



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

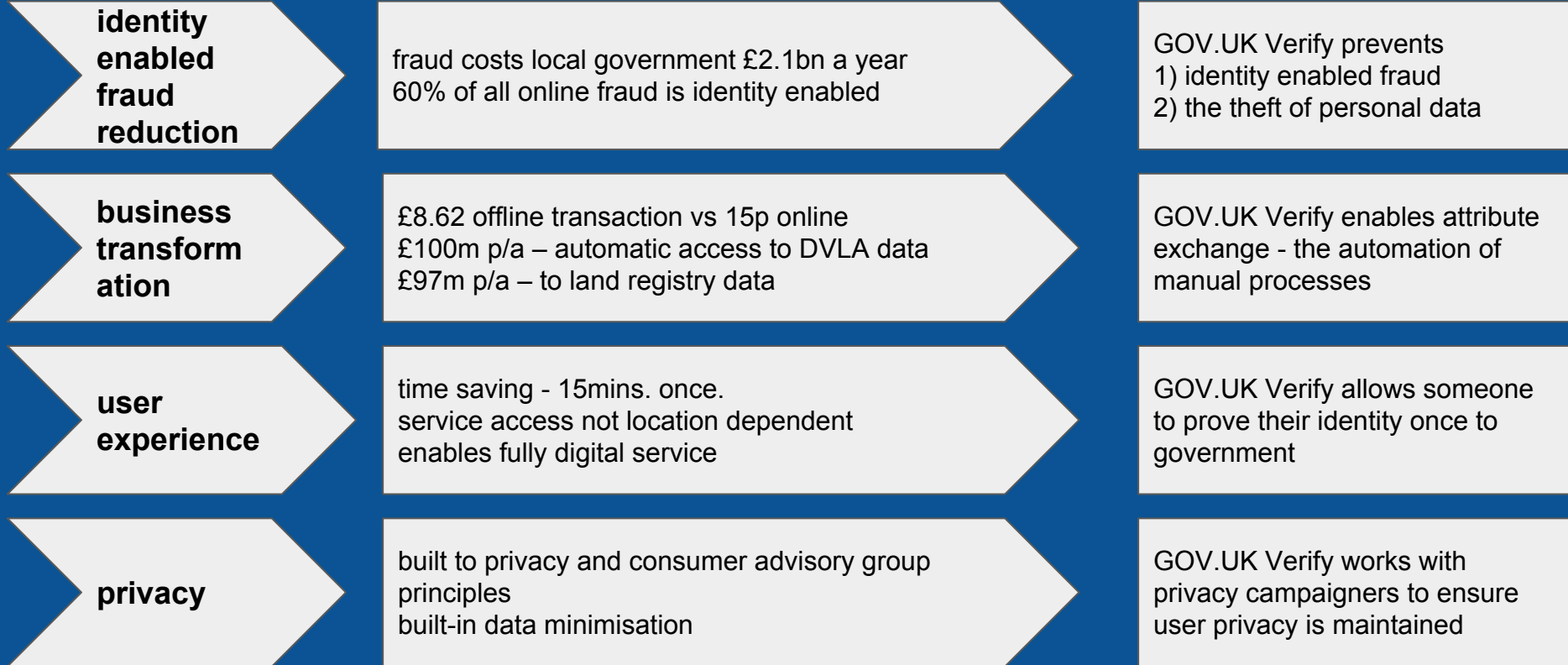
[GOV.UK Verify performance dashboard](#)

[GOV.UK Verify blog](#)

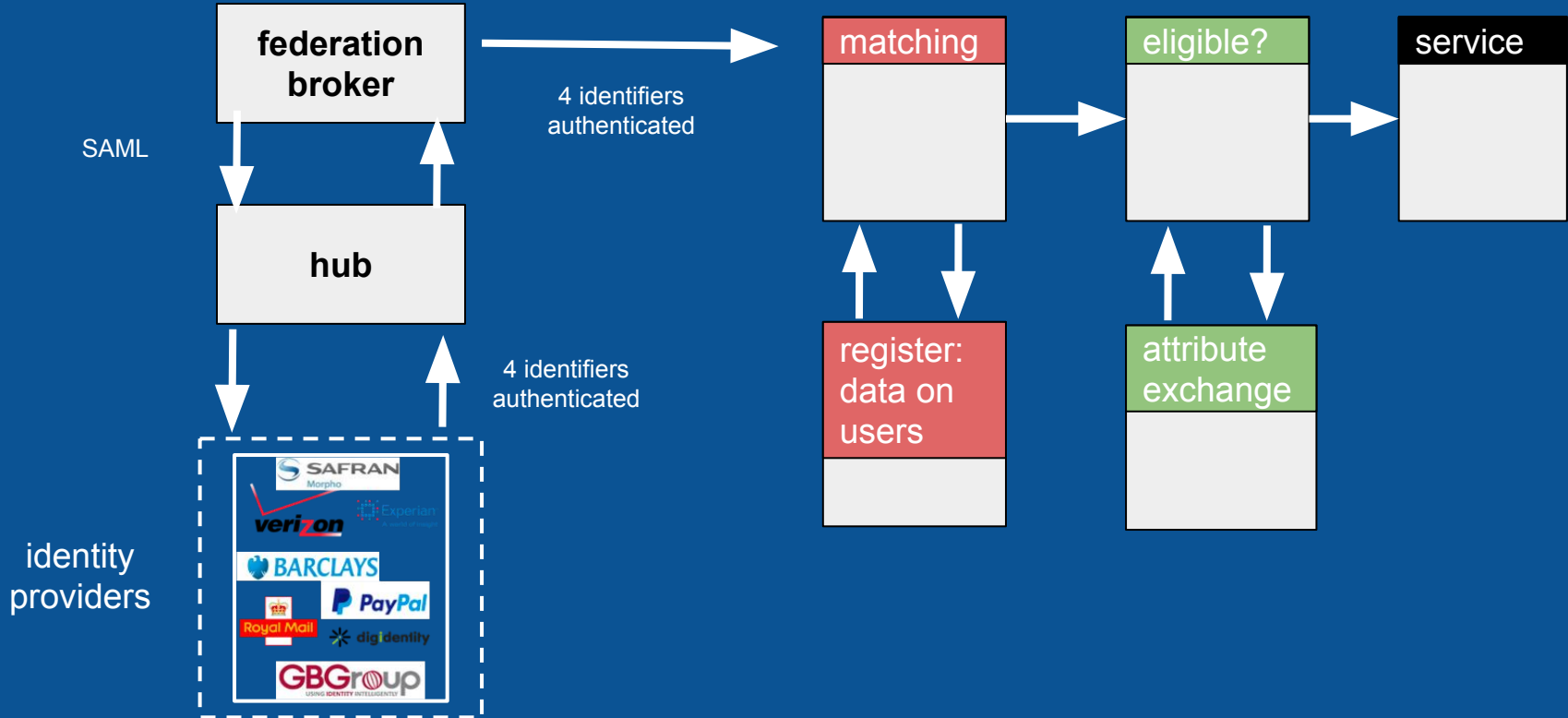
[Onboarding guide for departments adopting GOV.UK Verify](#)

[Standards and good practice guides](#)

3. benefits to local authorities



4. technical architecture



Break!



Agenda: 2nd half

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

1. digital transformation plans

	User input	Processing	Examples
face to face	verbal answers and docs scanned	manual submission to CRM	apply for your first passport
post	form and docs posted	manual submission to CRM	apply for a driving licence
telephony	verbal answers	manual submission to CRM	pay council tax
eForm printed out	eForm submitted	manual submission to CRM	?
eForm + CRM	eForm submitted	automated CRM but likely manual eligibility checks	primary school places
online service portal	one transaction account creation to manage transactions	automated CRM with manual/automated eligibility checks	View Driving Licence
digital user account	ongoing account created to manage transactions	largely/wholly automated	Personal Tax Account

