

## **Online Identity Assurance National Stakeholder Group**

Paper number: OIASG-01

Paper title: Scottish Government Online Identity Assurance Programme Plan

Response: for information

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### **Scottish Government Online Identity Assurance Programme Plan**

#### **Purpose**

1. For the National Stakeholder Group to note the content of the Programme Plan at **Annex A** which was shared publically via the Scottish Government Digital Blog on 6 December 2017:

<https://blogs.gov.scot/digital/2017/12/06/online-identity-assurance/>

2. The Programme Plan contains the background and aim for the overall programme, outline objectives and timings, a description of how the work will initially be delivered, and an outline of the planned governance structure.

#### **Recommendation**

3. That the Group notes the content of the Programme Plan.

Scottish Government Online Identity Assurance Team

February 2018

**Annex A****Online Identity Assurance National Stakeholder Group  
Scottish Government Online Identity Assurance Programme Plan****Background and Aim**

The Scottish Government's Digital Strategy contains the commitment to work with stakeholders, privacy interests and members of the public to develop a robust, secure and trustworthy mechanism by which an individual member of the public can demonstrate their identity online (to access public sector digital services).

The aim of this programme is to deliver the commitment to develop a common public sector approach to online identity assurance, as part of digital public services.

**Objectives**

1. To develop a common approach to online identity assurance and authentication for access to public services, that supports the landscape and direction for digital public services delivery.
2. To develop a solution that is designed with and for members of the public (service users) and that stakeholders can support.
3. To develop a solution that works: is safe, secure, effective, proportionate, easy to use, and accessible; and forms part of public sector digital services.
4. To develop a solution where members of the public can be confident that their privacy is being protected.
5. To develop a solution that brings value for money and efficiencies in the delivery of digital public services
6. To develop a solution that can evolve and flex with changes that occur in the future (future proofed), e.g. changing in response to new technologies

**Way of Working**

In line with the emerging Target Operating Model for Digital Directorate, the programme will be based on the following:

- All work will be conducted in the spirit and practice of Open Government
- The Scottish Approach to Service Design
- Digital First and major projects assessment criteria
- On-going communication with Ministers, Special Advisers, Stakeholders and Partners

## Timeline

Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Pre-discovery		Discovery				Alpha						Beta begins	

### Pre-discovery

- Runs to end December 2017
- Procurement of Discovery partners
- Establish approach to Programme and Project Management and Risk
- Establish Governance structure, including Programme Board and Stakeholder Group
- Identify research questions for discovery service design
- Identify existing research, within UK and international
- Develop stakeholder plan
- Establish approach to working with industry 'expert' stakeholder interests
- Establish approach to privacy by design and privacy impact assessment
- Initial meetings with privacy interests
- Establish Open Government Partnership approach
- Initial work to understand public authority (service provider) needs
- Initial engagement with Social Security agency, local authorities, Improvement Service and other key stakeholders and partners
- Engagement with Ministers and Special Advisers
- Identify and address team training needs
- Identify and oversee budget and spending

### Discovery Project

- Runs from January to March 2018
- Service design element will aim to identify the problem that an online identity assurance solution might address. This includes exploring the user journey and identification of user concerns and needs. This will involve user research and co-design, in conjunction with design partners.
- Technical discovery element aims to identify the technical options for identity assurance, including fit with the service provider landscape. This will be done together with technical partners. This is expected to include exploration of existing solutions such as Scotland's 'myaccount' (or potential modified versions of it) and UK Verify, and options from elsewhere, including emerging technologies. At the end of the discovery project, we seek to identify a plan and resources for the next stage for the delivery of the overall online identity assurance programme. After this, the expectation is to then to move into an Alpha to build on and take forward the recommendations of the discovery research.
- The Discovery project will be managed via the project and programme approach we have established, reporting to the Programme Board
- A new National Stakeholder Group is planned to meet during the discovery, alongside delivery of a range of sector specific actions within the stakeholder plan (e.g. with privacy interests, experts and public sector providers, including

public bodies, health, social security, local government and the Improvement Service). The expectation is that this work is conducted in the spirit and practice of open government.

### Alpha

- Expected to run from April 2018, for 6 to 9 months.

