

National Infrastructure – Citizen's Account



IMPROVING YOUR BUSINESS AGILITY

National Infrastructure – The Vision

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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

Ministers keen to redesign structures around customer needs Bottom Line: There are efficiency savings that can be redirected to frontline services Public Service employees, and increasingly customers, familiar with technology

Local organisational and political structures want to take up this challenge



improvement service

Our Solution – Work in Progress

	Create a	Coupled with a	Citizens create their	Citizens able to own and	Account as the					
	Citizen's Account	Citizen's Smartcard	own personal space	manage their own data	'vehicle of choice' for accessing					
	with government	- an Entitlement Card	- their portal to access all public services	and transactions	public services					
Implement all this in a secure, authentiacted way										

Implement all this in a secure, authenticated way





Citizen Account – Work in Progress

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Mike Futcher

Relationship Manager Sopra Newell & Budge





- 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.







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.





Requirement 3

Assist 10 pathfinder LAs

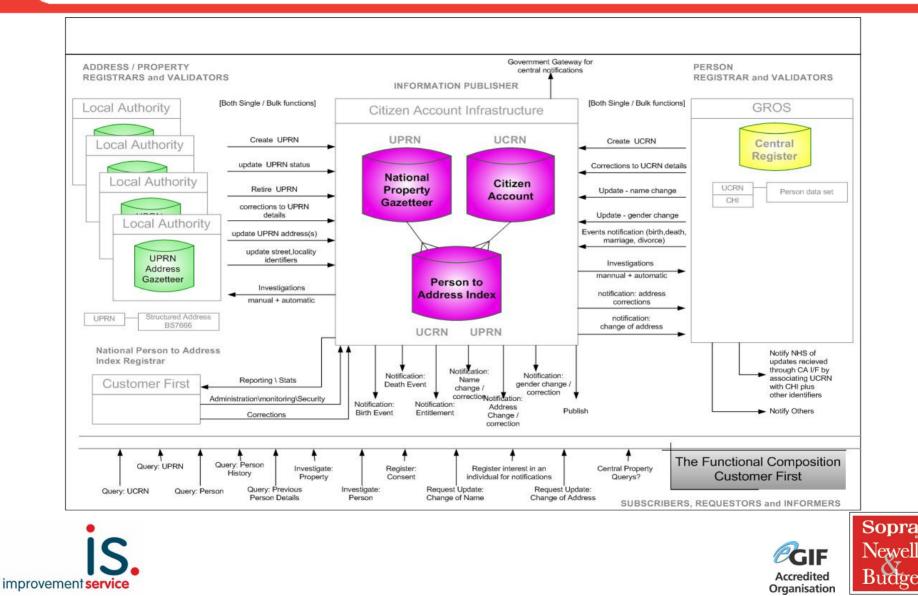
- Implement & Test sound Integration Projects
- Advise on Project Resource, Structure etc
- Assist IS
 - Communicate the Programme
 - Agree common Governance standards
 - Monitor progress & resolve issues



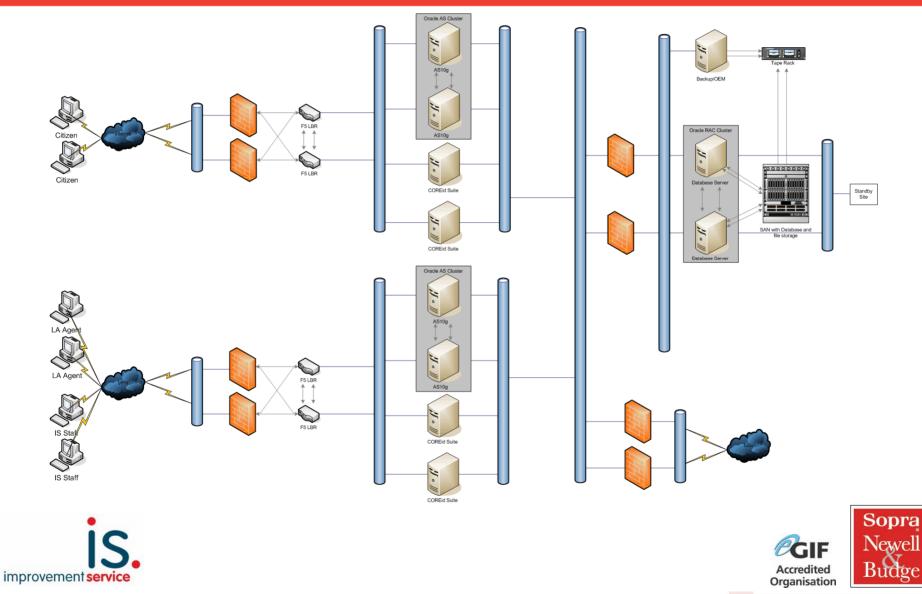




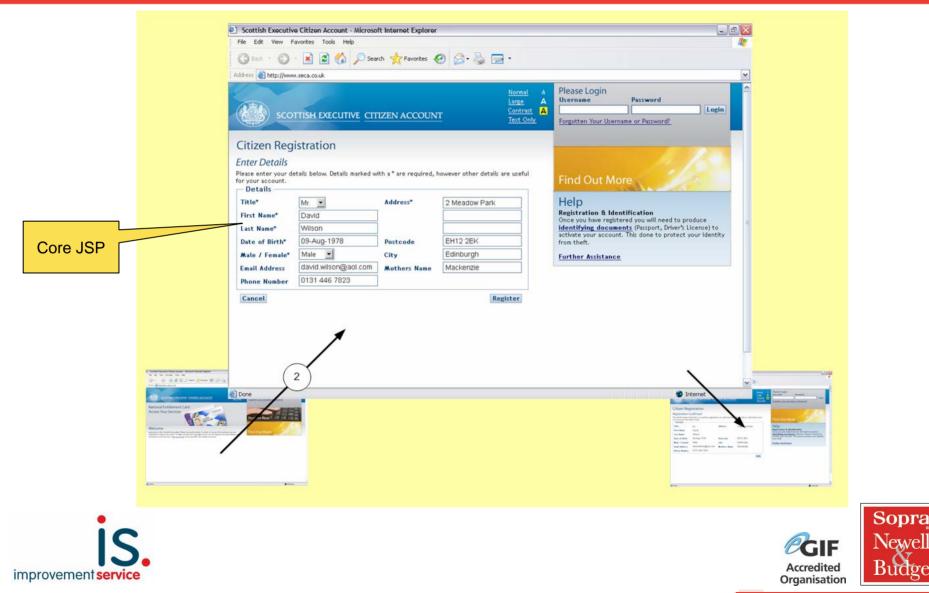
Architecture - Citizen's Account



Architecture - National Infrastructure



Citizen's Account - Registration & Enrolment



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Citizen's Account – L.A. Functions

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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



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