National Infrastructure – Citizen’s Account

IMPROVING YOUR BUSINESS AGILITY
National Infrastructure – The Vision

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Some Historic Issues – Service Provision

- Bureaucratic structures have created bureaucratic silos of systems, services and information

- Citizens (our customers) find it hard to navigate their way through this

- Service Design: Have we forgotten that we need to provide services to 5 million customers?

- Have we forgotten that we are ‘custodians’ of the geography of Scotland?
Some Historic Issues - The WWW

- ‘Disaggregation’ of public sector technology
- Too many web sites, too many portals
- We have replaced organisational bureaucracy with a ‘virtual’ bureaucracy
- Citizens (our customers) find it hard to navigate their way through this
The Challenge

- To provide a secure - online - single point of contact where our customers (or their agents) can transact with public services

- To provide convenient multi channel access to public services
  - ‘High Street Branch’
  - Contact (Telephone) Centre
  - Online (from an office desktop, a remote access point, or from home)

- **BUT** underpinned within a national infrastructure
Our Strengths

- Strong culture of public service delivery in Scotland
- Ministers keen to redesign structures around customer needs
- Public Service employees, and increasingly customers, familiar with technology
- Local organisational and political structures want to take up this challenge

Bottom Line: There are efficiency savings that can be redirected to frontline services
Our Solution – Work in Progress

Create a Citizen’s Account with government

Coupled with a Citizen’s Smartcard - an Entitlement Card

Citizens create their own personal space - their portal to access all public services

Citizens able to own and manage their own data and transactions

Account as the ‘vehicle of choice’ for accessing public services

Implement all this in a secure, authenticated way
National Infrastructure – Realising the Vision

Mike Futcher
Relationship Manager
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National Infrastructure – Realising the Vision

- **Requirement 1**
  - Deliver a secure electronic registration process within which customers or their agent will be able to set up their own personal electronic record ... with the functionality to update the contents of their account.
National Infrastructure – Realising the Vision

- **Requirement 2**
  - Design a secure authentication and messaging process within which customers or their agent will be able to transact securely online with their Local Authority.

  - Provide a secure messaging system within which a change in status of a citizen’s account can be securely transmitted to the public sector bodies that deliver services to that citizen.
National Infrastructure – Realising the Vision

- **Requirement 3**
  - **Assist 10 pathfinder LAs**
    - Implement & Test sound Integration Projects
    - Advise on Project Resource, Structure etc
  - **Assist IS**
    - Communicate the Programme
    - Agree common Governance standards
    - Monitor progress & resolve issues
Architecture - National Infrastructure
Citizen’s Account - Registration & Enrolment

Core JSP
Citizen’s Account – L.A. Functions

Privileged Function

[Image of a computer screen showing the Scottish Executive Citizen Account – Simple Search page]
Citizen’s Account – Online Services

- Local Government Services
  - Council Tax Enquiries
  - Housing & Council Tax Benefit
  - Change of Address
  - Access to NHS information

- Central Government Services
  - IR Tax Returns
  - DVLC processes
National Infrastructure - Challenges

- Accommodating the Stakeholders
  - Readiness to connect
    - Applications & Process
    - Infrastructure (platform & network)
  - Security
    - Application, infrastructure and management policies
National Infrastructure - Challenges

- Governance
  - Core Project
  - Multiple Stakeholders
  - 10 concurrent LA projects

- Policy
  - Existing Investments
  - Convergent Programmes
Conclusion

- **Vision**
  - Comprehensive and inclusive
  - Well founded proofs of concept

- **Delivering the Vision**
  - Technology is not the issue
  - Co-operation among stakeholders
  - Commitment to standards/standardisation
Thank you