



The secure and easy access to public services online

Service Catalogue and Service Components: April 2014

V0.2

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Review

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Overview

The myaccount Service provides a set of verification and single sign-in tools to help public sector partner organisations deliver authenticated online services to citizens. These tools include identity and property verification and validation facilities, registration and enrolment applications, user provisioning, self-service user account management, golden record seeding, federated authentication, candidate record processing and change of circumstances notifications.

The service consists of the following components: ¹

myaccount: sign-in

A secure web single sign-in capability that Service Providers can use for their web-facing applications, including tools for Service Providers to set up services and for service users to manage their accounts and subscriptions.

myaccount: data

A data management service that maintains high levels of data accuracy for myaccount records, and provides Service Providers with tools to improve their own local data.

myaccount: verify

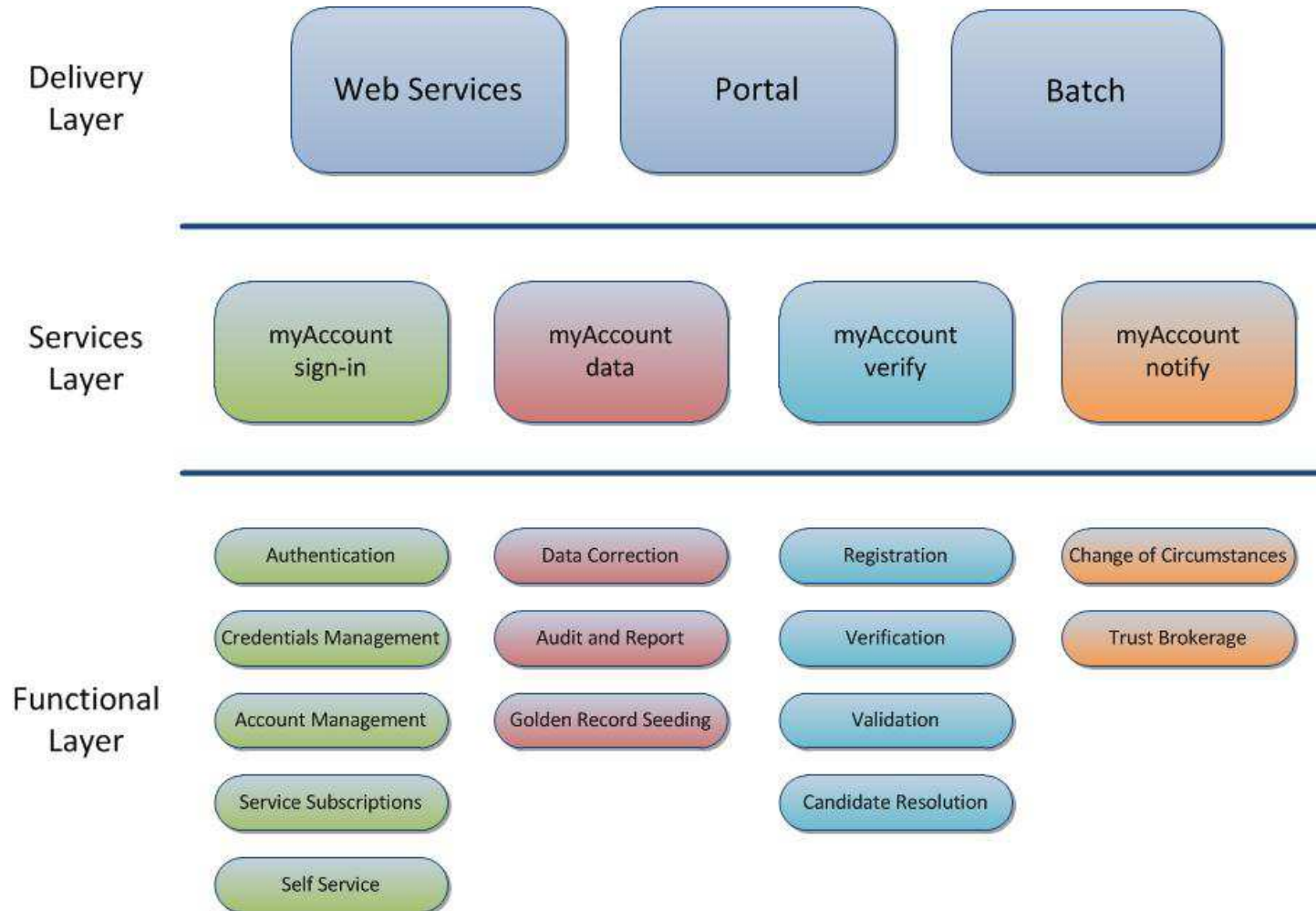
A set of tools and business processes to validate and verify individuals and register service users for the myaccount service, including tools to resolve temporary person and address records.

myaccount: notify

A notification and messaging service for keeping Service Providers informed of changes of circumstances for their registered users. It includes trust brokerage facilities to allow Service Providers to feedback transactional privilege elevations so that Levels of Assurance can be managed and maintained.

¹ Information about the service, availability and performance levels associated with each component is held and made available separately.

Conceptual Solution Diagram



myaccount Services

myaccount: sign in

The myaccount: sign-in service provides a set of tools that Service Providers can use to authenticate service users to online public services. The service consists of the following functional areas:

- **Authentication:** open standards network federation supporting web single sign-in and single logout. Currently supports SAML 1.x and SAML 2.0 protocols.
- **Credentials Management:** identity lifecycle management for username, password and security questions functionality.
- **Account Management:** a set of tools to allow Agents within partner organisations to register service users and manage service user accounts.
- **Service Subscriptions:** a set of tools to allow partner organisations to set up access to online services.
- **Self-service:** a web-based service user portal that allows service users to register for accounts, to subscribe to services, to manage their personal information and to manage consent.

myaccount: data

Provides a set of tools to maintain the quality of the central reference data within myaccount and assist partner organisations to improve the quality of their own local data. The service consists of the following functional areas:

- **Data Correction facilities:** regular updates to the core person and address reference data provided by National Records of Scotland and AddressBase.
- **Audit and Report:** Business Intelligence services to give partners a full picture of myaccount usage and an audit trail of Agent activity.
- **Golden Record Seeding:** : A bulk Data Reconciliation Service that helps partner organisations build a single golden record for their customers by returning the UCRN and UPRN to a golden record dataset.

myaccount: verify

Provides a set of tools to allow trusted partner organisations to establish myaccount records and verify the identity of individuals

- **Registration:** services to set up myaccount records through individual or batch registration.
- **Verification:** services to check supplied information against core reference data held by the myaccount service: a copy of the NHSCR data for personal details, and a copy of AddressBase for address details.
- **Validation:** facilities to record and manage the checking of identity evidence presented either online or face to face. The outcome of identity evidence checking is presented as a Scottish Assurance Level ranging from 0 (untrusted) to 2 (trusted).
- **Candidate Resolution:** a set of tools to resolve temporary records created in the myaccount system, typically where a Service User has presented identity evidence but no match was found against the core reference data.

myaccount: notify

Provides a notification service for keeping Service Providers informed of changes of circumstances to their registered users.

- **Change of Circumstances:** a set of tools to allow Service Providers and Service Users to communicate and share changes of circumstances in line with a shared consent model. Service Users can opt in and out of sharing at any time.
- **Trust Brokerage:** a feedback service that allows a Service User's transactions with Service Providers to be reflected in their Level of Assurance without having to re-present proofs.