

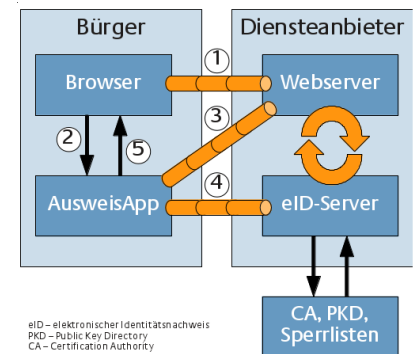
Thesis
B.Sc.

IDP

eID User Guidance for Service Providers

Motivation

The German government ID card supports digital identification and authentication. By using this functionality, citizens can authenticate themselves and get access to services by remote Service Providers (SP). This is made possible by the so called *eID*. The underlying technology is mature, considered secure and, most importantly, a prime example for a privacy-preserving authentication mechanism. However, this system comes with certain challenges in terms of usability and accessibility. (Quasi-)First-time users may not have activated their card, have to set a new PIN or do not remember their PIN and they represent a major concern for SPs. Commercial SPs attempt to guide the user through the authentication process, making sure all prerequisites are met.



Topic

The goal of this thesis is finding a user-friendly guidance for the use of eID based services. You, therefore, first survey the state-of-the-art for the existing user experience when using an SP. Based on your survey, you identify necessary steps and shortcomings in the common user guidance. You then use these insights to develop a new user guidance pattern that addresses the shortcomings in existing systems. After implementing your new pattern, you integrate and evaluate it into a real SP.

Your Task

- Study existing approaches to user guidance in an authentication workflow
- Develop a generic user guidance pattern that SPs can use
- Evaluate your pattern using appropriate usability and accessibility metrics
- Integrate your pattern in a real SP

Requirements

- Experience with UI development is mandatory (preferably web technologies)
- Experience with assessing usability/accessibility is highly valuable

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