

# The **g**overnment **c**onnect overview

**EURIM**

**27<sup>th</sup> January 2005**

**Steve Lawrence**

Business Development Director

GC Programme Board



# Objectives

- **Ensure that colleagues are up to date with what will be available from the government connect programme**
- **Describe the what is expected to be delivered from government connect and expected partner involvement**
- **Listen and address the questions raised in relation government connect**

# Contents

**Introduction and positioning with Common Infrastructure**

**Business context and value of government connect**

**Benefits overview of government connect**

**Pricing model and approach to pricing for GC Core**

**What customers get for their money**

**Benefits and sustainability**

**Achievements to date**

**Summary and next steps**

# Introduction to government connect

## Vision Statement

- Supporting the Government's Transformation IT Strategy; our vision is to provide and promote a secure and sustainable framework, which enables local government and its partners across the public sector to deliver service improvement and personalised, joined-up services to their customers.

## How do we expect to achieve this vision?

- As an e-government programme funded by ODPM, it expects to offer a set of technical solutions, building on common infrastructure and standards, to deal with some of the barriers to e-enabled, joined-up government - focused on the citizen.

## Potential customer base and target audience

- Any public sector body, but the initial focus will be Local Authorities in England.



# Introduction to government connect (Cont.)

## Programme Board and Programme Office

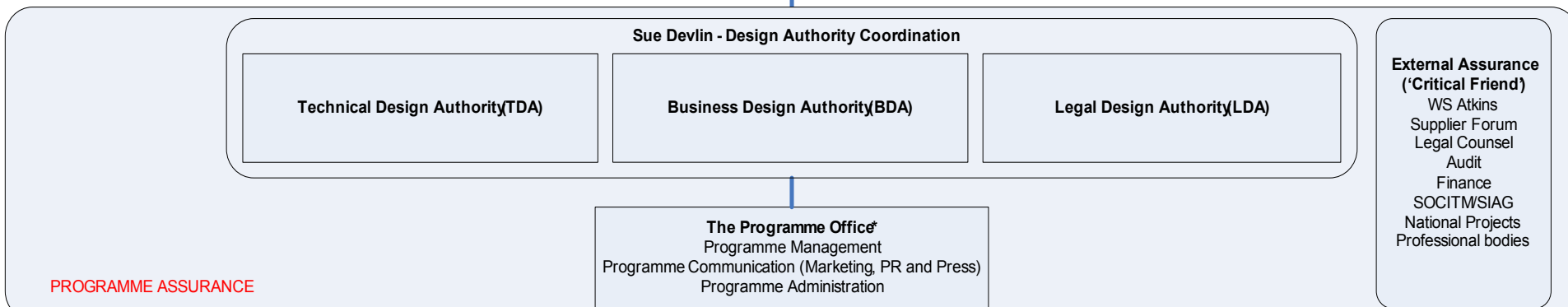
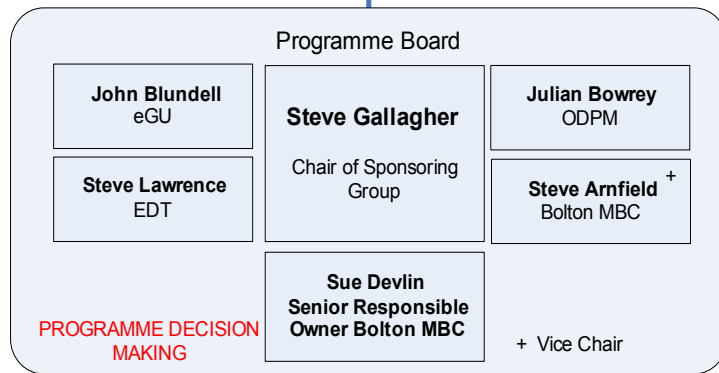
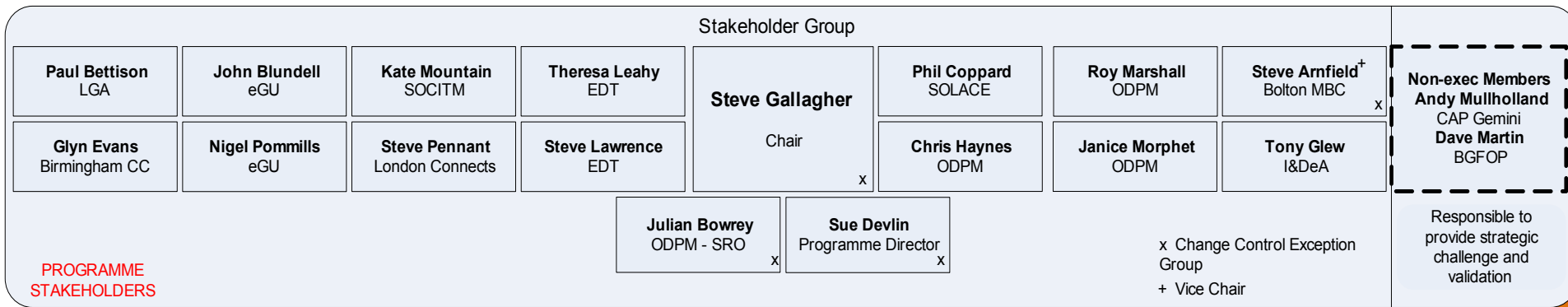
- Programme office is run through Bolton MBC with support from the likes of: Sedgemoor, Hampshire, Tameside, Islington and London Connects
- Steve Gallagher (ex CEO Knowsley) is the Chair
- Roy Marshall Head of IT and CIO for ODPM (ex BP/ ex DHL) is the SRO
- Programme Board made up of representatives from ODPM, Bolton and eGU
- Stakeholder Board is made up of members from SOLACE, SOCITM, LGA, London Connects, OPDM, eGU and a variety of senior council managers

## How we work

- **“Making best joined-up practice common practice”** and **“Build once and use many”**. Capitalising on national programmes, these principles expect to generate economies of scale, reduce time to market and improve efficiency and effectiveness of service delivery.



# Programme Organisational Chart



# Programme Workstream Org Chart

Lead Coordinators	Cross Cutting Work Streams	Project Work Streams			
Ian Singletorf	CCWS1 Business Change Management	<b>Work Stream One (WS1)</b>  GC Register  Sedgemoor DC  Lead Coordinator Paul Davidson  Part of GC Core	<b>WS2&amp;3 - GCSx</b>		<b>Work Stream Four (WS4)</b>  GC Accounts  Westminster CC  Lead Coordinator Simon Shears  Part of GC Core
Vacant	CCWS2 Stakeholder Management		<b>Work Stream Two (WS2)</b>  GC Mail & GC Exchange  Tameside MBC  Lead Coordinator Tim Rainey  Part of GC Core	<b>Work Stream Three (WS3)</b>  GC Infrastructure Definition  London Connects LB Havering  Lead Coordinator Ray Whitehouse  Part of GC Core	
Helen Gorman*	CCWS3 Legal				
Ian Jackson*	CCWS4 Technical Management				
Simon Dickinsorf	CCWS5 Sustainability and Governance				
Karen Perry*	CCWS6 Pilots and Rollout				
Steve Lawrence*	CCWS7 GC Plus				

PROGRAMME DELIVERY

\* - Programme Team member

# How are we getting on?

# Phase 1

## **Programme Stabilisation phase – Aug - Sept:**

- Identified and agreed programme vision
- Identified and agreed programme scope and deliverables
- Identified and agreed roles and responsibilities
- Worked with Atkins Consultants to address programme management issues
- Restructured programme
  - Programme Board – decision making
  - Stakeholder Group – consultative
  - Implemented governance arrangements

# Phase 2

## Programme Control Phase Oct – Dec 05

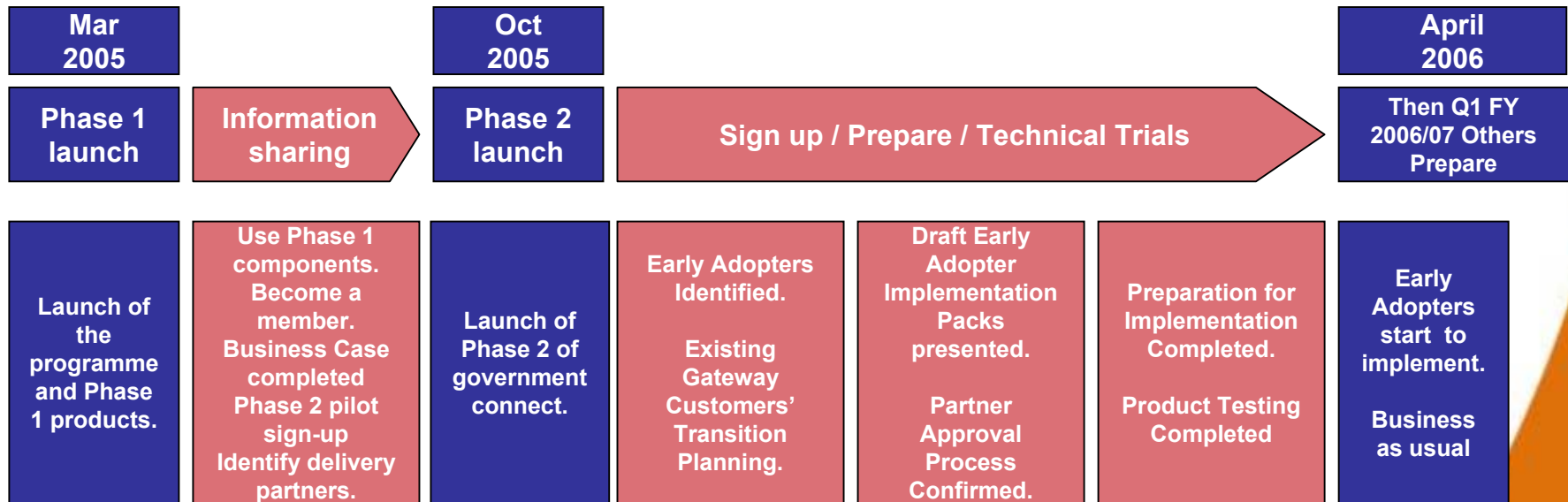
- Implemented MSP programme controls – risk, issue, change control, decision making processes
- Completed development of GC business case
- Developed communication strategy
- Established programme resources for delivery
- Implemented stakeholder engagement plan

