

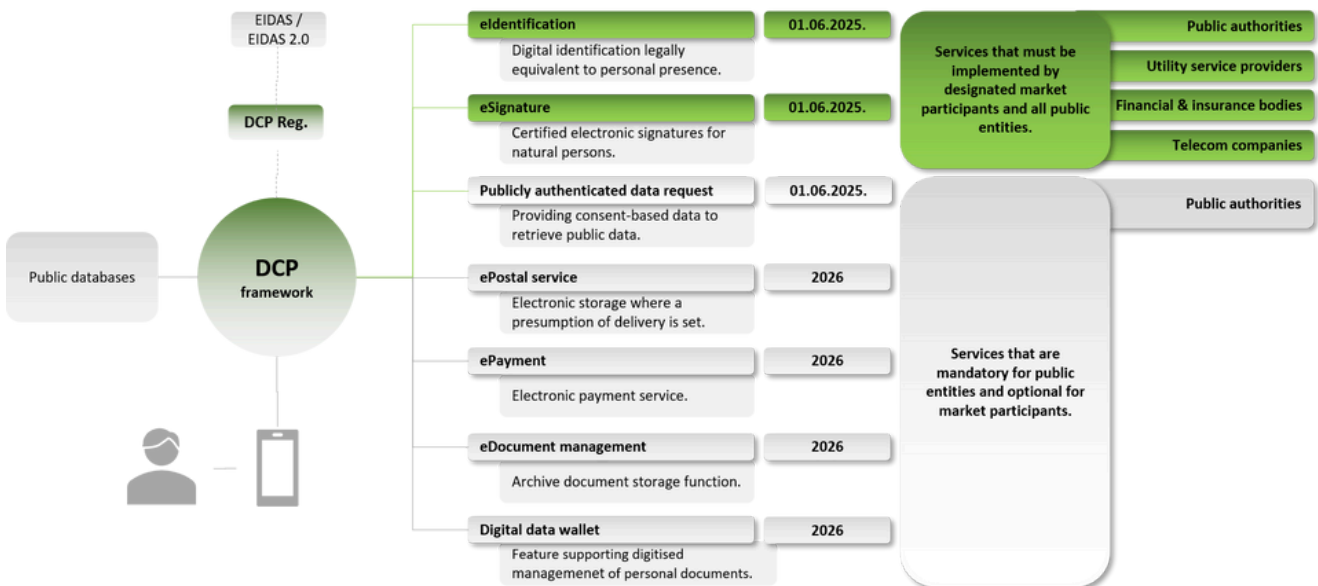
# DIGITAL CITIZENSHIP PROGRAMME

MANAGEMENT CONSULTING | IT CONSULTING | SECURITY CONSULTING

The purpose of the DCP Regulation is to digitalise the relationship between the citizen and the state, as well as certain market participants, and to support the process of digital administration and the development of electronic documents.

- ➔ It **will make it easier** for citizens to prove their identity when under police identification, using public and market services and give them free access to **certified electronic signatures**.
- ➔ It will make it easier for service providers **to identify** existing and potential customers in the digital space and enable **full digitisation of customer service processes**.

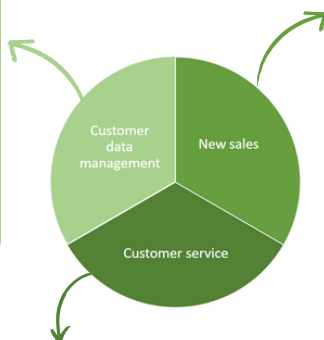
## DCP FRAMEWORK



## WHAT DO MARKET PARTICIPANTS NEED TO DELIVER?

**DCP Contribution-based Data Service**

The capability to receive and integrate altered customer data resulting from **permanent consent** into the customer registry must be established as optional.



The introduction of a DCP **eIdentification** function is mandatory for sales and customer identification processes in the online space.

The introduction of a DCP **eSignature** function is mandatory in all cases where any other qualified electronic signature is accepted.

