Agreed plan for piloting GOV.UK Verify in (SERVICE NAME) at (COUNCIL NAME)

Introduction

This document summarises all the skills and resources that councils need to be able to participate in our first pilot projects to test GOV.UK Verify in local goverment. If you can meet our project timelines and fulfill the below requirements, we'd like to partner with you and we'll do our best to support you through the process of connecting to GOV.UK Verify.

It's not a legally binding commitment, but we need evidence that there's enough communication and buy-in across the council to ensure that we don't face too many unexpected obstacles just before go-live. So, we ask that each participating council demonstrates its commitment to the below project plan with the signature of 2 senior managers - one of which must be the Senior Information Risk Owner (SIRO). Other signatories can include your CEO, CIO, CTO or Head of IT, CDO or Head of Digital, CFO, your Head of Service, or your council's Digital Leader (i.e. a councilor).

If you think you are close to meeting all requirements, but you're not sure about 1 or 2 of them, highlight your concerns in the application form by September 26th and we'll see if we can help you to make it work. You can also book in a phone call to discuss the pilots with one of our team before applying using this sign-up sheet.

GDS commits to:

1. **Coordination** - managing the pilot project from end-to-end, tracking and driving progress, running group events, publishing outputs and lessons learnt and convening fortnightly sprint calls
2. **Guidance and advice** - providing guidance and templates for the service redesign, producing a common service plan to support all councils in redesigning their service
3. **User research** - providing user research guidance and user research lab time
4. **Business case support** - developing business cases to support the transformation of this service and others
5. **Communications** - publishing all pilot outcomes in a user-friendly format on our project page, from the business case to 'how to' guidance
6. **In kind contribution** - providing free GOV.UK Verify accounts for private beta
7. **Integration support** - working with all partner local authorities to prioritise how we best support the integration of GOV.UK Verify.

## Changing circumstances and unforeseen obstacles

While GDS will do its best to be to accommodate changing circumstances or unforeseen obstacles, it will not continue to support any council that consistently fails to deliver on their commitments.

(COUNCIL NAME) commits to

1. **Participation**: our council team commits to all events, activities and deadlines in the project roadmap below
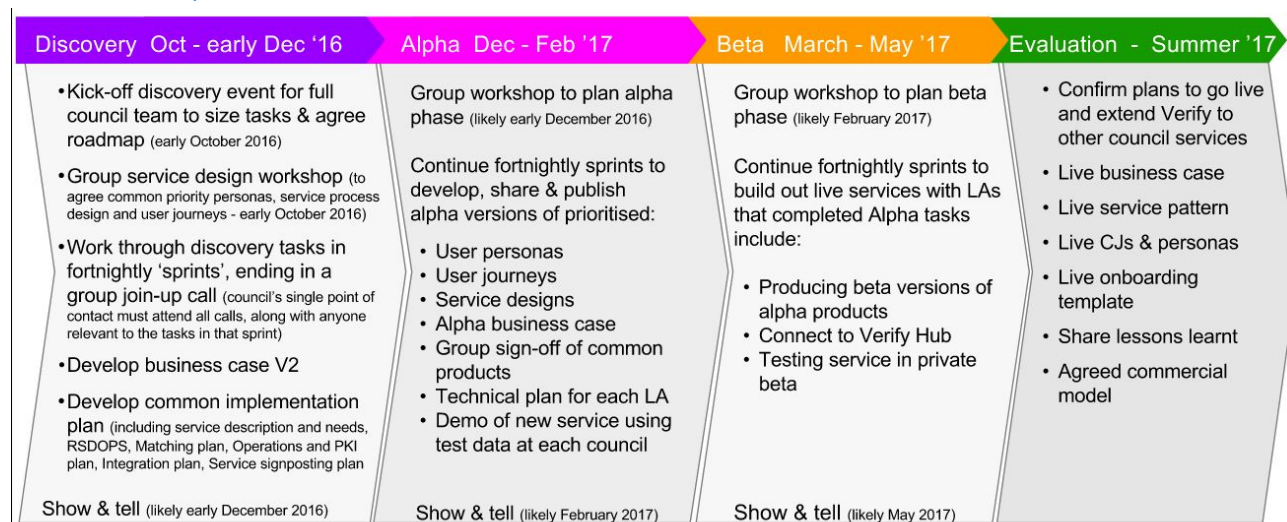
2. **Resourcing**: We will ensure that our team will include:
   a. a single point of contact who attends all events, coordinates your council's work and drives the project forward by ensuring that all project tasks are carried out on schedule
   b. support and input at all group events from the service manager/ owner
   c. support and input at all group events from the user support lead (this may be the Head of Customer Services)
   d. support and input at all group events from a user support officer (e.g. a call centre staff member)
   e. someone to lead on service content design and uptake engagement
   f. ability to redesign the service from end-to-end around user needs with GDS support
   g. someone who'll lead on user testing
   h. ability to connect new services to website according to project timescales
   i. ability to integrate new services with CRM or user database according to project timescales
   j. ability to provide clean data for the service by cleansing where necessary and ensuring that all future records are high quality, kept securely and used in keeping accordance our Identity Assurance Principles
   k. ability to build a local data matching service to match verified identities to your local records, or the staff to develop this to project timelines
   l. ability build a service that sends and receives valid SAML messages
   m. at least 2 staff who maintain the security of the service as part of their job in line with commitment 6 below
   n. ability to ensure that the service IT is continuously supported to help users with any problems, and to fix bugs in real time as soon as the service goes live
   o. ability to monitor service transaction volumes and performance

3. **Transparency**: We agree to work in the open, contributing information to support the common business case for service transformation, and sharing lessons learnt

4. **End to end digital service**: We'll build a service that upholds the principles of the [GDS Service Standard](#)

5. **Openness**: We agree that the products created as part of the project remain open source, and we have confirmed that this won't be a problem with our suppliers

6. **Standards**: We commit in principle to implement GOV.UK Verify in accordance with the [Technology Code of Practice](#), the [Identity Assurance Principles](#), and the [Code of Interoperability](#) (GDS are aware it needs to adapt these procedures to work for local government and it will use the pilots to agree new terms that work).

7. **Ownership**: We manage the service in-house and have the ability to change any part of the service, from web forms to CRM - either ourselves or via suppliers - in keeping with project timelines.

8. **Security ownership**: Our SIRO (senior information risk owner) confirms that the council can participate in this project by signing this document.

9. **Senior buy-in**: A second senior manager (in addition to your SIRO) must sign up to this list of project commitments.

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Jessica McEvoy, Interim Programme Director, [GOV.UK Verify](#)

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(NAME, SIRO, YOUR COUNCIL)

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(NAME, MANAGER TITLE, YOUR COUNCIL)