# Phase 3

## Delivery phase Jan – onwards

- Establishing critical path for product delivery
- Working alongside work stream leads to ensure delivery is on track
- Implementation of communication strategy
- Launch events for Early Adopters on 9<sup>th</sup> and 10<sup>th</sup> February 2006  
-North and South
- Product availability for April 2006 onwards
  - Final date to be confirmed
- Developing and implementing 'sales' strategy and business model to sustain GC for the future
  - Partner Programme
  - Novation of existing Gateway Customers

# government connect – High-level Rollout Plan



**ONGOING PRODUCT DELIVERY**  
(Increasing range of integrated products and development)

**ONGOING STAKEHOLDER ENGAGEMENT**  
(Implement the different strategies for engaging with all stakeholders)

## Take-up Targets:

**December 2005** – all LAs registered

**December 2006** – 150 – 200 LAs using government connect

**December 2007** – all LAs using government connect



# Summary - Work in Progress

## Marketing and Comms

- Strategy and take-up approach
- Pricing and Partnership models
- Business case templates
- Tailored Case Studies
- FAQs

## Registration (GC Register)

- Enhancing the Government Gateway
  - White Label for R & E
  - Website Single Sign-on
  - A model council
- Approval for partners with Identity Management and CRM Software

## Authentication Use

- Sustainability
  - Affordable Certificate / PKI service
- Guidance on
  - Trust levels – LGSL/ ESD Toolkit
  - Unique Identifiers
- Account (Schemas Initial Focus)
  - Citizen
  - Employee

## Infrastructure (GCSx)

### (GC Exchange)

- Secure Hosted LGOL-Hub linked with Government Gateway
- Interconnects with GSi/ N3/ CJX

### (GC Mail)

- GSi SecureMail Catalogue

## Implementation and Support

- Readiness assessment
- Legal considerations (MOUs, SLAs & DPA)
- Private sector partner support
- Helpdesk facilities

## Future Proofing and Standards

- Unique online citizen ID
- Citizen account XML schema
- CRM & Client Indexes, Data cleanliness
- Interoperability
  - Links with Standards Body
  - Links with Adapters Club
  - Interoperability Lab to test scenarios



# Key information for GC Early Adopter events

**What is GC?**

**What is the Business Case?**

**How much will it cost?**

**When will it be available?**

**How do I know I am ready for GC?**

**What are the legal requirements?**

**What are the standards?**

**What are the support arrangements?**

**What are the next steps?**

- What is the engagement process?
- What support do I get for planning?
- What are the implementation steps?

# Business Context of government connect

# Scale of the Challenge

- **UK Government target is for all public services to be online by 2005**
  - **the Prime Minister's target**
- **Impact of Local and Central (ODPM) measures combined with Gershon efficiency targets and CPA drivers**
- **Multiple customers to serve:**
  - 4.5m+ businesses; 60m+ citizens
- **Multiple government organisations to provide services:**
  - 1,300 backend LOB applications,
- **An estimated 13,000 forms across the public sector**
- **Provide convenient, secure access to all**
- **Ensure round-the-clock availability**
- **100% access via Face to Face, Telephone, TV, PDA, PC ...**
- **Enable use of intermediaries – government services delivered through third parties**

# Objectives – Citizens/Organisations

- **The choice of one customer identity profile (or not)**
- **Ask me once; tell you once**
- **A “Department or Directorate of Me”**
- **Reduce cost/ time associated with government interactions**
- **Hide complexity of the public sector service delivery**
- **Access services faster**
- **Ensure two-way secure e-communication**
- **“Always there” service**
- **Simplified processes: “joined-up” effective and efficient services**

# Objectives - Government

- **Make expenditure more efficient (front line services rather than bureaucracy) and improve performance measures**
- **Focus on enabling innovative, joined-up services to enhance effectiveness (Modernise)**
- **Provide a coherent and consistent access paths for all government services (Transform)**
- **Scale to meet demand**
- **Build a reputation of trust**
- **Drive e-services take-up via commercial partnerships and intermediaries**
- **Enable smart re-use of components**

# Overview of government connect

# What is Government Connect

**Launched in March 2005.**

**An initiative by bringing together local authorities, the local e-government programme of the ODPM and the e-Government Unit of the Cabinet Office. Government Connect aims to:**

- Improve the delivery of services to end-users through a national infrastructure and to facilitate information sharing
  - Sub-regional/ Regional Partnerships
  - Local Authority to Central Government
- Help local authorities to improve performance via options for front and back office integration
- Support joint working and communication between Councils, CG and other Public Sector Bodies
- Make the Central Government solutions are right for Councils
- One Customer – One Set of Services; combining products for a more complete solution



# government connect summary of components

## GC Core

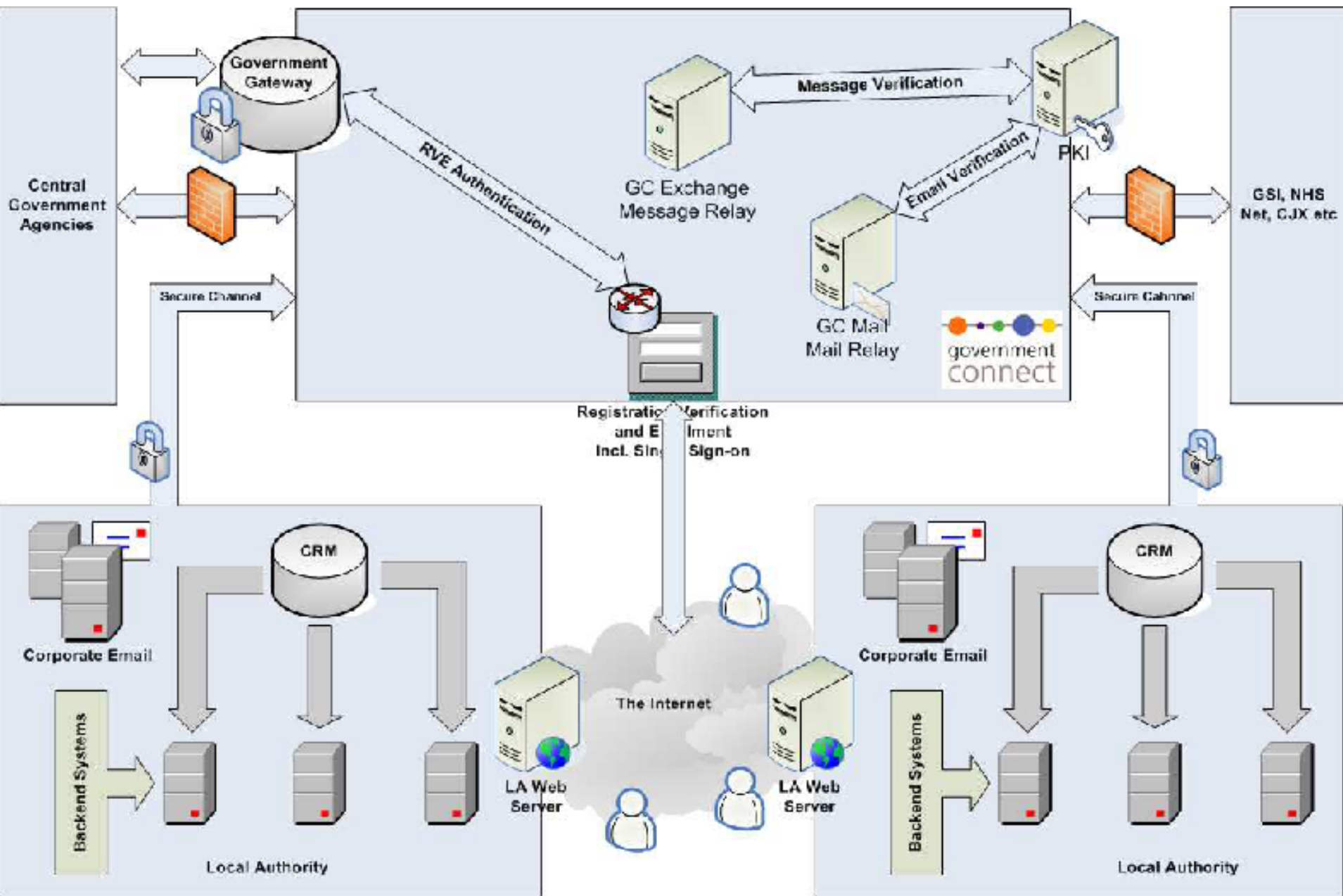
- *GC Register* – enabling Councils to authenticate the organisations and people with whom they communicate based on the Government Gateway
- *GC Exchange* – providing an affordable, stable platform to link back office systems
- *GC Mail* – enabling secure email between Councils and others

## GC Plus

- *GC Pay* – providing an e-payments solution
- *GC Alerts* – allowing Councils to expand the options for informing customers
- *GC ...* - future products and services determined by our customers for example various Customer Accounts and Reporting mechanisms

**Customers and Suppliers have direct access through forums and user groups to influence the direction and components of government connect.**