### Beta

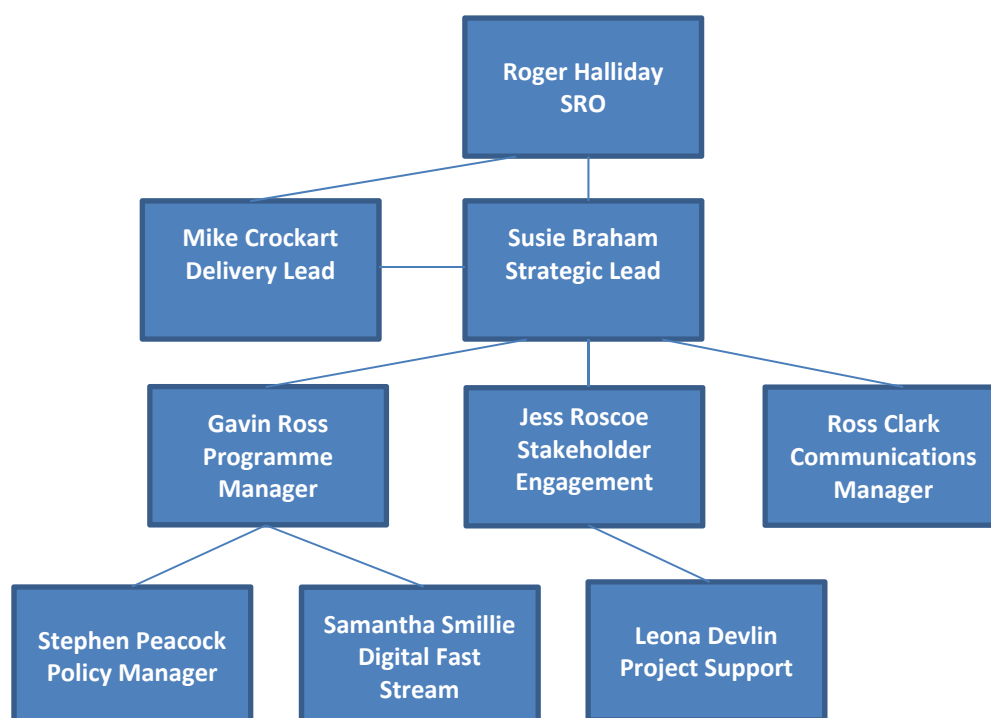
- Timing will depend on the first 2 phases, although current timings indicate that this is unlikely to commence before October 2018.

### Budget

£150,000 is earmarked for the initial Discovery, which is from the Data, Statistics and Outcomes Division Programme Budget for 2017-18.

To continue past Discovery, further funding would need to be identified for 2018-19.

### Project Team Members and Roles



## Stakeholder Engagement

A separate and detailed stakeholder plan is being developed as a distinct **stakeholder engagement work stream** within this programme. The expectation is that this work is conducted in the spirit and practice of **open government**.

The plan is to develop this approach and to establish a **national stakeholder group**, made of some of the key interests and partners, chaired by Scottish Government, together with focused activity aimed at specific sectors (e.g. engagement with privacy interests). This group is proposed to include:

- Service providers, including public bodies and local authorities
- Privacy groups
- Industry experts
- Information Commissioner's Office Scotland (ICO)
- Third sector, e.g. SCVO
- National Records of Scotland (NRS)
- Improvement Service
- National Entitlement Card partners (e.g. Transport Scotland and Young Scot)
- Scottish Government Ingage Team (for Open Government)

The Stakeholder Plan will also involve:

- Engagement with 'expert' interests.
- Specific engagement with privacy groups at both a Scottish and UK level
- Ministerial and Parliamentary engagement
- Engagement with UK Government Digital Service

## Programme Board

A small, focused programme board, chaired by Colin Cook, Director Digital, will oversee programme governance, including managing risk and accountability.

Subject to final confirmation, the following membership is proposed:

- Scottish Information Commissioner
- Local Authority Chief Executive nominee
- Representative from Scottish Government Health and Social Care integration and/or the Social Security Agency.
- Scottish Government Ingage Team (for Open Government)
- Ruchir Shah (SCVO) – in an Advisory Role initially

Other key interests will be represented through the Stakeholder Group.