Kent County Council
Citizen Identity Platform

Chris Eckl
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Sitekit Ltd
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Agenda

• Citizen identity drivers for Kent
• Drivers, scenarios and use cases
• The need for a Verify alternative
• Q&A
Technology Strategy & Commissioning

- Partner engagement
- Security, compliance, GDPR
- Citizen engagement
- Mobile, BYOD
- Wider migration strategy
- To cloud… from on-premise
Elevation of an identity to LoA1 can be achieved programmatically through attribute verification via a local council database.

I want to register my child for school place and Kent offers this service digitally – I need to prove my identity first, though.

I want to apply for a dropped kerb so my mother can park her car closer to her front door.

Face to face identity verification is required to elevate an identity to LoA2 – required for school admissions.
Why do I need an LoA2 identity for an LoA1 transaction?

The costs of using Verify aren’t clear, so I can’t recommend it.

Commercial frameworks need to be in place to support local up-take.

Eligibility is a barrier – how do we support citizens who need it most?

I don’t mind whether I use Verify or anything else, but I don’t have the right paperwork to register for an account.

Registration seems onerous for what should be a simple transaction.

I don’t mind whether I use Verify or anything else, but I don’t have the right paperwork to register for an account.
Thanks and Q&A

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Sign-in or sign-up (register) – LoA0

KCC CitizenID Demo App

This app allows demonstration of CitizenID registration and login.

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Sign In or Register with Kent Connects

Kent Connects is the trusted platform used across Kent and Medway to help citizens interact with public services online and it only takes a couple of minutes to create an account.

Sign in with your existing account
Email Address
Password
Sign in

Sign in with your social account
FACEBOOK
GOOGLE
MICROSOFT

Don't have an account?
Sign up now
Create a Kent Connects account

Your email address will help us to verify and create your account.

Email Address
wilf.prasher@sitekit.net

Send verification code
Continue Cancel
Verify your email

Please verify your email address.

Email Address
wilf.prasher@sitekit.net

Verification Code

Verify code  Send new code

Continue  Cancel
Verify your email address

Thanks for verifying your wlf.prasher@sitekit.net account!

Your code is: 139589

Sincerely,
Kent B2C Dev
Create a Kent Connects account

Your email address will help us to verify and create your account.

E-mail address verified. You can now continue.

Email Address

wilf.prasher@sitekit.net

YOUR CODE IS VALID. PLEASE PRESS CONTINUE.

Continue  Cancel
Create password

You need to create a password to setup your account.

New Password

******

Confirm New Password

******

Continue  Cancel
Tell us about yourself

Knowing a little about you will help us make your interactions with us quicker and easier. For more information about how we use this information please see our privacy policy.

About you

First Name*
Will

Last Name*
Prashar

Date of Birth
26/07/1989

Address Line 1
1 Any Street

Address Line 2

Address Line 3

Postcode

Mobile Phone
07510922368

[Continue] [Cancel]
## Claims

Claims Present in the Claims Identity:

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Claim Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>exp</td>
<td>1500819636</td>
</tr>
<tr>
<td>ref</td>
<td>1500816086</td>
</tr>
<tr>
<td>ver</td>
<td>1</td>
</tr>
<tr>
<td>iss</td>
<td><a href="https://login.microsoftonline.com/358e01b9-1713-4cco-a5fe-96526ea97a11/v2.0/">https://login.microsoftonline.com/358e01b9-1713-4cco-a5fe-96526ea97a11/v2.0/</a></td>
</tr>
<tr>
<td>aud</td>
<td>938265a1-c09-46b6-924e-d14ce13302ce</td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/claims/identityclaimidentifier">http://schemas.microsoft.com/claims/identityclaimidentifier</a></td>
<td>sub</td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/claims/authorityidentifier">http://schemas.microsoft.com/claims/authorityidentifier</a></td>
<td>nonce</td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/claims/subjectsidentifier">http://schemas.microsoft.com/claims/subjectsidentifier</a></td>
<td>LoA</td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/identity/claims/emailaddress">http://schemas.microsoft.com/identity/claims/emailaddress</a></td>
<td><a href="mailto:wif.prasher@sitekit.net">wif.prasher@sitekit.net</a></td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/metadata/ClaimsObjectIdentifier">http://schemas.microsoft.com/metadata/ClaimsObjectIdentifier</a></td>
<td>45709c73-c17e-4165-a355-f660bff7d625e</td>
</tr>
<tr>
<td>givenName</td>
<td>Wif</td>
</tr>
<tr>
<td>surname</td>
<td>Prasher</td>
</tr>
<tr>
<td>dateOfBirth</td>
<td>26/07/1963</td>
</tr>
<tr>
<td>address1</td>
<td>1 Any Street</td>
</tr>
<tr>
<td>mobile</td>
<td>07515922368</td>
</tr>
</tbody>
</table>

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Elevation – LoA0 -> LoA2

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Sign In or Register with Kent Connects

Kent Connects is the trusted platform used across Kent and Medway to help citizens interact with public services online and it only takes a couple of minutes to create an account.

Sign in with your existing account

Email Address
wilf.prash@sitekit.net

Password
*******

Sign in

Sign in with your social account

FACEBOOK
GOOGLE
MICROSOFT

Don't have an account?

