



## e-Citizen and Government Connect

The e-Citizen product will enable a customer to integrate seamlessly with Government Connect. With a single login which is obtained via the Gateway, an end user can navigate across various web applications both local to the authority and via the national gateway.

The enhanced e-citizen will provide the framework for an authority to integrate third party web products - i.e. as well as integration with Gateway logins; e-Citizen will also allow registered users to access other non Capita Software Services web applications.

### Government Connect and Government Gateway

Launched in 2001, the Government Gateway provides centralised IT services for use by the whole of the public sector. The services offered by Gateway include authentication, authorisation and a transaction engine (with a notification service) for secure and reliable data exchange between citizens, the government and many of its organisations.

Government Connect is an initiative led by local authorities, the DCLG and the Cabinet Office providing a common infrastructure for secure electronic interaction between local government, central government and citizens. The Government Connect Programme will contribute positively to the transformation of public services. Its solutions will enable increased efficiency in local service provision by allowing sensitive information to be shared easily and securely. (source: <http://www.govconnect.gov.uk/> )

In the case of a common authentication and authorisation service, Government Connect (GC) have worked closely with the Government Gateway to ensure that the existing Gateway Authentication and Authorisation (A&A) service will meet local government needs. This can be evidenced by Government Connect's funding of the Single Sign On Portal (SSOP) which has been added to the Gateway portfolio and will benefit all organisations and citizens who use Gateway. Whilst it had been envisaged that the Government Connect's Register service would supplement standard Gateway A&A functionality with additional features (e.g. SUM+ and excelsior), in reality, these or similar features have actually become part of the Gateway product itself. Hence, the 'GC Register' name is now simply a re-branding of the Government Gateway A&A service with the addition of an affordable commercial framework better suited to local government needs.

# CAPITA

## e-Citizen and Government Connect "GC Register"

Capita understands the requirement for all local authorities to implement centrally-driven e-government programmes and modernise the delivery of public services. Capita recognises Government Connect and the underlying Government Gateway technology as being a significant component of that strategy and are working towards integrating existing GC Register authentication and authorisation with our proprietary web-based authentication application, 'e-Citizen'.

During the first half of 2007, the existing e-Citizen product is to be enhanced in order to allow seamless integration between our existing set of web products (where e-Citizen is deployed) and the authentication and identity management capabilities that GC Register provides.

The enhanced e-Citizen product will enable any user to gain a GC Register login and re-use those details to seamlessly access any e-Citizen related Capita web product. Citizens who already have a Government Gateway ID, for example when completing HMRC Self Assessment, will be able to use this same ID to access Capita web products. So, a user with a GC Register login who had already been authenticated would not be required to log in again (with a different username and password) to access a council's e-Citizen powered service (for example, the Capita Self Service modules allowing online access to Council Tax / Business Rates / Housing Benefits information).

As well as allowing new users to invisibly log on to Capita web applications, the enhanced e-Citizen product will also enable existing users (with a current e-Citizen login) the option to add a GC Register ID to their profile (whilst allowing them the option to continue to use their existing ID).

Another benefit of the new architecture being developed will be the technical infrastructure to manage user subscriptions for other third party web applications (e.g. a leisure booking system, online planning applications) meaning that an e-Citizen's profile (with just a single log-in and password to remember) could provide access to a wide variety of council services via the web and not just those provided by Capita Software Services. Capita will be offering consultancy services to assist with this integration.

Throughout all of these areas, the GC Register process is leveraged by e-Citizen to ensure that the user's identity can be verified in order to control the authentication and access control for each individual application – all of which will be invisible to the user.

The enhanced product will require some additional infrastructure in order to provide this functionality. A separate identity-management software module will sit alongside the e-citizen product in order to handle the specialised tasks required for interaction with the GC Register and also helps to provide a secure bridge between systems.

The current plan is to make the enhanced, GC Register compatible version of e-Citizen available mid-2007.