

National Infrastructure – Citizen's Account

National Infrastructure – The Vision

Jim Kinney

Director of Operational Services

Improvement Service

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

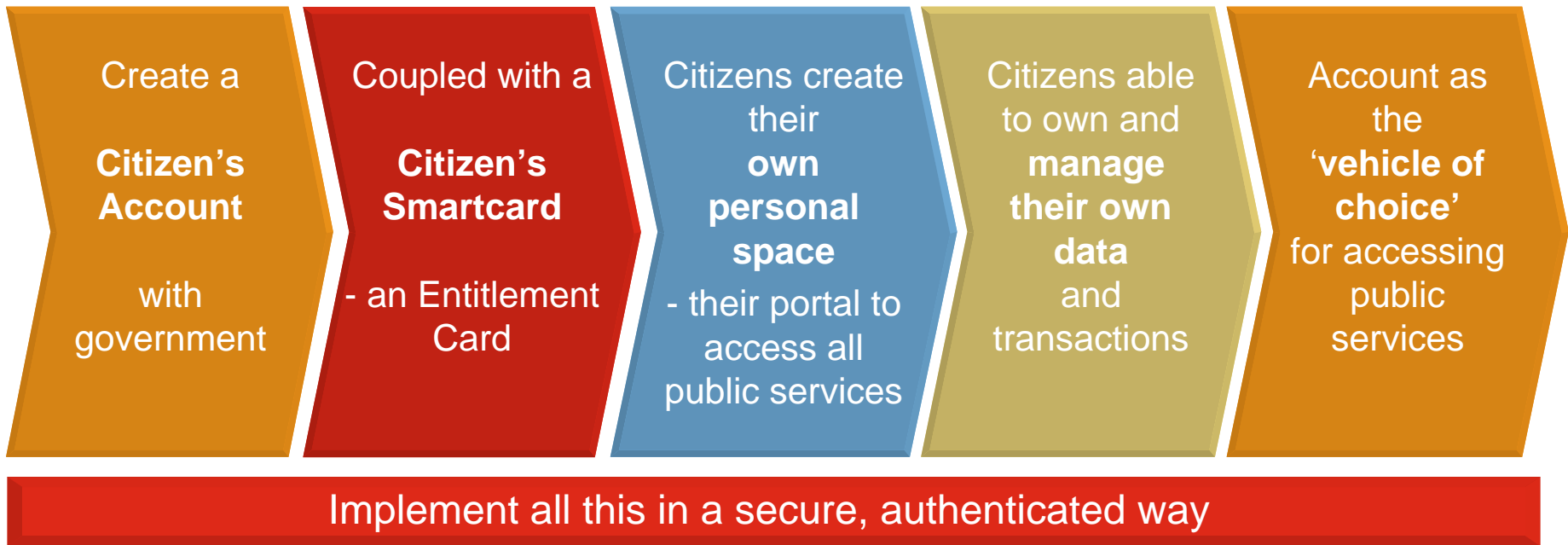
Public Service
employees, and
increasingly
customers, familiar
with technology

Bottom Line: There are
efficiency savings that
can be redirected to
frontline services

Ministers keen
to redesign
structures around
customer needs

Local
organisational and
political structures
want to take up this
challenge

Our Solution – Work in Progress



Citizen Account – Work in Progress

Scottish Executive Citizen Account - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.seca.co.uk>

Home Logout Preferences

Advisor - Citizen Maintenance

* Indicates required field

Photo Cancel Apply Address Contact Password

Citizen's Details

* Title	Mr.	* Address	37 Portellen Street
* First Name	James		
Middle Name			
* Last Name	MacIntosh	* Postcode	G12 7R7
* Date of Birth	21-Nov-1962	Town	Glasgow
* Male / Female	Male	Mothers Surname	Torrance
Email	james.macintosh@hotmail	Phone Number	0141 247 7689
Citizen ID	9818 3056 9780 5296 303	CHI Number	GR98-P234-1653-UJ78

Services

<input checked="" type="checkbox"/> Online Council Tax Payments	<input checked="" type="checkbox"/> Access Library Services
<input checked="" type="checkbox"/> GP Appointment Booking	<input type="checkbox"/> Online Prescription Service
<input type="checkbox"/> Sports Facility Booking	<input type="checkbox"/> Online Vehicle Tax Payment
<input type="checkbox"/> Online Tax Return Filing	

[Return to Citizen Search](#)

Photo Cancel Apply Address Contact Password

Home | Logout | Preferences

Copyright 2000-2006 Scottish Executive. All Rights Reserved.

Done Internet

Help

- Ensure you ask the applicant what details he / she requires changing.
- When all required changes have been made, please repeat all entries back to the applicant.
- Always ask the applicant if there are any further changes or updates that they require.
- Make sure the applicant is aware of any new services that are available.

