

Online Identity Assurance National Stakeholder Group

Paper number: OIASG-06

Paper title: Online Identity Assurance Programme Plan – Updated May 2018

Response: for information

Scottish Government Online Identity Assurance Programme Plan Updated May 2018

Purpose

1. For the National Stakeholder Group to note the content of the updated Online Identity Assurance Programme Plan at **Annex A**.

Detail

2. At the last meeting, the Stakeholder Group considered the Online Identity Assurance (OIA) Programme Plan (**Paper OIASG-01**), as shared publically via the Scottish Government Digital Blog on 6 December 2017.

3. This Plan contained the background and aim for the overall programme, outline objectives and timings, and a description of how the work will be delivered, including the governance and team structures.

4. As part of the conclusion of the discovery work and planning for a potential alpha phase, the Programme Plan has been reviewed and updated. This is provided at **Annex A** and contains updated timescales and further detail about the proposed alpha; including the estimated costs, aims and expectations of this next phase.

5. The updated plan also contains updated information about the Programme Board, Expert Group and National Stakeholder Group, and an updated team structure.

Recommendation

6. The Stakeholder Group is invited to consider the content of the updated Programme Plan.

Scottish Government Online Identity Assurance Team

June 2018

Annex A

Online Identity Assurance National Stakeholder Group
Scottish Government Online Identity Assurance Programme Plan
Updated May 2018

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

Programme Phases

Discovery Project

- Ran from January to May 2018
- Service design research was conducted by We Are Snook to gather insights about user experiences related to digital identity. This aimed to identify the problem that an online identity assurance solution might address, explore the user journeys, and identify user concerns and needs.
- Technical discovery research was conducted by ASE/Consult Hyperion, aimed at identifying the technical options for identity assurance, including fit with the service provider landscape. This initial work explored the technical options, solution characteristics, Architecture Principles and the preparation for an alpha phase.

Alpha

- Pre alpha planning work to take place in June to July 2018
- Alpha phase is expected to run from August 2018, for 6 to 9 months
- This will continue to embed the Scottish approach to service design, with a strong service design and user research element running throughout.
- The alpha phase aims to create a prototype of the identity assurance solution to:
 - provide confidence that the solution is financially and technically feasible;
 - demonstrate the technical infrastructure, involving Scottish public service partners, identity provider organisations
 - test the (prototype) solution with end-users.
- The completion of the alpha will aim to:
 - provide evidence to help decide if the programme should proceed “as is”, stop, or if it requires re-design or re-structuring
 - enable the key strengths, weaknesses and risks of the solution to be identified and/or confirmed
 - inform the cost estimates for subsequent stages of the programme
 - inform the approach to the beta phase (if any), including which service elements should be the focus (including particular challenges to be explored and resolved).

Beta

- Depending on the outcomes of the alpha, a potential beta phase would likely commence in April 2019.

Budget

- The estimated cost of the alpha phase is £700,000.

Governance and Advisory Groups

Programme Board

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

Members

Name	Organisation	Nominated alternate
Colin Cook (Chair)	Scottish Government, Director Digital	
Geoff Huggins	Scottish Government, Director Health and Social Care Integration	
Andy McClintock	Social Security Agency	
Esther Gunn-Stewart	SOLACE (Society of Local Authority Chief Executives and Senior Managers)	
Doreen Grove	Scottish Government, Head of Open Government	
Ruchir Shah	Scottish Council for Voluntary Organisations (SCVO) (in an advisory capacity)	
Douglas Shirlaw	COSLA	

National Stakeholder Group

The National Stakeholder Group includes service providers, public bodies, local government, privacy interests, third sector, citizen interests, and professional interest groups. Meetings are publically advertised, and those who wish to can have the opportunity to register to attend and participate. This has the remit to inform the design, direction and prioritisation of the work programme from a stakeholder perspective:

- informing the overall work to identify a common approach
- advising the Programme Board on programme content and direction
- representing a broad range of sectors and interests
- informing planning, delivery and implementation
- highlighting connections across the policy and legislative landscape

Expert Group

The Expert Group is made up of individuals who have technical, privacy, rights and legal expertise including from public services, academic and industry experts and invited individuals with sectoral knowledge and skills. This has the remit to provide expert advice to inform the design, direction and prioritisation of the work:

- informing the overall work to identify a common approach
- providing expert advice to the programme's governance board and National Stakeholder Group
- commenting on the emergent findings and informing the direction and longer term implementation

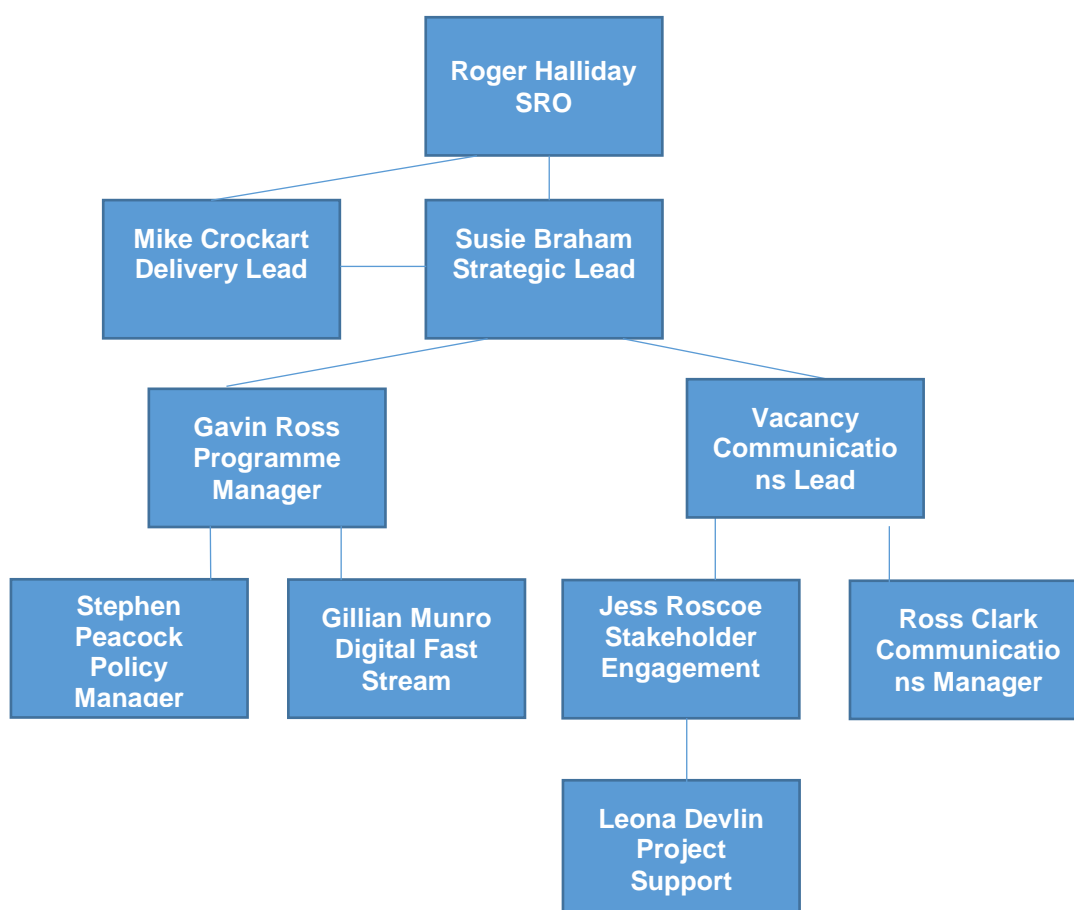
- highlighting connections across the broader landscape and direction, including how the
- new approach can evolve and flex with changes that occur in the future

Open Government

All work will be conducted in the spirit and practice of Open Government – a growing worldwide movement aimed at promoting transparency and making the work of Governments more accessible to citizens. Some of the ways the programme has done this so far include:

- the publication of public posts on Scottish Government’s Digital Scotland blog, accompanied by social media activity
- publically sharing plans and meeting papers
- inviting members of the public and interested parties to attend National Stakeholder Group and other events (e.g. the discovery Show and Tell)
- presentations and videos made available online

Scottish Government Project Team Members and Roles



Data, Statistics and Outcomes Division
May 2018