# What the GC Topology looks like



# GC Register will enhance Government Gateway

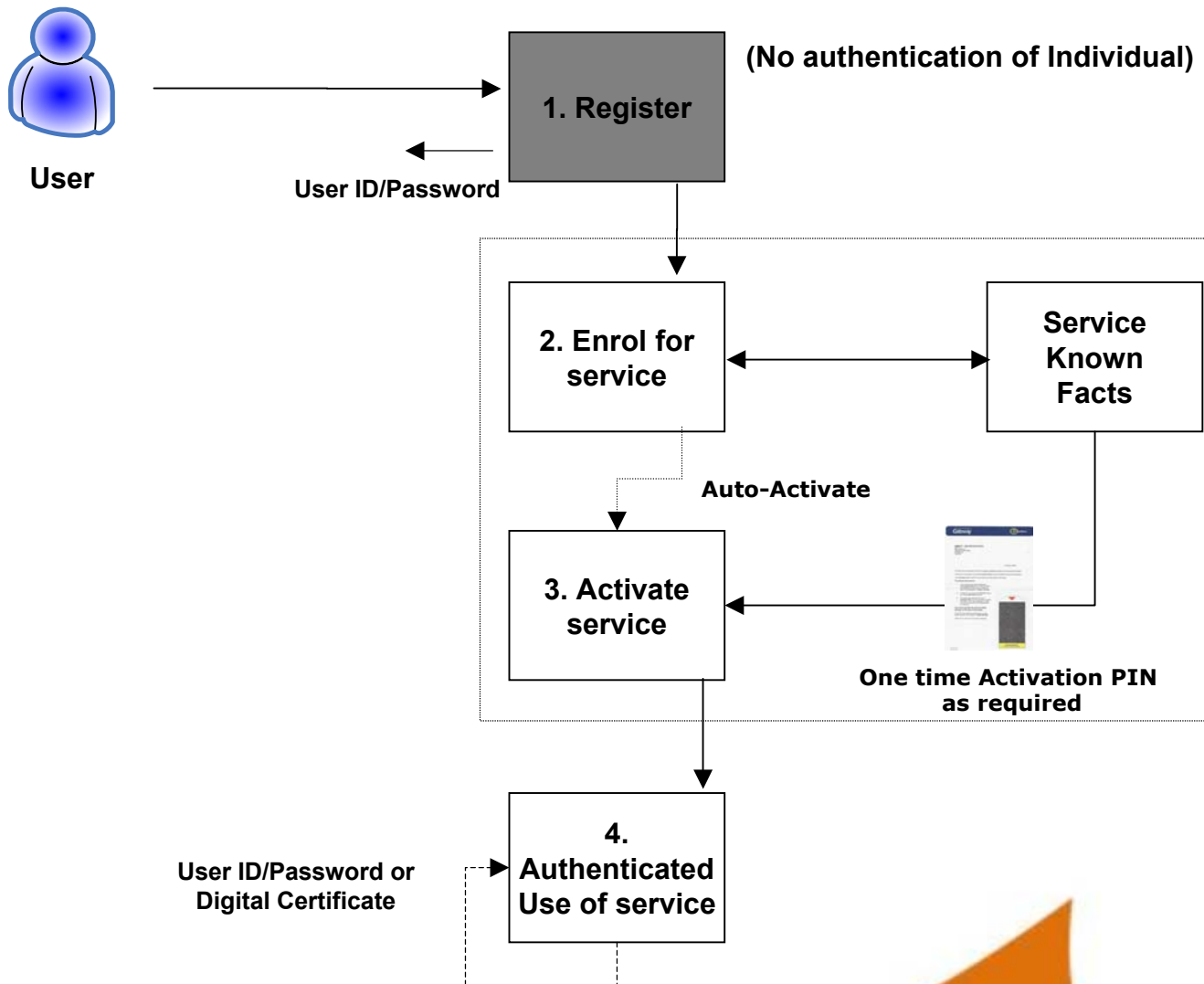
## Accessing personalised government services

- Challenge: accurately identifying customers online
- GC register provides a solution to deploy online authentication technology
  - Agreeing standards on levels of authentication for Local Government
  - Common authentication solution across Local Government for [HMG] level 0 and 1
  - Common approach to “Known Facts” across Local Government
  - White-label User Interface for Registration, Enrolment and logon
    - Using DTi’s Small Business Service Sign-up Manager (SUM+)
  - A solution for Single Sign On with robust online Unique ID
  - Strategy for the authentication of Council staff

# GC Levels of Authentication Summary

Authentication (Verification) Level Achieved	Minimum Registration and Enrolment Level approach	Minimum Access Credentials
<b>T0 – Anonymous, Useful for Personalisation</b>	Registered Only	Username / Password
<b>T1 – Low Level of confidence (Something your know)</b>	“Shared Secret(s)” or Known Facts exchanged Remotely	Username / Password
<b>T2 – High level of Confidence (Something you have)</b>	Trusted online source and/or Face 2 face exchange of documents.	Digital Certificate (token) and a PIN
<b>T3 – High level of Certainty (Something you are)</b>	Face 2 Face (detailed vetting) exchange of documents and/or Biometric	Digital Certificate (token) and/or Biometric

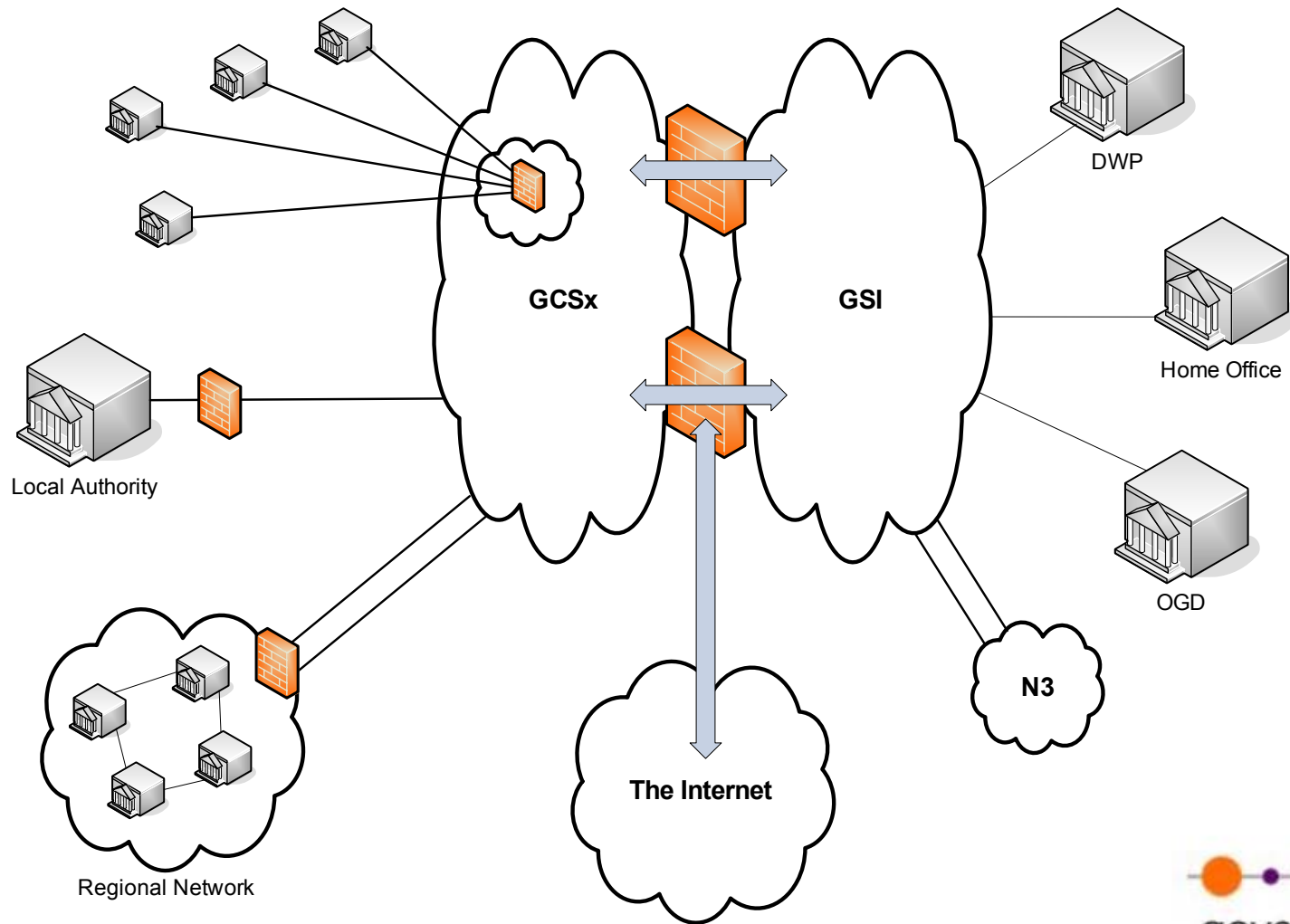
# Example Portal Service Summary



# Why Whitelabel and Single Sign-on?

- Gateway API's are large and complex to use
- A white label solution to hide complexity of the Gateway would ease the adoption of the Gateway by Local Authorities
- Security enhancements, i.e. Security Phrase, are made available across the board
- Standards based;
  - WS-Federation Passive Profile
  - Liberty ID-FF Browser Post Profile
  - SAML 1.1 Post Profile
- Uses HTTP GET/POST
- Complete user flow can be branded
- Supports multiple credentials
- Supports upgrading of authentication level
- Uses SAML 1.1 Assertions for conveying user information
- All SAML 1.1 Assertions digitally signed by the Gateway
- Single Sign-out