National Infrastructure – Realising the Vision

Mike Futcher

Relationship Manager

Sopra Newell & Budge

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

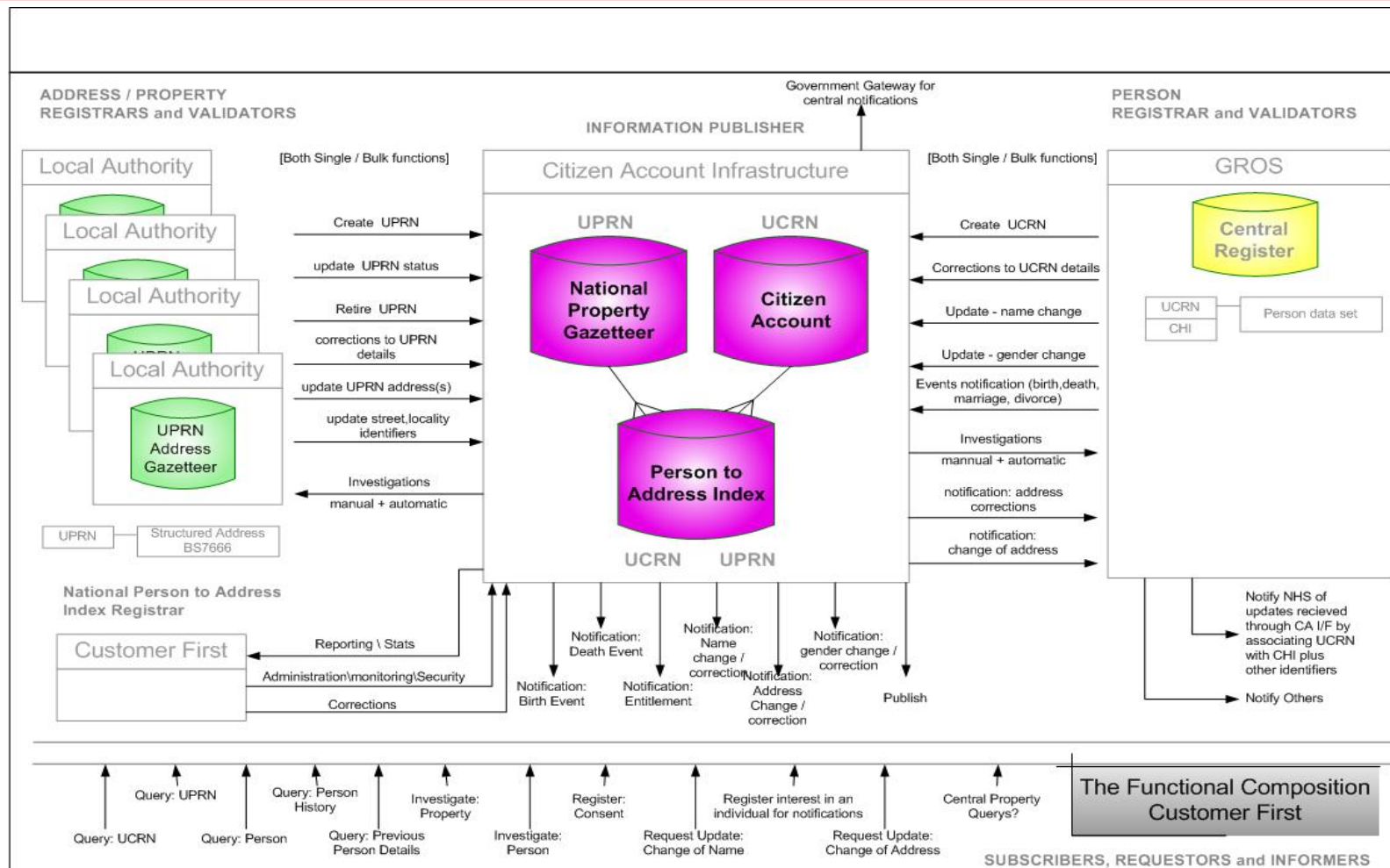
- Implement & Test sound Integration Projects
- Advise on Project Resource, Structure etc

■ Assist IS

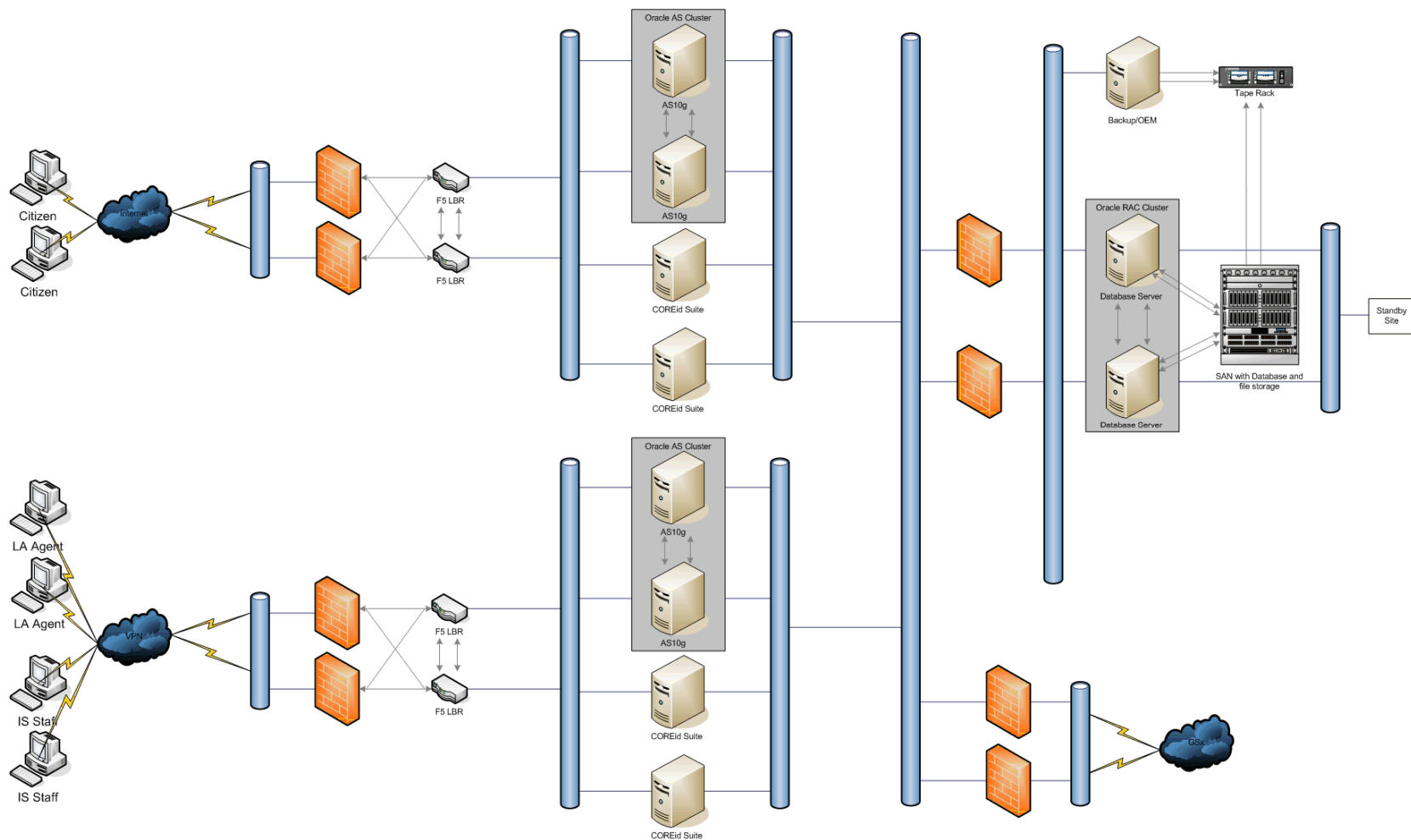
- Communicate the Programme
- Agree common Governance standards
- Monitor progress & resolve issues



Architecture - Citizen's Account



Architecture - National Infrastructure



Citizen's Account - Registration & Enrolment

Core JSP

Scottish Executive CITIZEN ACCOUNT

Please Login
Username Password Login
Forgotten Your Username or Password?

Find Out More

Help
Registration & Identification
Once you have registered you will need to produce identifying documents (Passport, Driver's Licence) to activate your account. This done to protect your identity from theft.
Further Assistance

Citizen Registration
Enter Details
Please enter your details below. Details marked with a * are required, however other details are useful for your account.

Details

Title*	Mr.	Address*	2 Meadow Park
First Name*	David		
Last Name*	Wilson		
Date of Birth*	09-Aug-1978	Postcode	EH12 2EK
Male / Female*	Male	City	Edinburgh
Email Address	david.wilson@aol.com	Mothers Name	Mackenzie
Phone Number	0131 446 7823		

Cancel Register

2

Internet
Citizen Registration
Registration Confirmed
Once you have registered you will need to produce identifying documents (Passport, Driver's Licence) to activate your account. This done to protect your identity from theft.
Further Assistance

Citizen's Account – L.A. Functions

Scottish Executive Citizen Account - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.seca.co.uk>

Home Logout Preferences

Advisor - Citizen Search

Simple Search Save Search

Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive. Advanced Search

First Name

Middle Name

Last Name

Date of Birth

Postcode

First Name	Middle Name	Last Name	Date of Birth	Citizen ID	Postcode
No search conducted.					

Save Search

Home | Logout | Preferences Privacy Statement

Copyright 2000-2004 Improvement Service. All Rights Reserved.

Done Internet

Privileged
Function

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



Sopra
Newell
&
Budge

Thank you



IMPROVING YOUR BUSINESS AGILITY