

## Martin Ingram – General Member Representative to the OIX Board

- What are the key opportunities you see for the OIX in 2021?

We are at a key point in the adoption of Digital Identity where the larger institutions are running experiments and PoCs with varying objectives. The opportunity for OIX is to help guide these early experiments so that they contribute and build towards a Digital Identity that can be used for a wide range of Customer journeys. Without that guidance we risk a large number of tactical solutions getting built that will be 'good enough' for their original purpose but will ultimately block organisations from moving forward.

Additionally, I believe that we are in the early stages of a joined-up approach to Digital Identity from the UK Government. This is an opportunity not to be missed and guiding this to the right level of control and governance will set a cornerstone that we will build on in future years.

- How will you demonstrate your commitment to the work of OIX in terms of resources, focus and leadership?

I see Digital Identity as a great opportunity to help Customers of the Bank by providing them the ability to reuse the trust that they have in the Bank to Simplify and Secure their Digital lives outside the Bank as well as for the Bank to manage its risks better. Consequently

As NatWest Group we see that Digital Identity will bring benefits to our Customers and to the Bank and aligns well with the purpose that we see for the Bank. We are active within OIX through a number of people from different domains across the Bank and will continue to work to promote our vision of Digital Identity both through the standards process and in the work we do on our experiments, PoCs and Pilots as we build towards Digital Identity.

- What would you like to see accomplished, and how do you plan to make these things happen?

During 2021 I would like OIX to have accomplished:

1. Completion of the current standards work, through publication and acceptance by us, the membership
2. Guidance of the DCMS Trust Framework consultation to represent solution that will work for us, the members of OIX
3. Facilitation of collaboration between members as we design and deliver our early stage Digital Identity offerings

- What resources will you and your organisation bring to help OIX attain its goals?

I will bring the resources and passion that NatWest Group has for the success of Digital Identity to OIX. This includes a broad and active involvement in the standards groups of OIX as well as technical resources that will be building and delivering Digital Identity offerings for the Customers of the Bank.

- What current or past experiences, skills, or interests will inform your contributions and views?

As well as having led transformations in multiple Banks I have created new market categories for technology companies. I have guided the creation of products that have defined the markets they created in Content Security, User Virtualisation and Image Manipulation. This has given me a deep

understanding of what it takes to take something new and get it adopted into large and complex organisations.

I bring skills from both large financials and technology vendors to the work of OIX. I intend to help OIX make the next step to becoming the acknowledged standard by which Digital Identity is delivered.