1. digital transformation plans

digital team

task:

digital service design

digital service build

capability:

internal team

external team already in the team

external team to be procured

skills:

developers

web operations

delivery managers

user researchers

architects

content designers

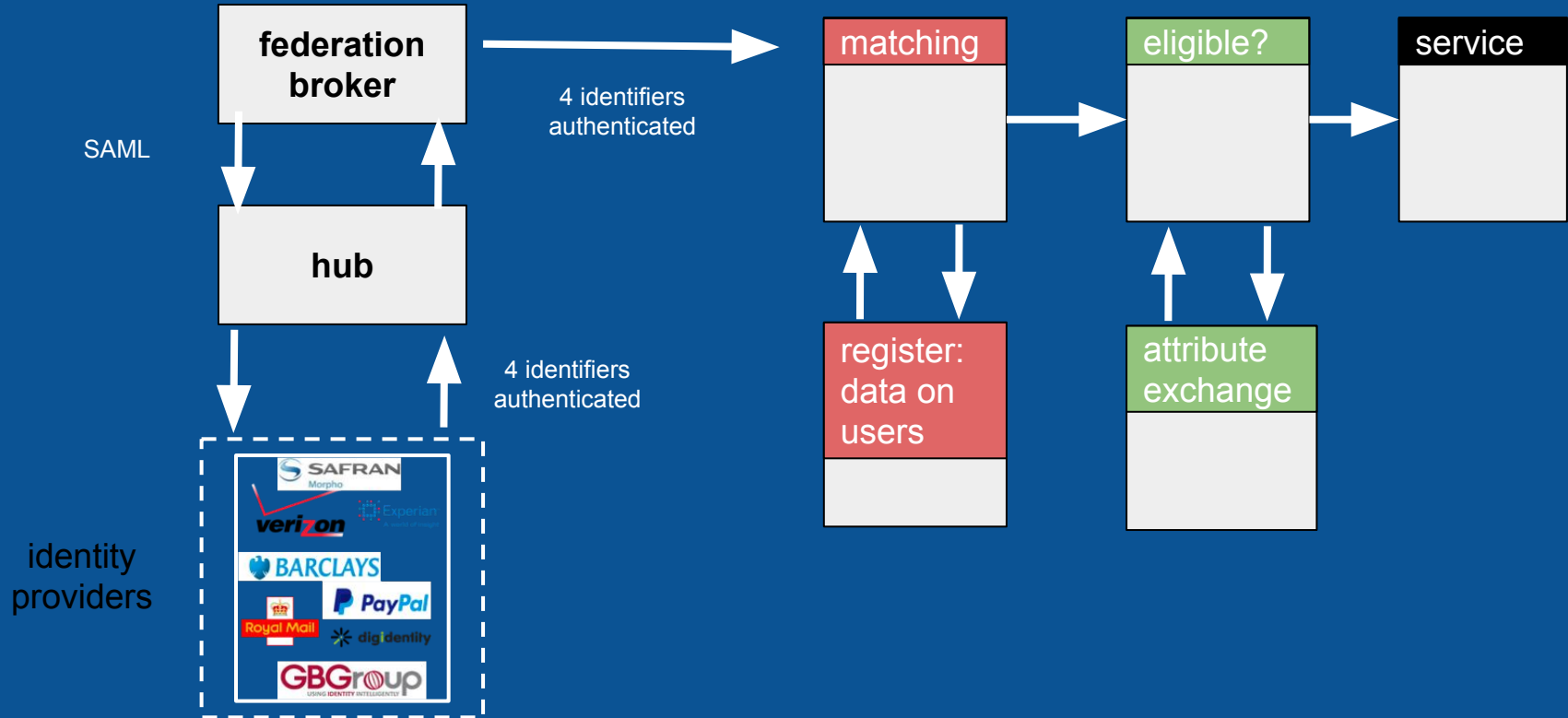
business analysts

service managers

2. readiness to adopt GOV.UK Verify

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

2. readiness to adopt GOV.UK Verify



wrap up