GOV.UK Verify

DRAFT Verify service blueprint

Who is this document for?
Those new to the Verify programme. Those interested in the Verify service.

What is this document for?
To demonstrate what goes on in the Verify programme at a really high level. To introduce the main user groups. To show the key documents and processes that underpin the scheme.

	VALUE PROPOSITION	BECOMING AN IDENTITY PROVIDER				CONNECTING TO VERIFY		VERIFYING IDENTITY IN A SERVICE						COMMERCIALS
TOUCHPOINTS		**Good Practice Guides (GPG) 44 + 45 and Identity Proofing and Verification (IPV) Operations Manual**	**The Service Delivery Requirements (SDR) and the gating process**	**Certification Specification documents (x6)**	**The Contract and the Framework Agreement**	**Verify GaaP product page**	**Connect to Verify guidance and assurance for relying parties**	**Citizen-facing service**	**The GOV.UK Verify Hub**	**Create account or sign-in**	**Identity provider journey**	**The GOV.UK Verify Hub**	**Citizen facing service confirmation**	**Billing**
CITIZENS	Prove who I am to a service in order to use the service and without having to take identity documents to an office.							**Enter the relying party service**	**Choose a certified company with which to assure their identity**	**Create a reusable account with the chosen IDP. Or sign-in with existing account.**	**Enter the data required to assure their identity** **If identity cannot be assured, users are directed to another way to prove their identity in order to access the service**	**The hub confirms that the user's chosen IDP has assured their identity**	**Receive confirmation of eligibility for the service**	
RELYING PARTIES Services that use Verify (they may use alternatives like Government Gateway for their identity needs)	Reduce fraud by only allowing the users (where I have a high enough level of assurance) that are who they say they are to use my service.					**Learn about GOV.UK Verify and how it can help my service and the users of my service**	**Learn how to connect the service to GOV.UK Verify and connect**	**Produce, monitor and iterate the citizen-facing service. Direct users to the GOV.UK Verify Hub and request identity assurance**					**Match the assured identity to their own database and confirm the user's entitlement for the service**	**Relying parties are billed for using Verify.**
IDENTITY PROVIDERS Certified companies that assure online identities	Generate revenue by selling identity assurance to services.	**Learn about the process for identity proofing and verification**	**Learn how to be an Identity Provider. Submit service to GDS for the gating process**	**The certification body (tScheme) ensure that the service meets the standards for an Identity Provider (IDP)**	**Sign Framework Agreement (tender process gets IDPs onto the procurement framework). Sign contract with GDS to become a certified company and enter the IDP market**					**Identity accounts can be used for any service that has been connected to GOV.UK Verify. IDPs use account details to contact users**	**Identity Proofing and Verification occurs and the user is passed or failed. Assured identity assertions are passed to the GOV.UK Verify Hub**			**Monitor identity account creation rates and submit billing requests to government in line with the commercial agreement**
GDS Support processes	Save Government money by providing an identity assurance platform that reduces fraud and saves services from having to build something themselves.	**Produce and iterate guidance in partnership with the National Cyber Security Centre (NCSC)**	**Produce and iterate the SDR. Perform the IDP gating process for IPV, Tech, Ops and UX**	**Work with the certification body (tScheme) to produce, accept and approve the spec (the certification body publishes the documents)**	**The contract enforces compliance with the Ops Manual, SDR and Certification Spec. Sets out the commercial agreement for billing**	**Engagement with relying party services, ensuring that the right service can and will connect to GOV.UK Verify**	**Support and approve connecting relying party services. Service assessment process**	**The service complies with Government Service Standard and goes live**	**Hub helps users to choose an IDP. Prevents the IDP from seeing the citizen-facing service (Limited Visibility Principle)**			**Passes assured identity assertions to the service**		**Compare service completion rates with certified company billing requests. HM Treasury part fund Verify**