المجلس الوطني للتطوير الاقتصادي و الاجتماعي

National Economic & Social Development Board

Executive Summary

Digital Identity Project

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1) Overview:

Libya has achieved significant leaps in digital transformation plans in government and commercial institutions over the past decade. This was represented by the increase in government and commercial services available online. It also included digital inquiry services about the national number and extracting some civil status statements, in addition to Hajj applications, the wife and children grants, and others. On the commercial level, many commercial banks have adopted digital solutions in providing their services to citizens.

Another important development witnessed by the Libyan digital transformation process was represented by the provision of some digital transactions between some government departments such as national number matching transactions during the completion of some digital services for the benefit of citizens. Despite this, the rate of providing new electronic services is still relatively slow. This is due in large part to the challenges of proving the identity of service seekers online, as many digital service providers resort to using secondary verification methods such as paper documents or national number data in order to avoid fraud and deception to obtain electronic services illegally. Therefore, all government and commercial institutions need to adopt an easy, safe and reliable method to verify the identities or characteristics of people who deal with them online. That will enhance the welfare of citizens and reduce the burden on government institutions in handling citizens' transactions, in addition to enhancing and thriving commercial activities; as a result of the great flexibility provided by remote digital services. In the absence of a reliable system for verifying digital identity, this will open the door wide to various forms of fraud and theft, leading to citizens' loss of confidence in government data, affected by press allegations about identity fraud and its threat to the population fabric, as well as reducing privacy and hindering the availability of many services online.

Despite the introduction of digital services based on the national number as an identity identifier, this is not sufficient according to international standards. The publication of citizens' data, including the national number, is still circulating on the social media pages of some institutions and banks, which exposes them to misuse. This necessitates the need to support the current digital identity identifier with other features that make illegal trading difficult. It is worth noting that digital identity solutions not only can address security and fraud concerns, but also improve privacy and enable the provision of new types of reliable services to a wider scale, locally and globally. In this context, the digital identity system is considered one of the main pillars of the success of the digital transformation program. The National Economic and Social Development Board has assigned a working group to prepare the digital identity project. Building a digital identity for the citizen depends on following a central system for issuance and verification, and using a digital identity wallet to store citizen data.

Therefore, this project seeks to draw a roadmap to activate the program for issuing and processing all digital identity verification requirements for Libyan citizens. It aims to set the general features for embodying a central system for issuance, verification and use of digital identity; by establishing a highly secure digital identity wallet for each citizen, through which the citizen's personal information can be shared with government and commercial e-service platforms, while ensuring the privacy and integrity of data by relying on highly secure and confidential encryption technologies.

2) Project objectives:

1. Reviewing many digital identity management systems implemented in some other countries and selecting the best practices that are technically, institutionally and socially compatible with the Libyan context.
2. Defining the entities involved in issuing, using and securing citizens' digital identity, determining their responsibilities, and coordinating between them to carry out their administrative, technical and legislative responsibilities towards issuing, verifying, and exploiting digital identity within various digital services available to citizens and entities.
3. Designing an ecosystem to issue a secure digital identity wallet for citizens.
4. Defining the technical components of digital identity and the paths for issuing, verifying, and securely using digital identity for citizens.
5. Determining encryption standards and secure storage mechanisms for digital identity data to protect the privacy and integrity of personal and financial data of digital service seekers.
6. Determining the technical and administrative requirements for implementing the digital identity system and proposing business models to embody the digital identity system in specific sectors.
7. Reviewing the designs of the national database to integrate with the requirements of the digital identity project and proposing what is necessary to develop it.

3) Project Partners:

Given the multiplicity of regulatory and executive bodies or beneficiaries of the outputs of this project, the following bodies were contacted, which play different roles related to technical, technological, regulatory and administrative matters:

Authority	Responsibilities
The General Information Authority	The body authorized to implement the digital identity project
The Information Security and Safety Authority	The body authorized for information security and safety
The National Economic and Social Development Board	General planning and supervision of project implementation
Ministry of Interior	Planning and issuing the necessary legislation. It is also one of the entities owning some components of technical infrastructure
Civil Status Authority	A mediator for the use of digital identity and one of the entities owning some components of technical infrastructure
Telecommunications companies	A mediator for the use of digital identity and one of the entities owning some components of technical infrastructure
Central Bank of Libya	A mediator for the use of digital identity and one of the entities owning some components of technical infrastructure

4) Project Outputs:

1. Project Team Action Plan Report.
2. Report on Reviewing Previous Experiences in Global Digital Identity Projects.
3. Libyan Digital Identity Specifications Document.
4. Project implementation plan.

