smartcards and PIV in local government in England

Janice Morphet
Local e-Government Team
Office of the Deputy Prime Minister

Office of the
Deputy Prime Minister
Creating sustainable communities

"e-government is not an end in itself. It is at the heart of the drive to modernise government. Modernising local government is about enhancing the quality of local services and the effectiveness of local democracy."

The National Strategy for Local e-Government
(November 2002)

Office of the
Deputy Prime Minister
Creating sustainable communities

"assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use."

local e-gov

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

Office of the
Deputy Prime Minister
Creating sustainable communities

- raising standards across our schools

- improving the quality of life of children, young people, families at risk and older people

- promoting healthier communities by targeting key local services, such as health & housing

- creating safer & stronger communities

- transforming our local environment

- meeting transport needs more effectively

- promoting the economic vitality of localities

local e-gov

Office of the
Deputy Prime Minister
Creating sustainable communities

- **51 Priority Outcomes published by Government in April 2004**

- **25 to be completed by December 2005**

- **26 to be completed by March 2006**

- **service and not infrastructure focussed**

- **include all customer service tracking, smart card use for sport leisure and libraries, viewing personal care packages**

local e-gov

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

- **Approx 400 local authorities in England**

- **total budget 2001-6 for implementing e-government at the local level $1bn**

- **each local authority has approx $1.4m capital as part of this fund to spend on implementation**

- **every local authority submits an Implementing E Government return each year IEG process and support and capacity building for those lagging**

local e-gov

Office of the Deputy Prime Minister
Creating sustainable communities

- £75m partnership working

- £80m on National Projects including smartcards at £4.2m

- capacity and roll out £20m

local e-gov

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

- Important to successful delivery of local e-government, including support for priority outcomes

- Contribution to common standards, infrastructure and cost effective implementation

- Empowering all local authorities to engage with suppliers on an informed basis

- Filling gaps in the market

- Potential for effective, efficient implementation of technology solutions supporting activity from front to back office

local and regional government · housing · planning · fire · regeneration · social exclusion · neighbourhood renewal

Office of the Deputy Prime Minister
Creating sustainable communities

- Schools admissions
- Planning & Regulatory Services Online (PARSOL)
- Valuebill (Council Tax)
- Framework for Multi-Agency Environments (FAME)
- Working With Business
- Reducing Youth Offending (RYOGENS)
- e-Trading Standards
- e-Fire
- e-Payments
- e-Democracy
- e-Citizen (Take Up & Marketing)
- Benefits
- Local Environment

local e-gov

Office of the
Deputy Prime Minister
Creating sustainable communities

- Smart cards for libraries, sports and leisure integrated into the back office system and other access channels

- adoption of smart cards for stored payments [replacing mag stripe]

local e-gov

Smartcard roll out in local government

- **Development of a product sustainability vehicle**

- **take up and marketing being supported locally and regionally**

- **use of inter-operative standards fundamental**

- **use as token for authenticated service access**

- **Developing single registration process for local authority CRM, smartcards, government gateway and directgov**

- **developing authentication levels for all citizen transactions between local authorities and their citizens**

- **developing an approach to PKI scheme for level 2 and biometric for level 3**

- **developing an employee account using the same registration scheme which will include roles and**

local e-gov

- **Assessing potential for single sign up with health agencies for staff**

- **looking at all G2LG transactions with a view to determining an authentication level for each and then undertaking BPR and redundancy review**

- **integrated into single rules engine for over 70 cash and service entitlements**

- **investigating individual targeting for entitlement and benefits**

Office of the
Deputy Prime Minister
Creating sustainable communities

- **Assuming back office savings form reduced processing and current methods of authentication**

- **building a cross local authority business case for all services**

- **current review of all smart card schemes across central government**

local e-gov

local and regional government · housing · planning · fire · regeneration · social exclusion · neighbourhood renewal

- **Standard schema for customer account for a citizen**

- adoption within e-GIF framework

- standard web authentication process

- minimum standards data items linked to the Priority outcomes

- toolkit for implementation

- Web design will include school admissions, democratic renewal, local environment reporting, payments, transport, accessibility of services

- web authentication process will include:

- apply for a customer account

- authentication processes T scheme and linked transactions

- customer login for levels 1, 2 and 3

- apply for a customer account

- authentication processes T scheme and linked transactions

- customer login for levels 1, 2 and 3

- change of address

- death notification

Office of the
Deputy Prime Minister
Creating sustainable communities

- **Minimum supplied to all Las for smartcards**

- **this to include customer account, transport interoperability, level 1 authentication, templates and examples**

- **software**

- **generic API for authentication**

- **regional managed service model**

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

local e-gov

- **regional procurement model**

Office of the
Deputy Prime Minister
Creating sustainable communities

- Level 2 and 3 authentication

- biometric and PKI

- e.Money

- managed source and licensed development

Office of the Deputy Prime Minister
Creating sustainable communities

- *Email:* janice.morphet@odpm.gsi.gov.uk
- *Tel:* +44 (0)20 7944 8114
- *Web:* www.localegov.gov.uk

local e-gov

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal