

Digital Identity Scotland



Agenda

- Programme overview and progress update – Lesley & Mike
- User Research & Service Design update – Stephen Adam
- Workshop I. Exploring the “in person” identity verification journey

- Lunch

- Your views!

Programme Overview

Lesley Allen

Programme Aim

To develop a common public sector approach to online identity assurance, as part of digital public services. A solution that;

Is 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**

Is designed with and for **members of the public** (service users) and that stakeholders can support.

Works: is **safe, secure, effective, proportionate, easy to use, and accessible**; and forms part of public sector digital services

Can **evolve and flex** with changes that occur in the future (future proofed), e.g. changing in response to new technologies

Where members of the public can be confident that their **privacy** is being protected

Brings **value for money and efficiencies** in the delivery of digital public services

A National Priority

Digital identity is one of the public commitments for Digital and Data within the Programme for Government 2018-19;

“Digital Strategy for Scotland 2017 contains the commitment to; Work with stakeholders, privacy interests groups 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.”



Supported by Ministers

Mike Russell, Cabinet Secretary for Government Business and Constitutional Relations, launch of the Open Government in Scotland Action Plan 18-20, 31 Jan/19:

"We are proactively publishing more information than ever before, and taking an open approach in our policy-making, particularly with the Digital Identity Scotland team... ...Why do I use that example? Because it's a key example of making sure the digital age serves the needs of a modern democracy."



Scottish Approach to Service Design

Digital identity Scotland adopts the Scottish Approach to Service Design:

“Committed to designing, collaboratively, inclusively and empathetically. Users are at the heart of what we do and we work alongside other areas of the public sector in order to meet user needs more effectively.”

The programme is focussed on embedding the Scottish Approach to Service Design by putting users at the heart of what we design.

We have two members of our multidisciplinary team, from the Office of the Chief Designer, leading on user research Service Design.

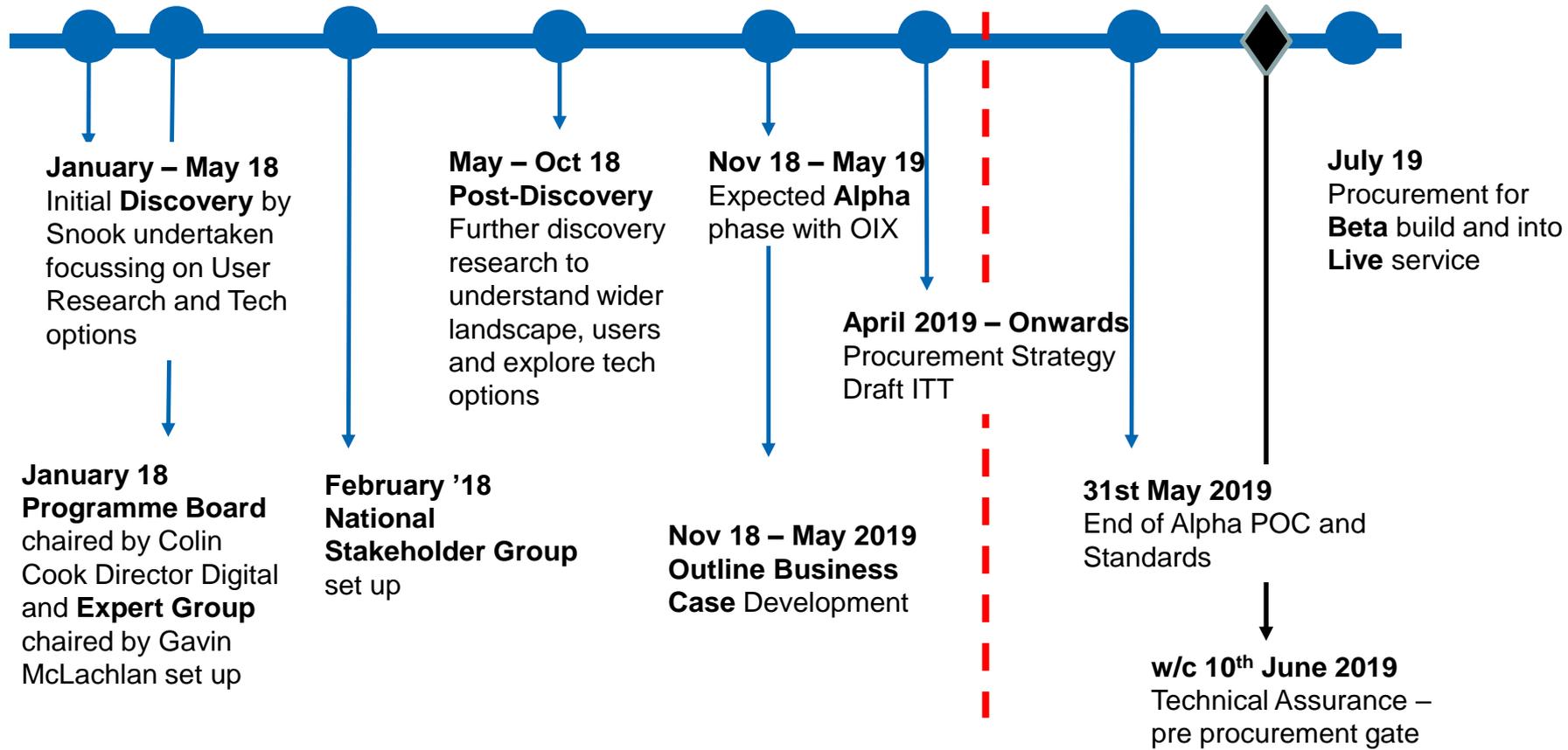
Awareness sessions and embedding SD are available through the Scottish Digital Academy for anyone with an interest.

Advisory Groups

The programme also has a clear directive from ministers to work with stakeholders, privacy interests and members of the public to develop a robust, secure and trustworthy mechanism by which an individual can demonstrate their identity; To support this we have set up;

- **Expert Group** is made up of individuals across the UK 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;**
- **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 attend and participate. **This has the remit to inform the design, direction and prioritisation of the work programme from a stakeholder perspective.**

High-level Timeline



Alpha Explained



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.

Partnership with the Open Identity Exchange (OIX)

The benefits include;

- A worldwide, non-profit, cross sector membership group, providing industry leadership for online identity assurance.
- Access to a very broad range of orgs. operating in the online ID space including the potential ID provider (IDPs) that we would seek to collaborate – Improvement Service (myaccount) GDS (GOV.UK Verify) and other providers of identity services (e.g. Post Office and Experian);
- Compatible with our Open Government approach, projects are conducted in the open, participation in the alpha and observation is also open to non OIX members.

Stream 1 Proof of Concept

A technical work stream has been designed to demonstrate that a defined sub set of the overall required functionality can be implemented.

This POC stream will utilise a combination of methods and technologies provided by participant organisations.

Stream 2 Standards

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.

After 'alpha' has concluded, the programme will move into a procurement phase to appoint a digital partner working towards the first live services.

An Agile approach

*The whole team has successfully transitioned to a flat structure, skills based approach, where **talent and resources** are shared across professions and working groups.*

*This practice aims to reduce silos, stop bottlenecks, ease working pressures on individuals, **develop new skillsets** and to flexibly meet the needs of the Alpha stage.*



Programme Team are using Agile Scrum methodology.

- Daily Stand Ups
- Backlog Prioritising
- Sprint Planning
- Retrospectives
- Show and Tells

Team Collaboration tools facilitating improvement:

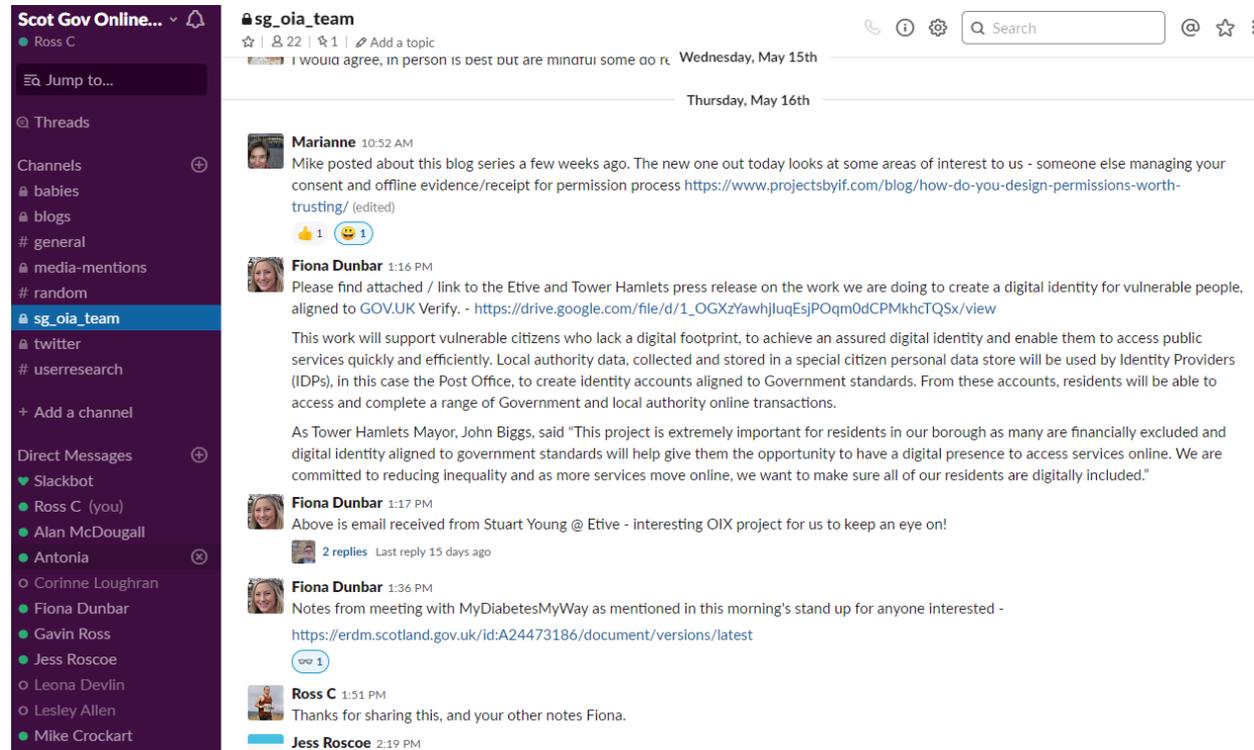
- Virtual and onsite co-location)
- JIRA managing workload and development
- Team communication through Slack
- ERDM connect for all document management (externally)
- Whiteboard for meetings and outcomes



