





# Access

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## Definition

This information is revision 1 last updated on 04/06/2007

The Access Layer defines the standards that enable agencies to be accessed for each type of customer, over a range of Channels by devices and assistive technologies, and potentially via a number of intermediaries.

## Components

[Customer](#)  
[Devices](#)  
[Assistive Technologies](#)  
[Channels](#)  
[Intermediaries](#)

## Customer

Contained in the Layer [Access](#)

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## Definition

This information is revision 1 last updated on 04/06/2007

The broad categories of customer type that will wish to access an agency. These form the 'actors' for the LeGSB Generic Customer Journeys.

## Latest Position

This information is revision 1 last updated on 04/06/2007

- Citizen
- Proxy
- Business
- Intermediary
- Public Sector Agency

## LeGSB Issue

Complete and validate this list

## Devices

Contained in the Layer [Access](#)

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## Definition

This information is revision 1 last updated on 04/06/2007

The device by which a [customer](#) can access information and services from a channel.

## Latest Position

This information is revision 1 last updated on 04/06/2007

- [Web Browser](#) on a [Personal Computer](#)
- Telephone
- Smart Card
- Digital TV
- Mobile Phone
- PDA

## LeGSB Issue

Complete this list

## LeGSB Issue

Define the Agency perimeter as a device for multi-agency working

## Assistive Technologies

Contained in the Layer [Access](#)

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### Definition

This information is revision 1 last updated on 04/06/2007

The optional additional technologies and techniques that a [customer](#) may elect to combine with a [device](#) in order to improve Access e.g. for a particular disability.

### Latest Position

This information is revision 1 last updated on 04/06/2007

- Screen Reader

### LeGSB Issue

Complete this list

## Channels

Contained in the Layer [Access](#)

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### Definition

This information is revision 1 last updated on 04/06/2007

The media format in which a [customer](#) is able to interact with an intermediary, either directly ( e.g. Face 2 Face ), or via a [device](#).

### Defined by the Controlled List - LGCHI.xml

#### Web site

Information page

Online form

Telephone

Call centres

Fax

Voice

Face to face

One Stop Shops

Other electronic media

E-mail

Interactive Digital

Television

Kiosks

Texting

Video conferencing

Automated bank

payments

BACS

Direct debit

Standing order

Non-electronic

Post

In person

First Stop Shops

### Latest Position

This information is revision 1 last updated on 04/06/2007

**Access and Usability Standards and Guidance for the 'Web Sites' channel.**

The e-GIF Technical Standards Catalogue version 6.2 [www.govtalk.gov.uk](http://www.govtalk.gov.uk) was last amended in September 2005. It contains the following as 'adopted' standards 'Web Content'.

WCAG 1.0 (Web Content Access Guidelines 1.0) as defined by W3C. <http://www.w3.org/TR/WCAG10/>

Compliance to level AA is recommended; see the Cabinet Office e-Guidelines for UK Government websites for full interpretation of WCAG.

Cabinet Office Guidelines for UK Government websites. Illustrative Handbook for web management teams. <http://www.cabinetoffice.gov.uk/e-government/resources/handbook/introduction.asp>

... and the following as 'for future consideration' ...

WCAG (Web Content Access Guidelines version 2.0) as defined by W3C <http://www.w3.org/TR/WCAG20/>

DISelect 1.0 (Content Selection for Device Independence 1.0) as defined by W3C. <http://www.w3.org/2001/dihttp://www.w3.org/TR/cselection/>

The ODPM's 'Priority Outcomes' contained

G20 - Conformance with level AA of W3C Web Access Initiative (WAI) standards on website Access

The I&DeA's Guide for Practitioners defined G20 as

To fulfil the requirements of this outcome, all pages published on council websites should conform to level AA of the W3C Access standards.

The European Parliament Resolution (2002)0325 regarding the Access of public websites stresses the fact that, for websites to be accessible, it is essential that they are double-A compliant.

The Local Directgov programme produced guidance to Local Authorities in 2006, including e-Access ( 2006 ) [http://www.localdirectgovhelp.info/cd2/e-Access/local\\_directgov\\_e-Access.pdf](http://www.localdirectgovhelp.info/cd2/e-Access/local_directgov_e-Access.pdf)

... which says

A website that has met all the appropriate Priority 1 and 2 checkpoints and has therefore achieved Double-A status, has succeeded in providing an intermediate level of Access to its users. It is this level of Access which all public sector websites are expected to achieve under current UK government e-Access targets.

