



CABINET OFFICE

Office of the e-Envoy

delivering



Smart(er)
Registration for
Government

Conference
4th November 2003

The slide features a decorative background of yellow circles of varying sizes arranged in a grid-like pattern that tapers off to the left.

Recent Comments

- “Perhaps the core of the problem is that government tends to think big - getting everyone online by 2005, making all services available electronically at the same time - **but big projects are almost impossible to manage, often fail to achieve their core objectives and have such long timescales to delivery that the initial excitement has vanished by the time they arrive**”
- “Another problem is the lack of any real sense that **government sites are working together to coordinate their activity**, index each other and generally provide the links and connections that would allow visitors to find their way around easily”
- “Despite the vast amounts of money that have been spent, and the undoubted technical skills and ability of many of the people working on them, **few government websites seem to do what they are supposed to do - meet the needs of their users. And even those that do are hard to find and under-used**”

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More.....

- “yet another example of how we have failed to reach the promised land of electronic government in which departments work together, offering seamlessly integrated web-based services to shiny happy citizens sitting at their gleaming computers and flat-screen displays”
- “The reality is a disparate collection of poorly-used services which often fail to meet people's real needs”



The Scale.....

- The UK Government conducts 5 billion transactions a year with its UK citizens [& business] spread over 20 large departments, 480 local authorities and more than 200 agencies.
- These transactions already involve many millions of UK citizens closely linked to a government promise that these services would be available [on-line] by 2005.



A Single Department's Days Work!

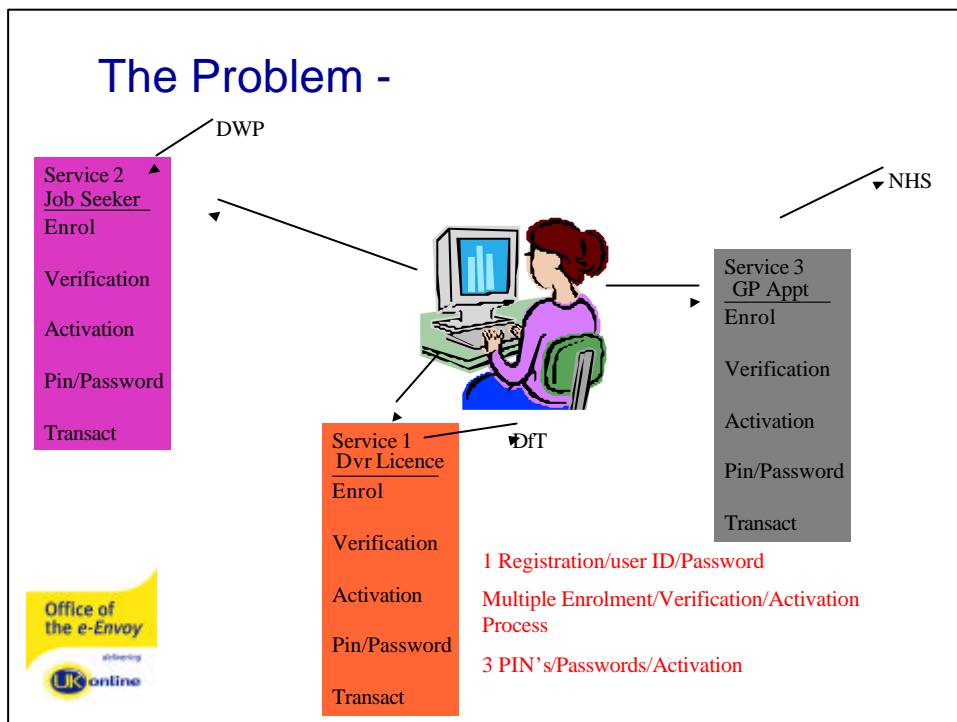
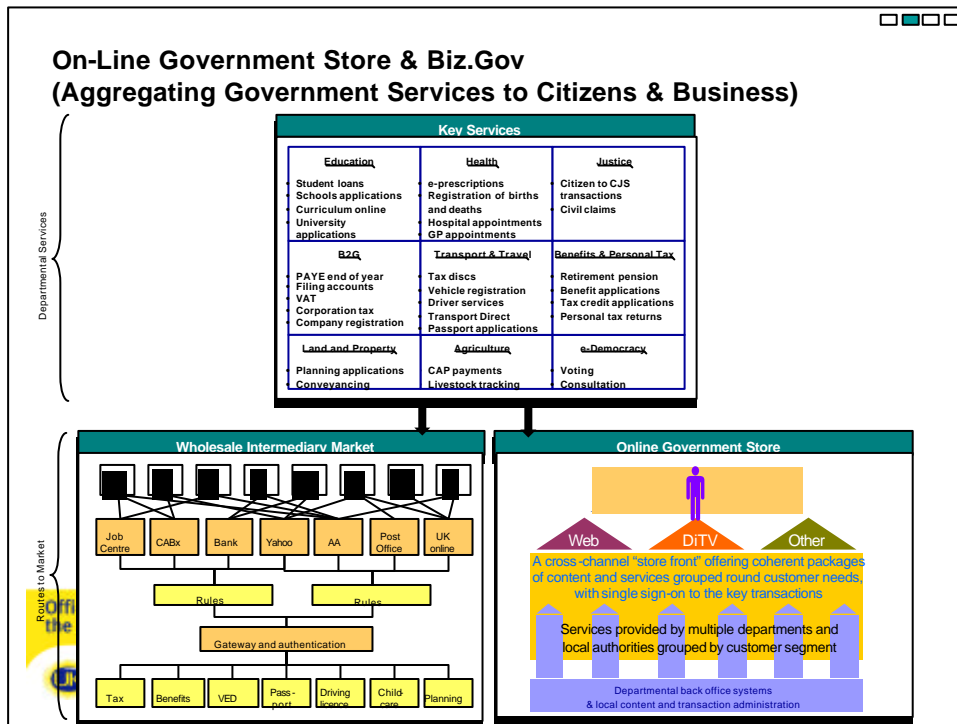
- The United Kingdom National Health Service (NHS) is a massive and hugely varied health service delivery organisation. In a typical week:
 - 1.4 million people will receive help in their home from the NHS
 - 6.0 million people will visit their GPs
 - More than 800,000 people will be treated in NHS hospital outpatient clinics
 - 700,000 will visit a NHS dentist for a check-up
 - NHS district nurses will make more than 700,000 visits
 - Over 10,000 babies will be delivered by the NHS
 - NHS ambulances will make over 50,000 emergency journeys
 - NHS Direct nurses will receive around 25,000 calls from people seeking medical advice
 - Pharmacists will dispense approximately 8.5 million items on NHS prescriptions
 - NHS surgeons will perform around 1,200 hip operations, 3,000 heart operations and 1,050 kidney operations.
 - Labs and associated services will provide results on millions of tests.
- Again, that is all in 1 average Week. That equates to roughly 3 Million critical processes per day. If totally supported by a single electronic records system, this would result in approximately 30 million transactions per day on a 24 hour, 7 days a week basis.



