Cabinet Office

citizen identity needs for local authority services workshop

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Agenda: 1st half

1. intro to workshop
2. intro to GOV.UK Verify
3. benefits to local authorities
4. GOV.UK Verify architecture
1. Intro

objectives:

1. understand digital transformation plans and citizen identity needs

2. estimate local authority readiness to potentially adopt GOV.UK Verify and any barriers
2. intro to GOV.UK Verify
Further resources

GOV.UK Verify performance dashboard

GOV.UK Verify blog

Onboarding guide for departments adopting GOV.UK Verify

Standards and good practice guides
3. benefits to local authorities

- **identity enabled fraud reduction**: fraud costs local government £2.1bn a year. 60% of all online fraud is identity enabled.

- **business transformation**: £8.62 offline transaction vs 15p online. £100m p/a – automatic access to DVLA data. £97m p/a – to land registry data.

- **user experience**: time saving - 15mins. once. Service access not location dependent. Enables fully digital service.

- **privacy**: built to privacy and consumer advisory group principles. Built-in data minimisation.

GOV.UK Verify prevents:
1) identity enabled fraud
2) the theft of personal data.

GOV.UK Verify enables attribute exchange - the automation of manual processes.

GOV.UK Verify allows someone to prove their identity once to government.

GOV.UK Verify works with privacy campaigners to ensure user privacy is maintained.
4. technical architecture

- **federation broker**
- **hub**
- **service**
- **matching**
- **eligible?**
- **register: data on users**
- **attribute exchange**

**SAML**

- 4 identifiers authenticated
- 4 identifiers authenticated

**identity providers**

- SAFRAN
- Verizon
- BARCLAYS
- PayPal
- Royal Mail
- dig identity
- GBGroup
Break!
Agenda: 2nd half

1. digital transformation plans
2. readiness to adopt GOV.UK Verify
3. wrap up
1. digital transformation plans

<table>
<thead>
<tr>
<th>User input</th>
<th>Processing</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>verbal answers and docs scanned</td>
<td>manual submission to CRM</td>
<td>apply for your first passport</td>
</tr>
<tr>
<td>form and docs posted</td>
<td>manual submission to CRM</td>
<td>apply for a driving licence</td>
</tr>
<tr>
<td>verbal answers</td>
<td>manual submission to CRM</td>
<td>pay council tax</td>
</tr>
<tr>
<td>eForm submitted</td>
<td>manual submission to CRM</td>
<td>?</td>
</tr>
<tr>
<td>one transaction account creation to manage transactions</td>
<td>automated CRM but likely manual eligibility checks</td>
<td>primary school places</td>
</tr>
<tr>
<td>ongoing account created to manage transactions</td>
<td>automated CRM with manual/automated eligibility checks</td>
<td>View Driving Licence</td>
</tr>
<tr>
<td></td>
<td>largely/wholly automated</td>
<td>Personal Tax Account</td>
</tr>
</tbody>
</table>
## 1. digital transformation plans

### digital team

<table>
<thead>
<tr>
<th>task:</th>
<th>capability:</th>
</tr>
</thead>
<tbody>
<tr>
<td>digital service design</td>
<td>internal team</td>
</tr>
<tr>
<td>digital service build</td>
<td>external team already in the team</td>
</tr>
<tr>
<td></td>
<td>external team to be procured</td>
</tr>
</tbody>
</table>

### skills:
- developers
- web operations
- delivery managers
- user researchers
- architects
- content designers
- business analysts
- service managers
## 2. readiness to adopt GOV.UK Verify

<table>
<thead>
<tr>
<th>LOA</th>
<th>reason</th>
<th>type of transaction</th>
<th>example</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>no assurance needed</td>
<td>single session form</td>
<td>paying a parking ticket</td>
</tr>
<tr>
<td>1</td>
<td>need to know it is the same user not who the user is</td>
<td>save and return to a form</td>
<td>filing a court claim</td>
</tr>
<tr>
<td>2</td>
<td>need to know the user is who they say they are</td>
<td>when exposing personal data or making a payment</td>
<td>self assessment tax return</td>
</tr>
<tr>
<td>3</td>
<td>need to know beyond reasonable doubt who the user is</td>
<td>changing or viewing very sensitive data</td>
<td>enhanced checks for disclosure and barring</td>
</tr>
<tr>
<td>4</td>
<td>identity assurance through biometric info</td>
<td>visits</td>
<td>visits to a high security prison</td>
</tr>
</tbody>
</table>
2. readiness to adopt GOV.UK Verify

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  - SAML
  - 4 identifiers authenticated

- hub
  - 4 identifiers authenticated

- matching
  - register: data on users
    - attribute exchange

- eligible?
  - service

- identity providers
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wrap up