

Digital Identity Scotland Programme Board

Paper number: DISPB-13

Paper title: Scottish Government Digital Identity Scotland Programme Plan – Update

Response: for information

Publication/sharing: for publication (previous programme plan shared).

Scottish Government Digital Identity Scotland Programme Plan - Update

Purpose

1. For the Digital Identity Scotland Programme Board to note the contents of the Programme Plan, at **Annex A**, which will be shared publically via the Scottish Government Digital Blog after board conclusion.

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

2. This updated Programme Plan contains further information on the background and aim for the overall programme, outline objectives and timings, a description of how the work continues to be delivered, and an outline of the current governance structure.

Scottish Government Digital Identity Scotland Team

March 2019

Annex A**Digital Identity Scotland Programme Board
Programme Plan****UPDATED March 2019****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.

The commitment to this work is set out in Programme for Government 2018 19, which states:

We are working with stakeholders and interest groups to develop a common public sector approach to online identity assurance. The aim will be to test ways in which we can deliver an online ID scheme which safely provides easier and better access to public services for Scotland's citizens.

In January 2019 the 'Online identity assurance' programme adopted the new name of 'Digital Identity Scotland'. This change aimed to aid public recognition of the programme and be more descriptive of the programme goals and objectives.

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

Vision

Our vision is to help people to prove who they are online, in a safe, secure way, for easier access to public services.

Way of Working

In line with the 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 (Concluded)

- 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.

Pre-Alpha (Concluded)

- Pre-alpha planning work concluded November/December 2018
- Ensured that the programme was ready to move to Alpha, defined the criteria for Alpha entry and ensured that there was sufficient evidence of readiness to move to the next stage.
- Programme Board reviewed a Plan for Alpha paper OIAPB 12 on 8th November and agreed the commencement of Alpha.

Alpha (Current Phase)

- Alpha phase commenced in December 2018 and is expected to conclude on 31 May 2019.
- For the 'alpha' phase, the project team has joined the Open Identity Exchange (OIX), a worldwide, non-profit, cross-sector membership organization in order to collaborate with a range of organisations with interest in digital identity.
- This will continue to embed the Scottish approach to service design, with a strong service design and user research element running throughout. Explore the interaction of technical infrastructure, public service providers and identity provider solutions.

Alpha Workstreams

- A technical work stream has been designed to demonstrate that a defined sub-set of the overall required functionality can be implemented. This proof of concept stream will utilise a combination of methods and technologies provided by participant organisations.

- A second, analytical, stream is assessing the steps that will be required to be taken to deliver an interoperable and standardised digital identity service for Scotland.

Alpha Outputs

The alpha phase aims to:

- demonstrate the technical infrastructure, involving key Scottish public service partners and identity provider organisations.
- test the (prototype) solution with end-users.
- enable the key strengths, weaknesses and risks of the solution to be identified and/or confirmed.
- develop an outline business case, which will provide the business rationale and articulate the benefits for any national level approach to digital identity.
- provide confidence that any solution is financially and technically feasible.
- 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 follow, which allowing for procurement timescales would commence later in 2019.

Budget

- The estimated cost of the alpha phase is £700,000. The draft programme budget for financial year 19-20 has been agreed by SRO, SG Finance and Digital Director. This is on track to be agreed by 31 March 2019.

Timeline

Nov 10	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
Pre-Alpha	Alpha						Pre-Beta	

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
Colin Cook (Chair)	Scottish Government, Director Digital
Geoff Huggins	NHS Education Scotland
Andy McClintock	Social Security Agency
Greg Colgan	SOLACE (Society of Local Authority Chief Executives and Senior Managers)
Doreen Grove	Scottish Government Open Government
Douglas Shirlaw	COSLA

Ruchir Shah	Scottish Council for Voluntary Organisations (SCVO) (in an advisory capacity)
Gavin McLachlan	University of Edinburgh (attends as Chair of the Online Identity Assurance Expert Group)
Barry Graham	Scottish Government Procurement Directorate

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:

- publication of public posts on Scottish Government's Digital Scotland blog, accompanied by social media activity via the Digital Identity Scotland Twitter. <https://twitter.com/DigitalIDScots>
- proactive and public sharing of 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.

Programme Assurance

Led by the Office of the Chief Information Officer, the programme was assessed against the technology assurance framework in July 2018 and followed by a discovery phase digital first service assessment at the end of October 2018.

Business Justification Assurance Gate

There were 14 recommendations that originally came out of the business justification review.

A number of these related to the need for a greater understand of service providers (relying parties) needs. Following a recently held service provider workshop held at the end of February 2019, the creation of a number of supporting documents and providing further evidence, including the following listed below, a number of these recommendations were closed verbally at a meeting with the OCIO on 27th February with formally written confirmation to follow.

