The Government Gateway
UK Best Practice on Infrastructure and Identity Management

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Making best practice
common practice
A ‘beginners guide’ to the Government Gateway

What is the Government Gateway?

The Government Gateway:

– is the Cabinet Office run centralised registration service for online e-Government services in the UK, which enables customers to securely sign-up to UK Government services available over the Internet.

– offers many other Pan-Government online services from enrolment, authentication, transaction (sending) of completed online forms, a payment engine and SMS (text) services.

– is an innovative and world renowned service delivery solution. This initiative is not just technically innovative but also in the way it shapes our ways of working in terms of bringing government together and breaking down silos.

– is innovative in terms of combining rich functionality, open access to key customer facing public services and high levels of service usability with advanced online security. The Government Gateway now means that Government can now offer safe online interaction for critical services with citizens and businesses.
A ‘beginners guide’ to the Government Gateway

1. **Connect to a proven service offering** – Your organisation can utilise the Government Gateway’s array of Shared Services offerings from online Registration and Enrolment to online payments. There are over 120 services on the Government Gateway, 10 million people have registered with the Government Gateway and this year alone 3m people will submit their tax return online via the Government Gateway.

2. **Realise the returns from a cost effective service** - Connect to services at a fraction of the cost of developing a new service from scratch. The Government Gateway has a unique costing model, which is based on actual usage and take-up estimates; this has enabled public sector service providers of all sizes to benefit from a costing structure that has significantly and consistently reduced the levels of investment needed to provide online authentication services.

3. **Quick service delivery** - Connect to the Government Gateway in around 16 weeks from concept to delivery.

4. **Shared Service** – Connecting to the Government Gateway will ensure that your organisation is part of the Government’s leading Shared Service. The very fact that the Government Gateway is based on a pay-once-use-many service delivery model has encouraged and achieved widespread savings across the whole of local and central Government. When a development or improvement on the Government Gateway has been funded by a Government Department and implemented, the benefits are then made available to all Departments. This is an example of a truly common infrastructure service in practice and reduces the overall cost to government of delivering the Transformational Government agenda.

5. **Reliable Service** – The Government Gateway has recently seen a £47m investment in the establishment of a Managed Service Provider relationship with Atos Origin. This has seen a new data centre being built and the establishment of a 24/7 helpdesk. Considerable value for money has also been achieved in terms of financing the required scalability and resilience of the Government Gateway and because this is shared across all users then it’s far cheaper than having a system of this size in all their individual departments.
About Government Gateway

How the Government Gateway works

Users of the Government Gateway can be Individuals (citizens), Organisations (businesses) or Agents (intermediaries).

Users need to register once with the Government Gateway, and then enrol for the specific services that they wish to use.

They will then have a single credential for use across all Government Gateway services (which can either be UserID/Password or a digital certificate). The Government Gateway will guarantee delivery of messages through a highly secure infrastructure.

Users interact through Government Gateway, having initially registered, typically through a web browser and portal or through an application - an accounting package for example.
About Government Gateway

How the Government Gateway works

Portals permit the completion of electronic forms interactively on the Internet, while applications permit the completion of electronic forms locally on a PC.

In both cases the Internet and the Government Gateway provide the mechanism for the submission of completed forms to the appropriate organisation and the return of a corresponding receipt acknowledgement.

Government Gateway provides:

- authentication and authorisation services to ensure that users are who they claim to be and that they have the right to access a specific service;
- single credentials so that users can have one user ID and password, or a digital certificate, for use with all public services;
- a messaging infrastructure to guarantee the reliable delivery of documents and messages between business, citizens and government organisations.
About the Secure Online Services

Registration and Enrolment
- A facility that supports both User ID/Password and Digital Certificate authentication methods. This enables end-users (citizen, organisations and intermediaries) to have single sign-on facilities across all government services – national, regional and local. The Soap API can be used to develop an interface to this component.

Authentication and Authorisation
- This allows the portal to effect a user logon, using the Government Gateway as the authentication source. The applicant’s Government Gateway user ID is supplied along with their clear-text password, unless they have registered with the Government Gateway using a digital certificate in which case a signed version of the X509 certificate is presented instead. This can be implemented via a SOAP API if required.

Transaction Engine
- Documents and business forms can be exchanged reliably between government, intermediaries, citizens and external organisations. This provides an electronic interface to the Internet that enables electronic forms and requests to be submitted to government. It does not have a user interface, but works through a clearly defined submission protocol involving the exchange of XML documents.