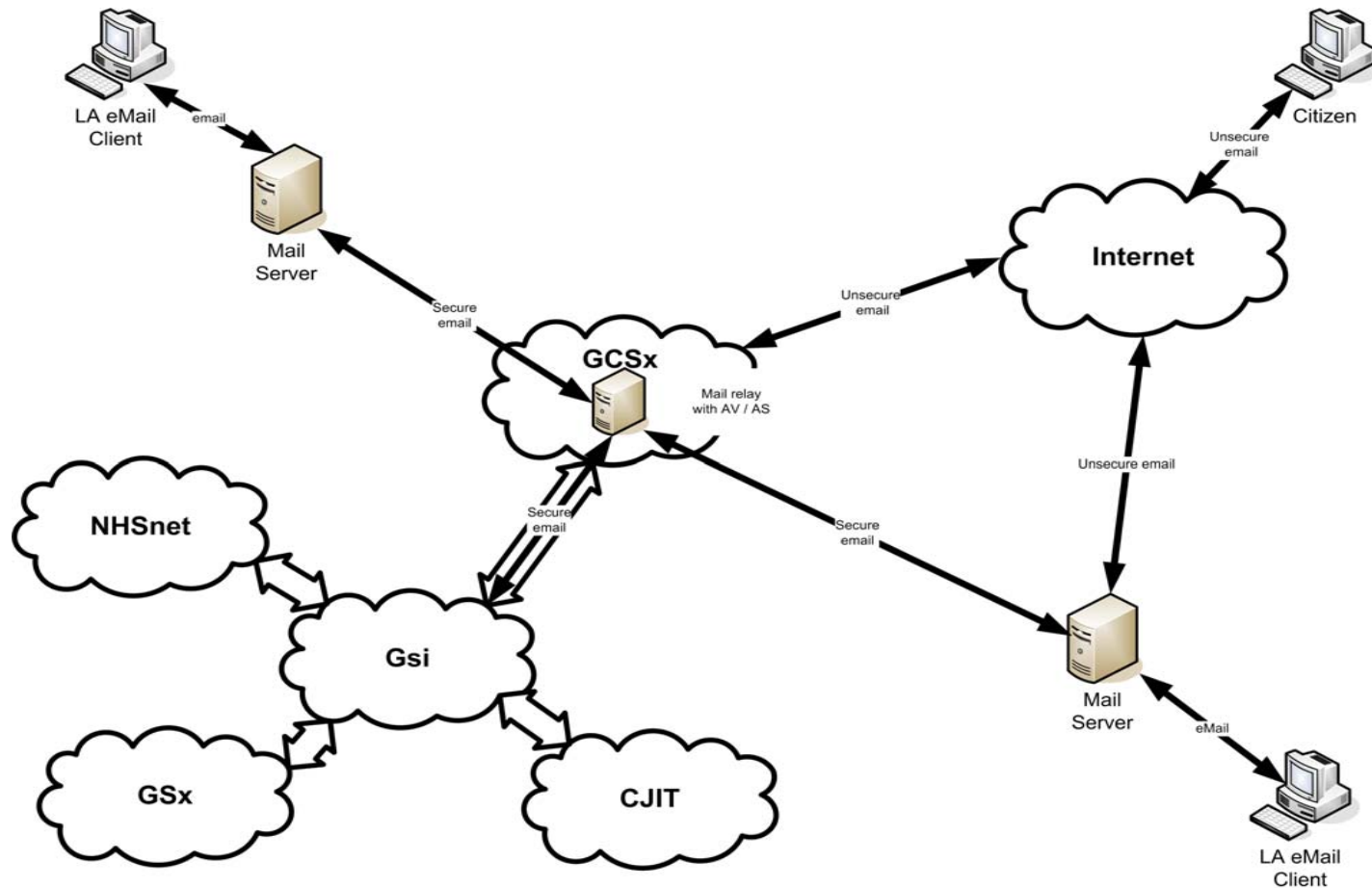
# GCSx (Mail, Exchange & Connectivity) Overview



# GC Mail for unstructured data traffic

- A 'centrally' hosted solution: users mail from their existing email server to the Hub for secure ad-hoc communications
- Forwards the RESTRICTED email and attachment over a secure channel to the ".gcsx.gov.uk" recipient
- A web mail solution is being defined so that partners – e.g. the voluntary sector and GPs can participate
- Ratified for connectivity with existing secure email services
- Low cost of ownership and simplified Codes of Connection, without compromising integrity and confidentiality, will be defined.
- Role based email addresses
- Will be approved by NISCC

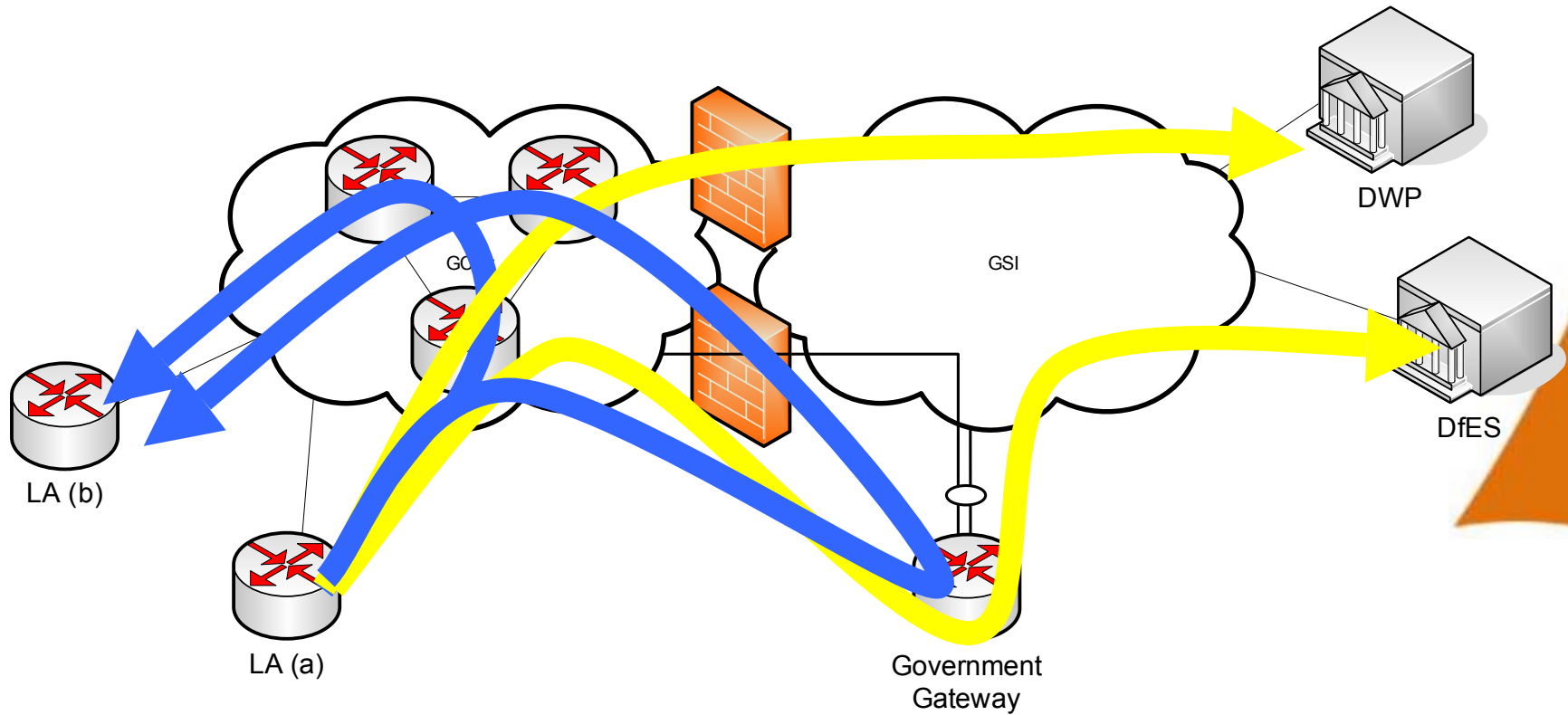
# GC Mail Cont...



# GC Exchange for structured data traffic

- Secure XML relay service for structured messages
- Enables joining up of existing back office systems
- Approved to carry traffic to RESTRICTED
- Utilise existing XML relay products and services
  - **LGOL-Net**
  - **Government Gateway transaction engine**
- Approved by NISCC
- Managed edge server
- Comprehensive SLA
- Interoperability test lab with Novell, IBM, Microsoft, SoftwareAG, etc.