Sign up now
Verify your email

Please verify your email address.

Email Address
wilf.prasher@sitekit.net

Send verification code
Continue  Cancel
Answer a few questions

To help you recover your account, it's a good idea to set security questions and answers.

In what city or town was your first job?
Answer:
SomeCity

What was the name of your second pet?
Answer:
SomePet

What was the name of your primary school?
Answer:
SomeSchool
Tell us about yourself

Knowing a little about you will help us make your interactions with us quicker and easier. For more information about how we use this information please see our privacy policy.

About you

First Name*
Will
Last Name*
Prasher
Date of Birth*
26/07/1989
Address line 1*
1 Any Street
Address line 2*
Any Town
Address line 3*
Any Region
Postcode*
W8 5AL
Mobile Phone
07515922368

Continue Cancel
Welcome

You have now successfully registered with a Kent Connects account. To gain elevated access to this application you need to finish the vouching process in person. Please attend your local library with three forms of identification/proof of address (passport, driving license, utility bill).

You will need the following reference number to allow staff members to activate your elevated access:

884023884

You will also receive a confirmation email that contains your reference number.

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KCC Vouching Confirmation

kccvouchingteam@mailinator.com
Tue 19/09/2017 11:44

To: Wilf Prasher;

- To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, click here.
- To always show content from this sender, click here.

Hello Wilf Prasher,

Your vouching reference number is: 894023894

Please remember your number when visiting the vouching location or alternatively print out this email and present the below barcode to a library staff member:

Sincerely,
Kent CC Vouching Team
Vouch for a citizen
Vouch for a citizen

Ask the citizen for their nine digit reference number and enter it below:

894023894

Continue
Vouch for a citizen

Check the citizen’s details against their documentary evidence. Update where necessary to ensure the information below is accurate.

Name
First name: Will
Last name: Prasher
Confirmed with:
- Passport
- Driving License
- Birth Certificate

Address
Address Line 1: 1 Any Street
Address Line 2: Any Town
Address Line 3: Any Region
Postcode: WB 5AL
Confirmed with:
- Driving License
- Utility Bill
- Rent Statement

Date of birth
Date of birth: 26/07/1989
Confirmed with:
- Passport
- Driving License
- Birth Certificate

Vouch for this citizen
Vouch for a citizen

Tell the citizen that their vouching is complete and they will now be able to use services with their elevated access level.

Finish
## Claims

Claims Present in the Claims Identity:

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Claim Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>exp</strong></td>
<td>1505821823</td>
</tr>
<tr>
<td><strong>nbf</strong></td>
<td>1505818223</td>
</tr>
<tr>
<td><strong>ver</strong></td>
<td>1.0</td>
</tr>
<tr>
<td><strong>iss</strong></td>
<td><a href="https://login.microsoftonline.com/388e01b9-1713-4cc6-a0fe-965255e8c7a1/v2.0/">https://login.microsoftonline.com/388e01b9-1713-4cc6-a0fe-965255e8c7a1/v2.0/</a></td>
</tr>
<tr>
<td><a href="http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier">http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier</a></td>
<td>Not supported currently. Use old claim.</td>
</tr>
<tr>
<td><strong>aud</strong></td>
<td>b2c_1a_kcc_signupsignin_loa_2</td>
</tr>
<tr>
<td><strong>nonce</strong></td>
<td>639841414859383347.Y2EExZTE0MDg1ZTBhYy05YmM2LWFjNzktZGVmNGZmZTFm_...</td>
</tr>
<tr>
<td><strong>iat</strong></td>
<td>1505818223</td>
</tr>
<tr>
<td><a href="http://schemas.microsoft.com/ws/2008/05/identity/claims/authenticationinstant">http://schemas.microsoft.com/ws/2008/05/identity/claims/authenticationinstant</a></td>
<td>1505818223</td>
</tr>
<tr>
<td><a href="http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress">http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress</a></td>
<td><a href="mailto:Wilf.prasher@kcc.kent.net">Wilf.prasher@kcc.kent.net</a></td>
</tr>
<tr>
<td><strong>givenName</strong></td>
<td>Wilf</td>
</tr>
<tr>
<td><strong>surname</strong></td>
<td>Prasher</td>
</tr>
<tr>
<td><strong>mobile</strong></td>
<td>07513922368</td>
</tr>
<tr>
<td><strong>postalCode</strong></td>
<td>W8 5AL</td>
</tr>
<tr>
<td><strong>address1</strong></td>
<td>1 Any Street</td>
</tr>
<tr>
<td><strong>address2</strong></td>
<td>Any Town</td>
</tr>
<tr>
<td><strong>address3</strong></td>
<td>Any Region</td>
</tr>
<tr>
<td><strong>dateOfBirth</strong></td>
<td>26071989</td>
</tr>
<tr>
<td><strong>LOA</strong></td>
<td>2</td>
</tr>
</tbody>
</table>

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Auto-populate form

First Name
Wil

Last Name
Prasheer

Date of Birth
25/07/1989

Postal Code
WB 5AL

Address 1
1 Any Street

Address 2
Any Town

Address 3
Any Region

More info

Other info

Submit

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