The Disability Rights Commission have sponsored "PAS 78: a guide to good practice in commissioning accessible websites", developed by the British Standards Institute. <http://drc.org.uk/pas>

## Intermediaries

Contained in the Layer [Access](#)

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### Definition

This information is revision 1 last updated on 04/06/2007

The type of organisations that can act as an intermediary between a [customer](#), and an agency's information and services.

An Intermediary can take a [customer](#)'s needs and circumstances, and discover a range of information and services from a number of relevant agencies, thus providing choice, and reducing the number of entry points.

### Latest Position

This information is revision 1 last updated on 04/06/2007

- Central Government
- Public Sector Agency
- Voluntary Sector
- Private Sector
- Association
- Public Sector Agency

### LeGSB Issue

Complete and validate this list

# Interoperability

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## Definition

This information is revision 1 last updated on 12/06/2007

The Interoperability Layer defines the standards by which content and services are delivered to 'Channels' in a manner that

- is device independent up to the point of delivery
- allows partnerships to be built on need rather than shared infrastructure
- is future-proofed so that emerging channels can be easily accommodated

... by using globally accepted techniques and formats.

## Components

[Functional Messaging](#)

[Syndication](#)

[Reliable Messaging](#)

## Functional Messaging

Contained in the Layer [Interoperability](#)

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## Definition

This information is revision 1 last updated on 11/06/2007

The means by which an [intermediary](#) can access the information and services of an agency.

## Latest Position

This information is revision 1 last updated on 11/06/2007

[Web Services](#) A software system designed to support interoperable Machine to Machine interaction over a network. Where the network is the Public Internet, or an Extranet, Web Services can be used to access the information and services of other agencies on that network. A separate Web Service will need to be defined for each service where the interface can be standardised.

Information can also be exchanged using [XML](#) over [HTTP](#). This might be appropriate where a standard XML format can be agreed for a type of information, which can be given a consistent URL at each agency. This might be appropriate for information that changes rarely, e.g. a Directory of Service.

## Syndication

Contained in the Layer [Interoperability](#)

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## Definition

This information is revision 1 last updated on 11/06/2007

The means by which an Agency can make a standard set of information available for intermediaries to draw upon for content such as

- News Articles
- Director of Services
- Known Issues in each Service Category

## Latest Position

This information is revision 1 last updated on 11/06/2007

[RSS](#) Defines XML formats that conform to a number of versions of the RSS standard.

## Reliable Messaging

Contained in the Layer [Interoperability](#)

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## Definition

This information is revision 1 last updated on 11/06/2007

The Infrastructure and Protocols that ensure that messages are delivered reliably between distributed applications in the presence of software component, system, or network failures.

# Discovery

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## Definition

This information is revision 1 last updated on 12/06/2007

The Discovery Layer defines the standards by which an Agency's information and services can be consistently found by an [intermediary](#), such that solutions and choices to a [customer](#)'s needs and circumstances can be constructed from a number of relevant agencies.

This layer enables public sector resources

- to be Discovered consistently irrespective of the channel used
- to be combined and presented by an [intermediary](#)

In particular, the common vocabularies that may be used as search terms, and the corresponding interface that each agency should provide at the interoperability layer.

By accessing the Discovery layer via the Access, and Interoperability layers, remote portals, contact centres, one-stop-shops etc, can give a joined up listing of Public Sector services to meet a [customer](#)'s needs or circumstances.

## Components

[Public Sector Service Vocabularies](#)

[Public Sector Agencies](#)

[Directory of Services](#)

[FAQs](#)

[Local Keywords](#)

## Public Sector Service Vocabularies

Contained in the Layer [Discovery](#)

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## Definition

This information is revision 2 last updated on 11/06/2007

1 2007-06-05

The controlled lists that can be associated with definitions of services so that they can be discovered by intermediaries. A number of potential solutions to a [customer](#)'s needs and circumstances can then be presented.

These 'Lists' are to be used to discover services across the whole Public Sector, not restricted to one or a few vertical parts.

## Standards

[The Integrated Public Sector Vocabulary \(IPSV\)](#)

IPSV is a list of terms that are used to categorise public sector information.

