

## Customer First

## National ICT Infrastructure/ Citizen's Account

Whilst recognising that Customer First is not a technology programme, a major part of the initiative is to provide an underpinning ICT infrastructure that can support joined up/shared services across local government as well as across the wider public sector.

The infrastructure, comprising of a secure data processing environment (primary and secondary sites), shared investment and shared ownership in hardware, telecommunications, operating system software, security and shared business applications across all 32 councils provides the technology platform for Customer First and is available as a hosting environment for other public sector business applications and to underpin national shared services and systems.

With network links across all 32 authorities the infrastructure hosts the basic citizen's account data set for all Scottish citizens. Basic citizen's accounts are a council's definite electronic record of their residents, containing basic personal data verified against data from the General Register Office for Scotland, and from the council's existing population records.

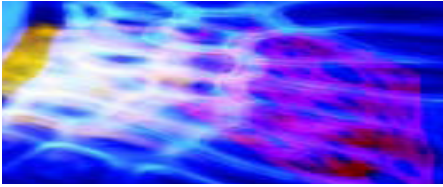
The citizen's account service (CAS) is an optional service, which citizens can choose to have. Each council will have the facility to set up, verify and manage the electronic records for its own residents. Residents with an account will also be able to view their own account and keep their personal details up to date (name, address, telephone etc). The system allows customers to share changes to that data through a secure public sector messaging system, e.g. if the resident notifies their council of a change of address, the council could (where the resident has consented to share their data) pass that information onto other public service providers.

### **NPLD - National Personal Licence Database**

The NPLD project is managed by the Improvement Service and hosted within the National Infrastructure.

The Licensing Team within the Scottish Government initiated the project to enable the creation and management of personal licenses, to comply with changes to the Licensing (Scotland) Act 2005, which come into place in January 2009.

The project vision was to create a national register for personal licence holders, to introduce a facility that would allow submission of licences online, and to establish a shared service for all councils.



It was recognised that this would be a complex project as Licensing Boards and councils operate different systems and business processes to administer applications for licences. No technology existed to permit Licensing Boards to check personal licence holders against national records.

The project goals were to:

- Create a web portal to enable all councils to input personal licences and a separate site to allow public view to (restricted) licence details.
- Enable 20 councils who currently use Anite Licensing to create and manage licenses, to seamlessly connect to the new web portal through their Anite licensing application.
- Create an XML interface to enable the 12 councils currently using 3rd party and in-house developed licensing applications, to connect to the new web portal.

The NPLD web portal went live in May 2008 with the home page under the OneScotland Banner. This enabled all councils to create and manage personal licences, and to date nearly 800 licence records have been created. A data migration exercise is currently underway to transfer the data from the 20 councils using Anite Licensing, to NPLD.

The expected national benefits from this project will be realised when the database is fully populated and all councils use the system for the creation and management of personal licenses. We expect to reach this position in early 2009.

### Further information

Any questions relating to the National Infrastructure/Citizen's Account should be addressed to :

Robert Clubb or Cameron Walker  
National Infrastructure Programme Managers  
clubbr@stirling.gov.uk  
walkerc@stirling.gov.uk

Any questions relating to the National Personal Licence Database should be addressed to :

Dave Smart  
NPLD Project Manager  
smartdy@angus.gsx.gov.uk