# GC Exchange cont...



Traffic efficiency, resilience and implementation choice within boundaries and standards

# Common Accounts is the future

**The accounts could offer the potential for customers to volunteer information for personalisation, to allow them a view of transaction history and even pre-population of forms.**

## **Citizen Account**

- schema defined – standards consultation process underway

## **Employee Account**

- structure definition stage

## **Business Account**

- data structure defined – schema being developed

**Consultation 'brochures' are currently on the GC website, which include an overview of other possible accounts**

**Assumptions and approach will be tested by Pilot Programme**

**Rollout determined by customer demand and outcomes of Pilots**

# GC Pay

**Payment via credit, debit card or direct debit**



**(organisation can specify which is acceptable for each service)**

**Payments can be made as part of a business transaction from  
the customer portal**

**Allows service owners to issue refunds if necessary**

**Integrated with other Government Gateway Services**

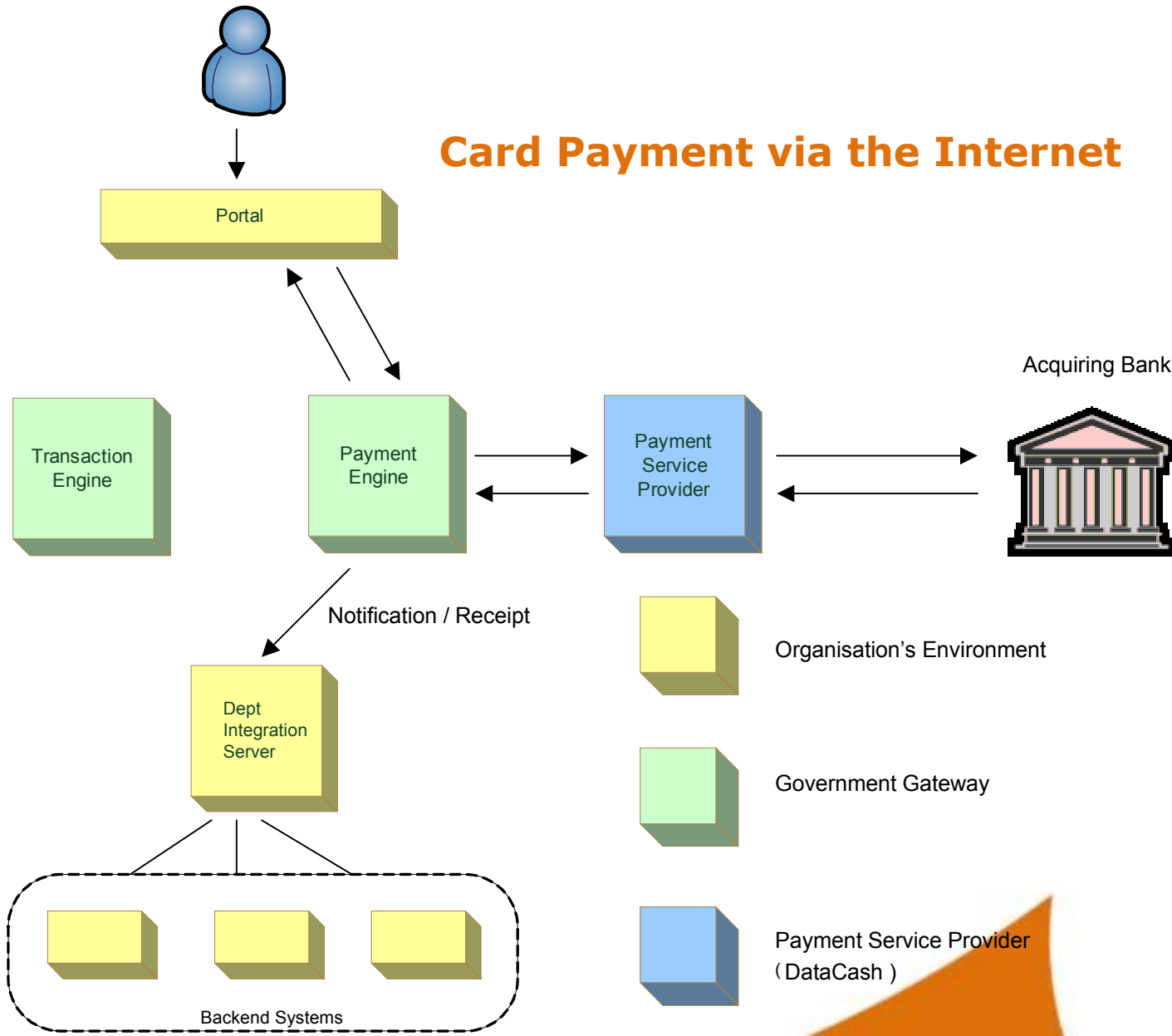
**Current price is 9p per payment request (including refunds),**

**plus your usual merchant acquirer fee for Credit**

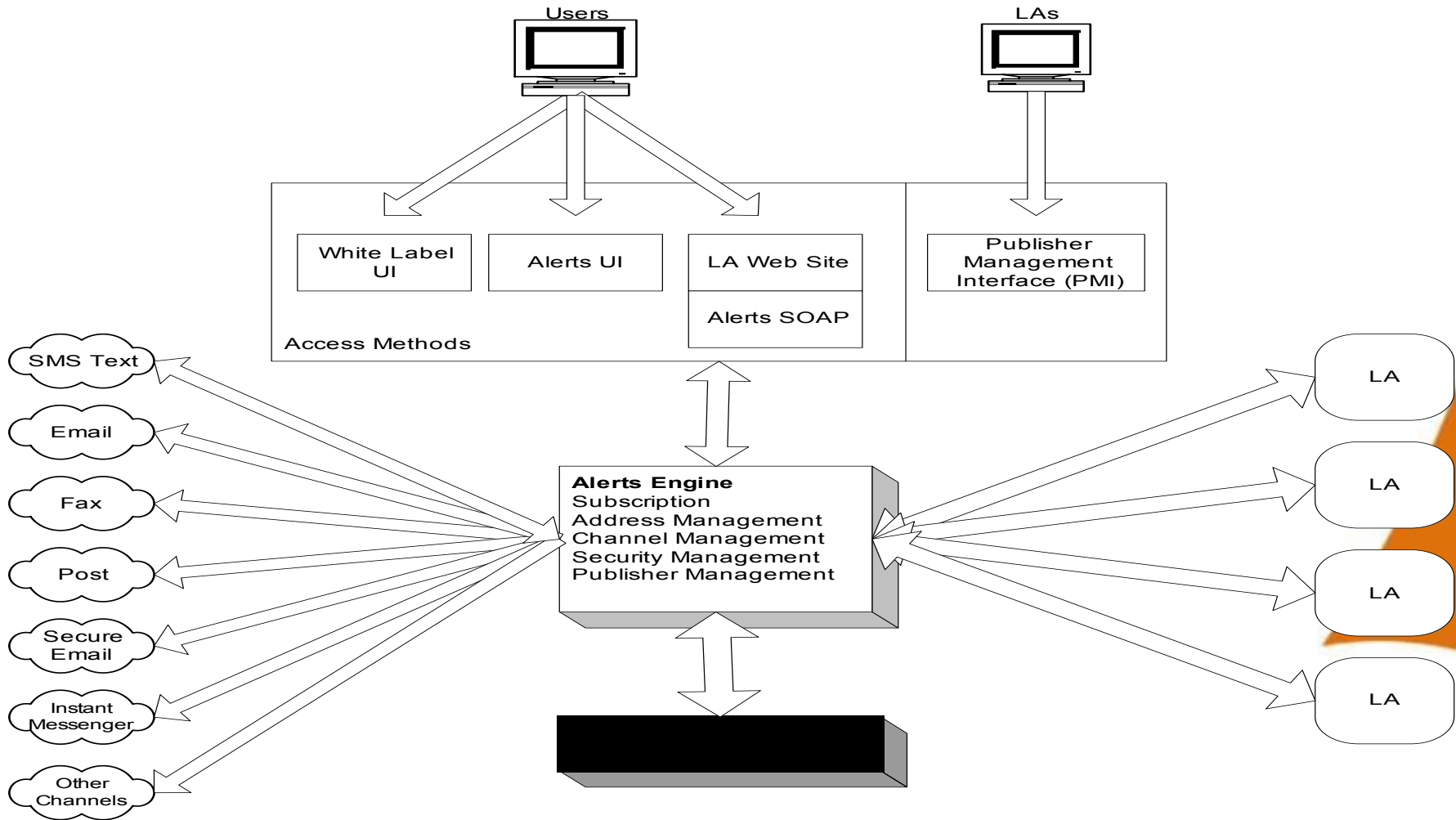
**Cards and Debit Cards**

# How GC Pay works

## Card Payment via the Internet



# GC Alerts



- **Customers manage their comms channels and preferences**
- **Accurate and up to date customer addresses**
- **Improved e-communications between LA and customer**
- **Validated Addresses and a variety of subscription models**
- **Price card to be confirmed (November 05)**

# Pricing for GC Core

# GC Pricing Overview

- Based on the Formula Spending Share, which determines the net income for a Council
  - Customers have option to give us their own figures for FSS
  - Banding is indicative
  - An exact plot is made on the relevant graph for annual subscription contribution
- Choice of bandwidths dependent on usage – pay for what you use
  - Pricing card recommends an investment for typical usage
  - Customers do not jump between bands
- Strategic investment with pricing to address Council needs and situations
  - Many customers already have a line of business authentication solutions and interoperability is yet to be concluded
  - Many customers have ISP cheap services especially in London and major cities
  - Allows customers to budget and plan
  - Endorses customer “choice” whilst maintaining strategic vision for GC
  - Mobile phone analogy
- Invoiced annually usually during January for payment during March, pro rata for first year
  - Invoice should be considered like a utility bill
- Partnership discounting would apply to GC Register only at the moment
- Partnership discounting and aggregated, higher bandwidth costs are reviewed on a case by case basis for GCSx

# GC Core Pricing in action

## GC Core Total Pricing Suggestion

						Expected <u>Average</u> Price for LAs for Core		Min to Max Range	
	Number of Councils in each Band	FSS Total (£MM)	Typical <u>GC Reg</u> running price range	Typical <u>GCSx +VPN</u> running price	Typical <u>GCSx</u> set-up fee	GC Total Year 1 (Inc. Connection)	GC Total Year 2 (ongoing)	Year 1	Year 2 (Ongoing)
Band A	4	<5	£ 2,500	£ 2,500	£ 5,000	£ 10,000	£ 5,000	£ 10,000	£ 5,000
Band B	69	5	£ 5,000	£ 6,500	£ 6,500	£ 18,000	£ 11,500	<u>Combination of Scenarios</u>	
Band C	68	11	£ 7,000	£ 9,000	£ 9,000	£ 25,000	£ 16,000		
Band D	85	14	£ 8,000	£ 15,000	£ 9,000	£ 32,000	£ 23,000		
Band E	126	20	£ 9,000	£ 25,000	£ 9,000	£ 43,000	£ 34,000		
Band F	36	450	£ 21,000	£ 50,000	£ 16,000	£ 87,000	£ 71,000		
Maximum	388	2,000	£ 45,000	£ 75,000	£ 16,000	£ 136,000	£ 120,000	£ 136,000	£ 120,000

Largest pays 24 times the smallest

### Ready Reckoner (Prices +/- 5% tolerance)

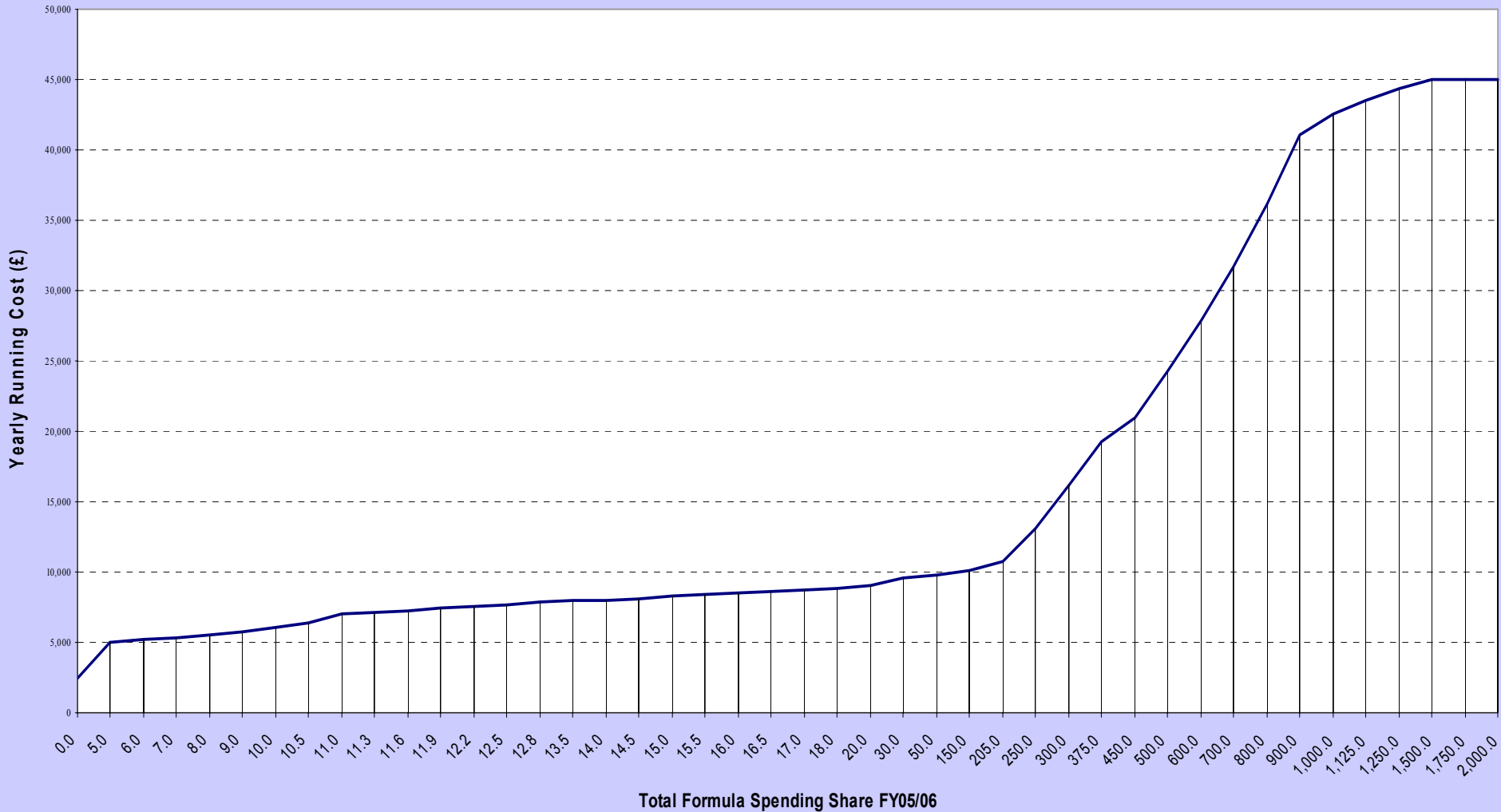
Enter Name of Council	<input type="text" value="Rotherham"/>	Formula Spending Share (FSS)	<input type="text" value="310.273"/>
		GC Register Subscription (£)	<input type="text" value="16,133"/> Before partnership disc.
		GCSx Annual Subscription (£)	<input type="text" value="40,225"/>
		GCSx Connection Fee (£)	<input type="text" value="9,000"/>
		Maximum Year 1 Fee (£)	<input type="text" value="65,358"/>

**Note:** Customers do not 'jump' between bands, there is an exact plot made on the pricing graph directly linking their FSS to subscription fee.

...everyone can

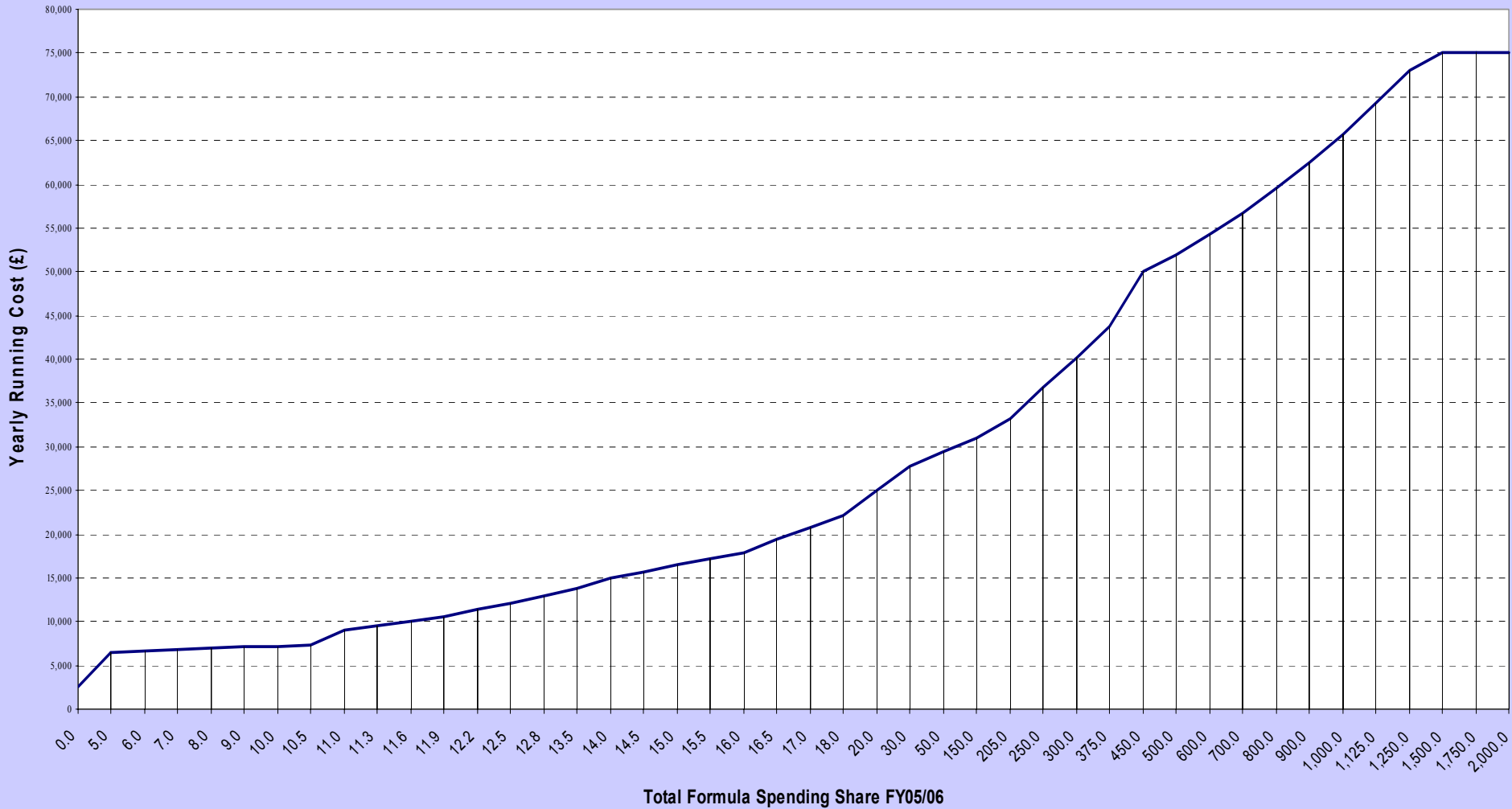
# GC Register Annual Subscription Fee

## GC Register Annual Subscription Fees



# GCSx Annual Subscription Fee

## GCSx Annual Subscription Fees



# Partnership Discounts for GC Register

Discount Rate	Number of Members
20%	4
30%	6
40%	8
45%	10
50%	12+

- The definition of a partnership is a where there is physical infrastructure or connections between 2 or more members. For example, a shared DIS solution, intranet or extranet.
- The percentage discount will be applied to the total sum of the individual subscription fees.
- The invoice for the discounted total will be presented to the lead authority of the partnership.
- A discount structure is under consideration for GCSx and shared network infrastructure will be taken on a case by case basis

# What customers get for their money

# What customers get for their money

## GC Register

- A National Authentication Service for citizens, businesses and intermediaries
- A National and consistent approach to Registration & Enrolment to Government services (Whitelabel)
- A National and consistent approach to Single Sign On across websites (SSO)

## GCSx (GC Mail, GC Exchange, Connectivity)

- A secure, managed intranet for local government, built over a private network, allowing data to be exchanged without using the Internet
- A gateway (or interconnect) into and out of the GSi, which allows onward traffic to NHS-net (N3) and Criminal Justice (CJX)
- A means whereby GSi, NHS and CJ users can identify trusted users within Councils so they can exchange emails whilst within their security policy rules.
- A messaging hub for structured XML content both between LAs and with the rest of government. i.e. secure document and forms routing.