### Conditions for joining

- Ensuring compliance with the cybersecurity requirements of the Law on Cybersecurity Certification and Cybersecurity Supervision as well as conducting a cybersecurity audit
- Registration through electronic communication\*
- Acceptance of terms of service\*
- Compliance with technical requirements\*
- Payment of service fee\*

The implementation of DCP **eIdentification** function is mandatory in all electronic channels (both web and mobile) where the customer is identified or logged in by means of an ID.

**For example:** online customer services/portals, netbank, mobile banking, other mobile applications requiring login, video-based customer service.

\*Conditions, technical requirements and fees are expected to be defined in January 2025, and the legislator may impose additional conditions in the meantime.



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## DCP: RISK AND OPPORTUNITY

The interpretation, scope and application requirements of the law are **subject to change**.



However, close, substantive and **up-to-date monitoring** of the consultations will also allow the necessary improvements to be made in a **timely manner**.

The legislative deadline is **mandatory and strict**, and imposes a significant obligation on organisations. Failure to comply with the law will result in **severe penalties**.



This also opens up the possibility for significant **business and IT developments**, ensuring that customer needs for trust services are met.

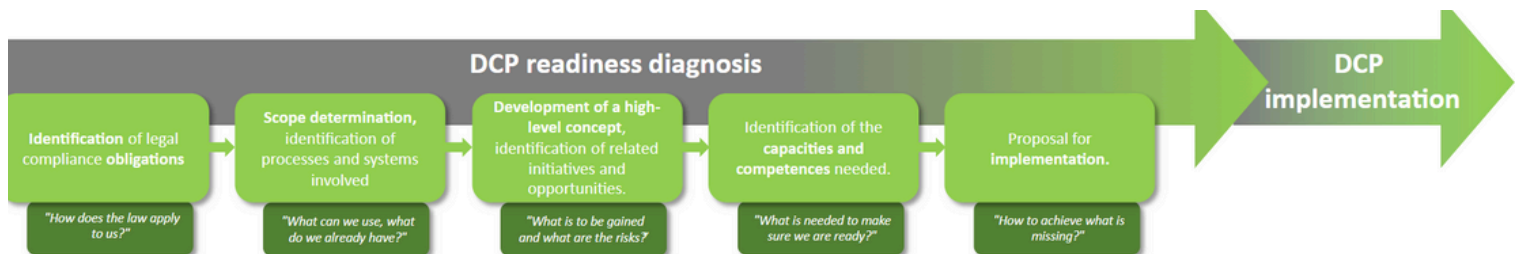
The need to comply with the DCP Regulation can place an extra burden on development plans, **forcing changes in development priorities and placing a significant strain on capacity**.



The urge to improve **can facilitate** the promotion of other initiatives to increase customer satisfaction, **efficiency and innovation**, as set out in the **improvement strategy** by exploiting synergies.

## WE WILL HELP YOU GET STARTED...

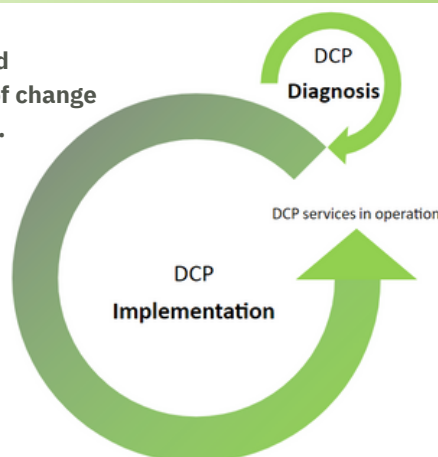
With our DCP readiness diagnosis, our fundamental aim is to give our customers a relatively quick and simple picture of:



## ...AND FINISH!

Our experts can support implementation and compliance end-to-end, from the first step of change through to the launch of the new operation...

- Change Management
- Project Management
- Process Management
- Business analysis
- Test management
- Roll-out management
- Cut-over management



...with products for each step of the process, including:

- DCP diagnosis
- Feasibility study
- Requirement analysis
- GAP analysis
- Business specification
- Top-level concept
- Detailed plans
- Cybersecurity audit preliminary report



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