Collaborative communication

Slack

- Team communication
- Different channels for different chats
- Saves email clogging



The screenshot shows a Slack interface for a channel named 'sg_oia_team'. On the left, a sidebar lists channels including 'babies', 'blogs', 'general', 'media-mentions', 'random', 'twitter', and 'userresearch', with 'sg_oia_team' selected. Below the sidebar is a list of direct messages. The main chat area shows a conversation starting with a message from 'Marianne' at 10:52 AM, followed by a message from 'Fiona Dunbar' at 1:16 PM. Fiona's message includes a link to a Google Drive document and a paragraph of text. Below this, another message from 'Fiona Dunbar' at 1:17 PM is shown, followed by a message from 'Ross C' at 1:51 PM. The interface includes a search bar, a 'Jump to...' section, and various icons for channel actions.

sg_oia_team
☆ | 👤 22 | 🗨 1 | ⚙ Add a topic

👤 I would agree, in person is best but are minor some do re. Wednesday, May 15th

Thursday, May 16th

Marianne 10:52 AM
Mike posted about this blog series a few weeks ago. The new one out today looks at some areas of interest to us - someone else managing your consent and offline evidence/receipt for permission process <https://www.projectsbyif.com/blog/how-do-you-design-permissions-worth-trusting/> (edited)
👍 1 🤔 1

Fiona Dunbar 1:16 PM
Please find attached / link to the Etive and Tower Hamlets press release on the work we are doing to create a digital identity for vulnerable people, aligned to GOV.UK Verify. - https://drive.google.com/file/d/1_OGXzYawhJluqEsjPOqm0dCPMkhtQ5x/view

This work will support vulnerable citizens who lack a digital footprint, to achieve an assured digital identity and enable them to access public services quickly and efficiently. Local authority data, collected and stored in a special citizen personal data store will be used by Identity Providers (IDPs), in this case the Post Office, to create identity accounts aligned to Government standards. From these accounts, residents will be able to access and complete a range of Government and local authority online transactions.

As Tower Hamlets Mayor, John Biggs, said "This project is extremely important for residents in our borough as many are financially excluded and digital identity aligned to government standards will help give them the opportunity to have a digital presence to access services online. We are committed to reducing inequality and as more services move online, we want to make sure all of our residents are digitally included."

Fiona Dunbar 1:17 PM
Above is email received from Stuart Young @ Etive - interesting OIX project for us to keep an eye on!
👤 2 replies Last reply 15 days ago

Fiona Dunbar 1:36 PM
Notes from meeting with MyDiabetesMyWay as mentioned in this morning's stand up for anyone interested - <https://erdm.scotland.gov.uk/id:A24473186/document/versions/latest>
👤 1

Ross C 1:51 PM
Thanks for sharing this, and your other notes Fiona.

Jess Roscoe 2:19 PM

Collaboration tools

Jira

- Virtual whiteboard
- See all task in the sprint
- Edit / change / move and assign to different team members
- Used externally
- Different 'Epics'

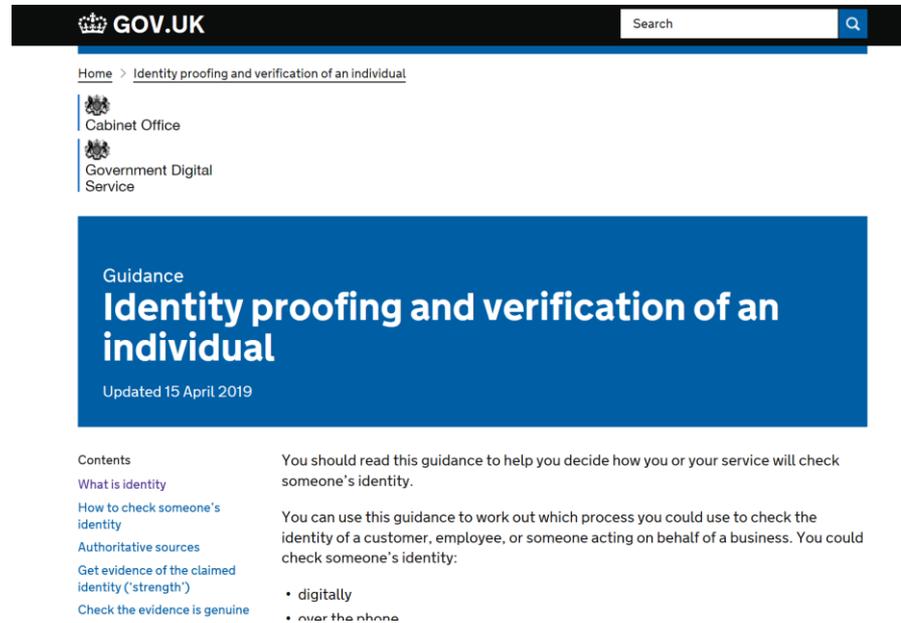
The screenshot displays the Jira interface for a project named 'S4 - UX Testing A (21/3-10/4)'. The interface is organized into columns representing different stages of work: 'TO DO', 'IN PROGRESS', 'BLOCKED', and 'DONE'. The 'IN PROGRESS' column is currently active and contains several project cards. Each card represents a task or project, with a title, a 'Project' label, a progress indicator (a green bar with an upward arrow), and an ID number. The tasks listed include 'Agree levels of Testing' (SD-278), 'Stage 2. Risk Potential Assessment (RPA02)' (SD-461), 'Revised Programme Governance Board' (SD-440), 'G-Suite' (SD-32), 'Finalise Alpha resourcing' (SD-74), and 'Draft product roadmap' (SD-287). The left sidebar provides navigation options such as 'Epics Board', 'Backlog', 'Active sprints', 'Reports', 'Releases', 'Issues and filters', 'Components', 'Add Item', and 'Project settings'. The top right corner shows the project name, a search bar, and a '5 days remaining' timer.

Support with revision of Identity Standards

This guidance will help organisations decide how to **check** someone's identity.

This guidance was written by Government Digital Service (GDS) with help from organisations across the public and private sectors. Key contributors include:

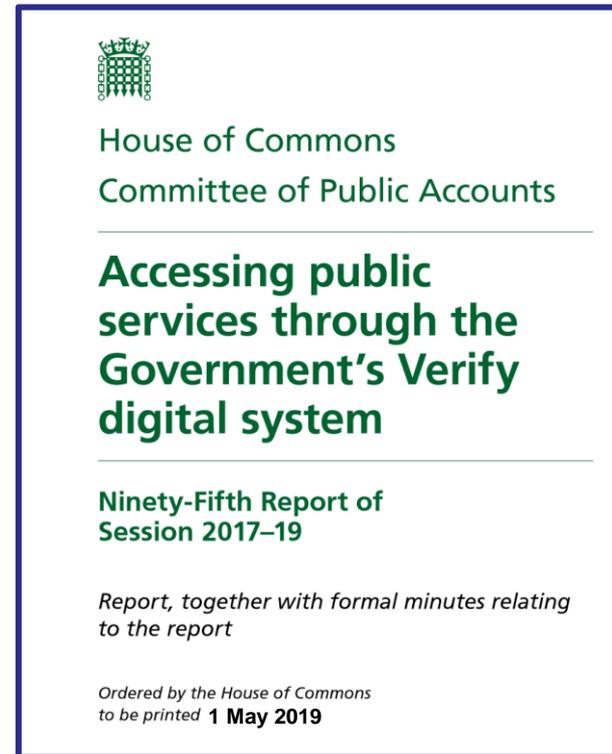
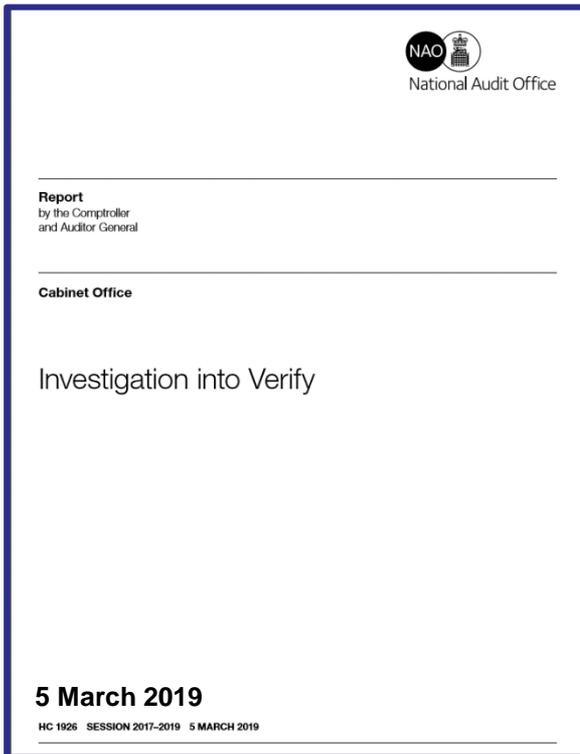
- Department for Work and Pensions (DWP)
- Driver and Vehicle Licensing Agency (DVLA)
- HM Revenue and Customs (HMRC)
- Home Office
- Ministry of Defence (MoD)
- National Cyber Security Centre (NCSC)
- Barclays
- Digidentity
- Experian
- IDEMIA
- Post Office



The screenshot shows the GOV.UK website interface. At the top is the GOV.UK logo and a search bar. Below the navigation bar, the breadcrumb trail reads 'Home > Identity proofing and verification of an individual'. The page is attributed to the Cabinet Office and Government Digital Service. A large blue banner contains the title 'Guidance Identity proofing and verification of an individual' and the update date 'Updated 15 April 2019'. The 'Contents' section lists: 'What is identity', 'How to check someone's identity', 'Authoritative sources', 'Get evidence of the claimed identity ('strength')', and 'Check the evidence is genuine'. The main content area begins with the text: 'You should read this guidance to help you decide how you or your service will check someone's identity. You can use this guidance to work out which process you could use to check the identity of a customer, employee, or someone acting on behalf of a business. You could check someone's identity:' followed by a bulleted list: '• digitally' and '• over the phone'.

This guidance aligns with these international standards and regulations:

Close monitoring of GOVUK Verify



Getting it right for citizens

Working with stakeholders, privacy interests groups and members of the public

National Stakeholder Group

- Membership includes:
 - Public service representatives
 - Privacy groups
 - Interested citizens
- Meets every 4 months (approx.)
- Advertised on Eventbrite and is open to all

Communications and Engagement

- Proactively publish Board and other programme papers
- Regularly publish blogs, Tweets and articles
- The team regularly engages directly with citizen representatives, such as privacy groups

Getting it right for service providers

Service Provider Workshop

- In February the team brought service providers from across Scotland together with the aim of understanding their thoughts on digital identity and their needs for a future identity solution.
- The half-day workshop explored current verification practices, ongoing digital transformation programmes and the participants hopes and fears for the programme.