# What customers get for their money

## GC Register

- A National Authentication Service for citizens, businesses and intermediaries
- A National and consistent approach to Registration & Enrolment to Government services (Whitelabel)
- A National and consistent approach to Single Sign On across websites (SSO)
- Based on low level of effort from GC – up to 5 days from start of engagement (first contact) through to service 'go-live'.
- The prices exclude any partner, for example:
  - The Edge Server (DIS's) hardware, software, implementation, maintenance, etc.
  - Partner professional services, such as design, planning and training.
- Excludes postage. For example, where the customer wants to use the GGW postal route for Activation PINs and User IDs.
- The price excludes Based on GC Core product (component) set – excludes Payments Engine and Alerts Service.
- Price includes the set-up fee and first year's annual running fee for unlimited Authentications, Registrations and Helpdesk facility.

# What customers get for their money

## GCSx (GC Mail, GC Exchange, Connectivity)

- A secure, managed intranet for local government, built over a private network, allowing emails to be exchanged between LAs without using the internet
- Ability to surf the web and send secure emails across and off the GCSx limited to 25MB payloads and 150 mail addressees lists
- A gateway (or interconnect) into and out of the GSi, which allows onward traffic to NHS-net (N3) and Criminal Justice (CJX)
- A means whereby GSi, NHS and CJ users can identify trusted users within the LAs so that they can exchange emails whilst staying within their security policy rules.
- A messaging hub for structured XML content both between LAs and with the rest of government. i.e. secure document and forms routing.
- 2Mb fibre bearer, which leaves spare bandwidth for 1Mb customers, and a 1Mb bearer for 256K customers.
- A means of securely accessing web services and http content which is hosted within central government.
- A hosted web mail solution allowing non-GC members to exchange email with GC users but not carrying restricted or confidential content, as label by the manual of protective security.
- Full duplication of all hosted components across two separate data centres for the XML relay (GC Exchange) and run along side Government Gateway.
- AV and Anti-Spam across the GCSx intranet and outbound email (not inbound).
- A dedicated Government Connect Helpdesk (24x7 support times tbc, but certainly M-F 9-5)
- Includes 1 days consultancy on preparation and requirement for CoCo per annum
- Includes cost of first NISCC pen test

# Benefits and Sustainability

# How these services help

- Built by government people for the exclusive use of government people, so the portfolio is tailored for your needs
- Increase the speed and accuracy of moving your customers to online access channels, which will reduce overheads
- Citizens benefit by being part of a national programme for consistent and common online identification and verification, improving customer satisfaction
- Reduced cost of managing your own local registration and enrolment service
- Could replace existing ISP services and reduce the costs associated with Codes of Connection
- Managed service reduces the need to manage and maintain your own Anti-Virus and Anti-Spam services
- Future proofed, sustainable and built on open standards, which helps secure your investment
- Reduced risk of unauthorised access
- Expects to contribute to CPA and Efficiency targets

# Potential Efficiency Gains of Government Connect

## **“Build once and use many times”**

- Planning time
- Capital investment

**Lifecycle cost – governance and management reduced**

**Procurement and implementation costs reduced**

**Updating / future proofing through single custodian**

## **Cost of building a solution for authentication**

- £50 - £2,500,000
- Multiplied by the numbers of solutions that will NOT have to be developed
- 10 - 200

**Consistent service across all channels**

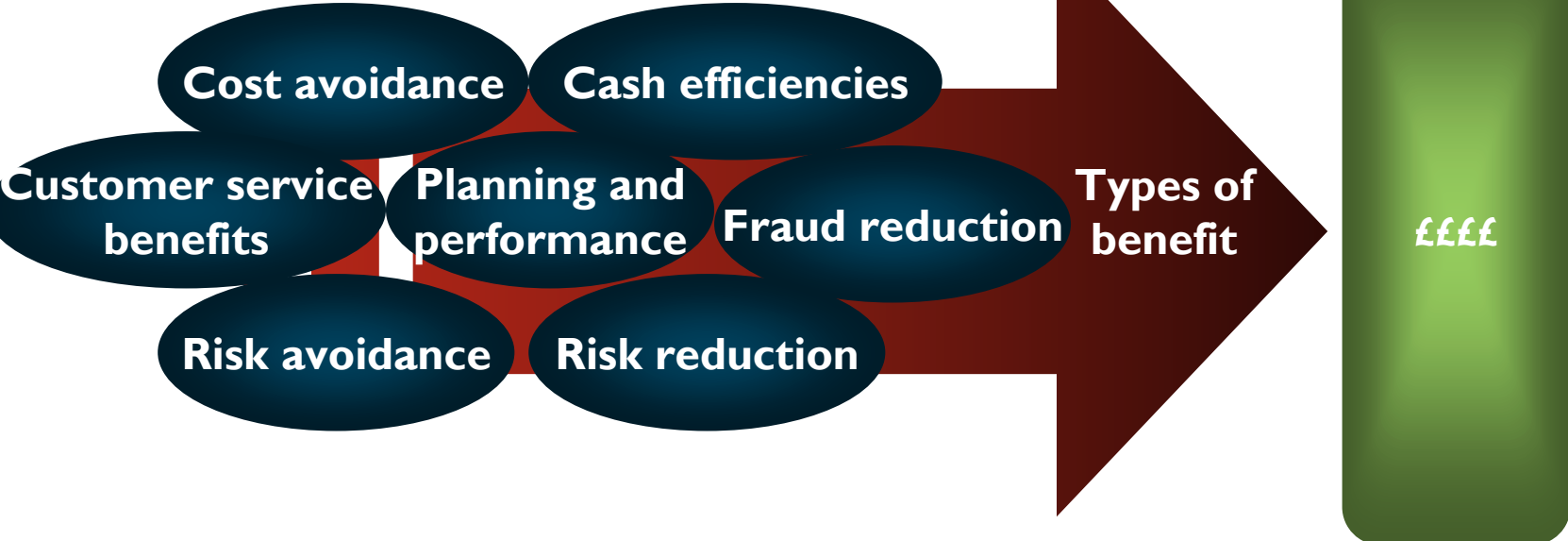
**Increased points of access**

**Proactive service delivery - citizen and economy “well-being”**

**Speedier service delivery**

**Services and preferences can be customised**

# Affordability / Investment Decision Summary



# Potential Cashable Savings

## Cheaper channels

- tscheme 0 - 1 only
- 17.5 million customers use the Internet in the UK
- 46% want and would use on-line services provided by Government
- Cost of on-line versus face-to-face
  - Web – 5p - 12p
  - Telephone - £1.50 - £5.00+
  - Face-to-face - £13 - £25+

## Management reporting

- Number of central government returns
- Amount of time to populate the average return
- Automated return – rather than official signature

## Standard processes

- For example, 2.4 million cross-agency transactions for benefits and children processes alone for all London Boroughs
- 40% of entire cost of legal commission is in data entry and checks
- Time saving against face-to-face and telephone contacts
  - 5 minutes to 30 minutes each time
- Take-up by citizens and authorities and agencies
  - assume 5 - 10% pa