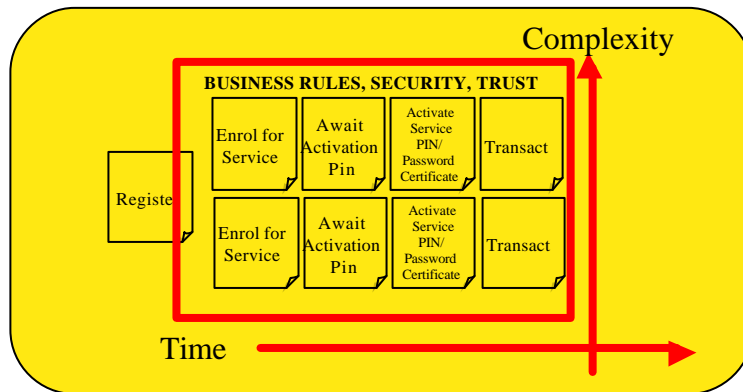
30 Minutes to.....

- Aggregating Government Services
- Identity Management
- Registration & Authentication
- Building Personalisation
- Trust
- Delivering Value and Benefits

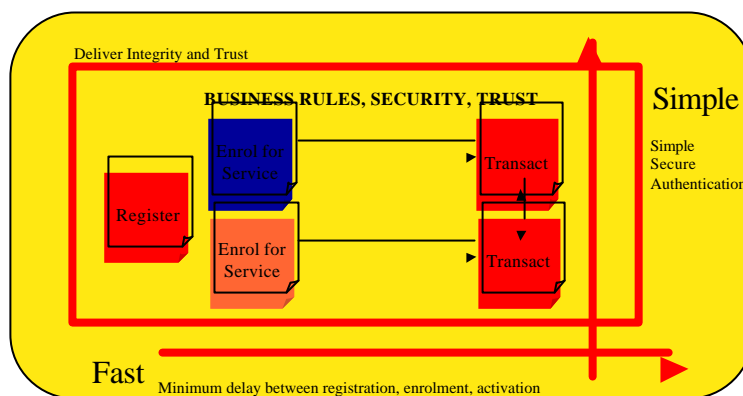




Where we are today.....



Aggregated Services Need.....



Smart Registration

Developing requirement from previous SSO work.
Based on 4 deliverables:

- *A single, secure credential when dealing with government*
- *The ability to move across inter-government transactions using this single credential*
- *Provide the minimum of delay between registration, enrolment and using services*
- *Maintain the levels of security and confidentiality as promised by government/appropriate for service provider*

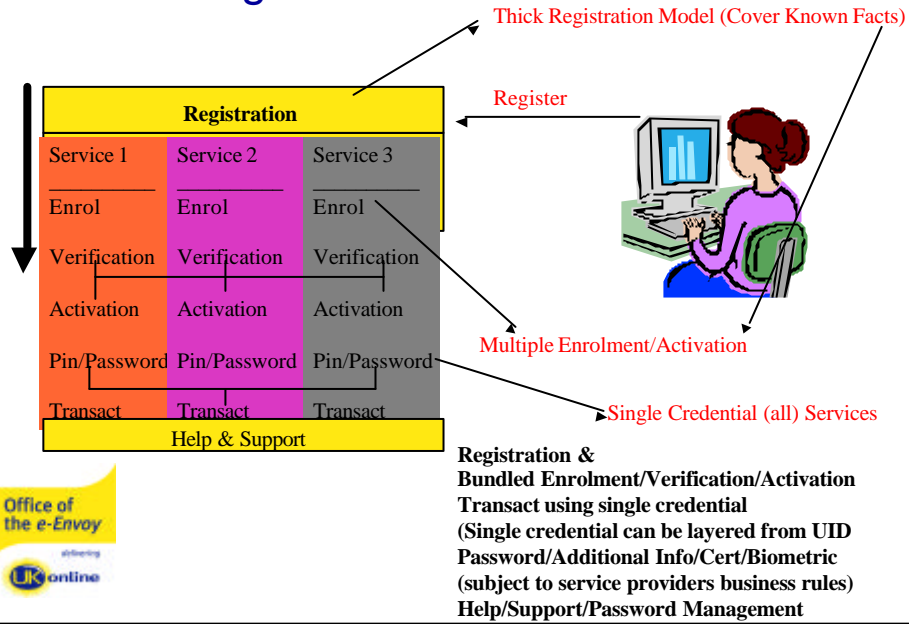


Key Components

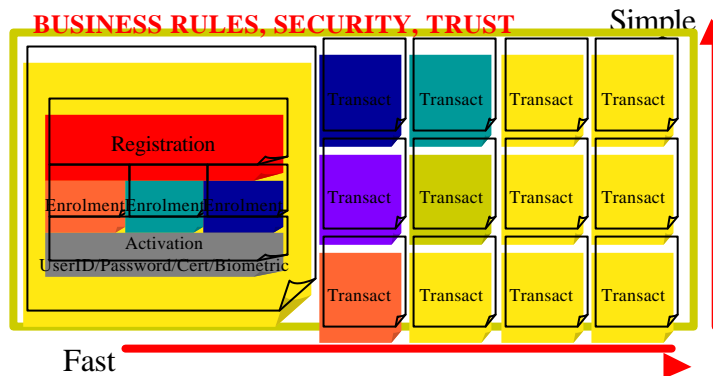
- (Thick)Registration Model
 - **Registration (Identity Management)**
 - **Enrolment Options Registration**
 - **Multiple Activations**
 - **Single Credential (Single ID/Password/Cert/other)**
- (Thin) Transaction Model
 - **Single Credential Authentication for (enrolled/authenticated) services**
 - **New service enrolments (referral back to registration)**
 - **New Authentication (referral back to registration)**
- Smarter HelpDesk Model
 - **Multiple Service Team**



