



DIGITAL TRANSFORMATION – OPPORTUNITY AND RISK COLLABORATION

MARYLAND MOBILE DRIVER'S LICENSE JULY 17, 2023

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PHYSICAL DRIVER'S LICENSE

- **Security Risk**: Government agencies spend millions of dollars to secure the data on physical credentials using overt, covert and forensic card security features that are designed to prevent tampering and show if a card has been compromised.
- **Outdated Information**: Cards are only as accurate the day of issuance.
 - Changes in identity information or driving restrictions are not reflected on the card, unless the holder obtains a replacement.
- **Privacy Risk**: For the holder to prove identity, they must hand over the card that has all their identifying information which in many cases is scanned or copied for proof.



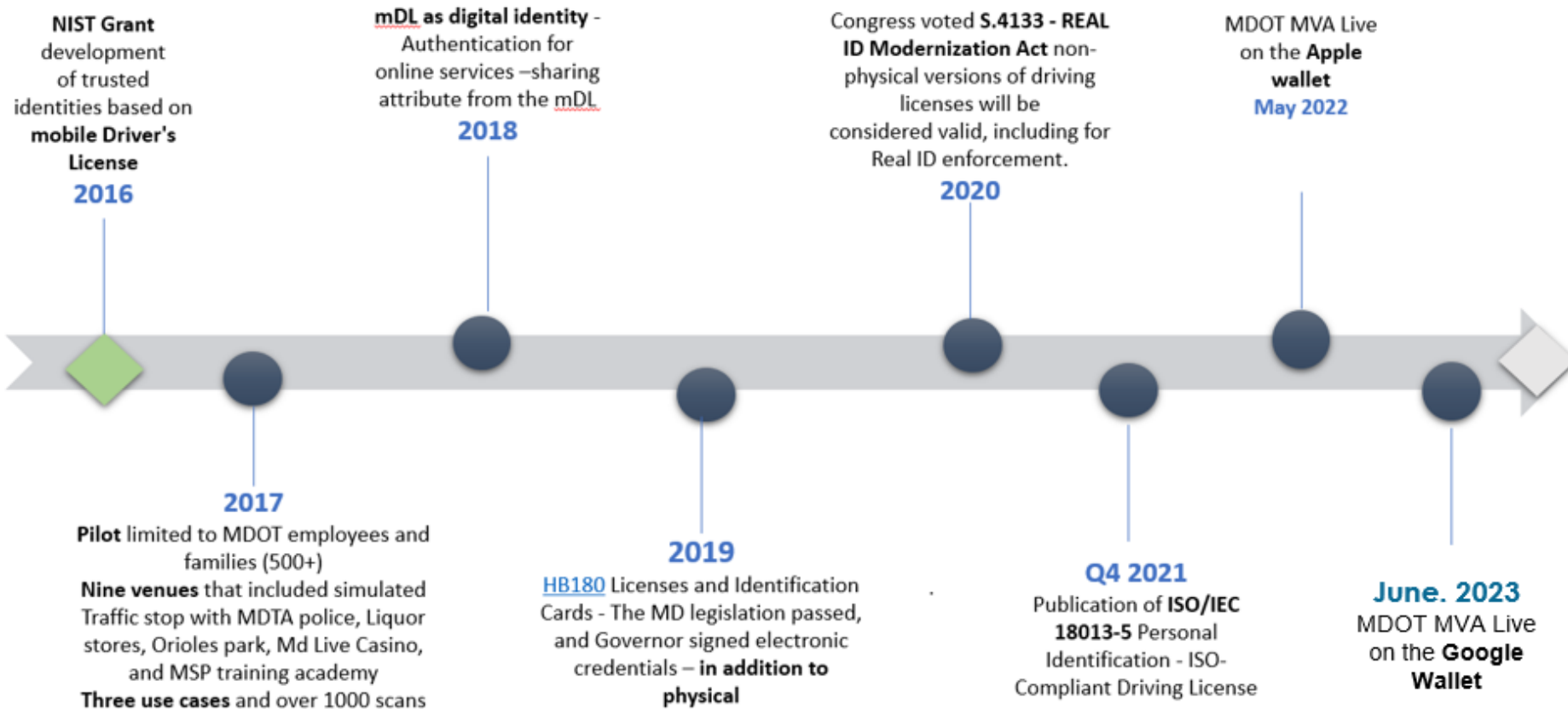
MOBILE DRIVER'S LICENSE

Benefits include:

- Improved data currency
- Foolproof verification
- Privacy enhancement
- Ease of use and convenience
- Improved service

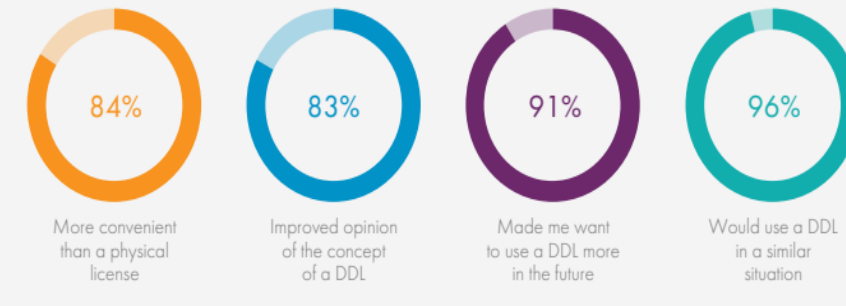
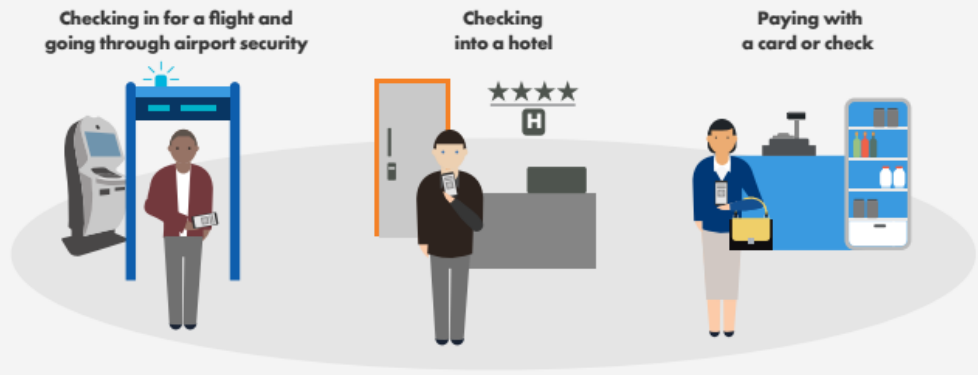
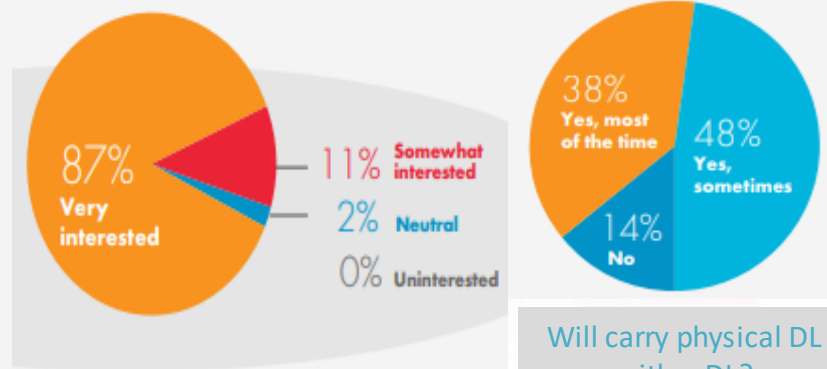
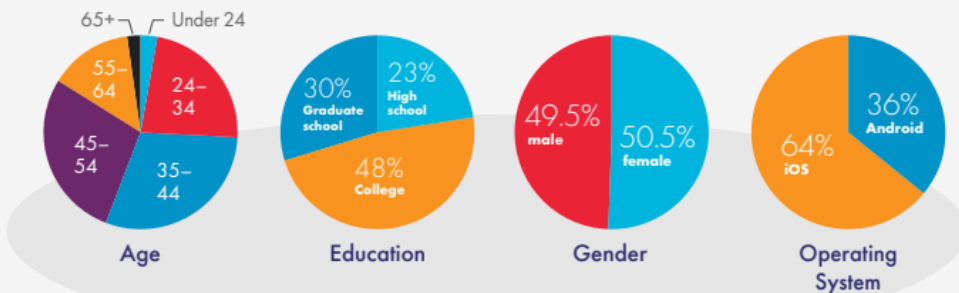


