

ODI reflections

From mDL to account: Making applying for a state job easier

Disclaimer

This doc contains preliminary observations based on ODI team's experience leading up to the November 1, 2024 Hackathon. All recommendations and suggestions should be independently validated.

User experience

- At least 1 test user was concerned about being able to edit the data after it was prefilled. We recommend add clarifying comments to address that concern.
- We were unable to get the user's email address or resident_state (CA) from the mDL using OpenCred. We can imagine use cases where that would be valuable for users.
- Even though our application did not request information like height, weight, and hair color, the confirmation screen from OpenCred tells the user otherwise. (See Fig 1). We were unable to find an obvious way to change this in the OpenCred configuration in our project timeframe.
- There's an opportunity to redesign the "Login with your CA DMV Wallet App" screen that OpenCred requires. Would require some user testing first, but it seems like it can be simplified.

Technical notes

ODI implementation of OpenCred

- Amazon Elastic Container Registry
 - Created our own Docker image of OpenCred
- Amazon Elastic Container Service
- Amazon EC2
 - Instance of MongoDB
- Amazon Route 53
- Amazon Certificate Manager
- Amazon Virtual Private Cloud Security Group
- GitHub Actions
 - Automated deployment of configuration changes

Technical suggestions

- Create and maintain a ready-to-eat image of OpenCred on Docker Hub
- Make OpenCred documentation more developer friendly.

- Many of our frustrations came from trying to run OpenCred locally. As soon as we put OpenCred into hosted infrastructure, many of the problems and tedium went away. We would recommend dedicating some documentation toward getting into hosted infrastructure ASAP.
- Some basic pointers about how to set up MongoDB (with respect to OpenCred) would be helpful.
- ODI has untested draft documentation we could share as a starting point
- Production sites will probably need hosted MongoDB
- Identify the amount of resources that would be required at scale and load test at that level
- Identify the type of in-house technical skills would be required to run and maintain this kind of app
- In general, running a service like this would be a big burden for individual departments. We believe a centralized service available to all departments could be the better option. A dedicated team of centralized state experts could run the service at the appropriate scale.

Research findings

We tested the low-fidelity prototype with 5 Californians.

- Most users found the flow to match their expectations
- All users found the prototype secure and trustworthy; even more so with the mDL integration
- There is not consensus on whether a mDL-CalCareers login integration makes sense to users. Half said it's helpful, half said they would prefer not to use it. Reasons they cited for not using it included:
 - They don't have the app on their phone
 - They prefer to use the auto-fill on their device, since they know that is accurate
 - They found the extra level of identity verification excessive for an account creation process

Appendix

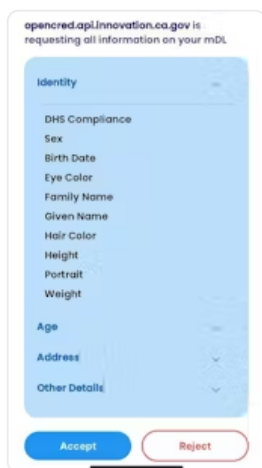


Fig. 1