

# MyGovID (and Public Services Card (PSC))



An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí  
Department of Employment Affairs  
and Social Protection

# Agenda

- **DEASP**
  - Background information
  - The case for change
- **ID Management in Irish Public**
  - SAFE - Public Service Identity
  - MyGovId - Public Service Identity
  - MyGovID – The MyGovId journey

## DEASP MISSION STATEMENT

*“To promote active participation and inclusion in society through the provision of income supports, employment services and other services.”*

**Ambrose Dunne**

[ambrose.dunne@welfare.ie](mailto:ambrose.dunne@welfare.ie)

**Proinnsias O’Faircheallaigh**

[Proinnsias.OFaircheallaigh@welfare.ie](mailto:Proinnsias.OFaircheallaigh@welfare.ie)



# DEASP – THE SCALE OF OUR BUSINESS



## Income Support

- €20 billion of State funds
- 37% of Government Spend
- 70 (+) schemes and services
- 80 ml+ scheme payments
- Over 2 ml beneficiaries
- 1.4 million weekly recipients
- 620k Child Benefit recipients



## Organization

- Almost 7k Staff
- Headquarters in Dublin, Letterkenny, Buncrana, Sligo, Longford, Carrick-On-Shannon, Roscommon, Dundalk & Waterford
- 11 regional divisions
- 122 Intreo Centres and Branch Offices



## Customer Services

- 1.8m scheme applications
- 7.3 million phone calls
- 950,000 control reviews
- 250,000 activation interviews
- 600,000 Public Services Cards (3.2m to date)
- Live Register:
  - 209,000 Aug 2018 (CSO)
  - 450,000 Aug 2011



# DEASP – THE CASE FOR CHANGE

## Previous Online Services | Clear potential for customers to engage digitally

### Legacy Online services low grade general Enquiries

- 19,000 integrated Online claims (eForms)
- 90,000 'lite' online requests (internal email to officer)
- **At the same time potential....**
- 7.8m website visits (2015)
- 500,000 online calculator and office locators
- 360,000 customer emails (annually)
- 1.5m SMS acknowledgements/appointments issued
- Customer survey identified services suitable for online

The screenshot shows the 'General Enquiry' form on the website of An Roinn Coimircí Sóisialaí (Department of Social Protection). The form is titled 'General Enquiry' and includes instructions: 'If you wish to make a general enquiry about the Department on a particular subject please complete the form below and submit. Required fields are indicated with an \*' and 'Fields filled incorrectly will be highlighted in red.' A note states: 'Note: If you do not provide your contact information we will not be able to respond to your query.'

The form fields are:

- Subject:
- First Name\*:
- Surname\*:
- Personal Public Services Number (PPSN):
- Date of Birth: (dd/mm/yyyy)
- Address: (max 250 characters)
- Telephone number:
- Email:
- What is your query? (maximum 500 characters)

At the bottom of the form are 'Submit' and 'Cancel' buttons. The footer of the page contains 'Copyright and Disclaimer notice', 'Privacy and Cookie Statement', and 'Access to Public Sector Information'.

# Elements of ID Management in Irish Public Service

- **Public Service Identity (PSI) Dataset**
- **Standard Authentication Framework Environment (SAFE)**
- **Public Services Card (PSC)**
- **And now .... MyGovID**



# Public Service Identity (PSI) Dataset

- **Personal Public Services Number (PPSN)**
- **Surname**
- **Forename**
- **Date of Birth**
- **Place of Birth**
- **Sex**
- **Address**
- **Nationality**
- **Photograph**
- **Signature**
- **Former Surnames (if any)**
- **Former Surnames of Mother (if any)**
- **Date of Death (if applicable)**
- **Other Info Prescribed by Minister (not used to date)**





- **Standard Authentication Framework Environment**
- Based primarily on a **face-to-face** identity registration
  - capture of photograph and signature
  - verification of identity data already held by the Department through documentary and database checks
  - facial image matching
  - expanded to capture and verify mobile phone number
- Issue *Public Services Card* incorporating the captured photograph and signature (the Token)



