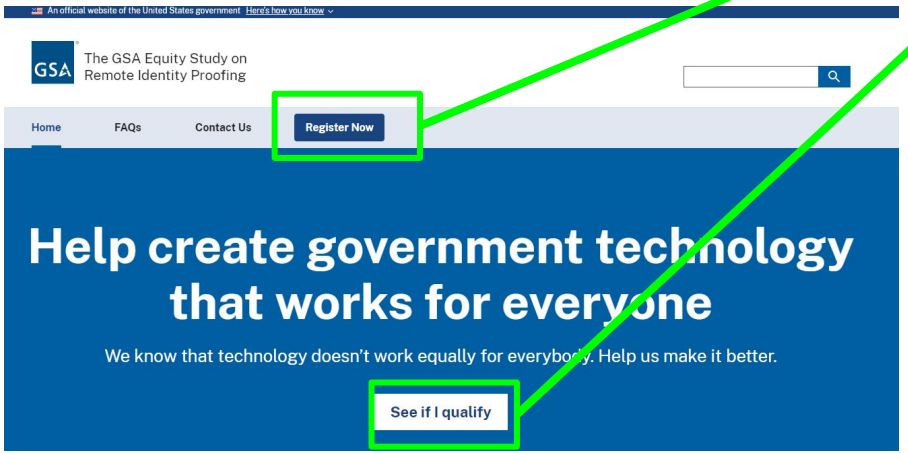
GSA will test remote identity-proofing tools that include both biometric checks using facial verification technology as well as non-biometric methods like mobile-device account ownership and credit history. National Institute of Standards and Technology’s (NIST’s) Special Publication (SP) 800-63A Rev 3 guidelines for remote one-to-one identity proofing serve as a framework for the study.

Study Components



0. Registration Survey - *Qualtrics (1 of 4)*

Respondents who click on the “call-to-action” button on the GSA Identity Equity Study landing page will enter the “Registration Survey”



1 of 6

GSA

Welcome to the GSA Equity Study on Remote Identity Proofing

Thank you for your interest in the General Services Administration (GSA) Equity Study on Remote Identity Proofing. GSA appreciates volunteers like you who are helping improve government services for the American people.

Identity proofing is a way of providing information about yourself to help someone, such as a government agency, verify your identity, and confirm that you are who you say you are. By participating in this study, you will help inform decisions on using new technologies to interact with government agencies online.

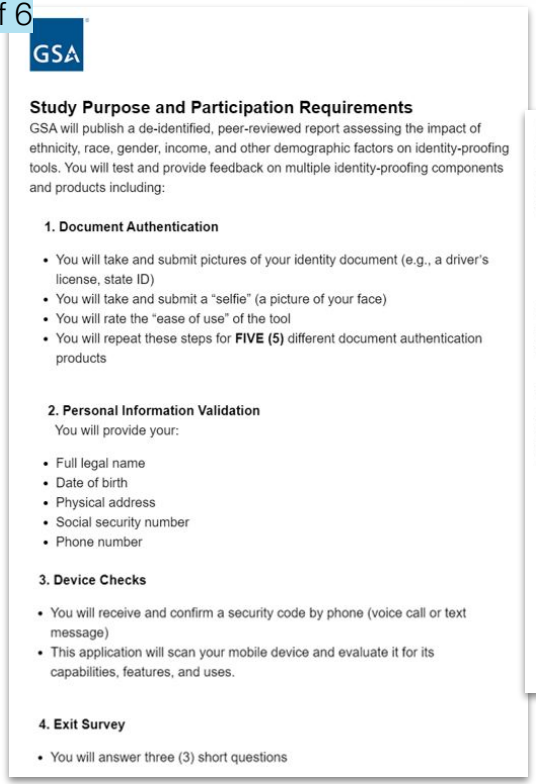
Accessibility

GSA recognizes that the "Equity Study on Remote Identity Proofing" may not be accessible to all potential participants with disabilities because it requires participants to take photographs of their government-issued ID as well as a live “selfie” or headshot using functionality that may not be native to their device. GSA is investigating other remote identity proofing solutions that are designed to be more accessible and compliant with the requirements in National Institutes of Standards and Technology (NIST) Special Publication (SP) 800-63.

Next

0. Registration Survey - *Qualtrics (2 of 4)*

2 of 6



GSA

Study Purpose and Participation Requirements

GSA will publish a de-identified, peer-reviewed report assessing the impact of ethnicity, race, gender, income, and other demographic factors on identity-proofing tools. You will test and provide feedback on multiple identity-proofing components and products including:

1. Document Authentication

- You will take and submit pictures of your identity document (e.g., a driver's license, state ID)
- You will take and submit a "selfie" (a picture of your face)
- You will rate the "ease of use" of the tool
- You will repeat these steps for **FIVE (5)** different document authentication products

2. Personal Information Validation

You will provide your:

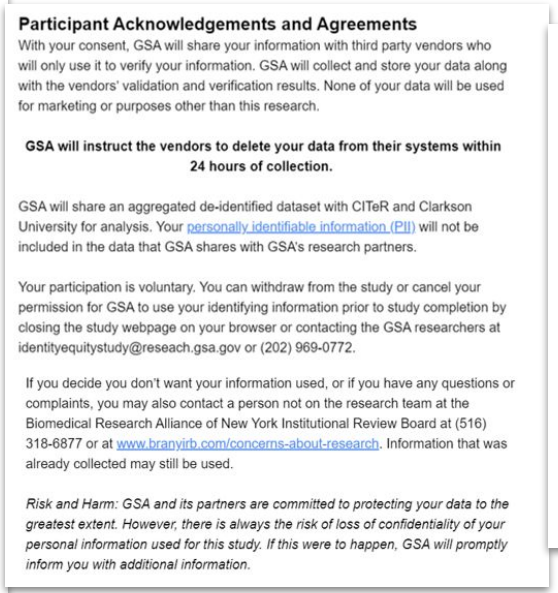
- Full legal name
- Date of birth
- Physical address
- Social security number
- Phone number

3. Device Checks

- You will receive and confirm a security code by phone (voice call or text message)
- This application will scan your mobile device and evaluate it for its capabilities, features, and uses.

4. Exit Survey

- You will answer three (3) short questions



Participant Acknowledgements and Agreements

With your consent, GSA will share your information with third party vendors who will only use it to verify your information. GSA will collect and store your data along with the vendors' validation and verification results. None of your data will be used for marketing or purposes other than this research.

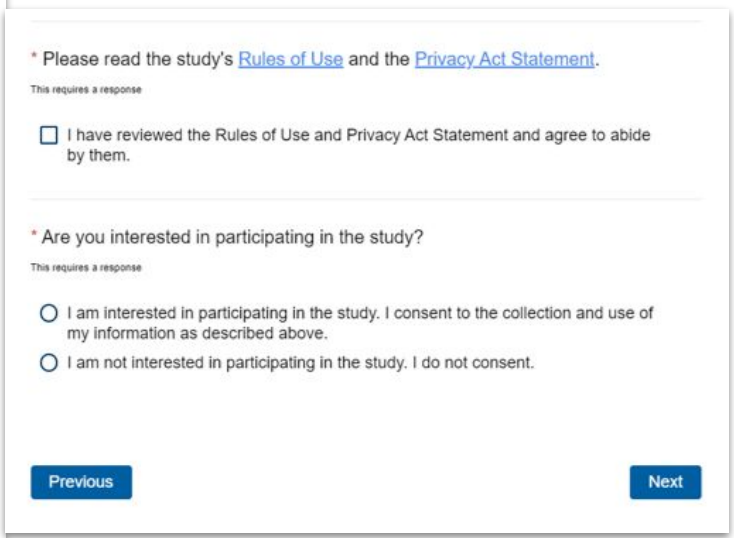
GSA will instruct the vendors to delete your data from their systems within 24 hours of collection.

GSA will share an aggregated de-identified dataset with CITeR and Clarkson University for analysis. Your personally identifiable information (PII) will not be included in the data that GSA shares with GSA's research partners.

Your participation is voluntary. You can withdraw from the study or cancel your permission for GSA to use your identifying information prior to study completion by closing the study webpage on your browser or contacting the GSA researchers at identityequitystudy@reseach.gsa.gov or (202) 969-0772.

If you decide you don't want your information used, or if you have any questions or complaints, you may also contact a person not on the research team at the Biomedical Research Alliance of New York Institutional Review Board at (516) 318-6877 or at www.branyirb.com/concerns-about-research. Information that was already collected may still be used.

Risk and Harm: GSA and its partners are committed to protecting your data to the greatest extent. However, there is always the risk of loss of confidentiality of your personal information used for this study. If this were to happen, GSA will promptly inform you with additional information.



* Please read the study's Rules of Use and the Privacy Act Statement.

This requires a response

☐ I have reviewed the Rules of Use and Privacy Act Statement and agree to abide by them.

* Are you interested in participating in the study?

This requires a response

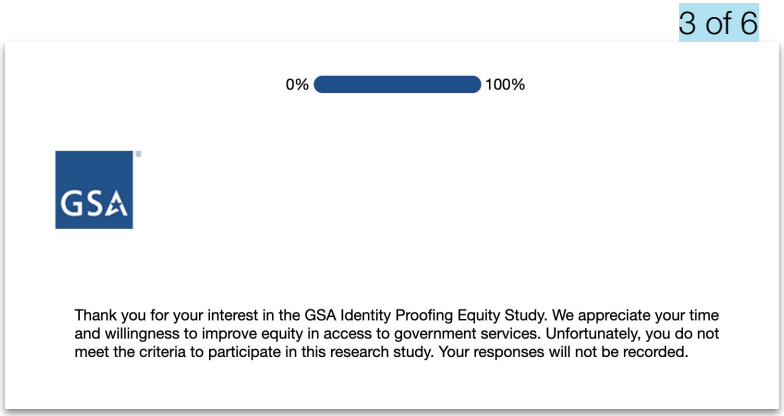
○ I am interested in participating in the study. I consent to the collection and use of my information as described above.

○ I am not interested in participating in the study. I do not consent.

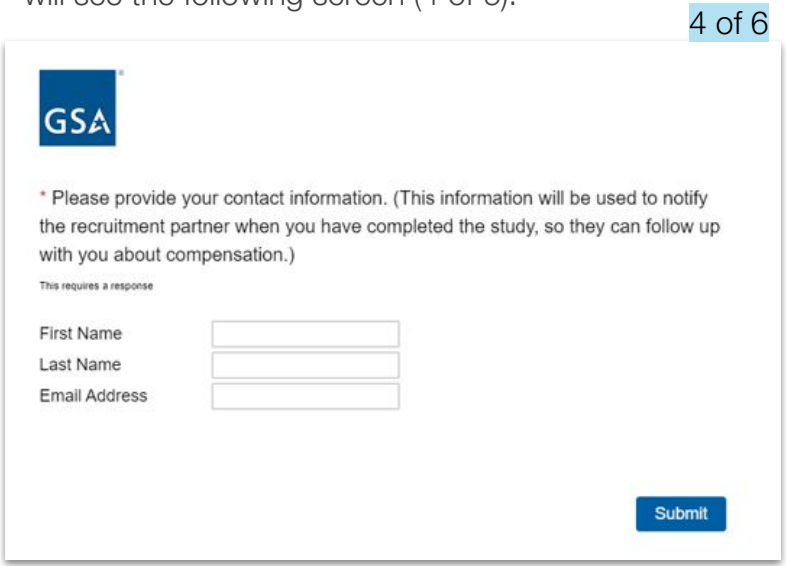
Previous Next

0. Registration Survey - *Qualtrics (3 of 4)*

If respondents choose “I do not consent” then they will see the following screen (3 of 6).



If respondents choose “I consent” in screen #2 they will see the following screen (4 of 6).

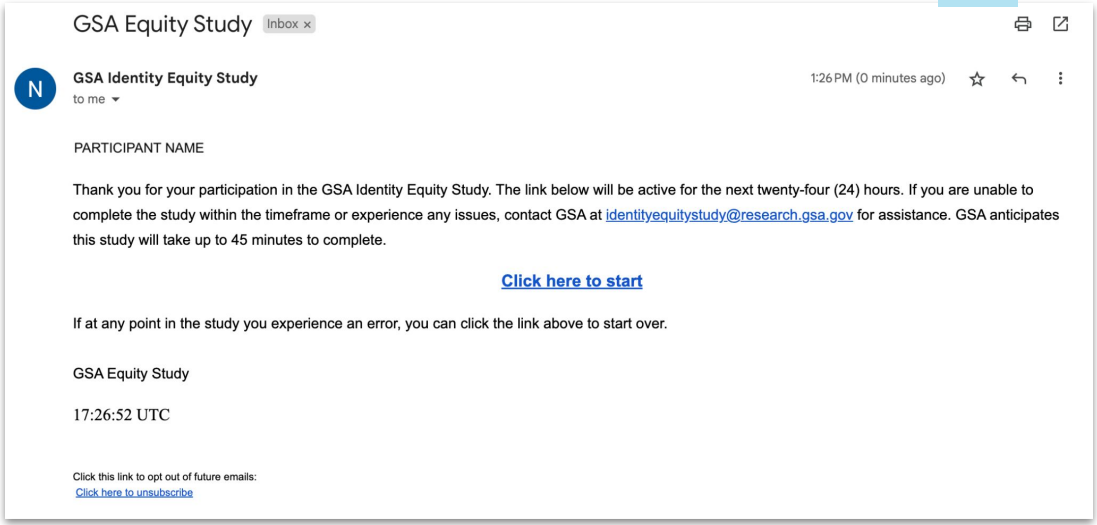


0. Registration Survey - *Qualtrics (4 of 4)*

5 of 6

Respondents will receive the following email. When they click on the “Click here to start” link, respondents are routed to the Demographic Intake Survey.

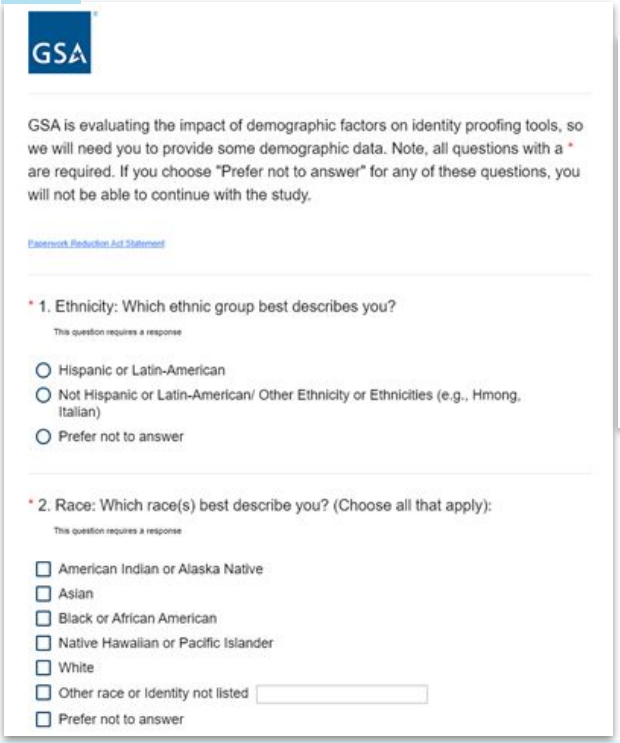
6 of 6



1. Demographic Intake Survey - *Qualtrics (1 of 2)*

Respondents who successfully register are routed to the demographics intake survey.

1 of 2



GSA

GSA is evaluating the impact of demographic factors on identity proofing tools, so we will need you to provide some demographic data. Note, all questions with a * are required. If you choose "Prefer not to answer" for any of these questions, you will not be able to continue with the study.

Paperwork Reduction Act Statement

* 1. Ethnicity: Which ethnic group best describes you?

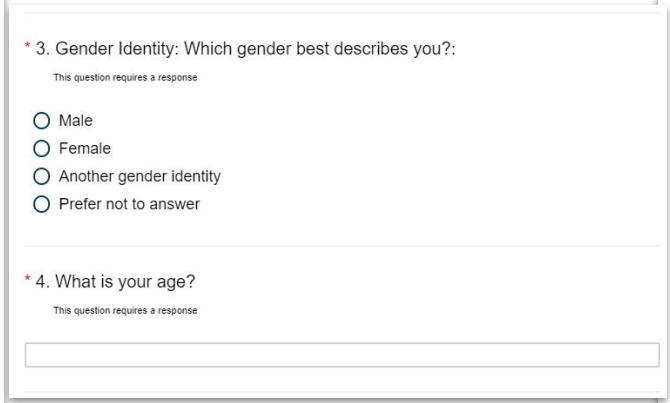
This question requires a response

- Hispanic or Latin-American
- Not Hispanic or Latin-American/ Other Ethnicity or Ethnicities (e.g., Hmong, Italian)
- Prefer not to answer

* 2. Race: Which race(s) best describe you? (Choose all that apply):

This question requires a response

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other race or Identity not listed
- Prefer not to answer



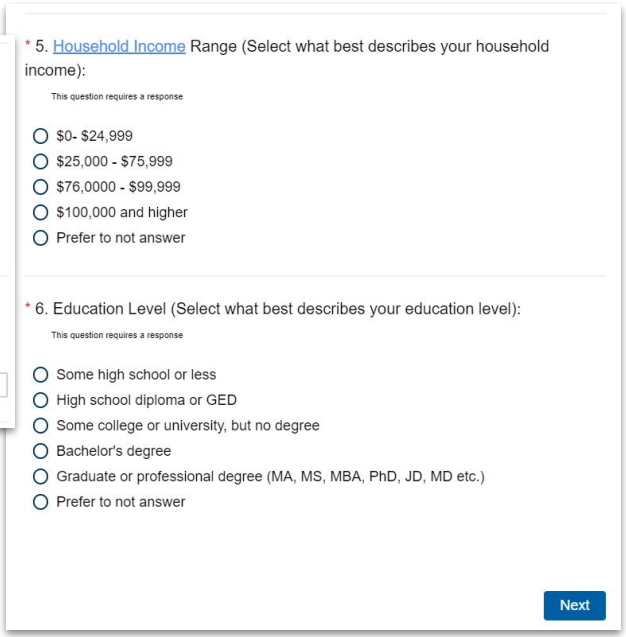
* 3. Gender Identity: Which gender best describes you?:

This question requires a response

- Male
- Female
- Another gender identity
- Prefer not to answer

* 4. What is your age?

This question requires a response



* 5. Household Income Range (Select what best describes your household income):

This question requires a response

- $0- $24,999
- $25,000 - $75,999
- $76,0000 - $99,999
- $100,000 and higher
- Prefer to not answer

* 6. Education Level (Select what best describes your education level):

This question requires a response

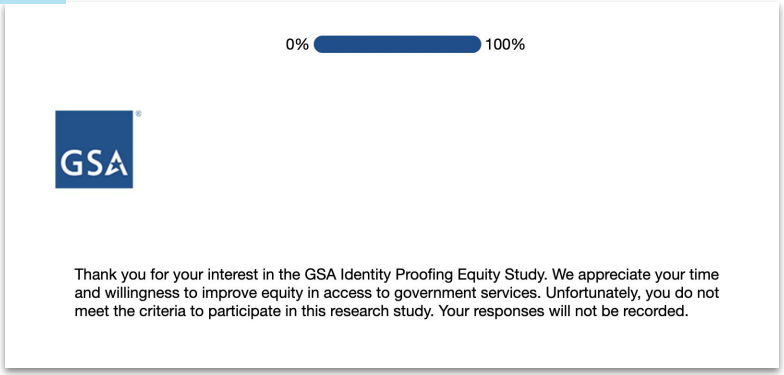
- Some high school or less
- High school diploma or GED
- Some college or university, but no degree
- Bachelor's degree
- Graduate or professional degree (MA, MS, MBA, PhD, JD, MD etc.)
- Prefer to not answer

Next

1. Demographic Intake Survey - *Qualtrics (2 of 2)*

If respondents select “Prefer not to answer” or if the study quota for their particular demographic is already full they are not eligible to participate and will see this screen.

2 of 2

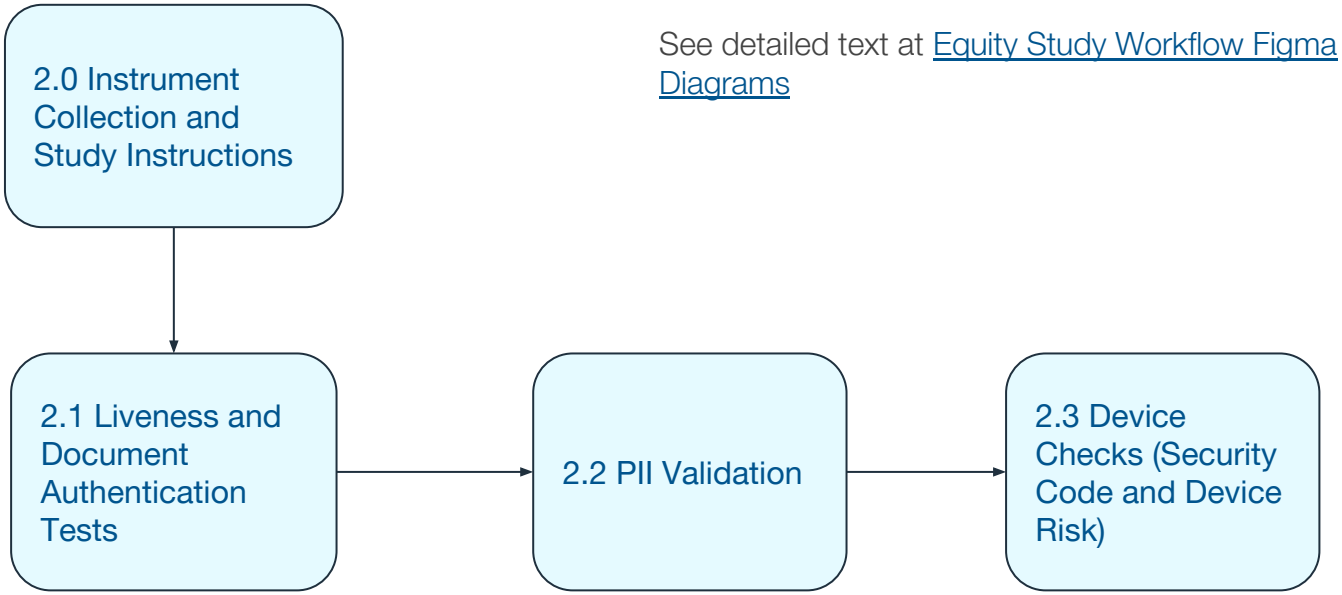


NOTE: If the respondent started the process on a mobile, this QR code page would not be displayed.

