Inverclyde council

Report	**Policy and Resources Committee**	**Date:**	**9th August 2016**
Report By:	**Chief Financial Officer**	**Report No:**	**FIN/74/16/AP/AMCD**
Contact Officer:	**Allan McDonald**	**Contact No:**	**01475 712098**
Subject:	**MyAccount Scotland – Customer Authentication**		

1.0 PURPOSE

1.1 The purpose of the report is to recommend adoption of the MyAccount Scotland service as the primary method of customer authentication for online services provide by the Council.

2.0 SUMMARY

2.1 As part of the process to provide a greater number of online services it is necessary that customers have the ability to create a user account to complete some transactional processes. ICT Services have been investigating the use of a suitable service prior to launching enhanced online services.

2.2 MyAccount is a secure sign-in service provided by the Improvement Service for online public services in Scotland. It provides people living in Scotland with the ability to set up an online account and, to use that online account - using a single user name and password to access a range of online public services provided by Local Authorities, the NHS, the Scottish Government and other Public Service bodies. A majority of Scottish Councils are already using MyAccount Scotland or have indicated their intention to do so. A Benefits Summary is attached as Appendix 1.

2.3 The Service is based around existing authoritative public data sources and assets and can be integrated into the Council's existing Customer Service Software. ICT Services have begun the process of engaging with the Improvement Service to investigate the necessary infrastructure changes required to implement the service.

3.0 RECOMMENDATIONS

3.1 That the Committee approves the use of MyAccount Scotland as the authentication process for online Council Services.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

4.1 As part of the process to provide a greater number of online services it is necessary that customers have the ability to create a user account to complete some transactional processes. ICT Services have been investigating the use of a suitable service prior to launching enhanced online services.

4.2 Scotland's Digital Future: Delivery of Public Services sets out an objective to develop a common approach to sign-in to online public services. The Improvement Service (IS) was commissioned to develop this in partnership with the Scottish public sector. MyAccount was launched in 2014 with early participation from NHS Scotland and the City of Edinburgh Council.

4.3 The Improvement Service has responsibility for operating and managing the service and developing implementation within the public sector in Scotland. It has indicated that 21 out of the 32 councils are now using MyAccount or have signalled an intention to do so.

4.4 A number of organisations have already launched and are currently "live":

- City of Edinburgh Council
- My Diabetes My Way
- The Highland Council
- West Lothian Council
- Living It Up
- Aberdeenshire Council
- North Lanarkshire Council
- Renfrewshire Council
- National Entitlement Card Programme Office (NECPO)

A further three customers / initiatives are fully connected to the service and are awaiting appropriate decisions/approvals through relevant governance arrangements to implement the live service on.

Additionally, there are further active engagements currently under way that will see further services utilising the service:

- Aberdeen City Council
- Argyll & Bute Council
- Dumfries and Galloway Council
- East Renfrewshire Council
- Midlothian Council
- Moray Council
- East Dunbartonshire Council
- Greater Glasgow Health Board
- My Job Scotland
- GLOW

4.5 The Service aims to provide 4 key Elements:

- Sign-In - Web single sign-in services including authentication, credentials management and account registration and management
- Data - Tools to help public sector organisations build a single view of their customers
- Verify - Verification, validation and data correction tools to promote data integrity
- Notify – Notification of change in circumstances via "tell-Us-Once " platform

The Improvement Service has reported that there are now just under 120,000 online accounts being used by customers of public services in Scotland in addition to the offline accounts used by NECPO Services

4.6 The programme is fully funded by the Scottish Government and is "free" to service providers to utilise.

4.7 The Scottish Government has carried out a Privacy Impact Assessment on the policy to adopt a national approach to sign-in to online service (available as a background paper).

4.8 Inverclyde currently has just under 35,000 offline accounts as the service is integrated with the National Entitlement Card Management System used to manage and fulfil National Entitlement Cards. The card is used for the two national concessionary travel schemes run by Transport Scotland: one providing free nationwide bus travel to people aged over 60 years and to people with disabilities, and the other, the Young Person's Scheme, which offers national discounted bus and rail travel to 16 to 18 year olds and young full-time volunteers aged 19-25. It is also used for the Young Scot scheme as a proof of age and identity for accessing services. The Council does not currently use any of these accounts for authenticating services.

4.9 ICT are using the IS MyAccount Data Hub service to validate citizen details prior to the relaunch of both national entitlement cards.

5.0 ISSUES TO CONSIDER

5.1 There has been some controversy regarding the implementation of the MyAccount scheme. Concern was expressed in the Scottish Parliament that MyAccount would become part of a centralised national ID card scheme. There was also concern raised regarding the possibility of a significant data breach if such a centralised database was created. A number of Human Rights and Open Rights groups have expressed similar concerns that the accumulation of data in a central location could allow officials in different agencies to access personal data and allow data mining and profiling in future.