5) Most important data/statistics:

Following a study of the Libyan case through the available infrastructure, in addition to the infrastructure that will be provided upon the actual implementation of the project, the team reached a framework for registering the digital identity as shown in Figure (1). While Figure (2) represents the framework for activating the digital identity through various relevant parties.

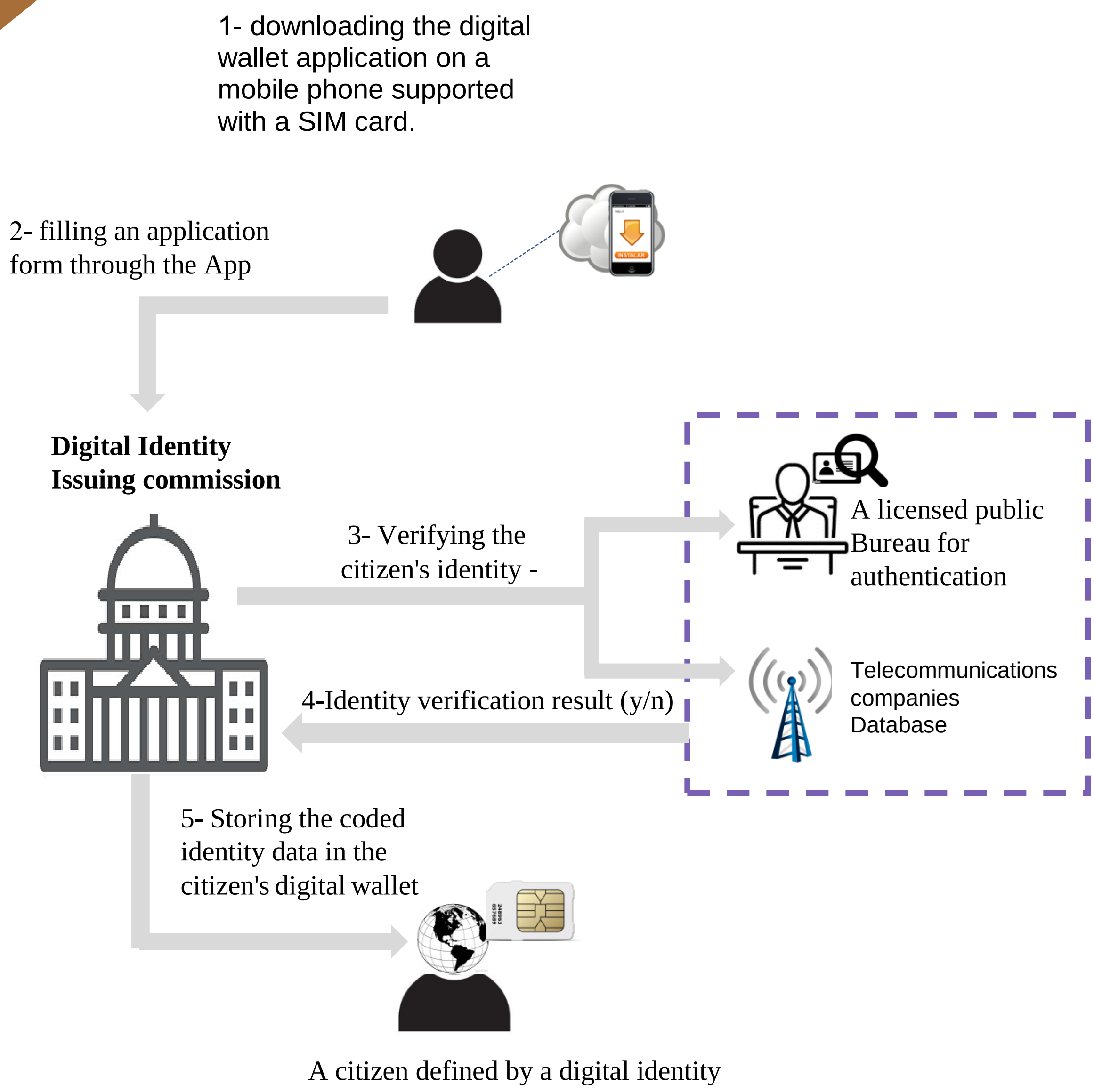
1- downloading the digital wallet application on a mobile phone supported with a SIM card.
2- filling an application form through the App
Digital Identity Issuing commission
3- Verifying the citizen's identity -
A licensed public Bureau for authentication
Telecommunications companies Database
4-Identity verification result (y/n)
5- Storing the coded identity data in the citizen's digital wallet
A citizen defined by a digital identity

