Using Verify for local authority multi service portals Alpha Project

Project Context

In 2016/17 Etive Technologies collaborated with the London Borough of Tower Hamlets (LBTH) on an OIX discovery project entitled "Micro sources of identity: The role of the aggregator".

The discovery project explored the potential of using LBTH data, held in a Digital Log Book (DLB), to help people from lower socio-economic groups present the evidence required to achieve a LoA2 GOV.UK Verify identity.

The discovery project demonstrated that housing-related data held in the DLB could help currently "hard to reach" users achieve GOV.UK Verify registration, and that this could help deliver value to local authority relying parties. It was recommended that the discovery project should be followed by an Alpha project.

This proposal is for the recommended Alpha project, which will address the technical and governance issues identified in the discovery. In addition, the Alpha project will develop an open service design pattern to demonstrate how Verify could support local authority multi service portals, using the Digital Log Book as an example.

The Government Digital Service has an ambition to enrol 25 million GOV.UK Verify users by 2020 in order to support more effective digital service delivery in the public sector. However, it is recognised that some categories of users are hard to reach as they lack the necessary activity history to achieve the level of evidence required to meet the LoA2 registration requirements. Yet it is these users who are likely to be some of the heaviest users of public services. It is therefore important to find better ways to help them register for GOV.UK Verify accounts.

Project Hypothesis

An open service design pattern can be created to enable local authority transaction data to be used to raise the Level of Assurance of a digital identity and enable local authority multi service portals to leverage Verify.

Project Objectives

This project will:

1. Develop an example through the Digital Log Book of a service developed to a generic service design pattern to enable Users to access Verify from their local authority multi-service portals.
2. Leverage transaction data in the Digital Log Book, gathered from Users' interactions with local authority services, and with User consent, to escalate the Level of Assurance in their Verify Digital Identity
3. Design and build a technical architecture that enables the above
4. Address the data governance issues raised in the previous discovery project and to confirm that:

> a. the processes and procedures used by the local authorities and RSLs to on-board their customers are sufficiently robust to provide reliable identity evidence;
> b. the evidence available meets the requirements set out in the Government's Good Practice Guides;
> c. the evidence available usefully covers the evidence categories currently lacking for the hard to reach client group in question
>
> 1. Prepare a business case to demonstrate the value that local authorities and other relying parties could derive from their customers having a Verify account.
> 2. Communicate the project findings throughout the project to local authorities and their suppliers to speed the adoption of Verify.

If interested in this project: Please email oixuk@openidentityexchange.org with project name in the Subject line.   Please include the following:

Your Name
Company name
Contact email
Brief description of what you propose to contribute to the project or your interest in the project