

Comment Template for: NIST SP 800-63-4 Suite (Initial Public Draft)

Please submit responses to dig-comments@nist.gov by March 24 April 14, 2023

Organization:	Federal Retirement Thrift Investment Board (FRTIB)
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Comment #	Publication (Base, 63A, 63B, 63C)	Section	Page #	Line #	Comment (Include rationale for comment)	Suggested Change
1	63B	General	N/A	N/A	<p>This document explicitly states it does not provide guidance for identities of people calling into call Contact Center/Call Center (i.e., out of scope). While a large portion of government entities may not operate call centers, this is a common occurrence for us and we think it would be beneficial for NIST to provide guidance on those types of interactions.</p> <p>This information would be beneficial to provide guidance contractors/system owners, who maintain or operate support centers to deliver a seamless user experience while ensuring identity validation. These consumers are often in need of support and unable to provide alternative means of authentication</p>	<p>This document explicitly states it does not provide guidance for identities of people calling into call Contact Center/Call Center (i.e., out of scope). While a large portion of government entities may not operate call centers, this is a common occurrence for us and we think it would be beneficial for NIST to provide guidance on those types of interactions.</p>