MARYLAND'S MDL JOURNEY



WHAT WE LEARNED FROM THE PILOT

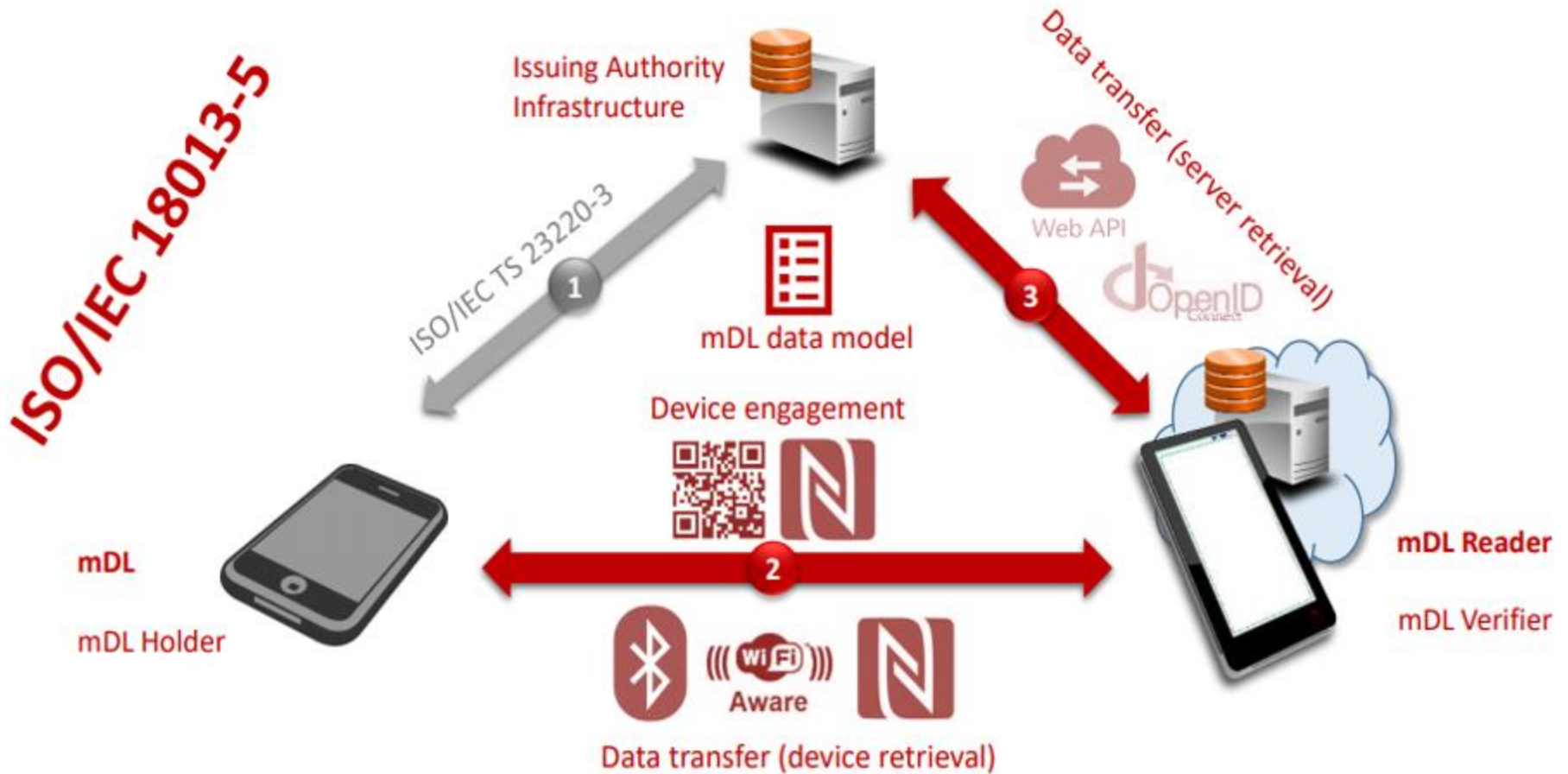
Who participated?



MOBILE DRIVER'S LICENSE

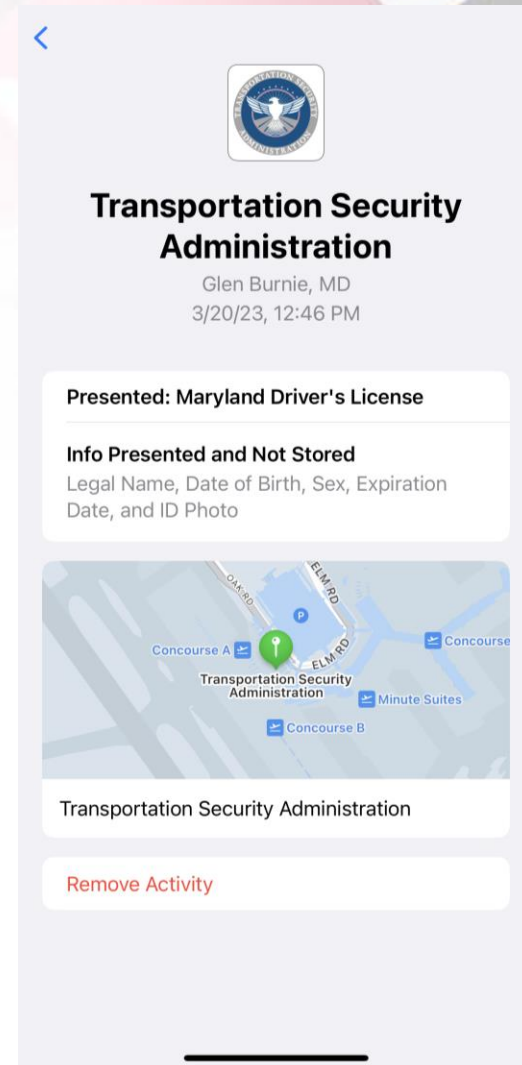


ENSURING TRUST IN MDL: FUNCTIONAL



SELECTION OF TECHNOLOGY PARTNER

- **Technology partners will not have access to any of customer information**
- Strong standard for Privacy by design
- Ability to utilize both hardware and software-based security
- Limit the number of endpoints/interfaces
- Consider end user's experience
- Synchronization of relevant data updates to the mDL pricing model now and the future
- Ability to enhance the solution (Ex: 18013-7 digital Identity) and speed to market
- Sphere of Influence toward market adaption



KEY CONSIDERATION FOR MDL (MD)

Testing

- ✓ Device
- ✓ Certificate Testing
 - Testing with TSA at the CAT 2 terminals
- ✓ Extended Review
- ✓ Exception Processing
- ✓ Enrollment request
 - From Pic
 - From Video

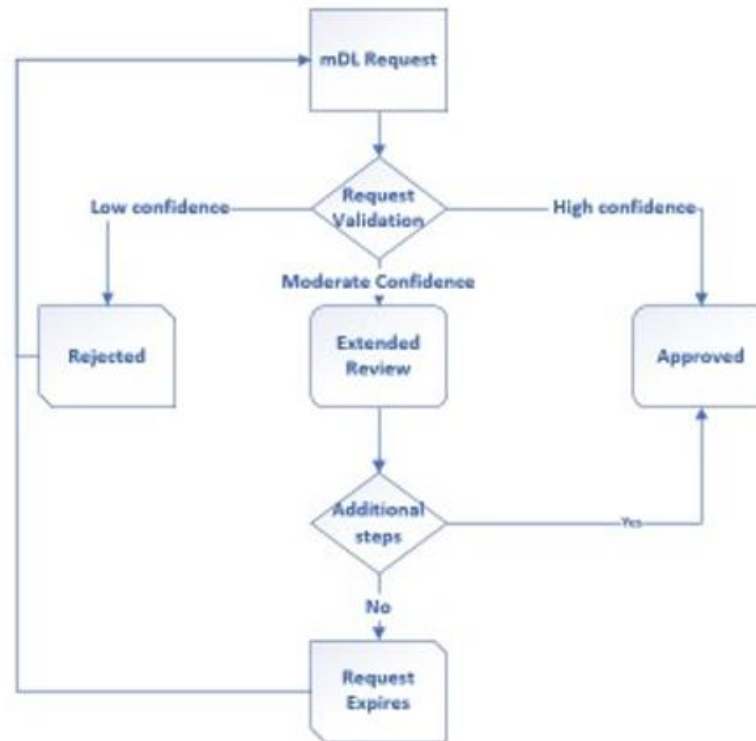
Training

- ✓ Help Articles
- ✓ FAQ's
- ✓ CBT's
- ✓ Workshop - agency policy, extended review tasks, etc

WHAT HAPPENS WHEN AN ENROLLMENT REQUEST IS RECEIVED?

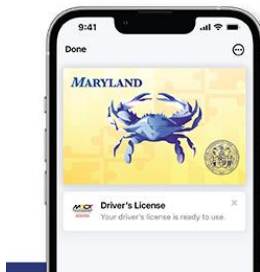
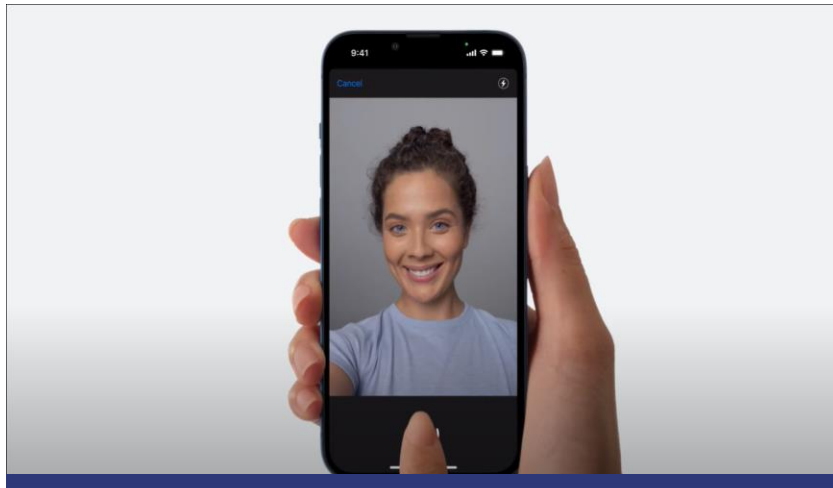
Evidence	Type
App Provider	Back of Driver License
App Provider	Customer Selfie
App Provider	Front of Driver License
App Provider	License PDF 417 Data
App Provider	Liveness Assessment
App Provider	Wallet Confidence Score
MVA's System	Current License Data
MVA's System	Indicator Checks
MVA's System	License Orientation
MVA's System	Prior Licenses Data
MVA's System	System of Record Photo

VERIFICATION

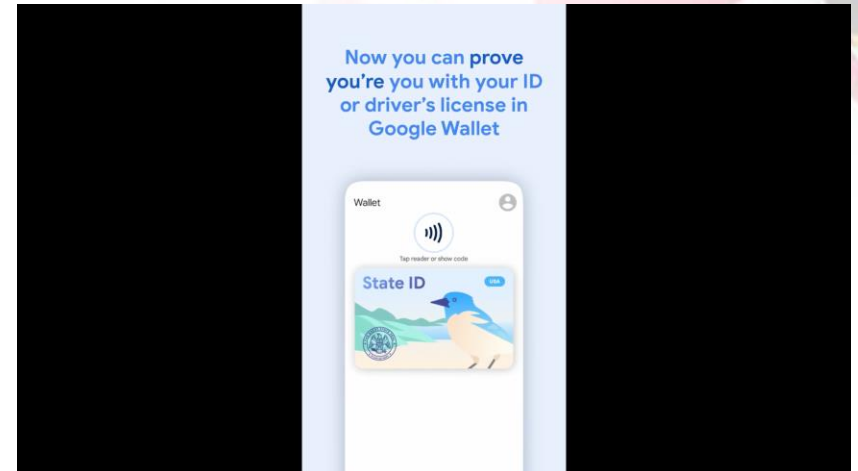


- All additional verification steps must be completed using myMVA portal

HOW TO ADD YOUR MARYLAND MOBILE ID



Your Maryland Mobile ID
on iPhone and Apple Watch.
Airport security just got easy.

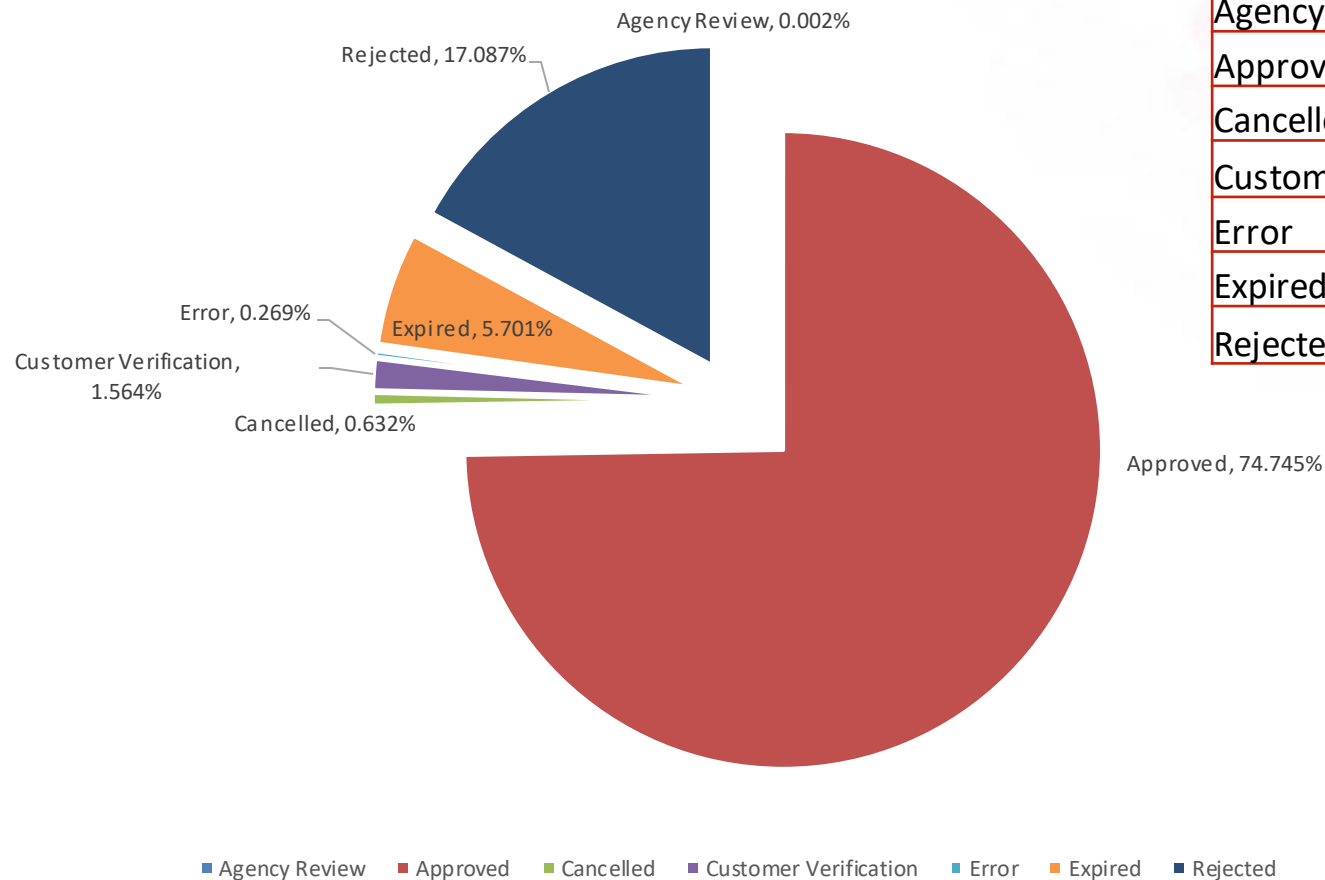


Add your ID to
your phone with
Google Wallet.

Securely store and show your ID with  Google Wallet



AGENCY APPROVAL RATES



Agency Review	< 1%
Approved	75%
Cancelled	< 1%
Customer Verification	2%
Error	< 1%
Expired	6%
Rejected	17%

MDL MARKETING CAMPAIGNS



Maryland Mobile ID

EASY. CONVENIENT. SECURE.

Get started today!

Convenience



Security

Add your ID to
your phone with
Google Wallet.

Securely store and show your ID with  Google Wallet



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE ADMINISTRATION

Questions?

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