Online Identity Assurance National Stakeholder Group

Paper number: OIASG-02

Paper title: Stakeholder Engagement Plan

Response: for information

Stakeholder Engagement Plan

Purpose

1.   For the National Stakeholder Group to note the content of the Stakeholder Engagement Plan for the Online Identity Assurance Programme, as agreed by the Programme Board at its first meeting on 26 January 2018.

Detail

2.   The Stakeholder Engagement Plan at **Annex A** sets out: the purpose, aim and objectives of the stakeholder engagement work; the approach to open government; an initial list of stakeholders; and the initial actions to be deployed.

Recommendation

3.   That the Group notes the content of the Stakeholder Engagement Plan.

Scottish Government Online Identity Assurance Team

February 2018

Annex A

Online Identity Assurance National Stakeholder Group

Stakeholder Engagement Plan

Purpose

1.   This plan sets out the proposed approach to stakeholder communications and engagement for the Scottish Government's Online Identity Assurance Programme. This accompanies the Online Identity Assurance Programme Plan, which sets out the actions to deliver the Scottish Government Digital Strategy commitment to work with stakeholders, privacy interests and members of the public to develop a robust, secure and trustworthy mechanism by which an individual member of the public can demonstrate their identity online (to access public sector digital services).

2.   The content of this plan will inform the initial activity being undertaken at the start of the programme delivery, including the discovery work. The plan itself will evolve with the input of the varied stakeholder interests and is intended to have the flexibility to change as needed, to support the needs of the emerging work.

Aim

3.   The aim of the plan is to involve stakeholders, including privacy interests and members of the public, in the delivery of the commitment to develop a common public service approach to online identity assurance.   By doing this, the intention is to identify an approach that is designed with and for members of the public (who access public services) and identifies an approach that stakeholders can support.

Objectives

4.   The stakeholder engagement activity will directly support the objectives set out in the Programme Plan, and ensure that a fully consultative and collaborative approach is applied within the work programme. This will enable the programme to be informed by an understanding of the needs, concerns and views of diverse stakeholder interests, influencing the design and implementation of the approach.

Open Government Partnership (OGP)

5.   The Programme Plan sets out the commitment to conduct the work in the spirit and practice of Open Government.

6.   An Open Government approach aims to foster openness, transparency and citizen participation. Scotland's first Open Government National Action Plan was published in December 2016 and was developed jointly by the Scottish Government and the Scottish Civil Society Network with the Open Government Partnership.

7.   The project team is working with the Scottish Government Ingage Team to shape the approach to Open Government, including identifying good practice that

can be adopted. The team also plans to engage with the Open Government Network over the actions to deliver this plan.

Key Stakeholders

8.   The following is an initial list of stakeholders and stakeholder groups, identified by the project team as part of the pre-discovery work.

- Information Commissioner's Office
- Privacy interests
- Academic interests
- Third sector, including advocacy and citizen interests (e.g. Citizens Advice Scotland)
- Scottish Council for Voluntary Organisations
- Local Authorities
- COSLA
- Local Government Digital Office
- Social Security Agency
- National Entitlement Card (NEC) Programme Office
- Transport Scotland
- Young Scot
- Public Bodies (e.g. Student Awards Agency for Scotland, Disclosure Scotland)
- Improvement Service
- UK Government Digital Service
- National Records of Scotland
- Equality and Human Rights Commission
- Health bodies
- Front line professionals
- Scottish Government Directorates
- Representative, trade and professional membership bodies
- Academic experts
- Legal experts
- Subject matter experts
- Private identity providers
- News/media, including specialist media
- Individual citizens/people who access public services
- myaccount users
- NEC card users
- Social Security benefit recipients
- Young people
- Scottish Ministers
- Scottish Parliament, MSPs, MPs, Councillors, political parties

Initial Actions

9.   Throughout the life of the delivery programme, its implementation, and beyond, it will be crucial to understand and gain the confidence of stakeholders and ensure they can contribute to the design and delivery of the emerging systems and approaches.   The following actions have been identified to support this intention and will be initiated during the discovery phase.

Service design and user engagement

10.   The whole programme delivery will be underpinned and informed by service user engagement. The aim of this approach is to help design and deliver these services around the needs of their users – a commitment within the Scottish Government Digital Strategy.

11.   The discovery user research currently underway is the starting point, the objectives of which are to identify the problem that an online identity assurance solution might address, explore the user journey, and identify user concerns and needs.

National Stakeholder Group

12.   To ensure we are able to identify, understand and address the fullest possible range of stakeholder views we intend to establish a National Stakeholder Group. Such a group was included in the Ministerial commitment for the overall work programme.

13.   This group is proposed to bring together parties from a range of sectors and interests. Members will be actively involved in discussing the programme, identifying direction and priorities, and considering options and wider impacts of the work.

14.   The first meeting of the Group is planned for 8 February 2018. The Group will be chaired by Roger Halliday, Scottish Government Chief Statistician and Data Officer, who is also the Strategic Responsible Officer for the overall programme.

15.   Membership is initially proposed to include:
- Service providers, including public bodies and local government
- Privacy interests
- Subject matter experts
- Academic interests
- Information Commissioner's Office Scotland (ICO)
- Third sector, e.g. SCVO and citizen representation
- National Records of Scotland (NRS)
- Improvement Service
- National Entitlement Card partners (e.g. Transport Scotland and Young Scot)
- Scottish Government Ingage Team (for Open Government)

16.   In the spirit and practice of open government, the National Stakeholder Group will be as open as possible. Meetings will be publically advertised, with the intention that those who wish can have the opportunity to register to attend and participate. Meeting papers will also be made available to download and view from an accessible online platform.

Expert Group

17.   In parallel with the stakeholder group, there are also plans to establish an expert group, convened to specifically input sectoral experience and knowledge into the work programme. This group is planned to be made up of individuals who have technical, privacy and legal expertise, potentially a mix of those from partner organisations and invited individuals with sectoral knowledge and skills.

Engagement with specific interest groups

18.   In addition to the activity described for the national stakeholder and expert groups, the project team proposes to develop specific engagement activity targeted towards key stakeholder interest groups, including citizen engagement. This would be aligned to the needs of the emerging work programme and is planned to initially include specific engagement with privacy groups, at both a Scottish and UK level, and engagement with service providers.

Digital Engagement

19.   The stakeholder engagement plan will be supported by online and social media engagement activity where appropriate.

20.   So far, the programme plan has been shared publically via the Scottish Government Digital Blog, with some supporting social media activity (which resulted in pick up within specialist media and by Holyrood magazine).

21.   Meeting papers from the Programme Board (in line with the Board's terms of reference) and Stakeholder Group will also be made publically available via the publications section of the Scottish Government Beta site.

22.   Other digital engagement activity will be identified to align with the delivery phases of the work programme, with a potential schedule of activity to be built around emerging milestones and dates of interest.

Scottish Government Online Identity Assurance Team
January 2018