

Digital Identity Scotland Programme Board

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Paper title: Alpha Update

Response: For discussion

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Digital Identity Scotland Programme Board

Alpha Update

Purpose

1. For the Online Identity Assurance Programme Board to note the progress of the project Alpha

Detail

2. The Plans for alpha at **Annex A** sets out a summary of progress in the alpha (prototyping) phase of the programme.

Recommendation

3. That the board considers the content of the proposals at Annex A and Annex B

Digital Identity Scotland Team

March 2019

Digital Identity Scotland Programme

Plans for Alpha

Context

1. The aim of the programme is to deliver the commitment to develop a common public sector approach to online identity assurance, as part of digital public services.
2. The intention is to create a common approach, which could apply across multiple public services. This would enable individuals to create a digital identity, which then can be used and re-used for secure access to personalised public services.
3. This would contribute to a simplified landscape to support access to public services, which is consistent across multiple providers and easy to use for individual citizens.

Aims for Alpha

4. The alpha project is the programme's proof of concept phase, where a prototype solution will be developed and tested. The alpha aims to:
 - Explore the interaction of technical infrastructure, public service providers and identity provider solutions
 - Continue to embed the Scottish approach to service design with a strong focus on user testing and understanding user experience
 - Build a long term business case, including understanding costs and benefits
 - Help to decide if the programme should continue, stop, or if should be re-structured
 - Inform the approach to a future 'beta' (testing) phase, taking the work closer to providing a live service.

Work since last Programme Board

5. The alpha work is split into two distinct work streams.

Stream One – social security and local authority 'proof of concept'

6. To provide a technical prototype for the creation and re-use of digital identities for access to Child DLA and the Single Person Council Tax Discount.

Scenario

7. Individuals applying for either:
 - Child DLA (Disability Living Allowance for Children, which helps with the extra costs of looking after a child with a disability) – involves Social Security Agency
 - Single Person Council Tax Discount (a discount that is applied if there is only one adult liable to pay council tax living in a property) – involves Local Authority

Detail

8. The primary objectives of the Proof of Concept (PoC) Stream are:
 - i. To test that the "User Experience" presented to a citizen by DIS (as part of a wider transaction such as "report change of circumstances" or "request council tax refund")

meets the needs and expectations of citizens including those who start with a limited “digital footprint”.

ii. To demonstrate that the proposed technical and service architecture for the DIS solution will work with real-world products available from the open market and can meet the needs of Scottish public-sector organisations.

9. A significant amount of work has taken place in relation to User Experience most notably user research testing w/c 25-Feb-19 with a cohort of typical Social Security users to explore with them how claiming a benefit might look if identity services were provided by DIS as one part of the Social Security application process and workflow. These sessions used “wireframe” models (i.e. representations of user interfaces rather than an actual system). Feedback from the citizen participants is provided in a separate paper (DISPB-18).
10. Progress on the technical and service architecture has been slower than expected for the technical PoC. This is primarily due to timing and aligning with Social Security (SocSec) and more specifically the Digital Portal alpha, as the primary user organisation (i.e. “Relying Party” or “RP”). In this early phase being undertaken, initial agile development phase for their Digital Portal, they do not yet have a working system that can be “plumbed in” to the end-to-end DIS Solution.
11. In addition it has become clear that SocSec processes will be best supported (at least at the early stages) by minimal identity proofing (i.e. “LoA0”), DIS is considering how best to support this requirement which had not previously been prioritised.
12. However, because the DIS architecture is based on open standards and the provider of the Integration Layer (Sitekit) and the Identity Provider (IDP) (the Post Office) are using essentially existing and proven product stacks they are both ready to implement the PoC service at short notice when SocSec are ready to engage.
13. To maintain progress DIS has produced a Service Description (SD) document. The purpose of the SD is to define the standard “technical contract” provided by the DIS service to any RP. Whilst it is acknowledged that the SD is a ‘living document’, and would always be expected to evolve over time, it has been confirmed as a useful vehicle for developing interface specifications by PoC participants.
14. The next stage for the Technical PoC will be a detailed technical workshop w/c 11-Mar-19 that will work through the key interfaces specified in the SD. Whilst due to programme imperatives this will have a particular focus on the service to be provided by DIS to SocSec the intention is to ensure that any changes agreed to the interfaces (and documented in the SD) will have general applicability and to this end other PoC participants will also take part in the workshop.

Stream Two – standards and interoperability

15. The objective of the Standards and Interoperability Stream is to assess how DIS can source a consistent set of digital identity services from the evolving digital identity market that exists at present. We have completed a first workstream of assessing how some example (non-Verify) identity providers measure up to the current standards defined by GOV.UK which we know will be a baseline for some Scottish public services (Soc Sec for example). Meetings are scheduled to discuss the findings of these reports with the Identity Providers to plan whether and how to address these gaps.

16. As part of workstream 2 we are in the process of exploring and assessing Scottish assets (such as NEC) that could help to increase the reach of identity provider services. We are also exploring other capabilities that DIS could deliver or facilitate (e.g. an in-person identity checking service) to ensure DIS provides services that work for all citizens / customers.

17. To enable investigations into potential commercial models, Consult Hyperion is in the process of signing bilateral NDAs with several OIX members in order to have commercial conversations at arm's length from the SG. This will allow suppliers to be more open about their views on potential future commercial arrangements. This information will be distilled into a market level view on commercial models and pricing that can be fed into the SG outline business case without creating conflicts of interest or breaches of protocol with respect to any future procurement.

18. One of the most important deliverables of the project is the OIX White Paper which will publicly set out our findings to all companies and organisations interested in forming part of any potential solution. This document will be completed as the project progresses but the proposed content is set out in Annex B of this paper.

OIX White Paper Contents

1. Introduction

- 1.1. Scope
- 1.2. Document Status
- 1.3. Intended Audience

2. Requirements

- 2.1. Background
- 2.2. Vision and Scope
- 2.3. End-user needs
- 2.4. Relying party needs

3. Business Perspective

- 3.1. Scottish Government Role
- 3.2. General principles
- 3.3. Identity principles
- 3.4. Engaging the market

4. User Perspective

5. Technology Perspective

6. Standards

- 6.1. Why are standards needed
 - 6.1.1. GPG 45 and 44
- 6.2. Approach
- 6.3. Findings
 - 6.3.1. Availability of Suitable Sources
 - 6.3.2. Availability of the Document Checking Service
 - 6.3.3. Face-to-face Checking
 - 6.3.4. Scottish Identity Evidence Assets
 - 6.3.5. Vouching

7. Certification

- 7.1. Role of Certification
- 7.2. Approaches to Certification
 - 7.2.1. Current Market
 - 7.2.2. Specifics concerning tScheme
 - 7.2.3. How to extend current certification

8. Summary and Conclusions

9. Glossary