Fig 1: proposed framework for recording the digital identity

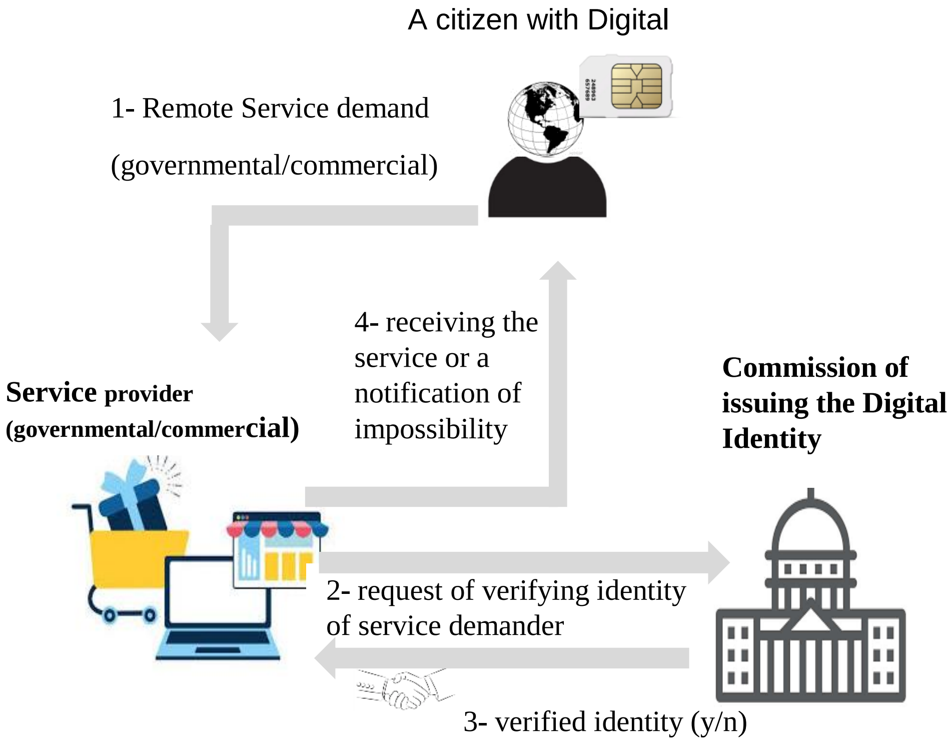
A citizen with Digital
1- Remote Service demand
(governmental/commercial)
4- receiving the service or a notification of impossibility
Service provider (governmental/commercial)
Commission of issuing the Digital Identity
2- request of verifying identity of service demander
3- verified identity (y/n)

Fig. 2: suggested framework for activating the Digital identity

6) Conclusion:

The project team was established by Decision No. (88) of 2022 of the Director General of the Board dated 6-27-2022, and included experts and technicians from the General Authority for Information and the Civil Status Authority, in addition to academic researchers in the field of information systems, digital transformation policies and change management.

The team developed an action plan that took the following steps:

- Reviewing related information technology projects that have been completed in the past and recently.
- Studying a group of successful experiences in managing digital identity affairs in other countries.
- Communicating with relevant parties and holding face-to-face meetings to understand their scope of work and determine the horizon of their contribution to embodying the digital identity program.

The team held several direct and indirect meetings to present the members' contributions, exchange views on them, and adopt the agreed-upon outputs of each stage of the project, according to the project outputs paragraph included in this executive summary. In order to ensure the success of activating the digital identity with its components formulated by the team, we recommend the following:

1. Given that digital transformation projects - including the digital identity project - have a social character, their success does not depend on technical infrastructure alone, but must be accompanied by cultural efforts to raise community awareness about the positive effects of citizens' interaction with digital transformation projects, as many experiences have suffered from the problem of low rates of use of digital services compared to the rates of availability of those services.
2. Gradual activation of the digital identity program and avoiding of adopting all its available services at once, in accordance with the recommendations of international good practices for digital transformation. The gradual transformation facilitates management and dealing with any necessary updates without causing disruptions in the availability of digital services.
3. The necessity of involving national private sector companies and local universities in implementing some aspects of the project, while setting selection criteria that ensure the quality of their achievements.