

Identity Management & Privacy Challenges in a Local Authority

25th November 2009

Scottish National Infrastructure

- Secure network linking Scottish local authorities
- Owned by 32 Scottish local authorities
- Managed by the Improvement Service
- Delivers central business systems
 - Citizen Account System
 - Card Management System
 - National Personal Licensing Database
 - Gazetteer

Citizen Account System

- Customers manage their own identity record online
- Simplifies customer interaction with public services
- Reduces need to re-prove identity, residency or entitlement
- Reduces need to repeatedly notify change of circumstances
- Customer consent necessary
- Plain english privacy statements
- Information handling guidelines
- Data physically & logically separated
- Service underwent Privacy Impact Assessment

National Entitlement Card

- Token to access public services such as
 - Free bus travel
 - Young Scot / PASS
 - Library card
 - Leisure services
 - School cashless catering
 - Squid (low value cash card)
- Privacy design same as Citizen Account

Identity Management

- Common set of:
 - Approved identity criteria
 - Standards
- Type and amount of document up for discussion
 - Avoiding excessive intrusion
 - Avoiding discrimination
- Obligation to confirm beyond reasonable doubt
- LA workshop 30th Nov

Challenges

- Lack of understanding of identity mgmt and privacy
- Local authorities don't trust each other
- Internally, Departments don't trust each other
- Lack of internal procedures to filter messages to services
- Balancing need for prove against intrusion
- Central Government enforcing English based standards
- Joint working
- Over reliance on sharing agreements

The future?

- Accepting that:
 - Privacy is a management responsibility & here to stay
 - Local Authorities can trust each other
 - Technology doesn't provide all solutions
 - Privacy needs funding
- Chief Execs being seen to take ownership
- Existing operations being audited
- New procedures emerging
- Staff training being compulsory
- People being treated as customers – not citizens

Thanks for listening

These are interesting times

QUESTIONS?

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