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| **Heading** | **Description** |
| Scope / Use Case Class | **Identity Proofing (In-Person)** |
| Use Case Name | **IPP as a Service (IPPaaS) Variant:** **Recipient Proofing** |
| Context | An Individual orders a hardware authenticator (e.g., U2F, smartphone) for remote access to secure web sites (e.g., banking, etc.). The package indicates to the USPS that the Individual must prove identity prior to package receipt and contains an enrollment coder (e.g., bar code). The Clerk inspects the Individual, their photo ID, and secondary documents (if needed for proof of current address). The Clerk scans the Individual’s photo ID and the enrollment barcode on the package – tying the proofing event to the hardware authenticator. The records are delivered to the employer (issuing company).  The scenario is designed to promote flexibility in the order of operations, so that additional e-commerce scenarios can be considered (e.g., enroll for a program [or web site account] from a retail location). |
| Stakeholders & Interests | * Individual – completing a transaction or gaining access to a system * Relying Party (RP) – prevent identity fraud * IPP Service Provider (IPP-SP) – provide quality service for a fee * IPP Clerk – perform duties and protect the stakeholders |
| Triggers | * Relying Party needs identity proofing upon delivery of a shared secret (e.g., mailed code) or physical package (e.g., hardware authenticator) |
| Success Guarantees | * An individual has presented themselves in person to a Clerk (i.e., an employee of the IPP service provider) * The individual has presented evidence of their identity in the form of a government issued photo ID * The address on the photo ID matches what was provided during initial registration or a secondary document (e.g., lease, mortgage, utility) has been provided * The Clerk has had some training on spotting fraudulent IDs, photo/person matching, and suspicious behavior * An enrollment code has linked the mail/package delivery with the IPP event |
| Minimum Guarantees | * The process cannot be automated by an attacker (a human must present themselves). |
| Primary Actor | Individual / IPP Clerk |
| Preconditions | The individual has a photo ID and evidence of current address |
| Main Success Scenario | 1. RP application collects name, address, email (flexible) from the Individual to uniquely resolve the claimed identity [upon their return | against records if needed]. 2. RP connects to IPP-SP and provides identity information in exchange for an enrollment barcode 3. The RP includes a special label on the package indicating identity proofing is required and including the enrollment barcode 4. The Clerk presents themselves to the Individual or vice versa 5. The Clerk informs the Individual that identity proofing is required prior to receipt 6. The Individual presents their photo ID to the IPP Clerk 7. The IPP Clerk inspects the Photo ID for signs of forgery 8. The IPP Clerk compares the Individual to the photo in the ID to make sure it is the same person 9. The IPP Clerk records the Photo ID information such as name and address with the IPP-SP 10. The IPP-SP sends the details of the identity proofing event and enrollment barcode to the RP |
| Resolution  (SP 800-63) | Name, address, and other identifying information (e.g., email) is collected and used to uniquely identify the Individual. |
| Evidence  (SP 800-63A) | The Individual’s photo ID is collected and examined by the IPP Clerk. A secondary form of identification can be used for proof of current address. |
| Validation  (SP 800-63A) | The IPP Clerk inspects the ID for security features and signs of forgery. |
| Verification  (SP 800-63A) | The IPP Clerk ensures the person in front of them is the same person on the photo ID. |
| Address Confirmation  (SP 800-63A) | A notice can be mailed to the current address determined during IPP or another address on record.  The IPP event can also occur at the address of record. |