## Public Sector Agencies

Contained in the Layer [Discovery](#)

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## Definition

This information is revision 1 last updated on 11/06/2007

The controlled lists that define individual Public Sector Agencies.

## Latest Position

This information is revision 1 last updated on 11/06/2007

The Office of National Statistics (ONS) provide a controlled list of Local Authorities, and other geographically defined administrations in the UK, known as the SNAC list. Standard Names And Codes (SNAC) is an annual database providing tables of ONS standard names and codes for a range of UK geographies. The SNAC list can be found at <http://www.statistics.gov.uk/geography/snac.asp>

## Directory of Services

Contained in the Layer [Discovery](#)

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### Definition

This information is revision 1 last updated on 05/06/2007

A high-level definition of the services that an Agency provides, associated to one or more controlled lists so that services can be discovered and joined up by an [intermediary](#).

### Latest Position

This information is revision 1 last updated on 05/06/2007

To be able to exchange this information, a common format for a Directory of Services is required.

The Directgov service that finds Local Government services makes use of

- [Local Directgov Schema](#)
- [Web Portal Schema](#)

### LeGSB Issue

Establish a common format for a Directory of Standards

### LeGSB Issue

There is the potential for a number of formats to emerge, for each new initiative, e.g. A Directory of Children's Services.

The e-Government Metadata Standard ( eGMS ) requires that each agency develops a Metadata Profile laying out how each information asset will be 'tagged'. Norfolk County Council are an example where a Metadata Profile has been applied across a number of agencies which then drives The Norfolk Portal. This example explicitly identifies pages such as 'Service Entry Page', 'FAQ' etc, and makes use of IPSV, so that a common, joined up Directory is generated.

### LeGSB Issue

Create an Metadata Profile for use across Local Government

To be able to query this information as a part of a customer journey, either the directory must be regularly uploaded to each potential [intermediary](#), or, a Web Service, or Syndication facility should be developed.

### LeGSB Issue

Develop a Web Service or Syndication format to enable a Directory of Services to be queried.

## FAQs

Contained in the Layer [Discovery](#)

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### Definition

This information is revision 1 last updated on 11/06/2007

An ability to list a series of Frequently Asked Questions that might match to a [customer's](#) own needs and circumstances, and provide a quality answer that then provides onward links to the solutions that make up that answer.

### Latest Position

This information is revision 1 last updated on 11/06/2007

To be able to exchange this information, a common format for 'Frequently Asked Questions' is required.

### LeGSB Issue

Establish a common format for Frequently Asked Questions

Many Local Authorities will have FAQ(s) contained within their Content Management facility. However, these resources would need to be 'tagged' within a Metadata profile applied consistently across Local Government for the FAQ(s) to be accessible via an [intermediary](#).

### LeGSB Issue

Include the notion of FAQ(s) in the development of a Local Government Metadata Profile as described in the Directory

To be able to query this information as a part of a customer journey, either the directory must be regularly uploaded to each potential [intermediary](#), or, a Web Service, or Syndication facility should be developed.

#### LeGSB Issue

Develop a Web Service or Syndication format to enable FAQ(s) to be queried.

## Local Keywords

Contained in the Layer [Discovery](#)

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#### Definition

This information is revision 1 last updated on 11/06/2007

An ability to associate Local Keywords to a Directory or Services, in a way that a free text search by an [intermediary](#) can discover those related services. For example, the IPSV Term 'Swimming' might be augmented with the names of local swimming pools.

#### Latest Position

This information is revision 1 last updated on 11/06/2007

#### LeGSB Issue

The notion of Local Keywords should be included in the development of a Local Government Metadata Profile, and within a format to combine Directories of Services

## Service Description

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#### Definition

This information is revision 1 last updated on 12/06/2007

The Service Description layer defines the means by which each 'interaction' that an Agency offers within a 'Service', can be described so that it can be accessed by an [intermediary](#).