# Standard Authentication Framework Environment (SAFE)

- Rules based standards for establishing and authenticating identity
- Varying levels of assurance of an identity
  - **SAFE Level 0 = No assurance**
  - SAFE Level 1 = Balance of probabilities
  - **SAFE Level 2 provides a substantial assurance**
  - SAFE Level 3 = Beyond Reasonable Doubt



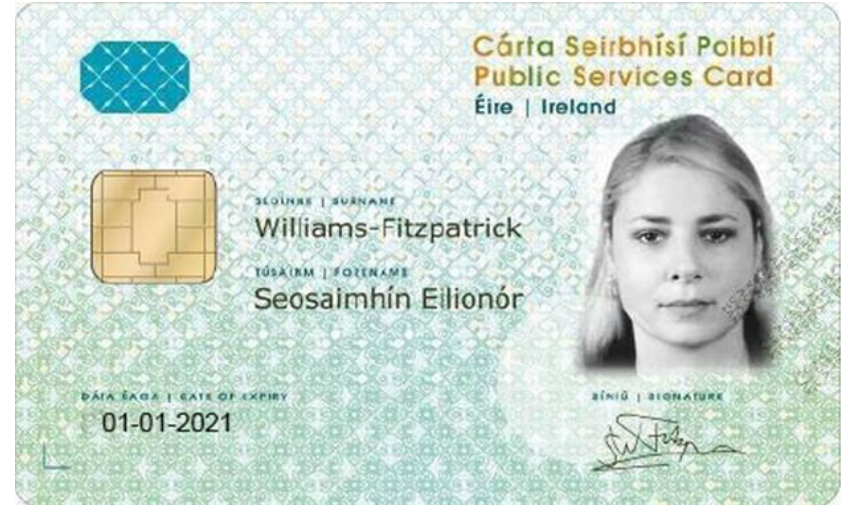




# DATA ON THE PUBLIC SERVICES CARD

- Name
- PPS number
- Photograph
- Signature
- Card issue number
- Expiry date
- Date of birth\*
- Sex\*
- Mothers birth surname\*
- Place of birth\*
- Birth surname\*
- Nationality\*

\*encoded on chip

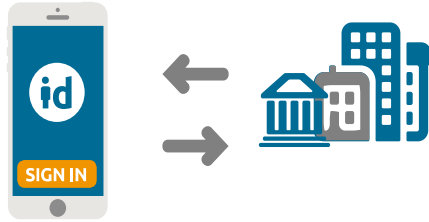


The above data is part of the **Public Service Identity (PSI)** dataset



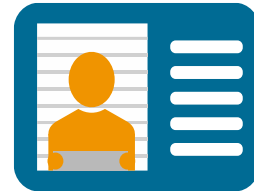
## What is it?

A new more secure way to prove who you are online



It is designed to provide safer, simpler and faster access to multiple government services

It stops someone else pretending to be you, and helps prevent identity theft



# MyGovID Requirements to Create an Account

- Choose an email address as an Account Username
- Choose your own password
- Register and verify your mobile phone as part of SAFE registration (or later)
- Login is with Username, Password and One-Time-PIN to verified mobile phone

[www.mygovid.ie](http://www.mygovid.ie)



# • Secure Single Login



## Create your Basic Account

Fill in your details below to get a [Basic Account](#)

FORENAME

e.g Mary

SURNAME

e.g Murphy

EMAIL ADDRESS

Your email address

PASSWORD

Your password



CONFIRM PASSWORD

Enter your password again



**REGISTER NOW**

[I have a Basic Account](#)

# • Modern UX



MyGov **id** ENGLISH | GAEILGE [Login With MyGovID](#)

Home What is MyGovID? What can I use it for? How do I sign up? How secure is it? [SIGN UP TO MYGOVID NOW](#)

## Your single login for government services in Ireland

[GET A BASIC ACCOUNT NOW](#)

[SEE HOW IT WORKS](#)

### What can I do with MyGovID?

MyGovID gives you safe, online access to Irish government services. [Create a basic account](#) for instant access to simple services or [verify your account](#) to unlock [all MyGovID services](#).

**SUSI** **MyWelfare** **Revenue** **Intreg Jobs Ireland**  
Cáin agus Cústaim na hÉireann Irish Tax and Customs [www.revenue.ie](#)

**NDLS** **MY HEALTH PORTAL** **AN BAINN CÁILTHAL FACHBACHA**  
COMING SOON COMING SOON COMING SOON  
An Bainn Cáilthál Fachbacha agus Trádáil Department of Foreign Affairs and Trade

MyGov **id** ENGLISH | GAEILGE [Login With MyGovID](#)

Home What is MyGovID? **What can I use it for?** How do I sign up? How secure is it? [SIGN UP TO MYGOVID NOW](#)

## Verified accounts

If you [verify your basic MyGovID account](#), you will have a verified MyGovID account. A verified account is a more secure type of MyGovID account that lets you access all available services:

- SUSI**
  - Apply for student grant,
  - Manage your student grant.[GO TO SUSI](#)
- MyWelfare**
  - Book appointments,
  - Apply for jobseekers,
  - Maternity and paternity benefit,[show more](#)[GO TO MYWELFARE](#)
- Revenue**
  - PAYE services,
  - MyEnquiries,
  - Local Property Tax,[show more](#)[GO TO REVENUE](#)

## Let MyGovID take care of your users

MyGovID provides safe and secure access for your users allowing you to focus on delivering your online services

[Login to Partner Portal](#)

[To enrol on the MyGovID partner programme your Department representative should contact the OGCIQ](#)

Please note that only Public Sector Bodies are entitled to enrol with MyGovID as a Relying Partner



## Explore MyGovID's partner programme resources

There are lots of resources to help you understand, develop and run MyGovID seamlessly with your existing online service:



### Dashboard

An analytical dashboard to understand how many users are accessing your services using MyGovID.



### Documentation

Developer documentation to help you intergrate with MyGovID.



### Brand Guidelines

GuideLines to help you understand how MyGovID fits into your service.



### Announcements

News updates and announcements from the MyGovID team.



Follow [@MyGovID](#) on Twitter



## Ireland's eGovernment strategy



### Relying Party

- MyWelfare
- JobsIreland
- Revenue (tax credits etc)
- Driving Licence Renewal
- Student Grants
- Coming soon .... **New SUSI**,
- HSE (Mat+CervCheck), DYCA**
- AffordableCareScheme)**,
- Passport**

token



# MyGov id

Policy Store

AAD B2C

Validate PSI

Validate PSC

Validate Code

For example:

For example:

MyGov id

PPSN  
PSI

MyGov id

PSC

id

SAFE+



Driving Licence

Revenue  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

P60

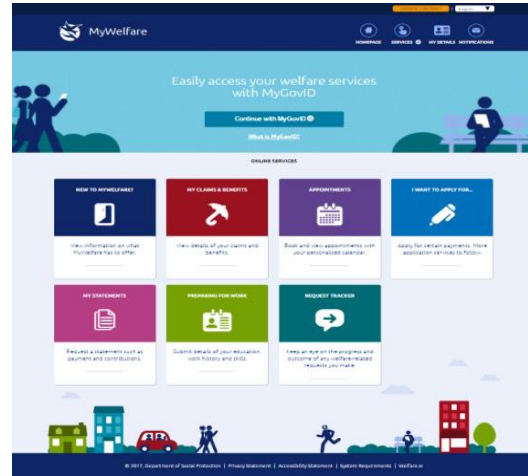


# Digital Platforms | New online services for Citizens and Businesses

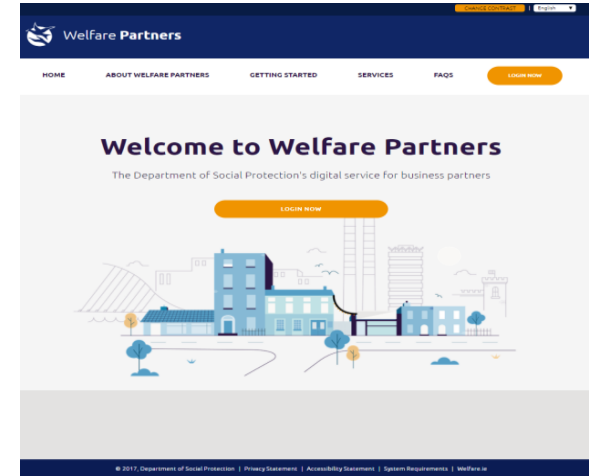
## Online Identity Service



## Portal for Citizens



## Portal for Businesses





# SAFE | Public Services Card & MyGovID – SUMMARY



## Public Service Card

- Smartcard: highly secure design
- Government standard token for flash pass ID authentication
- Save time re-verifying an individual's identity
- Circa 3.2 million PSC issued
- Circa 1 million being used for Free Travel



## MyGovID

- Trust Framework – available to all public bodies
- 760k Registrations
- 190K Verified accounts
- 3.5ml Logins (1.2ml current year)
- )



# BUILDING A TRUST FRAMEWORK



## Citizen

- One identity to access all eGovernment services
- Citizen identity information in one central location
- Contact details (e.g. email, phone) to interact with Government



## Central Government

- Secure and robust platform
- Enables digital services for citizens across public service.
- Public Service ICT Strategy (2015)



## Individual Departments

- IAM service in place
- Can combine proofing methods
- Reduce risk of fraud
- Customers can complete business processes across multiple Government entities

# THE MYGOVID JOURNEY

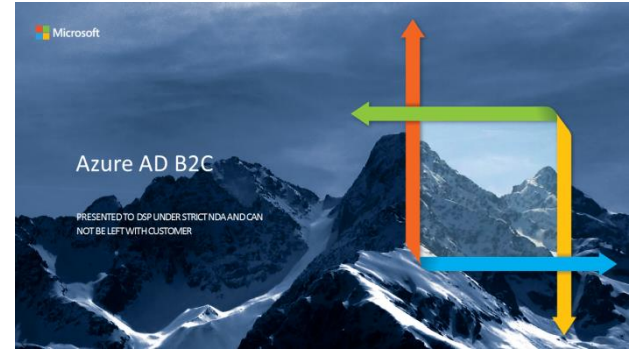
**Online Identity Solution | Exploration**

**Online Identity Solution | Delivery**



# Online Identity Solution | Exploration

- Technical proof of concept September 2014
- Presentation by Microsoft specialist December 2014 on the Azure Active Directory B2C service offering
- Completed assessment by our Deloitte partners
- Initial feature set presented by Microsoft aligned very closely with the Departments needs
- Potential cost per user is tailored to high volume cloud citizen services
- AAD B2C product in private preview
- General Availability planned for mid 2015
- Compliance with world class industry standards verified by third parties
- Support offered from the product team developing the solution!



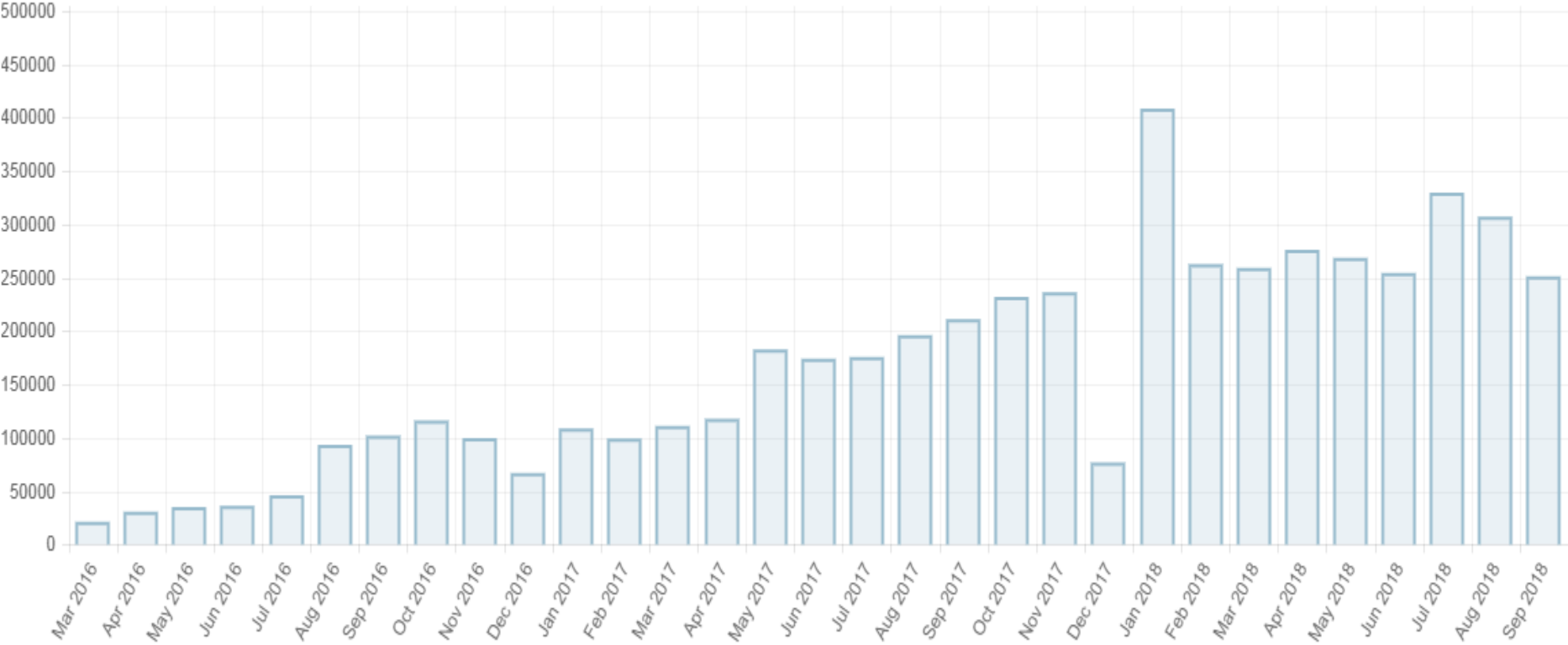
# Online Identity Solution | Delivery

- December 2014
  - User Stories and Solution Architecture
  - Hybrid Architecture with PSI data on-premise
- July 2015
  - Release 1 of MyGovID and MyWelfare
  - Basic (anonymous) accounts
  - Appointments and notification services
- January 2016
  - Release 2 of MyGovID and MyWelfare
  - Verified accounts & high value online services
- February 2017 – Revenue MyAccount

A screenshot of the 'Create your Basic Account' registration form on the MyGovID website. The form is titled 'Create your Basic Account' and includes a link to 'Basic Account'. It contains several input fields: 'FORENAME' (with the example 'e.g. Mary'), 'SURNAME' (with the example 'e.g. Murphy'), 'EMAIL ADDRESS' (with the placeholder 'Your email address'), 'PASSWORD' (with the placeholder 'Your password' and an eye icon), and 'CONFIRM PASSWORD' (with the placeholder 'Enter your password again' and an eye icon). At the bottom, there is a 'REGISTER NOW' button and a link that says 'I have a Basic Account'.

Recent Activity

Hours Days Months



# Thank You

## Contact us

[www.mygovid.ie](http://www.mygovid.ie)

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[ambrose.dunne@welfare.ie](mailto:ambrose.dunne@welfare.ie)

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