# Potential Reduction in Risk

**Reduced risk of “unauthorised access”**

**Reduced risk of information and intelligence being “missed”**

- Across authorities
- Across agencies

**Information sharing rather than consolidation more clearly aligned to Data Protection Act – customer authorised**

**Reduction in premiums potentially**

**How many “high profile cases” have there been per annum?**

**What has been the cost of the average in terms of investigation and fallout?**

**Reduction in “Any compensation?”**

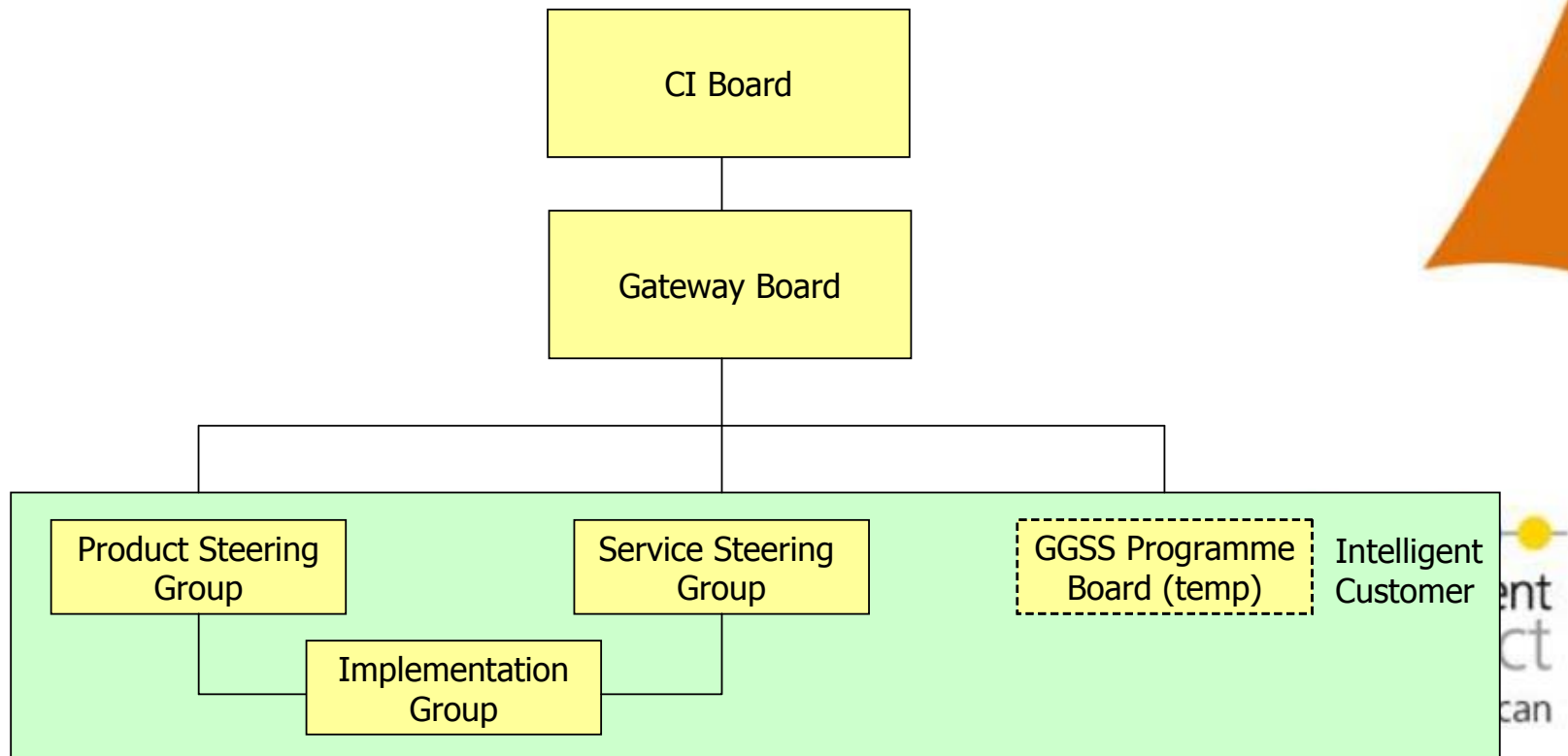
# Sustainability : Concordat between Government Connect/ ODPM and Cabinet Office

- ⇒ **In signing Local Authorities are represented as 'strategic customers' of Common Infrastructure by sharing Common Infrastructure costs**
- ⇒ **Secures seats on the boards with other strategic customers that govern the direction, development and deployment of the Government Gateway**
  - ⇒ Overall management of the Government Gateway service
  - ⇒ Management and control of cost recovery and price setting
  - ⇒ Management and control of service issues
  - ⇒ Management and control of the Government Gateway product roadmap
  - ⇒ Management and influence of the strategic support programme
- ⇒ **This agreement underpins the Government Connect programme – that central and local Government can participate in a joined-up framework based on shared working and efficiency improvements.**



# Governance Structure for Common Infrastructure

- ⇒ Setting the high level strategies & roadmaps for common infrastructure products
- ⇒ Identifying those areas where the development of a common approach to the development of infrastructure brings benefit to Government
- ⇒ New chair, Nick LODGE (HMRC board member)
- ⇒ Membership includes DWP, DfES, DfT, Sunderland MBC, Newham BC, Gov Connect, OGCbs and DH



# Business Case Template Approach

**TBC**

# Council Business Case Template

**Aims to convince local authorities to use GC**

**Product of the Business cross cutting workstream**

**Quality assured by the GC BDA**

## **Components**

- Drivers
- LA examples
- ROI model
- Readiness
- Green Book template

## **Currently work in progress**

- Project defined and running but timescales are a constraint
- Assured 26th Jan
- Signed off 7th Feb
- Published 9th Feb

# Summary

# Achievements so far

- Prospectus launched on the 21<sup>st</sup> March 2005
- Over **335** councils have registered their interest (16/01/06)
- Ongoing sustainability/business model **approved** at GC Programme Board on 15<sup>th</sup> December 2005
- GC Core pricing **approved** by Programme Board on 15<sup>th</sup> December 2005
- GC Budget approved by ODPM and Common Infrastructure concordat agreed with Cabinet Office for **5 years**
- Product prioritisation and planning for GC Core portfolio
- Marketing and communications improving (regular email broadcast)
- Letter of Intent signed with C&W now for GC Exchange/ Mail solution design
- Software AG and Microsoft messaging products and pricing “approved” for GC Exchange, IBM and Novell in the pipeline

# Government Gateway Service volume – Overview

	No. of Gateway Services	No. of Gateway Enabled Services	Government Departments	Government Agencies/ Gov. Entities	Local Authorities
Implemented (as at 16 <sup>th</sup> Nov 2005)	<b>89</b>	<b>102</b>	<b>10</b>	<b>9</b>	<b>30</b>
In Delivery *	<b>19</b>	<b>22</b>	<b>4 (0)</b>	<b>6 (3)</b>	<b>11 (10)</b>

\* Numbers in brackets denote new government departments/agencies e.g. currently there are four departments in delivery, all of which are existing Gateway customers.

# Government Gateway Live Services Summary

⇒ To the end of December, total 12-month availability excluding planned maintenance is:

⇒ **99.98% for Production Gateway**

⇒ **100% for Payment Engine**, 25<sup>th</sup> consecutive month at 100%

⇒ Gateway Active Enrolments have **exceeded 8.63 Million** since February 2001

⇒ Gateway Submissions have **exceeded 9.01 Million** since April 01

⇒ Gateway Authentications have **exceeded 21.26 Million** since June 03

⇒ Over 207,000 settled transactions totaling over **£11.70 Million**

have been processed through Payment Engine since Oct 03

# Example Government Gateway Services



## Central Government



- ⇒ Duty Deferment Electronic Statements
- ⇒ Rebated Oils
- ⇒ Tied Oils
- ⇒ Electronic Binding Tariff Information Application Form (eBTI)
- ⇒ VAT EC Sales Lists Electronic Declaration (ECSL)
- ⇒ VAT Variations (e-Services)
- ⇒ VAT Returns (e-Services)
- ⇒ New Export System
- ⇒ New Computerised Transit System (NCTS)
- ⇒ Site Information Service
- ⇒ B2G Tax Returns
- ⇒ PAYE Online for Employers
- ⇒ Tax Credits Online
- ⇒ Corporate Tax Online
- ⇒ Self Assessment Online
- ⇒ Self Assessment Online for Trusts
- ⇒ Self Assessment Online for Partnerships
- ⇒ Child Trust Fund
- ⇒ Modernising Stamp Duty
- ⇒ VAT returns for agents



- ⇒ Plant Variety and Seed Communications Diary (Small Applications)
- ⇒ RPA e-IACS
- ⇒ PEACH
- ⇒ Animal Movement Licensing
- ⇒ Stewardship Scheme



- ⇒ Child Benefit Online
- ⇒ Carer's Allowance
- ⇒ Employers Direct Online
- ⇒ Job Warehouse
- ⇒ Real Time Pension Forecast (RTPF)
- ⇒ DWP Compensation Recovery Unit (CRU)



- ⇒ Export Licence Application



- ⇒ E-CPAS



- ⇒ Passport ePayments



- ⇒ LRNI landweb direct
- ⇒ DARD Secure Online Services (2)
- ⇒ DETI Quarterly Employment Scheme
- ⇒ Strangford Ferry



- ⇒ Blood Donor Online
- ⇒ Office of the Deputy Prime Minister
- ⇒ LOGASnet



- ⇒ SEERAD Online
- ⇒ IFISH



- ⇒ Court Service eForms Pilot

## Local Government



- ⇒ Payments Service



Borough Council of King's Lynn and West Norfolk

- ⇒ R&E Council Tax and Housing Benefits (2)



Online Services



Payments Service



- ⇒ Parking Gateway

- ⇒ Housing Authentication Solution



R&E



Council Tax Payments



Payments Service



Online Payments



- ⇒ Payments Service



- ⇒ Online Payments

connect ...everyone can

# Key Points about Government Connect

## • Government for Government

- Built by Government people for Government people to use – everyone can join in!
- Accelerates provision of consistent on-line solutions through key components without duplication
- A community of trust and long term governance and sustainability

## • Services vs. Products

- Pre – built. Configured to address requirements, leading to reduced effort, risk and increasing accuracy
- Secure messaging infrastructure for structured and unstructured data
- Authenticated citizens, employees and businesses



# Key Points (Cont.)

## • Re-useable Components (Why Re-invent?)

- Built from the ground up which reduces risk and provides commonality
- Open standards with 'hooks' allowing connectivity to other data services and functionality created by your organisation
- Quality control, accreditation and compliance with Government standards for interoperability.

## • Strategic

- Supported by CIO Council, Government's Service Transformation and Common Infrastructure Boards. As well as SOCITM, LGA and SOLACE
- Service longevity and increased certainty of availability.

# Next steps for us

- **Some Councils review Implementation Guide model on 9<sup>th</sup>/ 10<sup>th</sup> February following GC Board approval and **publish on 7<sup>th</sup> February****
- **Develop marketing, communications and relations**
  - Clear value proposition for Councils and what they are getting for their money
  - Updating and improving the information on [www.govconnect.gov.uk](http://www.govconnect.gov.uk)
- **Pilot & Rollout programme detailed planning shortlist announced in March 2006**
- **Clear statement on the impact of GC on CPA and other Council measures**
- **Business case and privacy statement templates for LAs, which includes a view on Data Sharing ready for March 06**
- **Services risk assessment via ESD Toolkit and CSIA analysis ready during Mar 06**

## For suppliers and Councils :

- **Continue the support through the GC TDA+ and Supplier Forum**
- **Ensure individual neighbouring Councils are registered**

# Thank you

**Visit:**

**[www.govconnect.gov.uk](http://www.govconnect.gov.uk)**

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