Help Desk Application
- Used by Helpdesk operators to carry out various duties and enquiries in support of their department’s business through the Government Gateway
- The Application is accessed through a browser via either GSI or a secure Internet connection.
Transforming Government

.......the contribution of common infrastructure
Transforming Government

.......a Whale of a Time
Service transformation:
A better service for citizens and businesses,
a better deal for the taxpayer

Sir David Vasey
December 2006
Three key transformations

• Design services around citizens and businesses

• Move to a shared services culture

• Professionalism in planning, delivery, management, skills and governance
Services designed around citizens and businesses

Engaging with customers

Modern channels

Customer Groups

Service Design Principles

Government Gateway

Business Link

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Transformational Government 53(3)

Main recommendations:
- focus on the citizen – “Tell Us Once”
- rationalisation of delivery channels (Directgov/Business.Gov), call cent
- drive by customer insight
- share identity and other information
Move to a Shared Services culture

Supporting services

Consistent technology, security and standards

Management of Data and Identity

Directgov

EDT  Making best practice common practice
Sharing Key Strategic IT Assets
Professionalism in delivery of IT enabled change

Government IT Profession

Reliable Project Delivery

Supplier Management

Innovation

OGC
Office of Government Commerce

IT Supplier Code of Best Practice

EDT
Making best practice common practice
Delivers cross govt changeSets policies
Assigns Leadership
Commissions
Contributes to policy
Proposes strategy & plans
Empowers to set policies

Civil Service Steering Board
“owns overall strategy & plan”

Delivery Council & CIO Council
“sets overall delivery architecture and policies”

Lead Dept/LA
“leads a cross-government area of transformation”

Individual Dept/LA
“accountable for implementing both: - their own service transformation programme - cross cutting actions approved by the CSSB”

Sets policies
Contributes to policy
Delivers components
Delivers cross govt change
Assigns Leadership
Commissions
The Government Gateway

A Transformational Government Platform Offering
Enterprise Architecture for Government

CHANNEL SERVICES

INFRASTRUCTURE SERVICES

COMMON APPLICATION SERVICES

PROCESS SERVICES

INFORMATION SERVICES

STRATEGY

SERVICES MANAGEMENT

INTEGRATION SERVICES

INFORMATION ASSURANCE

Overlap. User Interface for Gateway ID&V services

Gap. PAN-government transaction 'orchestration'

Overlap. Citizen ID Information Services

Overlap. Content Management System services

Overlap. Email services

Overlap. Citizen ID management Services

Overlap. Employee ID management Services

Gap. Business ID management Services

Overlap. GG and GC Messaging Services

Overlap. User Interface for Gateway ID&V services

Overlap. Business ID management Services

Gap. PAN-government transaction 'orchestration'

Overlap. GG and GC Messaging Services

Overlap. Citizen ID Information Services
"The Government Gateway is a clear example of IT enabling the transformation of Government. This also demonstrates how private and public sector can work together to provide great public services to citizens."

Ian Watmore,
Permanent Secretary & Head of Unit Prime Minister’s Delivery Unit

“I consider that the Government Gateway is a key component of common infrastructure and supports the public sector response to the ambitious challenge for shared services set out in the Transformational Government paper, presented to Parliament in November 2005.”

John Suffolk,
CIO for Government
How it might work....how it is working

1. Citizen provides/confirms information in a secure way to Government
   Is registered on DirectGov/Gov Connect/Gateway
2. A user accesses a service via a portal. The user authenticates via their user ID and password or digital certificate. For the service they have selected, they provide their personal information – the information that identifies who they are to the service owner. Eg:

- National Insurance Number,
- Date of Birth,
- Postcode.
3. The service portal passes the Gateway the known facts entered by the user. Provided that the Gateway finds a match in the data records provided to it by the service owner, the Gateway will then enrol the user into the service.

At this stage the service will generally be marked as ‘enrolled’ but not activated. That is, unless the service owner has chosen otherwise, the service cannot be used until the service is activated.

This is because the service owner has not yet completed their verification of who the user really is.
4. In order to help with the verification of the user who has enrolled themselves into the service, the Gateway requests the postal address associated with the information provided by the user. This ‘Address Request’ is sent to the service owner via their DIS. This address request can also be used by the service owner to flag the fact that the user has enrolled themselves into the service.