

Scottish Government Online Identity Assurance Programme Plan

Updated July 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 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.

Pre-Alpha

- Pre alpha planning work taking place June to August 2018
- Aims to ensure that the programme is ready to move to Alpha, including defining the criteria for Alpha entry and ensuring that there is sufficient evidence of readiness to move to the next stage.
- Programme Board is involved in agreeing the commencement of Alpha.

Alpha

- Alpha phase is expected to run from September 2018 to March 2019.
- 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 and 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)
 - develop an outline business case, which will provide the business rationale and articulate the benefits for any national level approach to digital identity

Beta

- Depending on the outcomes of the alpha, a potential beta phase would likely follow, which would not commence before April 2019.

Budget

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

Timeline

Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Pre-alpha			Alpha							Beta begins	

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	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 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)

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:

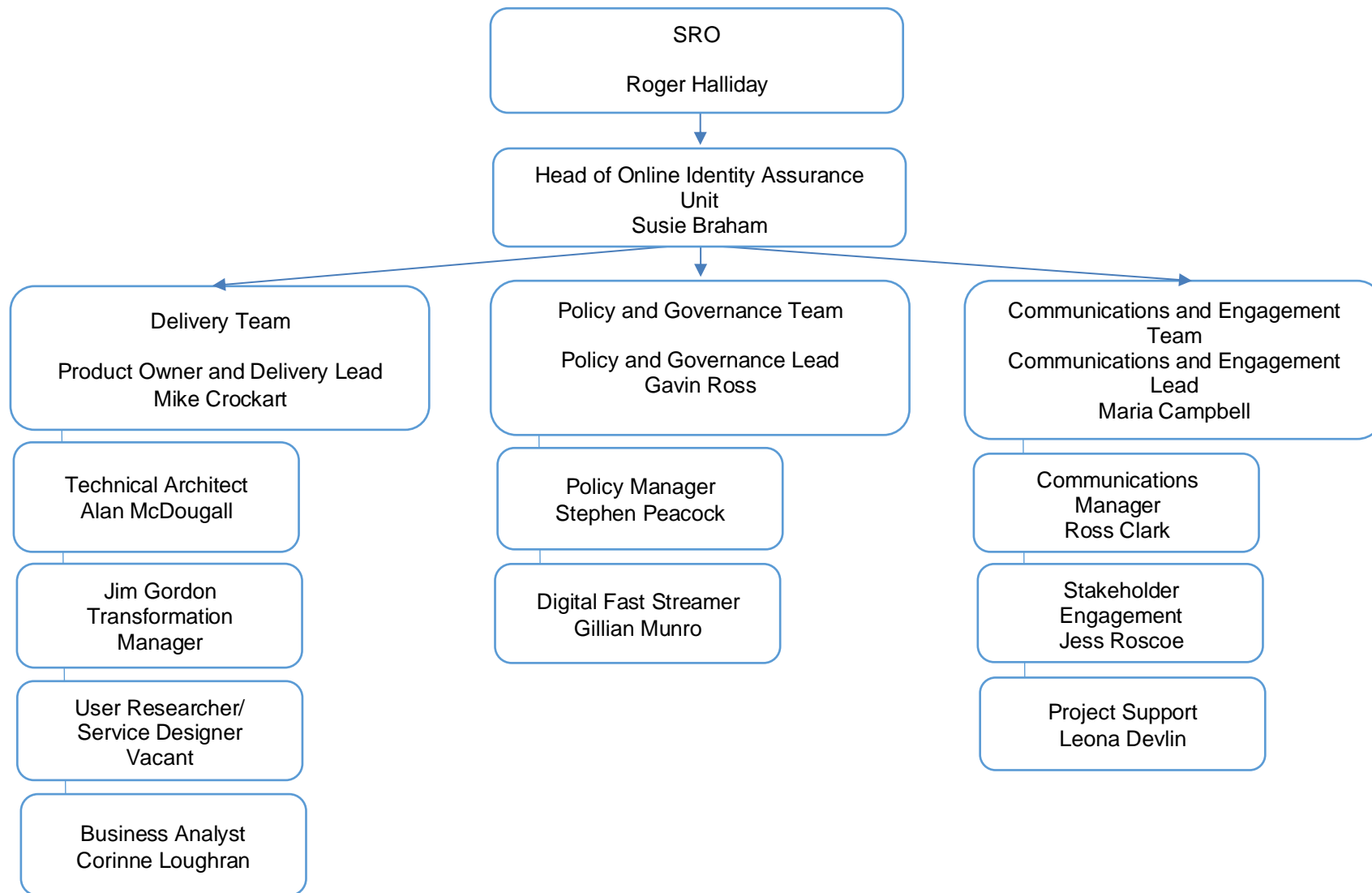
- informing the overall work to identify a common approach
- providing expert advice to the programme's governance board and National Stakeholder Group
- commenting on the emergent findings and informing the direction and longer term implementation
- highlighting connections across the broader landscape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

Scottish Government Programme Team Members and Roles



Data, Statistics and Outcomes Division
July 2018