Respondents who are eligible are then routed to the Identity Verification Platform (IDVA).

From this point forward the study is designed to be done on a mobile device.

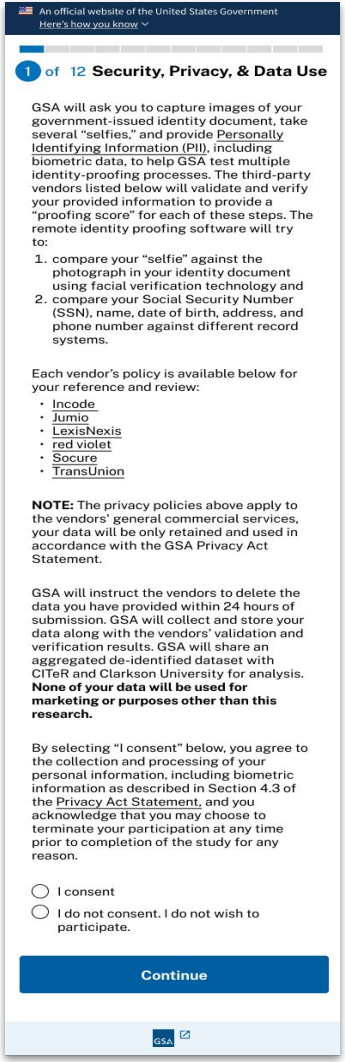
2. Identity Proofing Study - *IDVA Mobile Platform*



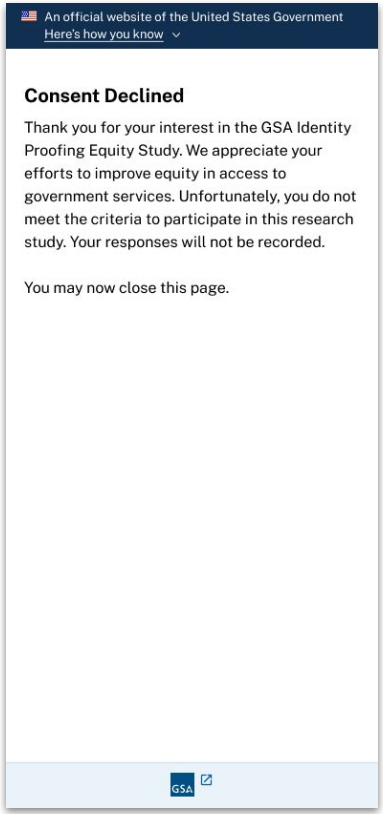
See detailed text at [Equity Study Workflow Figma Diagrams]

2.0 Instrument Collection and Study Instructions

Respondents will be taken through the instrument collection process. An overview of the various processes that the respondent will walk through is provided, including a link to the Privacy Act Statement and vendors' privacy policies; and giving the respondent a final opportunity to not participate prior to starting the identity proofing workflow.



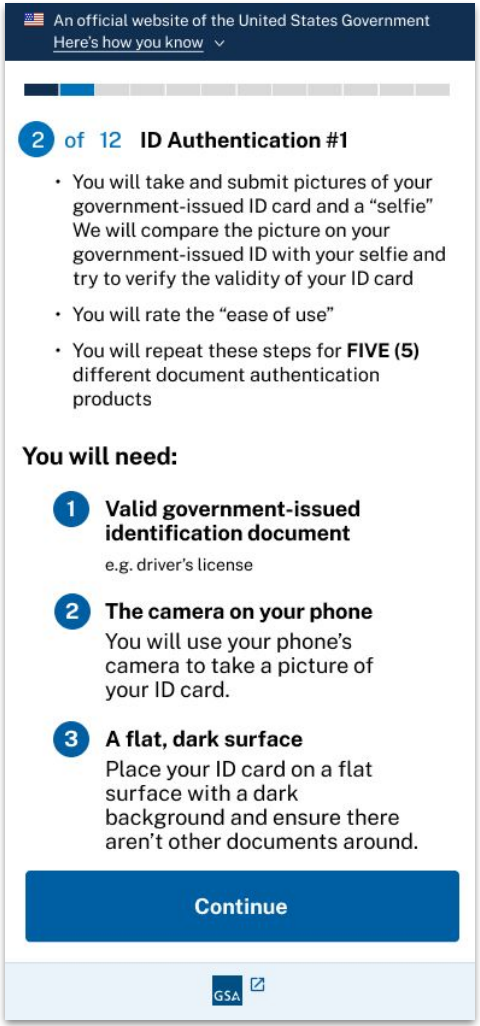
If respondents choose "I do not consent" then they will see the following screen.



2.1 Liveness and Document Authentication

Respondents will test multiple identity-proofing tools including five (5) document authentication components. In these, respondents will capture and upload an image of their identity document as well as a selfie for validation.

Respondents will be provided instructions on how to capture images of their identity document and selfie by each identity proofing vendor. This process is repeated five (5) times.



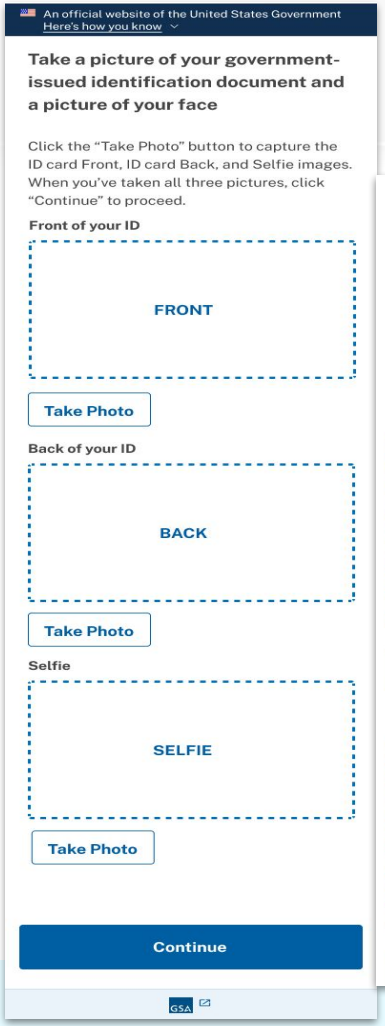
2.1.1 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

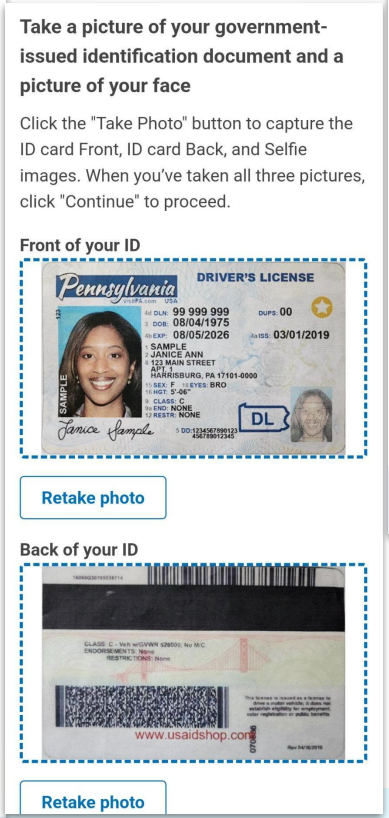
Biometric Vendor 1

Step 1

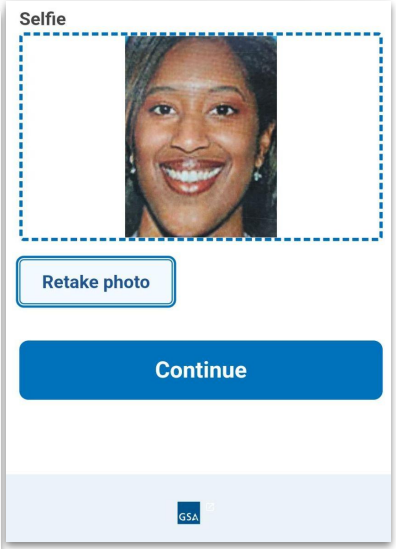
Step 2



Step 3



Step 4

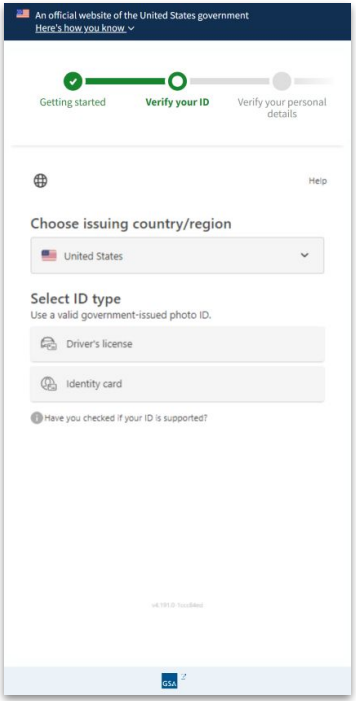


2.1.2 Liveness and Document Authentication

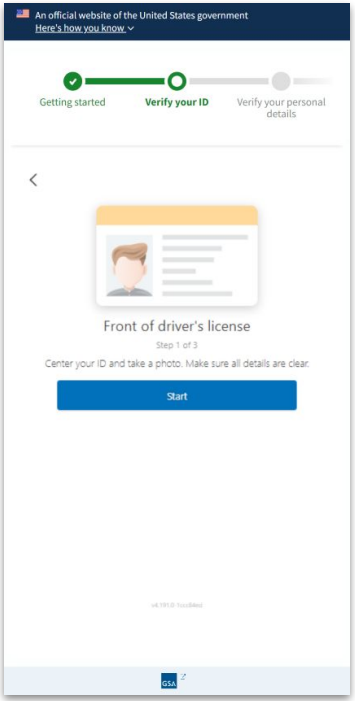
If the captured images are not clear, respondents may be asked to retake them.

Biometric Vendor 2

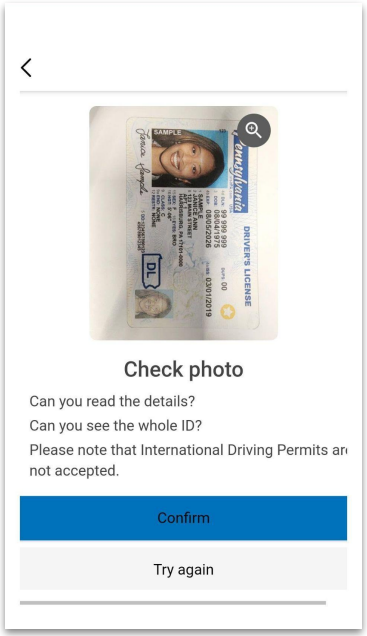
Step 1



Step 2



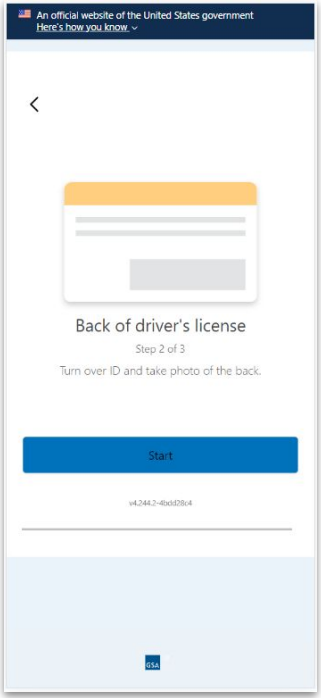
Step 3



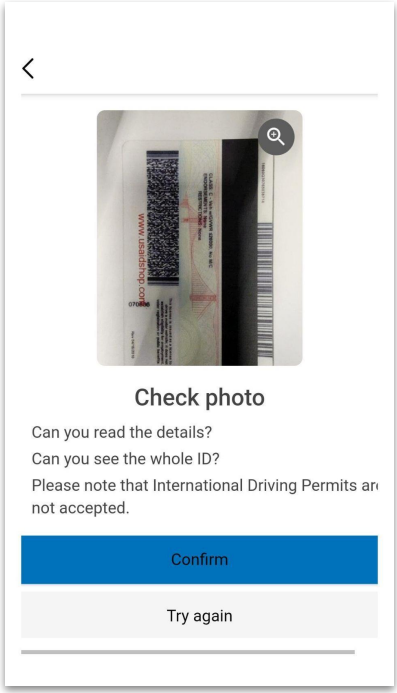
2.1.2 Liveness and Document Authentication

Biometric Vendor 2 (Continued)

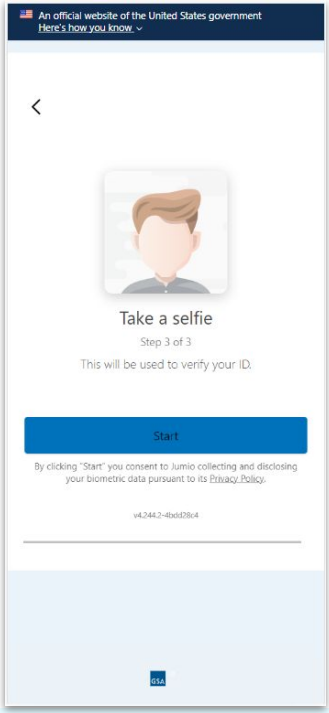
Step 4



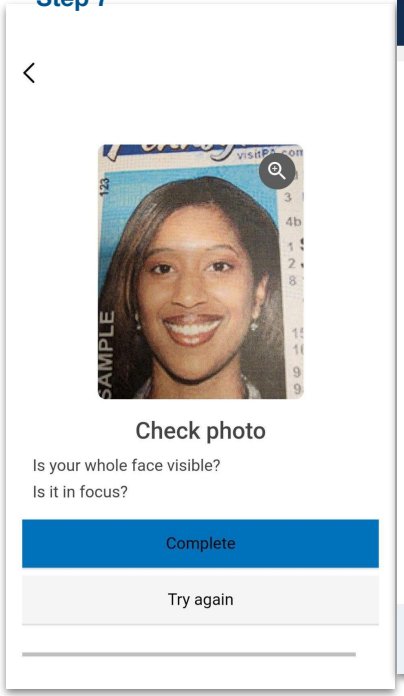
Step 5



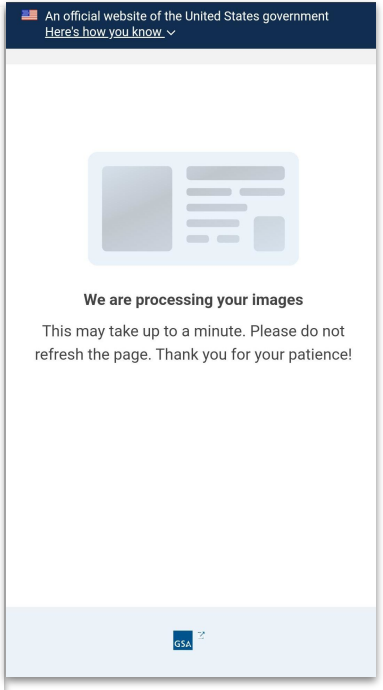
Step 6



Step 7



Step 8

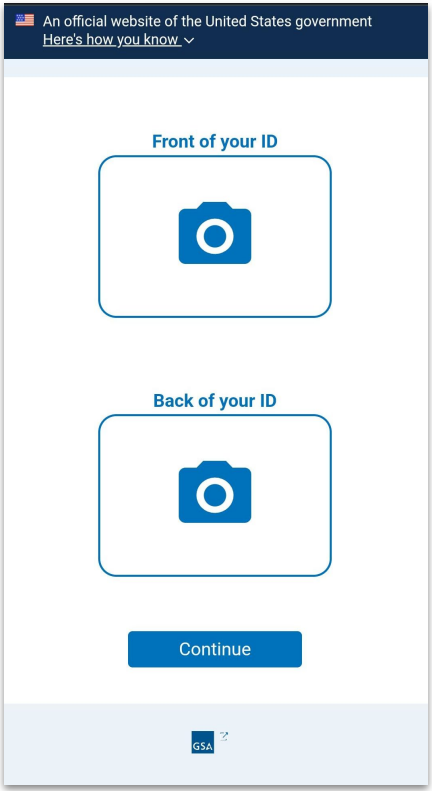


2.1.3 Liveness and Document Authentication

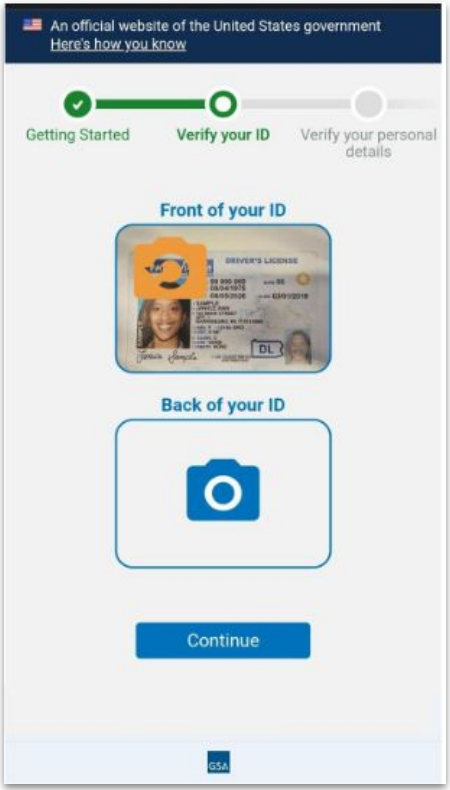
Biometric Vendor 3

If the captured images are not clear, respondents may be asked to retake them.

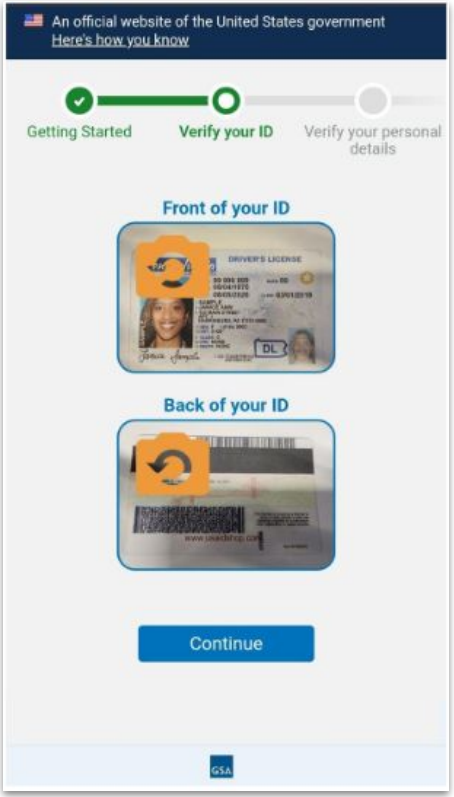
Step 1



Step 2



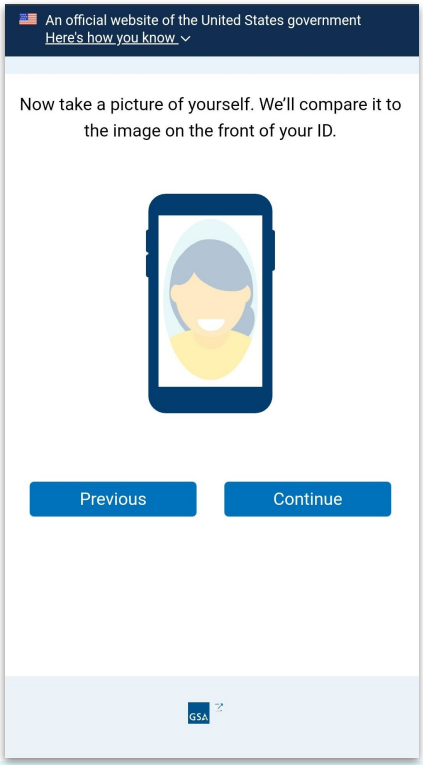
Step 3



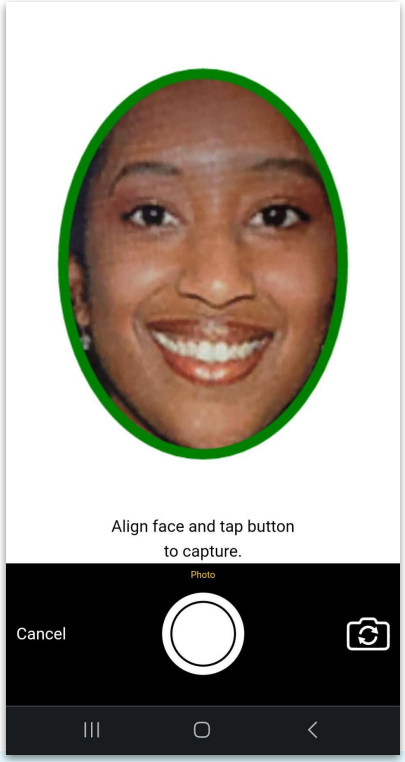
2.1.3 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

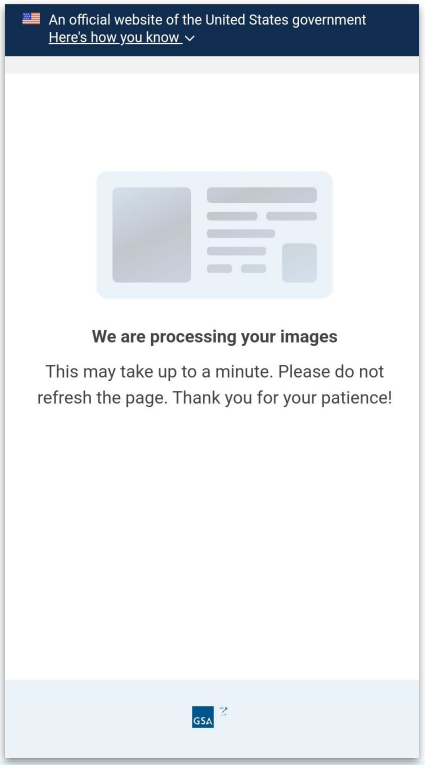
Step 4



Step 5



Step 6



2.1.4 Liveness and Document Authentication

Biometric Vendor 4

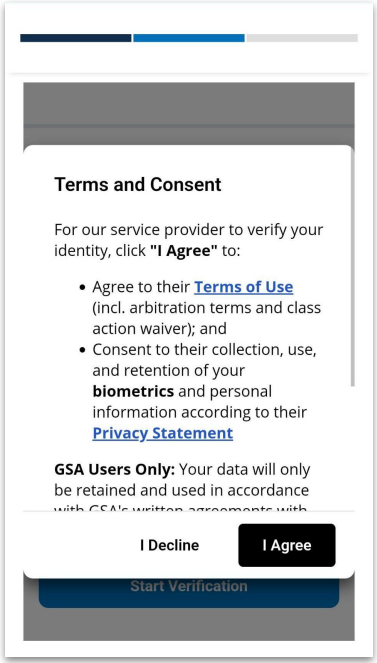
If the captured images are not clear, respondents may be asked to retake them.

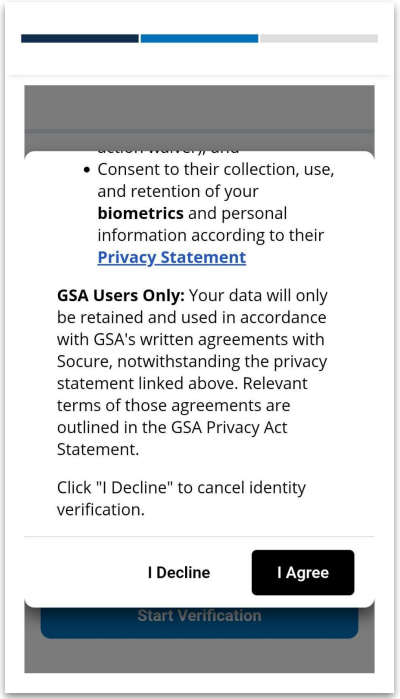
2.1.5 Liveness and Document Authentication

Biometric Vendor 5

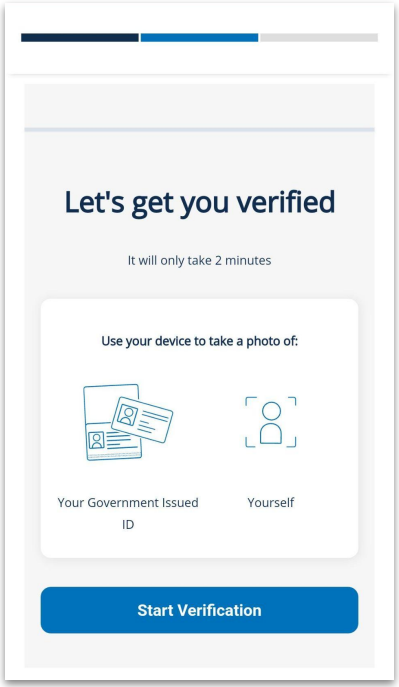
If the captured images are not clear, respondents may be asked to retake them.

Step 1





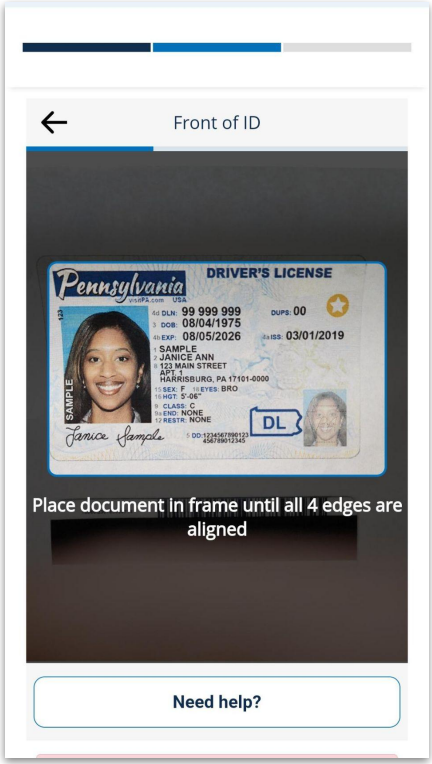
Step 2



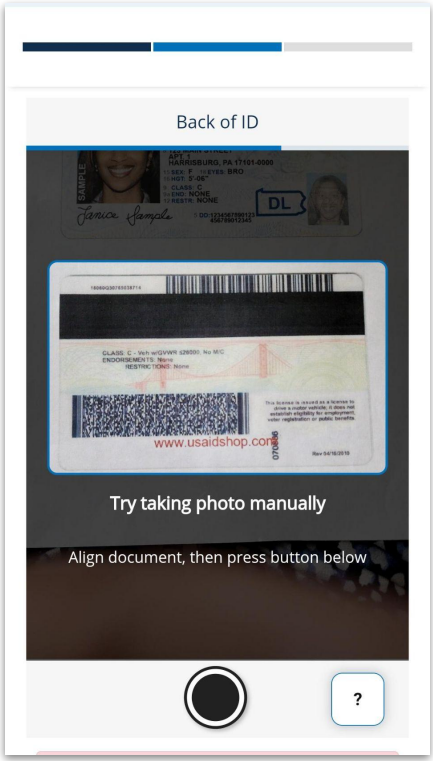
2.1.5 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

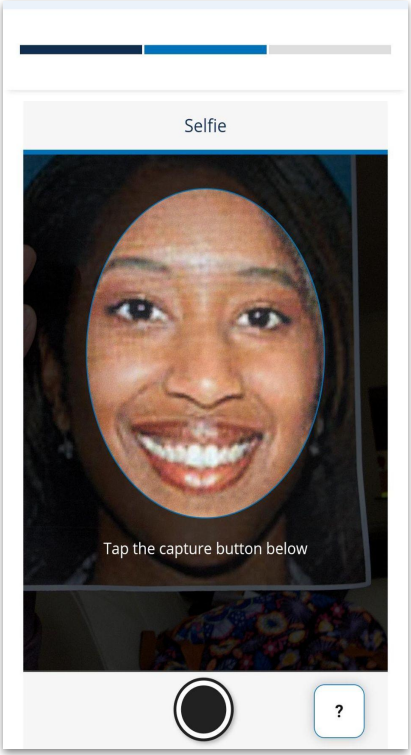
Step 3



Step 4



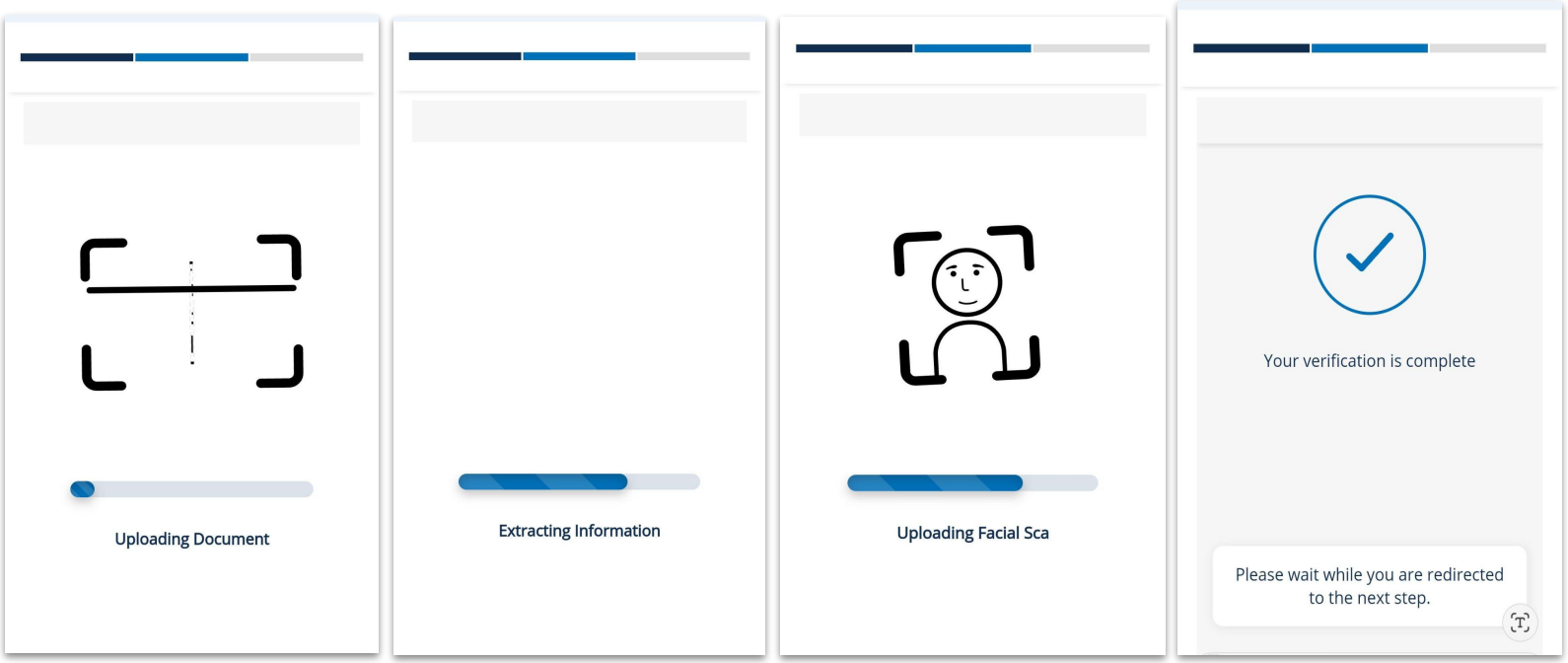
Step 5



2.1.5 Liveness and Document Authentication

Biometric Vendor 5 (Continued)

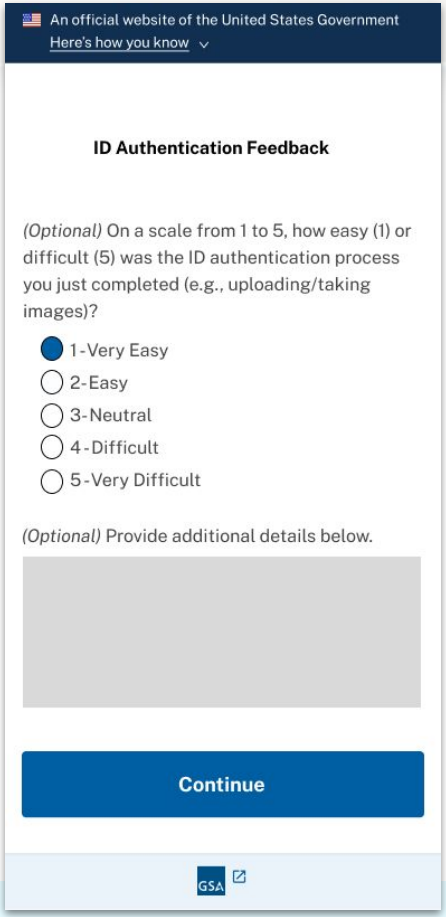
Step 6



2.1 Liveness and Document Authentication

Respondents will have the option to rate their experience for each identity proofing vendor's document authentication process. This feedback option is presented five (5) times.

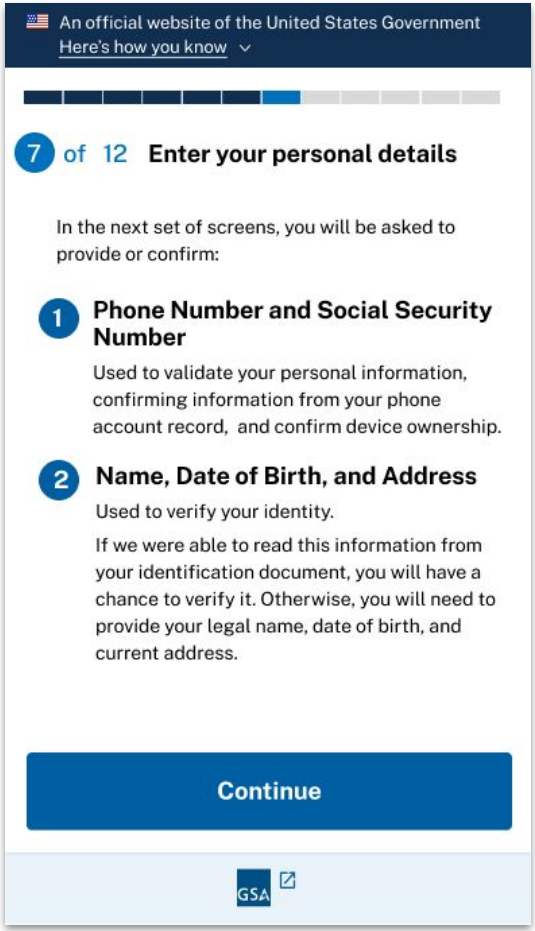
This step is optional.



2.2 PII Validation

Respondents will be instructed to provide some information and verify their personal information that has been read from their identity document and what they entered. They will then have the opportunity to review and confirm their information.

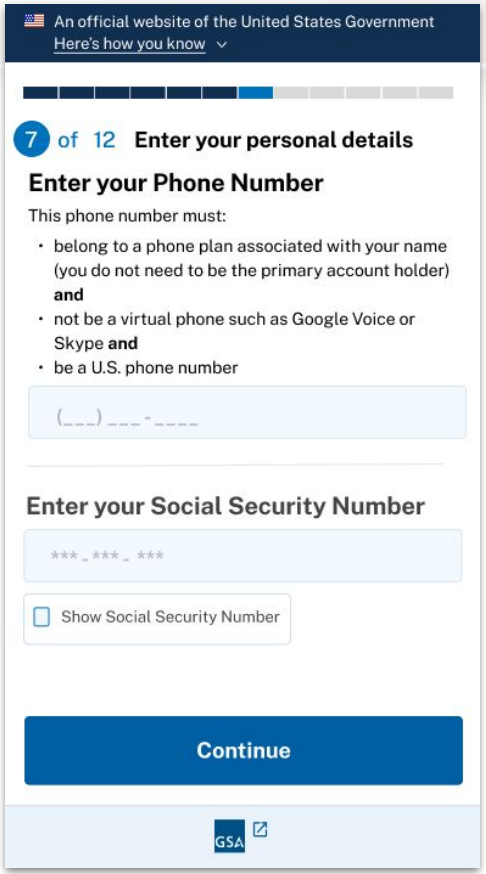
Step 2.2



2.2.1 Phone Number and Social Security Number Verification

Respondents will be instructed to provide their mobile phone number and social security number. They will then have the opportunity to review and confirm this information.

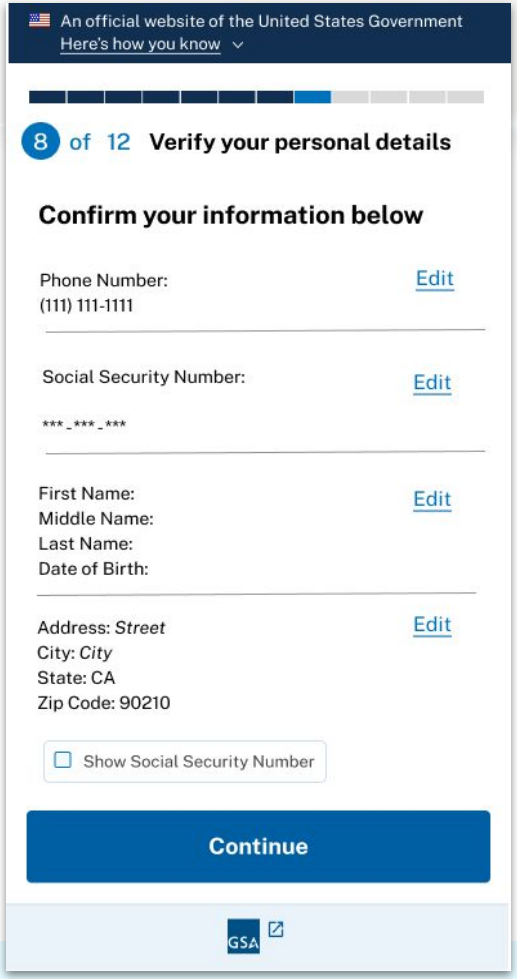
Step 2.2.1



2.2.2 Verify and Correct Information

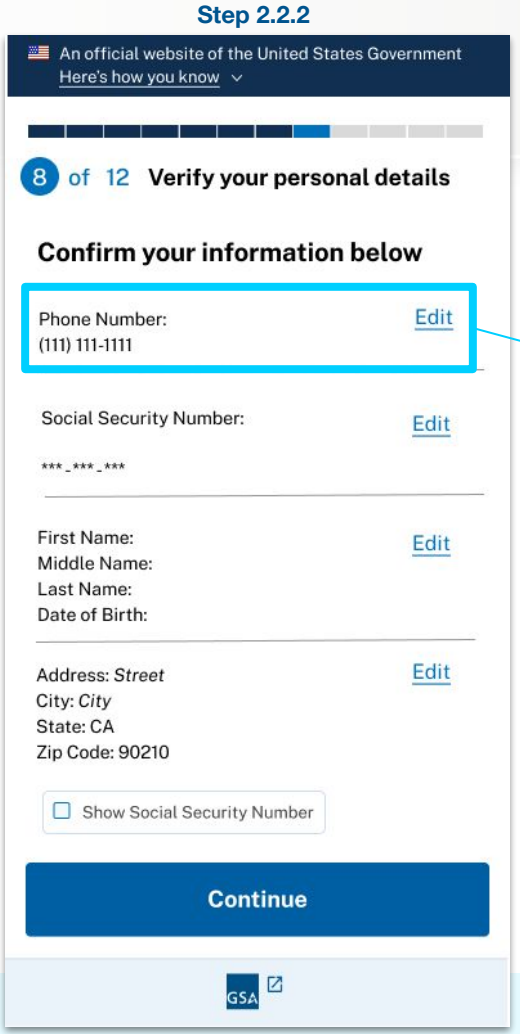
Respondents may review their information and update it as needed by clicking “Edit.”

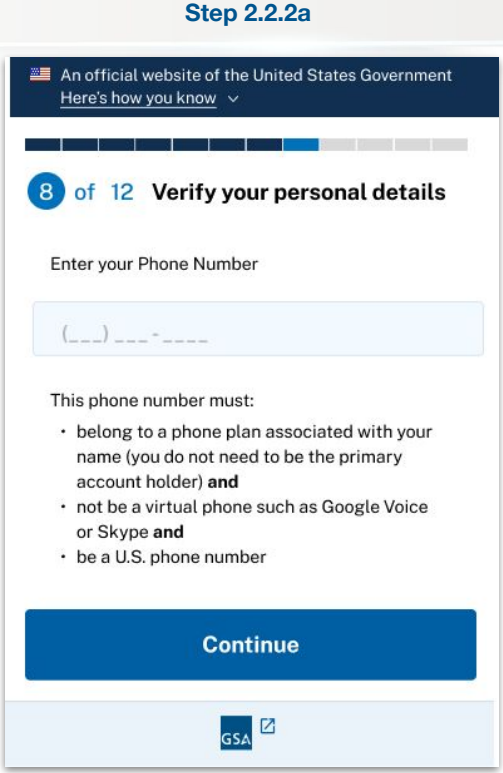
Step 2.2.2



2.2.2a Phone Number Update

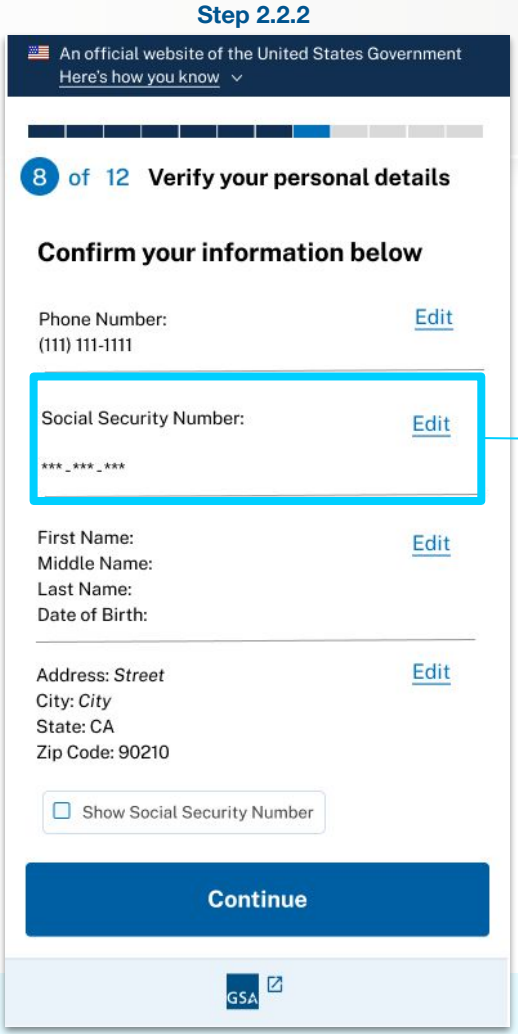
Respondents may update their phone number by clicking the “Edit” link next to phone number section on the screen to make the changes.

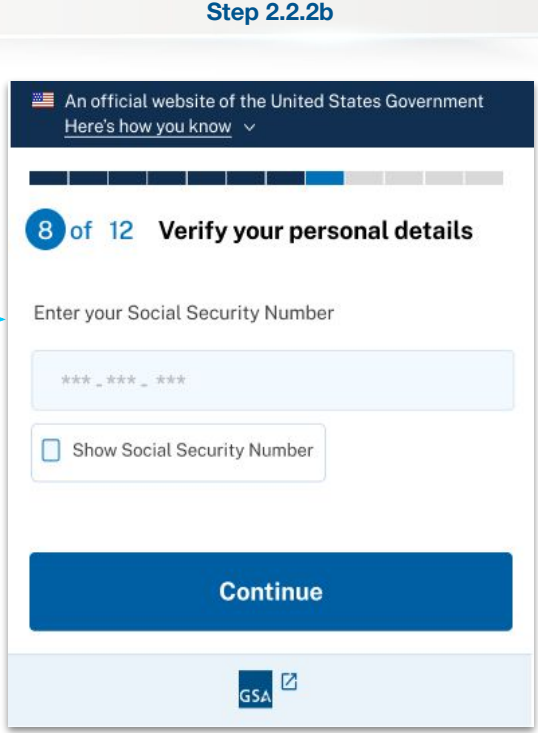




2.2.2b Social Security Number Update

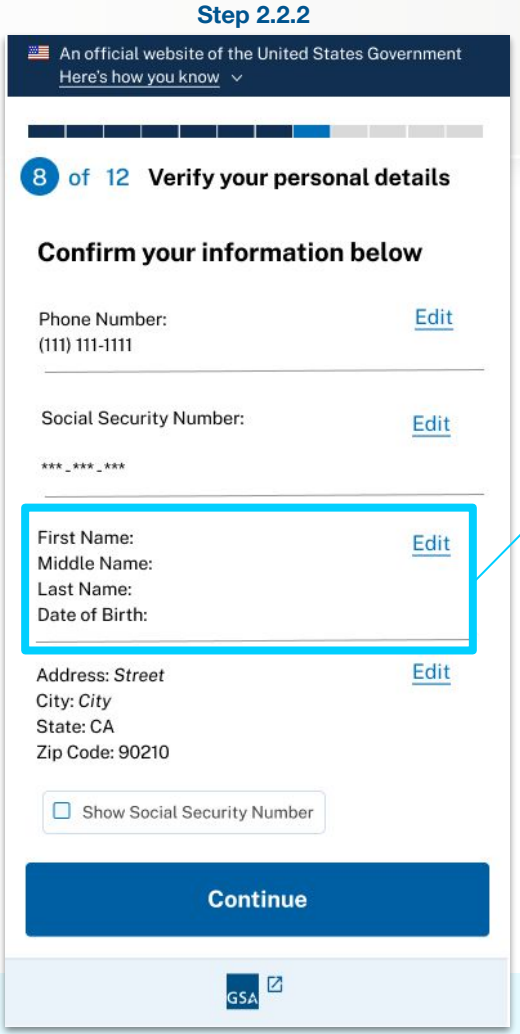
Respondents may update their social security number by clicking the “Edit” link next to phone number section on the screen to make the changes.

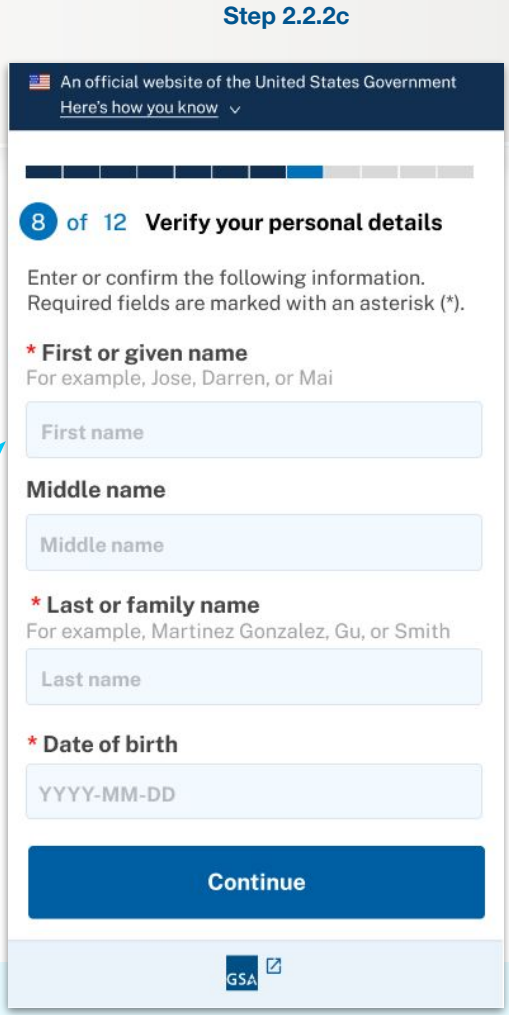




2.2.2c Full Name and Date of Birth Update

Respondents may update their full name and date of birth by clicking the “Edit” link next to name and date of birth section on the screen to make the changes.

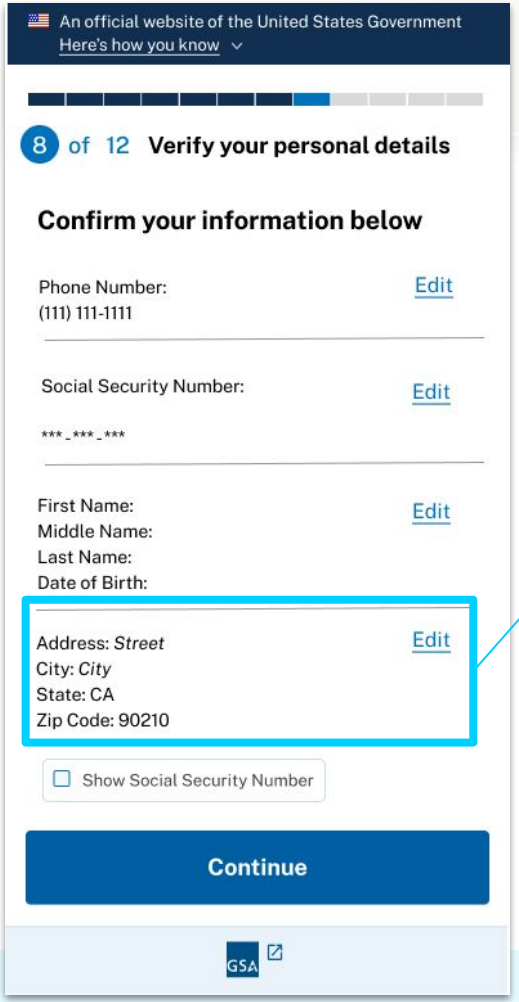




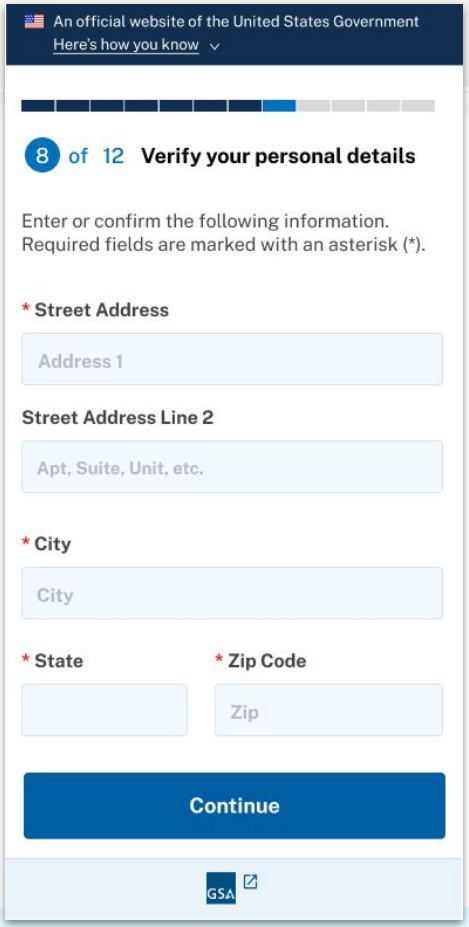
2.2.2d Current Address Update

Respondents may update their current address by clicking the “Edit” link next to address section on the screen to make the changes.

Step 2.2.2



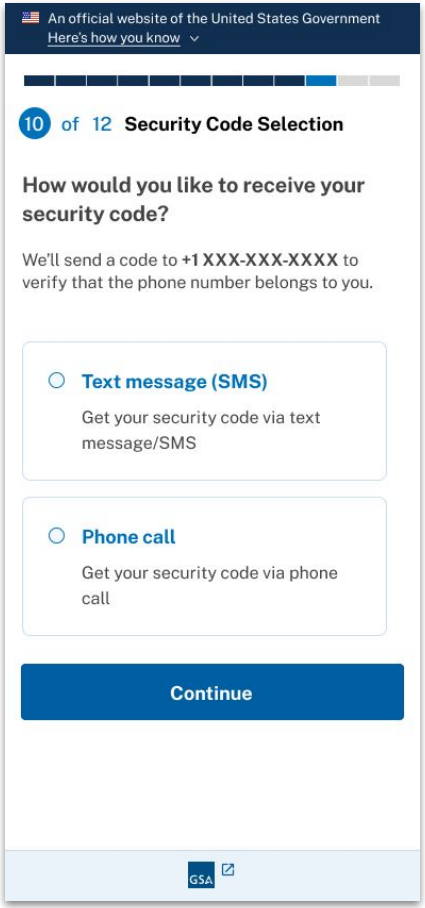
Step 2.2.2d



2.3 Device Checks (Security Code and Device Risk)

The respondent will confirm ownership of a mobile device by completing a security code check, and have the system scan the mobile device in the background.

Step 2.3

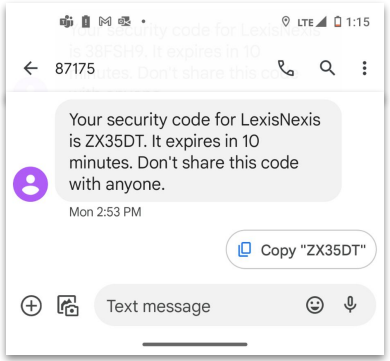


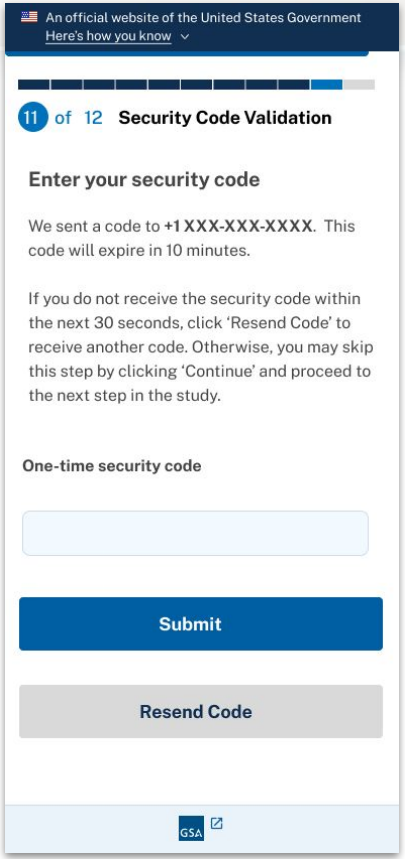
2.3.1 Security Code Check

The respondent will confirm ownership of a mobile device by receiving a security code via phone or SMS, and then entering the generated security code into the field.

Note: If the respondent selects the “phone call” method in Step 2.3, they will receive a phone call where they will hear a code that they will enter it into the one-time security code field.

Text message option



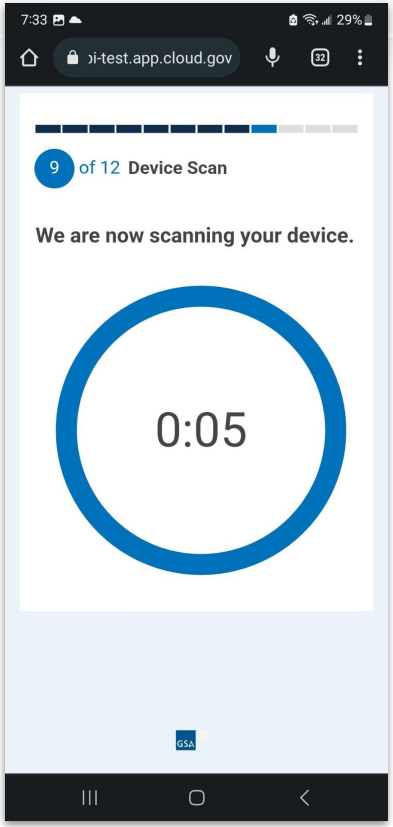


2.3.2 Device Risk

The Device Risk component of the study collects information on respondents' mobile device software, hardware, and usage patterns. For example:

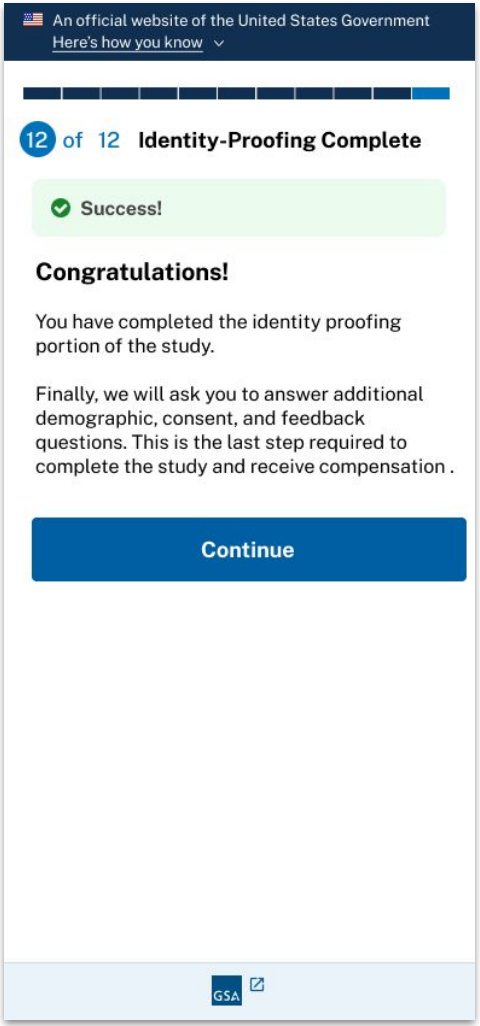
- Operating System
- Mobile Browser
- IP-address based geolocation
- Service provider

This collection happens in the background.

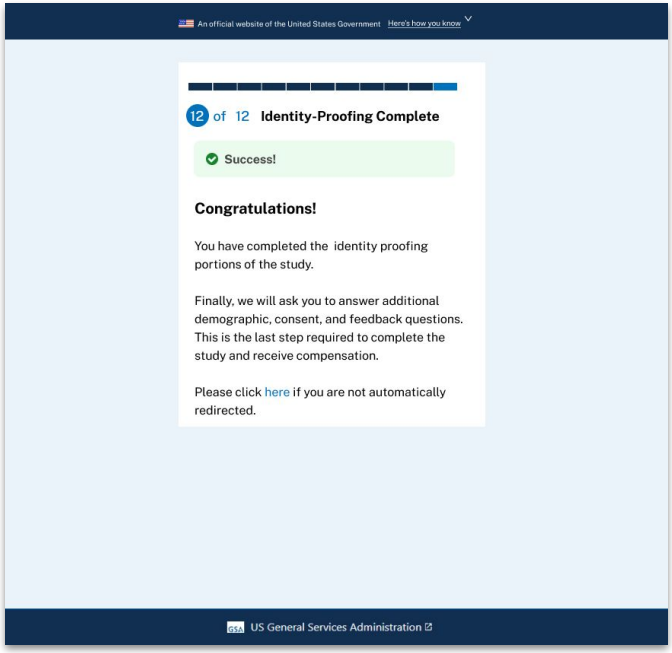


2.4 Final Success Screen,

Once the respondent has completed testing the identity proofing tools, they will be shown a “Success” page. Clicking the “Continue” button will take the user to the Exit Survey for final input.



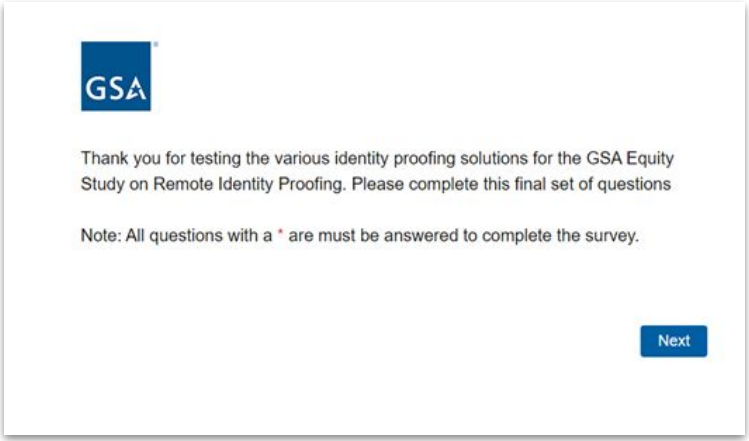
NOTE: If the respondent started the study on desktop and then left the browser session open, upon completing the identity verification process, the browser will be refreshed and display this page given the respondent the option to complete the Exit Survey on desktop.



3.0 Exit Survey (Qualtrics) and Completion Notification

The final part of the Equity Study is the Exit Survey for a final set of questions. And upon completion, an email notification will be generated for confirmation.

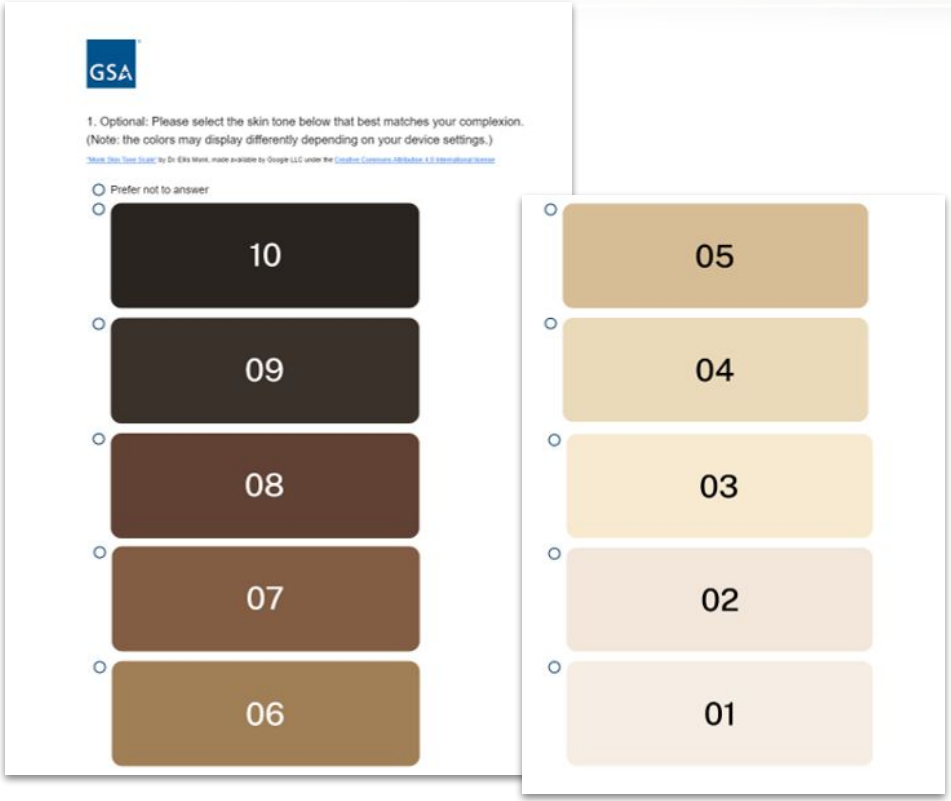
1 of 3

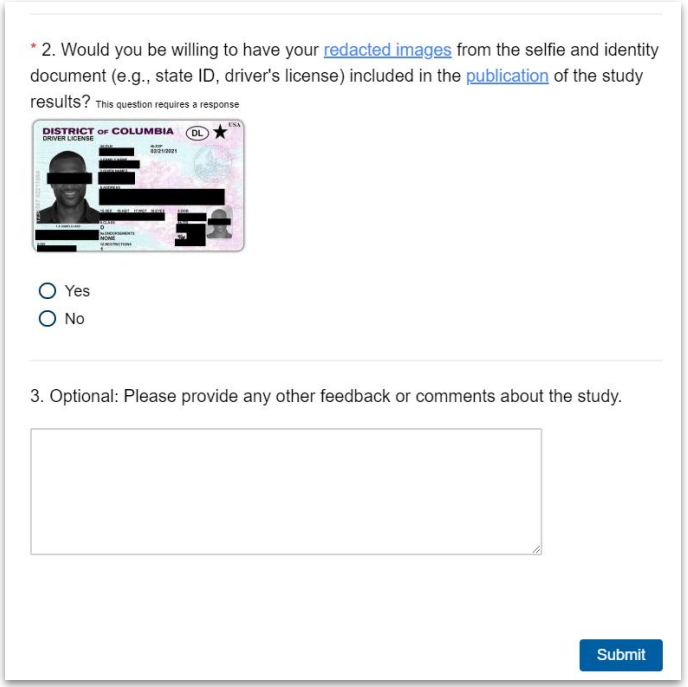


3.1 Exit Survey - *Qualtrics (1 of 2)*

Respondents must complete the exit survey in order to receive compensation for their participation in the study.

2 of 3





3.2 Exit Survey - Completion

The respondent will receive a confirmation email upon successful completion of the exit survey that can be used for reference purposes if needed.

GSA

THANK YOU!

Your participation is now complete.

You will receive an email within 24-48 hours with details about your compensation. If you require any additional assistance, contact identityequitystudy@gsa.gov.

3 of 3

GSA Equity Study Completion Notification (UOsvQJAXgwLIAsy_9H7s2QQiAWFpQIS_CGC_QMz5QWG4CZe6MT5)

GSA Identity Equity Study
to me

Mon, Apr 24, 2:15 PM (3 days ago)

Participant Name:

Thank you for completing the GSA Remote Identity Proofing Equity Study. Your participation is greatly appreciated. This email serves as a record of your successful completion of the study and eligibility for compensation. Please save the following participant number for your records and for any correspondence related to your participation in the study.

UOsvQJAXgwLIAsy_9H7s2QQiAWFpQIS_CGC_QMz5QWG4CZe6MT5

You will receive an email from rewards@reward.tremendous.com with instructions to claim your $25 gift card within 1 to 2 business days. Please check your spam or junk email folders. For assistance with the gift card, please contact Rekrewt, GSA's recruitment partner for this study, at gsa-support@rekrewt.com.

For any other inquires, please reply to this email.

Thank you for helping us shape the future of government technology.

- GSA Equity Study