- Current MOU with Improvement Service
- Programme Board meeting minutes from last two meetings
- Expert group meeting minutes from last two meetings
- Programme plan, as shared with the Programme Board on the 8th of November
- Risk Appetite and review process
- Risk Register

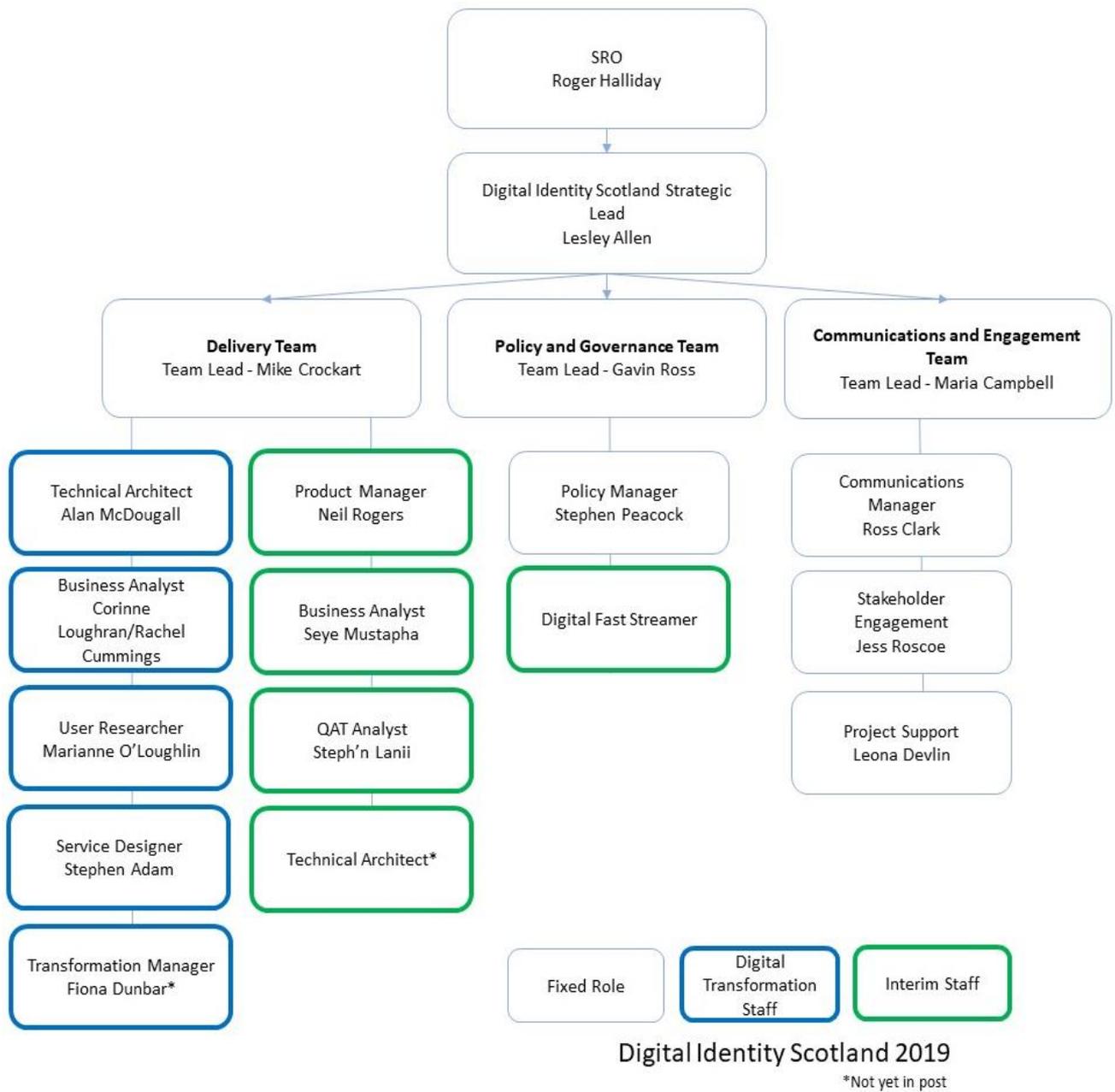
Digital First Discovery Assessment

There were 4 main areas that were “Not Met” with the assessor recommending these 4 areas were subject to a reassessment following the OIX workshop in February 2019. This was to ensure that the essential requirements for discovery and plans for Alpha appropriately addressed the recommendations as the team proceed into the Alpha stage. All other areas were observed to be sufficient to proceed into the Alpha stage. The 4 main areas were further discussed at the same meeting with the OCIO 27th February a verbally closed as noted below, written confirmation to follow.

- 10 - Business Continuity
 - Assessors have confirmed this can now be closed and this will be revisited in Alpha.
- 11 - Technology Appraisal

- The long and short list of options is now complete and has been shared with tech assessor for reviewing. Will require confirmation from assessor that everything is covered and can formally be closed.
- 12 - Information Governance
 - DPIA signed off by Roger Halliday now received and now closed.
- 15 - Open Source
 - Work has been undertaken in the right direction but written confirmation of this is still required.

A pre procurement gate is scheduled for end of May 2019 to support the programme moving towards a full procurement exercise planned for June/July 2019.



Organisational Chart (March 2019)