RE: SADI update status

Hi all,

Please find attached the meeting minutes from yesterday's SADI Update Status meeting. In addition, these notes are uploaded to the SharePoint, found here:
Weekly SADI and ID.me Touchpoints - All Documents (irsnet.gov)

Action Items:

#	DESCRIPTION	PERSON RESPONSIBLE	DUE DATE
1	Follow up on ID.me email regarding additional analytics that are currently in progress; share once complete	Paul	4/29/21
2	Provide literature regarding false positives and face surveillance, and % of false positives	ID.me	4/29/21

	that have occurred		
3	Provide list of 30 languages provided by Trusted Referees	ID.me	4/29/21
4	Provide updates to see if the June 1st timeline is manageable after the meeting this afternoon between tech teams to discuss fraud channel scope	ID.me	4/29/21

Thank you,

@irs.gov

Purpose: touchpoint to check on status each week. Will schedule weekly meetings through the end of June.
Agenda:

Reporting
- *Request: Provide a recent snapshot of ID.me statistics for use in IRS Executive briefings.* For example:
  - How many IAL 2 accounts have been created so far? (with and without liveness)
  - How many fraudulent IAL 2 + Liveness accounts have been created to date?

Request: Provide detailed project plan / activities list for the following:
API:
- The API is now request for a one way data transfer (from ID.me to IRS). Does ID.me have any estimates yet on when this data transfer would be available?

Virtual In-Person
- Aside from hiring, how is ID.me addressing the virtual in-person wait times. Did ID.me add back the ability to schedule an appointment for video chat?

Languages options
- Are there different languages for unsupervised or just virtual-in-person?
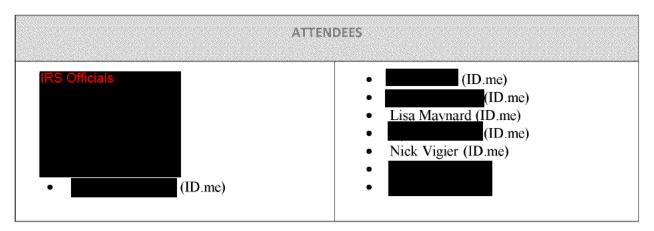- Specifically, which languages? (English, Spanish, Chinese, other?)

SADI Update Status Meeting Minutes

DATE: APRIL 22ND, 2021   TIME: 10:00AM-10:30AM   LOCATION: VIRTUAL

AGENDA/OBJECTIVES

- Touchpoint to check on status each week between SADI & ID.me. Purpose to align on status & ensure items are moving and on track; other items to be worked in technical groups.
- Check on status of Reporting, API, Virtual In-Person, and Languages options.

ATTENDEES	
IRS Officials ▮▮▮▮▮▮▮▮▮▮ • ▮▮▮▮▮▮ (ID.me)	• ▮▮▮▮▮▮ (ID.me) • ▮▮▮▮▮▮ (ID.me) • Lisa Maynard (ID.me) • ▮▮▮▮▮▮ (ID.me) • Nick Vigier (ID.me) • ▮▮▮▮▮▮ • ▮▮▮▮▮▮

ACTION ITEMS

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	between tech teams to discuss fraud channel scope		

1. **Reporting:**
   - Paul - In response to the email from ID.me regarding additional analytics/numbers; we are in process of working those right now and once complete will share with ID.me
   - Agenda Item: Provide a recent snapshot of ID.me statistics for use in IRS Executive briefings.
     - Total number of ID.me accounts is over 400 million, with 70000 new accounts being created every day.
     - Number of active NIST credentials (LOA3 plus IAL2/AL2) is around 6 million
     - Number of active IAL2 credentials is over 3 million; of those approximately 2.5 million has liveness associated with their account
     - Fraud concern; suspect that less than 0.5% of all IAL2 + Liveness accounts having any form of fraudulent activity.
     - The IAL2 policy is largely successful at preventing vast majority of fraud.
       1. ID.me is catching fraudulent activity up front
   - Referrals to law enforcement:
     - The security team does work and interact with law enforcement when they identify a pattern of fraudulent activity (rings)
     - If the user is one who does not engage in a large pattern of suspicious behavior, he/she is reported to ID.me's partners; for rings and repeated behavior, law enforcement is called in.
   - Minority populations and Liveness:
     - There are no immediate concerns regarding implicit biases within minorities because ID.me utilizes face matching.
       1. Face matching is a 1:1 matching vs. 1:many; ID.me technology can match 1:1 a user with their government ID.
       2. This is more efficient than face surveillance and reduces the chance of human error.

2. **Virtual In-Person:**
   - The ID.me Help Desk is available 24/7.
   - Current wait times are decreasing; about 2 hours as of today. Continuing to invest in process and personal and hiring additional support.
   - Following up on the scheduling discussion; this option will no longer be an option
   - All ID.me efficiency boosts will go-live by June 7th, with ID.me hiring 800 Trusted Referees by June 14th.
   - Current users have to wait online, no callback feature. The scheduling feature was offered previously, however approximately 50% of users did not show up to their scheduled appointment, hindering efficiency, and had to be removed.
     - A new feature being implemented is to notify users with push notifications when they are 15 minutes out from their appointment, so they are ready with documentation.

        ○ Confirmed that users would be waiting on their phones/desktop

3. **Language options:**
   - For online self-service currently provides English, Spanish, and Spanish Creole.
   - Trusted Referee currently provides approximately 30 different languages for members. ID.me to follow up with the full list of languages for reference.

4. **Fraud Channel:**
   - Put polishing touches on design for fraud channel provided by ES.
     - ○ ID.me only concern with delivery at this time is around delivery since requirements haven't been fully defined.
     - ○ IRS working to finalize the requirements, aim to have them ironed out asap (meeting to take place this after 4/22)
       1. Belief is that after the meeting with the tech team that a new level of comfort would be reached. ID.me to escalate any concerns.