The components enable the [intermediary](#) to check a number of items, to establish the exact 'Process' that will be transacted. These will include

- A 'Risk Assessment' to establish the level of authentication necessary to allow the transaction over the chosen 'Channel'.
- A 'Decision Support Script' to establish 'eligibility' and/or establish the exact 'Process'
- The Data requirements necessary to be able to conduct the transaction

#### Components

[Register of Interactions](#)

[Local Government Vocabularies](#)

[Interaction Types](#)

[Decision Support](#)

[Security Assessment](#)

[Data Standards](#)

## Register of Interactions

Contained in the Layer [Service Description](#)

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#### Definition

This information is revision 1 last updated on 12/06/2007

A definition of the 'Interactions' that an Agency offers within each 'Service'

For example, within a 'Council Tax' service, the Interactions might be

- See your balance
- See your latest bill
- Make a payment

- Apply for a discount
- Tell us that you are moving

For each entry, at least the following should appear in the Register

- A phrase that offers the Interaction e.g. "See your Bill"
- A description of the process, eligibility factors, and an expectation of performance
- The Channels over which the Interaction is appropriate

Other components in the layer will combine with the Register of Interactions to define

- Metadata to link the Interaction to one or more Services
- Metadata to group Interactions into similar types
- The security risk assessment level for each entry
- A decision support script ( if necessary ) to establish eligibility and the correct process
- The data requirements necessary to transact the Interaction
- The entry point into each relevant 'Process'

### Latest Position

This information is revision 1 last updated on 12/06/2007

Interactions can currently be exchanged using the [Web Portal Schema](#).

## Local Government Vocabularies

Contained in the Layer [Service Description](#)

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### Definition

This information is revision 1 last updated on 12/06/2007

The controlled lists that can be associated with definitions of Interactions so that they can be grouped together for each service.

These Lists can also be used to link to the associated 'Processes'.

These Lists can form the basis of monitoring and measuring for 'Throughput' and 'Performance' for comparison with other similar Agencies.

### Latest Position

This information is revision 1 last updated on 12/06/2007

The [Local Government Services List \( LGSL \)](#) has been adopted across Local Authorities in England and was used as the basis of measuring adoption and take-up of e-Government

This list can be mapped to other lists including

- The [Integrated Public Sector Vocabulary \( IPSV \)](#)
- The [Local Government Audience List \( LGAL \)](#)

## Interaction Types

Contained in the Layer [Service Description](#)

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### Definition

This information is revision 1 last updated on 12/06/2007

The controlled lists that can be used to group similar types of Interaction together. Similar Interactions may share common 'Journeys', technical components, channels strategy, risk assessments, customer service levels and so on.

### Latest Position

This information is revision 1 last updated on 12/06/2007

The [Local Government Interaction List \( LGIL \)](#) has been adopted across Local Authorities in England and was used as the basis of measuring adoption and take-up of e-Government

## Decision Support

## Definition

This information is revision 1 last updated on 12/06/2007

The means by which a Customer Service Advisor, or a Self-Service 'Channel' can establish a [customer's](#) eligibility to transact a Service Interaction, and to establish the most appropriate 'Process'

Some Scripts themselves can be considered Standards if they can be applied to all Agencies that provide a particular Service Interaction. For example, "Find out if you need Planning Permission" can be determined by the Parsol EXpert System scripts.

Scripts should be developed and provided in a consistent notation and properly version controlled, so that they can be easily imported into Decision Support, CRM, Workflow type systems, without the need to re-key.

## Defined by the Controlled List - LGDL.xml

- Arts and leisure
  - Exhibitions
  - Libraries
  - Museums and galleries
  - Physical activity and sports
  - Tourism
  - Arts centres
- Education
  - Adult education
  - Consultation on education
  - Extra-curricular activities
  - Help for nursery, primary and secondary school pupils
  - Help for parents of nursery, primary and secondary school aged children
  - Help for students in further/higher education
  - Learning resource centres - school library service
  - Schools
- Environmental services
  - Archaeological services
  - Business licences and street trading
  - Countryside
  - Demolitions
  - Environmental health
  - Health and safety
  - Land and premises
  - Marine/waterway services
  - Markets management
  - Parking
  - Parks and open spaces
  - [Planning, building control and town centre management](#)
  - Public rights of way
  - Records Office
  - Refuse
  - Roads, highways and pavements
  - Street care and cleaning
  - Trading standards
  - Unitary authorities
  - Voluntary organisations
- Fire and emergency services
- Housing
  - Commercial property
  - Council housing - tenants
  - Council leaseholder and freeholder management

- Council lettings and housing allocations service
- Council run sheltered housing
- Dealing with housing crime
- Housing advice
- Housing finance
- Improvements, repairs and regeneration
- Multiple occupancy homes
- Right to buy

Miscellaneous

Revenues and benefits/finance

- Business rates (NNDR)
- Council tax
- