My Account and ID&V Recommendations

Recommendations for the MyAccount and ID&V project

July 2019

Programme Recommendations

1. Engage all Partner organisations to establish their Business and Customer needs for My Account and ID&V, and the status of any digital account and verification tools they may currently using or researching

2. Define the dependencies of My Account and ID&V across the other prioritised workstreams such as Single Entry Point and Funding And Support.

3. Establish a suitable method of cross-referencing project outcomes and milestones with D1 Assessment so that tasks can be easily integrated with ongoing compliance reviews

4. Establish a governance model to increase visibility of My Account and ID&V with other programmes and vice versa for sensemaking and wider team feedback

5. Define the impact of changes to the Enterprise Architecture on My Account and ID&V

6. Create prioritisation criteria for which partners to engage with first for the My Account and ID&V delivery

7. Define the analytics, KPIs and CSFs required from the My Account and ID&V project

8. Document the specific data requirements needed to support My Account and ID&V, and work with Data architects and related project delivery teams to define the requirements

My Account Recommendations

1. Research the role of the human with a new digital way of working to establish the customer and SE Business impact on a My Account solution

2. Visit bisaccount.scot and Scot Gov's 'My account' to identify learning outcomes and any re-use potential

3. Engage with Scot Gov's Digital identity team to identify potential collaborative solutions – this is the same as GDS's equivalent team

4. Research and define why existing self-service resources are under utilised

5. Explore and define the customer usage potential and needs for an online document repository

6. Research the role and impact of user logins on business users

ID&V Recommendations

1. Research if there is an automated verification tool suitable for business and individuals capable of doing human rights checks also (For example North Row)

2. Define how partner organisations complete ID&V and how a Scottish Enterprise solution would work across all Partners

3. Engage Audit Scotland and Internal audit to understand and define the business readiness of digital signatures

4. Explore how digital signatures may be implemented and define its impact on the customer experience

5. Research how Tiered Verification levels could work for an ID&V solution