5.2 Citizens will be asked to provide full name, date of birth, gender, postal address and an e-mail address when creating an account. There is some risk to holding this data for each citizen in a central location, however no other data will be held in the MyAccount database. The Scottish Government Privacy Impact Assessment (PIA) of the data concluded that an approach that includes a rigorous approach to data security, independent auditing of security practice, and most importantly, adherence to the UK Government's appropriate accreditation standard would mitigate any significant risks to data loss. The Scottish Government has assured that the use of MyAccount is voluntary and that alternative means of accessing services will always be available.

5.3 The Improvement Service has recently produced a review of Information Assurance and Standards Management Highlight Report detailing the current position (available as a background paper). The report satisfies the Scottish Government's promise to provide an open and comprehensive review of the Information Assurance standards surrounding the scheme. The Scottish Local Authorities Information Security Group has been involved in the review process and has reported no immediate concerns surrounding the implementation of the programme.

5.4 ICT have reviewed the Technical Specification, Policy Documents, Privacy Impact Assessment and Information Assurance and Standards Highlight Report and it is our opinion that the aggregation of the identifier data within MyAccount is not the equivalent of a centralised database of citizen information. There will be no data held in the MyAccount system other than that information used to confirm a customer's identity. The system will allow members of our community to have a single, secure, sign-on for online services if they wish. It is recommended that the Council join other public sector bodies in adopting MyAccount as its method of authenticating customers who wish to use our online services.

6.0   IMPLICATIONS

6.1   **Finance**

Financial Implications:

There are no direct costs arising from this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

6.2   **Legal**

There may be a requirement to review and approve partnership arrangements as appropriate.

6.3   **Human Resources**

There are no HR implications arising from this report..

6.4   **Equalities**

Has an Equality Impact Assessment been carried out?

| X | Yes – an equality Impact Assessment has been completed and is attached as Appendix 2.

| | No

Repopulation

6.5   There are no repopulation issues arising from this report.

7.0   CONSULTATIONS

7.1   The CMT has endorsed the proposal in this report.

8.0   BACKGROUND PAPERS

8.1   An Information Assurance and Standards monitoring Highlight report and the Scottish Government Privacy Impact Assessment are available for further information.

Benefits of the Service, plus for Organisations and for Customers

7th April 2015

Martin Brown

The Improvement Service

Introduction

The following tables summarises some of the key features and benefits of the myaccount service per se, plus of the benefits possible by customers and by eligible public bodies using the myaccount service.

Features	Benefits of the myaccount service
1. Trusted and based around existing authoritative public data sources and assets	Asserts identity, and helps eligible public bodies deliver services to the right person, and facilitates handling of Assurance Levels
2. Secure	Security vulnerabilities that arise from time to time are monitored and managed centrally by the Improvement Service on behalf of eligible public bodies using the service, and status feedback supplied to them
3. Includes verification, validation and data correction tools	Helps eligible public bodies maintain data integrity, plus build and maintain a single customer view
4. Standards-based, using open standards federation (SAML 2.0)	Aligns to Scottish, UK and EU standards, both current and emerging
5. Informed-consent model	Relies on customer providing consent to the information shared with eligible public bodies
6. Easy-to-integrate	Provides integration support and resources to eligible public bodies adopting the service
7. Policy-backed and funded by the Scottish Government	Underscores national policy as 'the Scottish approach' to sign-in, and the links to national governance means high visibility
8. Free to use	Benefits from Scottish Government funding
9. Accredited [1]	Builds confidence in the market place and in our services
10. SLA-backed managed service	Provides eligible public bodies with full audit trail and visibility of service availability, usage, uptake and trends
11. Agile development	Allows for frequent product releases in line with the requirements of users, and of the changing technology landscape

[1] Interim accreditation being targeted for mid-June 2015, and full accreditation by the end of 2015

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12.Flexible delivery patterns	Provides a service that can be loosely coupled or fully integrated, plus available by a portal, by web services or by batch

Customer Benefits

1. Allows customers to access online public services from eligible Scottish public bodies, *easily and securely*

2. Avoids customers having to re-present proofs of identity, of residency, or of entitlement to services

3. Supports customer choice and convenience for accessing online public services from eligible Scottish public bodies(including to use one username and password, if preferred)

4. Involves simple, intuitive registration steps to create an account (or to convert an offline account to an online account)