Getting out and about

- The team have also had more in-depth conversations with individual service providers to:
 - better understand how their services are delivered
 - gain insights into how this programme can address and improve the way in which they provide identity services.
- This has enabled us to test assumptions and is helping us design a solution that meets both service provider and citizen needs

In conversation with...



Proof of Concept Update

Scope of Alpha



The Alpha will have two distinct streams that will be run in parallel;

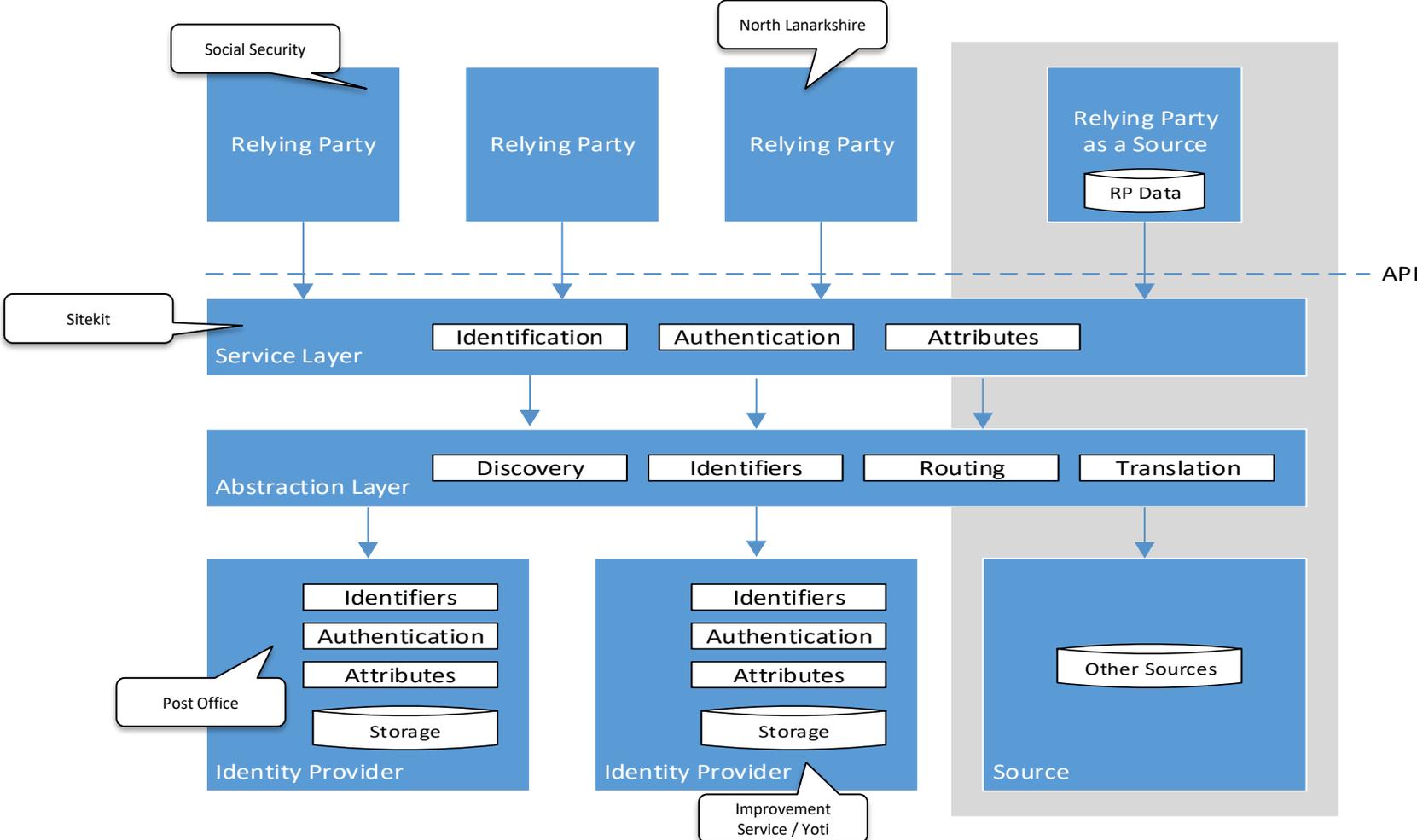
The two streams will work independently of each other;

- The first stream will deliver a working Proof of Concept to test technical interoperability of services and to support user research. It will use “real-world” examples of the need for a digital ID
- The second stream will be an analytical workstream assessing the steps that will be required to be taken – by the Scottish Government or service providers – to deliver an interoperable and standardised digital identity service for Scotland

