

2021-04-06 Consistent User Experience Drafting Group Meeting Notes

Attendees

- Alessandro Minucci
- Eric Doherty (Blink Science)
- Xiang Wang (Singapore Air)
- Jo Cooper
- Jacques Bikoundou
- Alessandro Minucci
- Christopher Justice
- Daniel Bachenheimer
- Chatchai
- Kaliya Young
- Chester Drum
- Davydson Carnelossi
- Sandrina Lains
- Xiang Wang

Agenda Items

Time	Item	Who
2 min	Welcome & Antitrust Policy Notice	Chair
10 min	Review of kick-off meeting discussion	TBC
40 min	User Journey Mapping & Frictions	TBC
5 min	Wrap Up	Chair

Presentations

N/A

Recording

Topic: Good Health Pass - Consistent User Experience
Start Time : Apr 6, 2021 04:59 AM

Meeting Recording:

https://zoom.us/rec/share/z7Nyey-FNPIbYL_o9nG2NdPgMJ28quddr3ZYqvUIQ-6yQ45dEozvocXxbQwYI_hO.F1m7BdZfUdbdb6X5N

Notes

1. Welcome and Linux Foundation antitrust policy

2. User Journey Mapping

(epics to be discussed, low ID assurance, mid, hi. Each to lead to a specific journey and UX)

1. The user presents a physical and/or digital identity document (or agreed equivalent in that jurisdiction)
 - a. the intent was to include: (1) present a physical identity document [electronic or not] or (2) share identity information virtually,
2. The user researches / finds out the entry requirements for travel (rules repositories eg: Timatic, ICTS ACI, Sherpa etc.)
3. The user obtains a COVID-19 test or COVID-19 vaccination from an accredited health service provider.
 - a. COVID-19 Recovery status (anti-body test / release documentation)
4. The user obtains the necessary COVID-19 status credential from the provider after the user's identity is authenticated (note that this may be at same time as receiving service or at some time subsequent). *Note: this must allow for mitigation if the credential is issued in error or if the user disagrees with their health status determination.*
 - a. Most credentials in the market are low-level assurance level (in current environment)
 - b. Specific challenge of different health systems in the US
 - c. In smoothing the traveler experience, focus has been on the testing requirements bc in testing requirements, you can do a reasonable assurance level (e.g., passenger brings passport to lab to take sample; reasonable assurance level (if you trust the lab))
5. At an authorized verification point(s), the user is requested to provide proof of one or more COVID-19 status credentials in a compatible format and they consent to provide such a proof.
 - a. Need to provide a certain level of information as a traveler; should match what is already required
6. The authorized verifier is able to verify that the COVID-19 status credential(s) are: (1) authentic and unaltered, (2) bound to the identity of the presenter, and (3) satisfy the verifier's policy requirements

3. Frictions

- List of accredited, accepted labs / clinics, provided (supported) by government for COVID-19 tests (covering various kinds of tests / test facilities) and vaccinations
 - Including traceability via identifiers
- Identity confirmation (tying identity to user vs result)
- Data donor and data mapping
- Defining data schemas for APIs (framework, interoperable)
- Data privacy (levels for international travel, airlines check-in, immigration / border control)

5. Wrap up

- Next steps

Action Items

1. All to fill out various user journeys across zones