5. Facilitates an improved customer experience

Benefits to Organisations	Benefits to Organisations
1. Asserts individuals' identities using trusted and authoritative official, public data sources	**6.** Supports delivery of wider strategic objectives, underpins channel shift ambitions, plus helps better strategic planning
2. Supports eligible Scottish public bodies determine Levels of Assurance needed to access services	7. Handles all user provisioning – registration, authentication and account management – on your behalf: – From user management and security being outsourced to the Improvement Service – By removing the hassle and cost to eligible public bodies of managing and re-setting passwords
3. Provides secure, single sign-in capability for the web-facing applications of eligible Scottish public bodies	8. Maintains data integrity, avoiding the potential for embarrassment to eligible public bodies
4. Provides the means to introduce more secure transactions online, plus to deliver more personalisation of services	9. Demonstrates alignment with national policy on sign-in

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5. Supports channel shift, plus frees up resources to deliver services to those who either <u>don't want to</u> or <u>who can't</u> access online services	10. Affords eligible public bodies the means to improve substantially the quality and accuracy of customer records – From regular corrections and updates to definitive authoritative public data sources – NHSCR, AddressBase and Card Management System – By notifying changes of data to eligible public bodies' registered users, and through from subscribers' ability to 'pull down' and process notifications about 'change intelligence' – For supplied changes, we can tell you source of origin

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Inverclyde Council Equality Analysis Toolkit

This toolkit aims to assist the process of carrying out analysis of the effects on equality of the policies, plans, strategies and programmes of Inverclyde Council. It sets out what services require to do in order to embed equality analysis into processes, and to ensure the Council meets its legislative requirements in regard to the Equality Act 2010.

This toolkit should be completed using the Equality Analysis Toolkit Guidance which provides further detail and information to assist in the process.

Policy Profile

1	**Name of the policy, plan, strategy or programme**	MyAccount Scotland
2	**Responsible organisations/Lead Service**	ICT Services
3	**Lead Officer**	Allan McDonald
4	**Partners/other services involved in the development of this policy**	The Improvement Service
5	**Is this policy:**	New X Reviewed/Revised □
6	**What is the purpose of the policy? (include any new legislation which prompted the policy or changes to the policy)**	Provide customer authentications to online services provided by the council.
7	**What are the intended outcomes of the policy?**	Allow customers to use a "single sign on" to access public sector services in Scotland
8	**What is the period covered by the policy?**	Permanent
9	**Target geographical area**	All Council locations
10	**Which parts of the Equality Duty is the policy relevant to?**	□ Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010 X Advance equality of opportunity between people from different groups □ Foster good relations between people from different groups

Which of the protected characteristics will the policy have an impact upon? (see guidance for examples of key considerations under each characteristic)				
Protected Characteristic	Positive Impact +	Neutral Impact =	Negative Impact -	Cross cutting theme
Age		X		
Disability	X			Access
Gender Reassignment		X		
Pregnancy and maternity		X		
Race		X		
Religion or Belief		X		
Sex		X		
Sexual Orientation		X		
Other groups to consider		X		

What evidence do you have to help identify any potential impacts of the policy? (Evidence could include: consultations, surveys, focus groups, interviews, projects, user feedback, complaints, officer knowledge and experience, equalities monitoring data, publications, research, reports, local, national groups.)	
Evidence	**Details**
Consultation/Engagement (including any carried out while developing the policy)	Improvement Service have produces a Customer Benefits Summary document detailing benefits to citizens who choose to use the service.
Research	N/A
Officer's knowledge and experience (inc feedback from frontline staff).	Will provide an additional route to Council Services for those unable to attend in person or use traditional telephony communications
Equalities monitoring data.	N/A
User feedback(inc complaints)	Evidence of growing number of users using online council services.
Stakeholders Other	Customers of the Council
What information gaps are there?	N/A

What are the actual or likely effects of the policy, in relation to the three aims of the equality duty and the protected groups? (list both positive and negative)

This policy will allow access to a range of council services online in line with the Scottish Government's Scotland's Digital Future: Delivery of Public Services programme

- The policy will have a positive effect in terms of equality to accessing Council services.
- It will have a positive effect on how the Council operate in terms of equality.
- The policy does not relate to functions that previous engagement has identified as being important to particular protected groups.
- The policy will not affect protected groups differently.
- The policy does relate to an area with known inequalities.

What steps will you take in response to the findings of your analysis?

None required

How will you review the actual effect of the policy after it is implemented? (e.g. monitoring)

Post implementation analysis of customer take up of the service.

What is the timescale for implementation?

Immediate

How will you put the policy into practice and who will be responsible for delivering it? (e.g. other Council departments, partner agencies, communities of interest, equality target groups.)

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ICT Services will monitor access

What resources are available for the implementation of this policy? Have these resources changed?

N/A

Name of Person (s) who completed the Assessment Name: Allan McDonald Position: ICT Operations Manager Date: 31/7/15
Authorised by: Name: Alan Puckrin Position: Chief Financial Officer Date:31/7/15