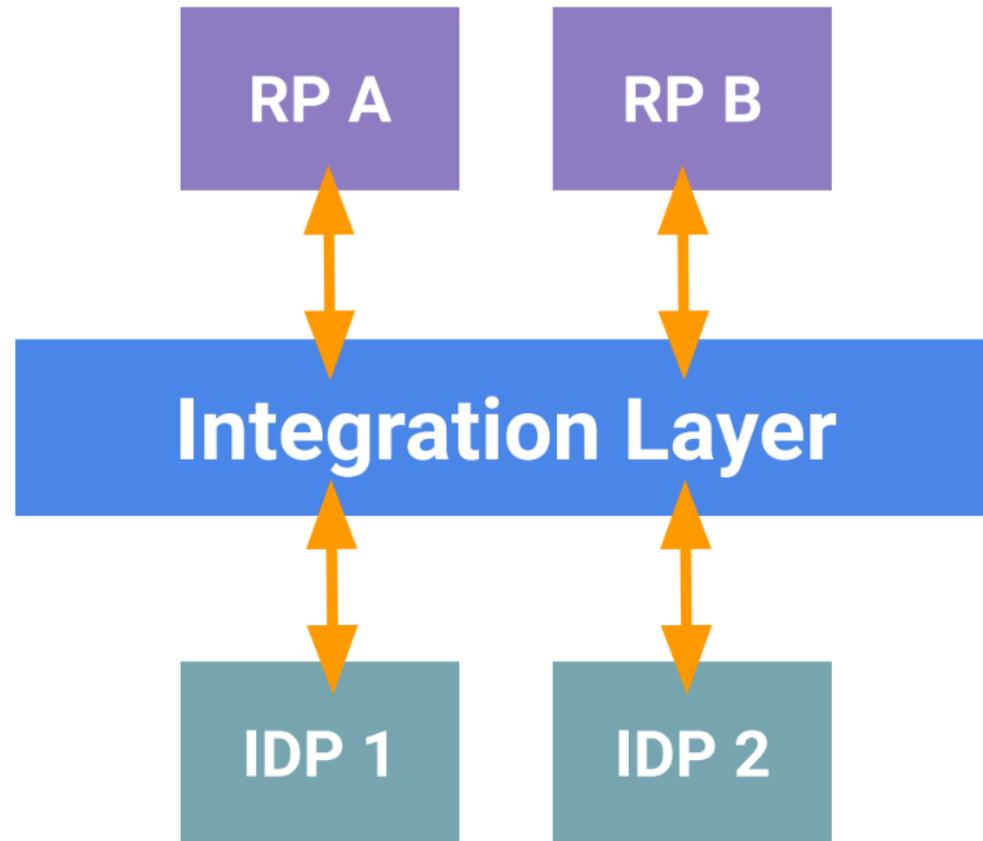
Who is involved?

- Sitekit (Hub provider)
- Post Office (IDP)
- GDS Verify and Standards team
- Improvement Service (myaccount IDP)
- Social Security Scotland (Service Provider)
- North Lanarkshire (Service Provider)
- OIX Community
- SME's
- Ademia (IDP)
- Experian (IDP)
- Verisec
- tScheme
- Avoco (IDP)

Who is doing what?



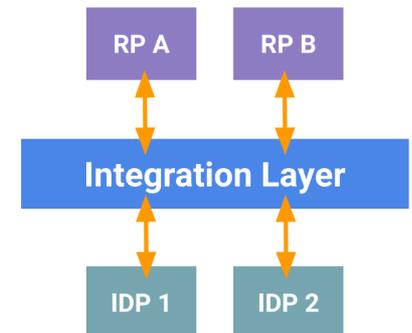
Proof of Concept (PoC) - Schematic



PoC Status – Integration Layer

Integration Layer

- The Integration Layer (cloud-based, built using Microsoft Azure Active Directory B2C and provided by Sitekit) is available and in use.



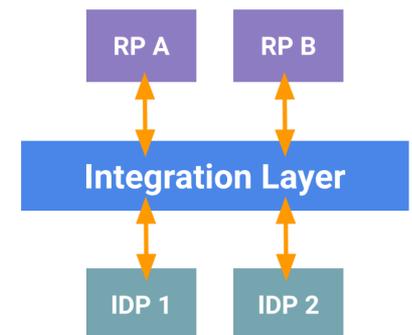
PoC Status - RPs

Relying Party A: Social Security Scotland

- The connection from development system for the Social Security Scotland “Digital Portal” for the Child Disability Living Allowance benefit is in place and working - with limited supporting functionality (as an RP)
- Richer functionality is expected to be provided by the Factory Test environment to be available “imminently”

Relying Party B: North Lanarkshire Council

- North Lanarkshire’s digital services are front-ended by the Matrix CRM product provided by Squiz
- Following discussions with NLC and Squiz we are working with Squiz as a “proxy RP” for the purposes of the PoC
- Squiz are currently enhancing their core product to add OIDC capability and hence no connection has yet been established.



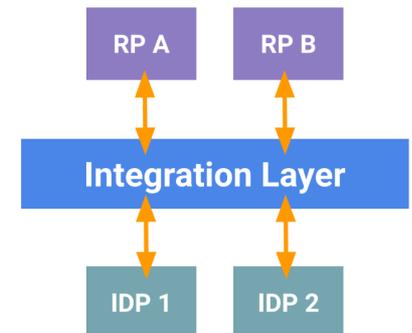
PoC Status - IDPs

Identity Provider 1: myaccount

- Improvement Service's myaccount test service is connected to the Integration layer and working
- This also enables access to Yoti's trusted identity platform via the myaccount domain

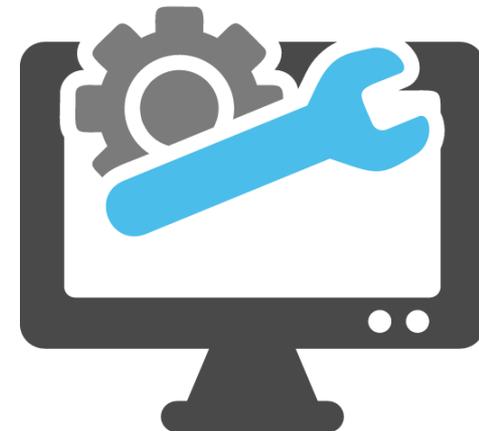
Identity Provider 2: Post Office

- As is the case for GOV.UK Verify the technology powering the Post Office offering is provided by Digidentity
- Connection of Digidentity to the Integration Layer is scheduled to start 14-May-19
- Social Security are ready to run some limited tests to demonstrate the use of multiple IDPs via the Integration Layer - with more capability when their Factory Test environment is available.

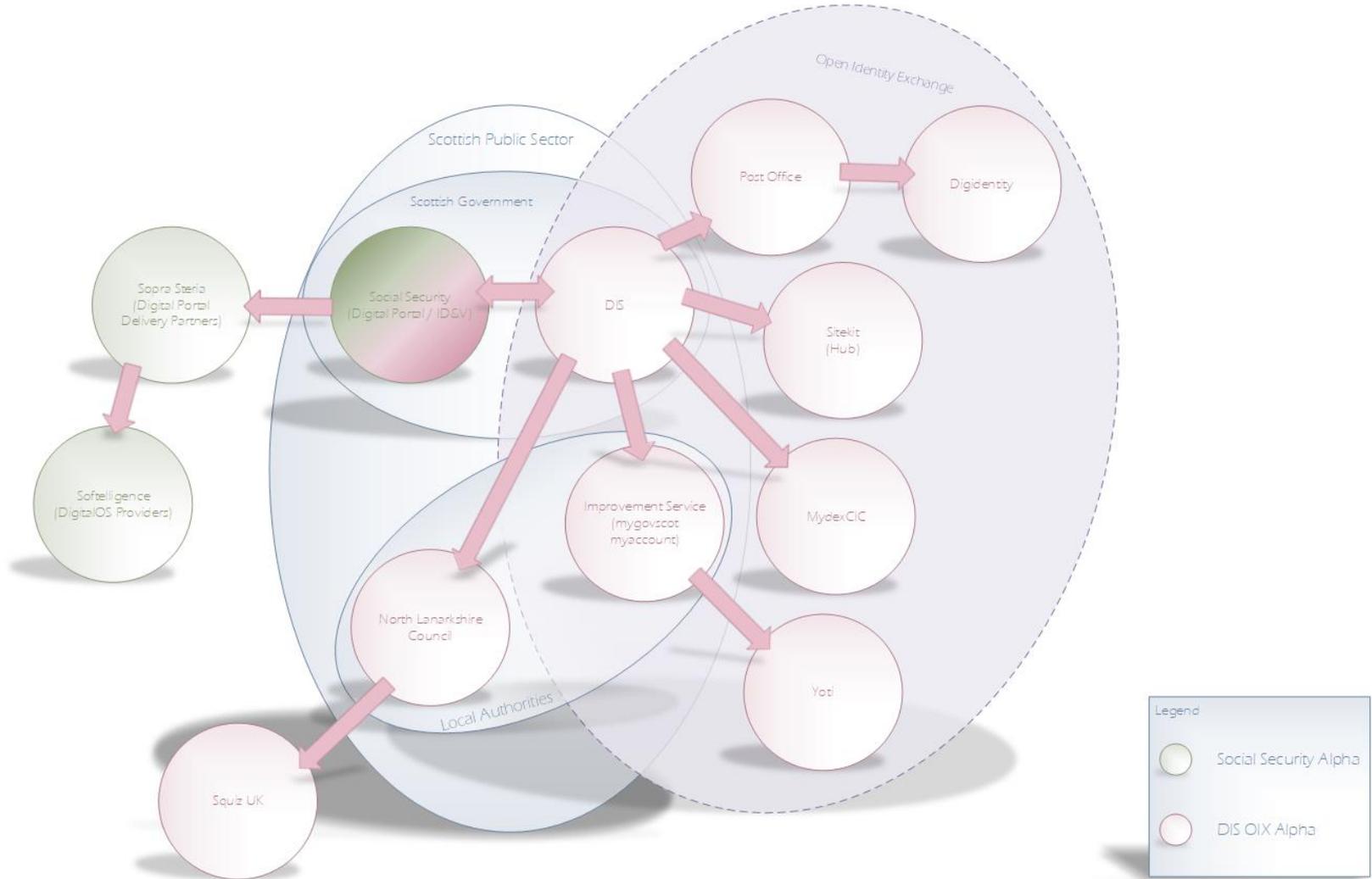


PoC revised timetable

Date	Desired	Objective-Endangering
12 th April	1 x RP (SS), hub, 1 x IdP (IS) – registration working	
19 th April	1 x RP (SS), hub, 2 x IdP (PO+IS) – 2 x registration working	1 x RP, hub, 1 x IdP – registration working
26 th April	2 x RP (SSD+NLC), hub, 2 x IdP (PO+IS) – 2 x registration working, identity portability working	1 xRP (SS), hub, 2 x IdP (PO) – 2 x registration working
3 rd May		2 x RP (SSD+NLC), hub, 2 x IdP (PO+IS) – 2 x registration working, identity portability working
10 th May		PoC 'dev' work complete

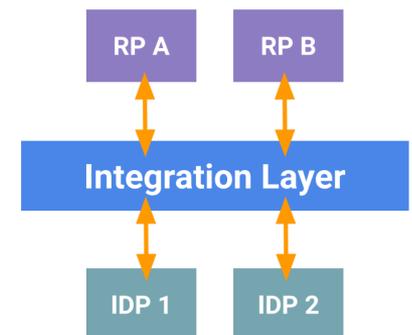


PoC Complexity



PoC Lessons Learned (so far...)

- Relying on goodwill has led to resource constraints from all participants and this has slowed progress (considerably)
- The OIDC protocol is broadly suitable for our needs
- (As is usually the case) just because two solutions support the OIDC protocol does not mean they will communicate “out of the box” **however**
- The integration challenges encountered so far have been relatively easily overcome
- Microsoft has a specific implementation of the OIDC protocol
- The findings of PoC suggest that the high level architecture and design of the DIS Service is appropriate to meet the programme’s objectives.



Discussion re Scottish Government & Private Sector IDPs

Identity Provider Options

1. Private sector IDPs only
 - a. SG could augment this with specific capabilities like in-person identity verification or access to the NEC process for example
 - b. Key question - what if the market fails to develop?

Identity Provider Options

2. Government IDP only

a. Assuming this is not viable but to be validated

Identity Provider Options

3. Private sector IDPs and a SG IDP all on the same footing
 - a. Key question – How to make it attractive to commercial providers, so they want to participate
 - b. On what basis would SG IDP operate?

Identity Provider Options

4. Private sector IDPs with SG IDP on a different footing
 - a. How could the SG IDP be differentiated? E.g. In person only.
 - b. If SG IDP focused on hard to reach, say, could this be done in a way that is not discriminatory?

Workstream 1

- Stream 1 – Proof of Concept

Phase	#	Description	RP	Start IDP	Start LoA	Req'd LoA	Uplift done by	End LoA	Attributes Requested
1	1	Upfront Onboarding to IDP	SS	None	None	LoA2	IDP (PO)	LoA2	MDS
	2	Upfront Onboarding to IDP (But insufficient LoA)	SS	None	None	LoA2	IDP (PO)	LoA0 or LoA1	MDS
	3	Customer already has IDP Account	SS	PO	LoA2	LoA2	IDP	LoA2	MDS
	4	Customer already has low LoA IDP Account	SS	PO	LoA1	LoA2	IDP	LoA2	MDS
2	5	Existing IDP customer accessing LoA1 service	NL	PO	LoA1	LoA1	IDP	LoA1	MDS
3	6	Existing IDP customer accessing LoA1 service	NL	IS	LoA1	LoA1	IDP	LoA1	MDS
4	7	Using RP Vouching to elevate LoA of existing IDP customer	SS	IS	LoA0 or LoA1	LoA2	RP Vouching	LoA2	MDS

Workstream 1

2.1.2. Workflow 2 - Upfront Onboarding to IDP (But insufficient LoA)

Note that steps 1 – 4, 6, 8 and 9 are the same as in Workflow 1.

#	Who has control	Step	Comments/Questions
1	RP (SS)	Customer wants to access service at RP	Could be new or existing RP customer
2	RP (SS)	RP requests attributes at LoA2 from Sitekit	For phase 1, attributes expected to include: <ul style="list-style-type: none">• MDS• Persistent Identifier Can LoA request be at granularity of individual attributes (e.g. identifier at LoA2, Name at LoA2, etc)?
3	Sitekit	Sitekit present “picker” page and customer chooses Post Office	How does customer determine which IDP is the right one for them?
4	Sitekit	Sitekit redirects customer to Post Office	
5	IDP (PO)	IDP onboards customer but can only get to LoA0 or 1 (for identification) but is provided with LoA2 authentication token ² .	Is this a single process? What happens if a break in the process is required?
6	IDP (PO)	IDP presents attributes to be shared with RP to customer and obtains consent	
7	IDP (PO)	Attributes passed to Sitekit for onward delivering to RP	Can IDP signal that attributes are LoA1 but Authentication is LoA2.
8	Sitekit	Sitekit passes attributes to RP	MDS and persistent identifier and LoA achieved.
9	RP (SS)	RP uses data received to determine which customer is requesting service.	
10	RP (SS)	RP determines next steps based on only receiving LoA1 attributes back	RP could decide to provide service anyway, undertake additional steps itself to assure the identity or send the customer into vouching process (later phase)

Workstream 2

Stream 2: Standards & Interoperability Analysis

There are 5 parts (or Work Packages)

1. Baseline Identity Standards
2. Extended Identity Standards
3. Waivers
4. Standards for Attribute Assertion
5. Commercial Models

More Information....

 @DigitalIDScots & @scotgovopen

 blogs.gov.scot/digital/

 Face to face with our engagement team

Thank you

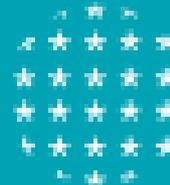
Want to find out more? Talk to us!

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