


CredEntry

Powered by 

APPENDIX E.3

RELEASE & ONBOARDING PROCESS FLOW

Table of Contents

1. Purpose and Scope	2
2. Objectives	2
3. Onboarding Stages.....	2
a) Administrator Onboarding.....	2
b) Credential Issuer Onboarding.....	2
4. Release Management	4
5. Engagement Model.....	5
6. Roles and Responsibilities.....	5
7. Success Measures	5
8. Evidence and Artefacts	5

1. Purpose and Scope

This appendix details the process by which agencies, credential issuers, administrators, and relying parties are onboarded into the Digital Wallet and Verifiable Credentials Solution.

It also defines the structured release process used to deploy updates, new features, and security patches, ensuring alignment with WA Government service continuity expectations and the **Implementation Plan (Appendix F)**.

2. Objectives

- Provide a repeatable, transparent onboarding process for all stakeholders.
- Ensure controlled releases that minimise risk to production environments.
- Enable efficient credential issuer onboarding via DGov's DTP and IdX.
- Support rapid scale-up from Proof-of-Operation → Pilot → Production.
- Ensure all onboarding activities are documented and version-controlled.

3. Onboarding Stages

a) Administrator Onboarding

- Provision of admin accounts with role-based access control.
- Training delivery (cross-reference **Appendix E.2 – Training Plan**).
- Access to Admin Dashboard for monitoring credential lifecycle.

b) Credential Issuer Onboarding

- Monthly issuer forums for agency engagement.
- Schema mapping workshops to align attributes.
- Testing of credential issuance workflows in pre-production environment.

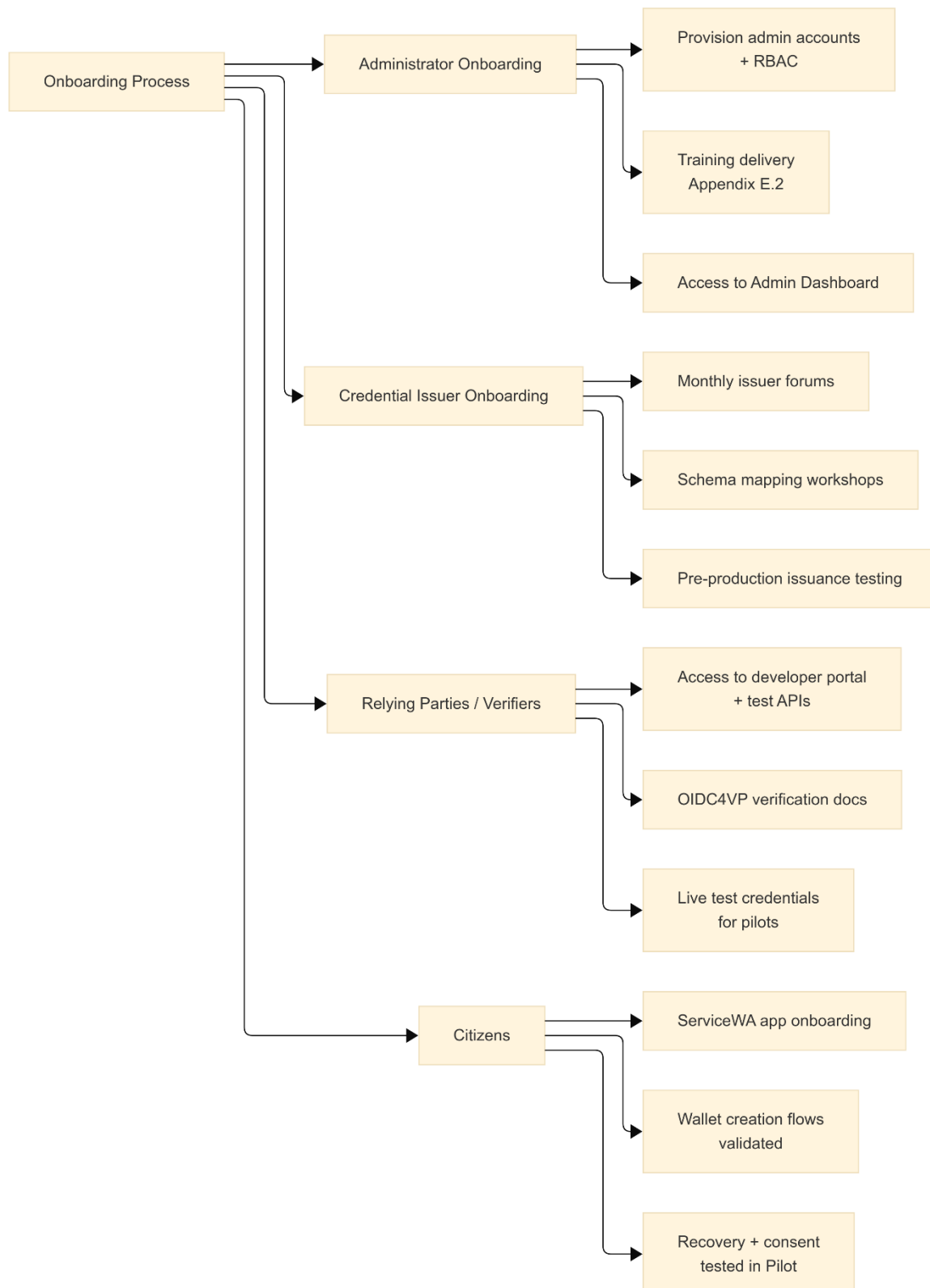
c) Relying Parties / Verifiers

- Access to developer portal and test APIs.
- Documentation on OIDC4VP verification and selective disclosure.
- Live test credentials issued for verification pilots.

d) Citizens

- Automatic onboarding via ServiceWA app.
- Wallet creation flows validated in Proof-of-Operation.
- Recovery and consent management tested in Pilot.

e) Diagram



4. Release Management

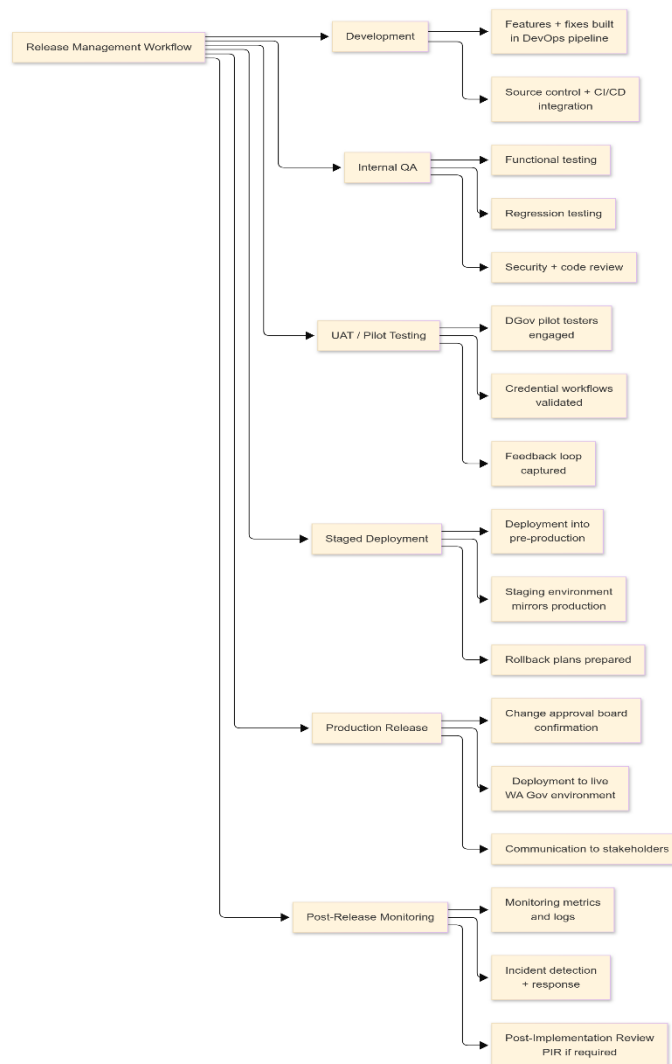
Controlled Release Workflow:

1. **Development:** Features and fixes built in controlled DevOps environment.
2. **Internal QA:** Functional and regression testing by CredEntry QA team.
3. **UAT / Pilot Testing:** With DGov testers in restricted pilot groups.
4. **Staged Deployment:** Release into pre-production environment.
5. **Production Release:** Deployment to live environment with change approvals.
6. **Post-Release Monitoring:** Metrics captured, PIRs raised if required.

Release Cadence:

- **Major releases:** Quarterly, aligned with roadmap (see Appendix D – Product Development Roadmap).
- **Minor releases / patches:** Monthly or as required for security.
- **Emergency patches:** Within 24 hours of confirmed vulnerability.

Diagram:



5. Engagement Model

- **Daily stand-ups:** During SDK integration with ServiceWA (Adapptor, DGov).
- **Weekly steering committee:** DGov + CredEntry account manager for release status.
- **Monthly issuer forums:** For agency onboarding.
- **Quarterly governance meetings:** To review release and onboarding outcomes.

6. Roles and Responsibilities

- **CredEntry Project Delivery Lead:** Oversees onboarding and release coordination.
- **CredEntry Implementation Specialist:** Manages training, documentation, and onboarding support.
- **CredEntry QA Lead:** Ensures quality and regression testing.
- **DGov:** Governs requirements, approves release gates, manages DTP/IdX integration.
- **ServiceWA (Adapptor):** Ensures UI/UX consistency and SDK integration.
- **Agencies:** Provide attribute data and maintain credential source systems.

7. Success Measures

- 95% of onboarding activities completed within scheduled timeframe.
- Zero unplanned downtime during release windows.
- 100% of credential issuers onboarded with schema mapping verified.
- All releases accompanied by deployment notes, rollback procedures, and monitoring dashboards.
- Positive participant feedback during Pilot onboarding (measured via surveys).

8. Evidence and Artefacts

Supporting artefacts include:

- Onboarding process flow diagrams
- Deployment workbooks and configuration guides.
- Issuer onboarding checklists – to be released during pilot (phase 3)
- Release notes and change logs.