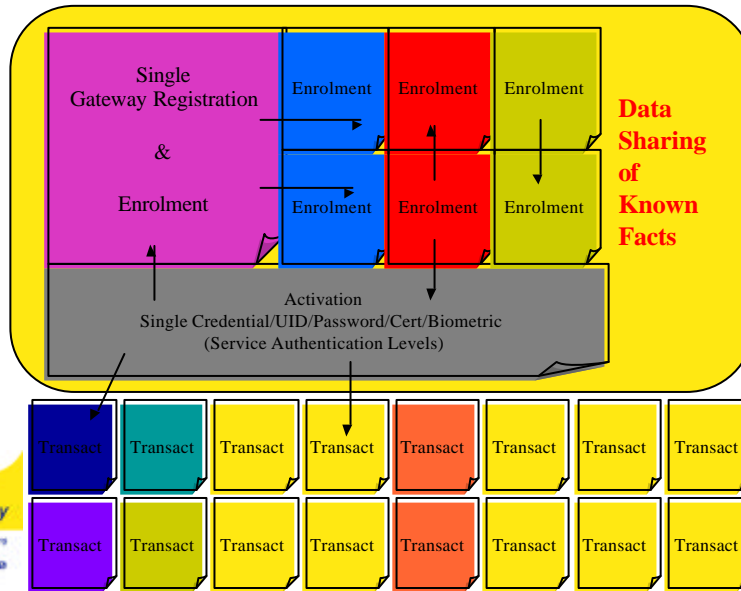
Smarter Registration Offers.....



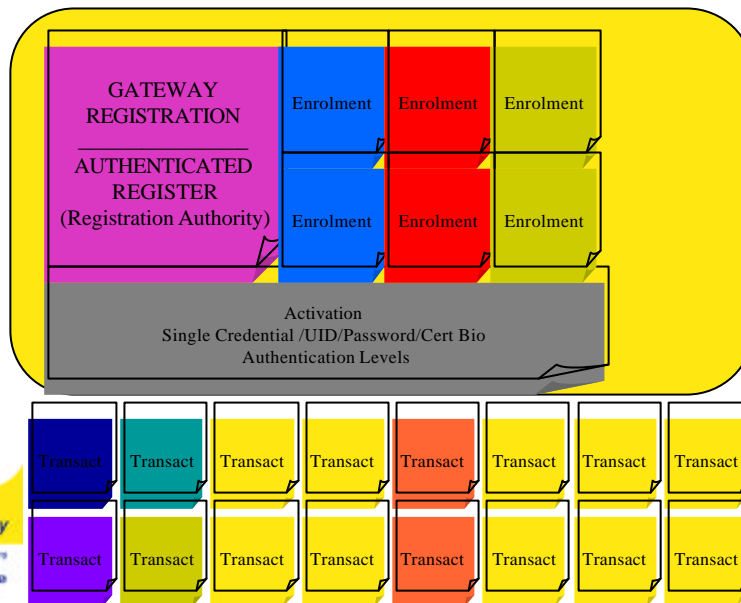
Smart Registration.....



To get there.....short term



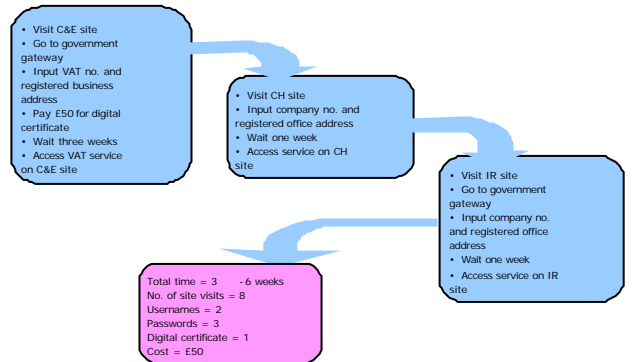
Longer Term View?



Business Today.....(3 Depts)

Sign -on for Government financial transactions
today

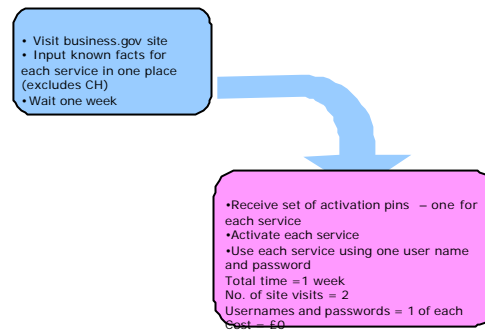
- the customer experience



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Business Requirement

Smart registration



Discussion & Contact

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Discussion

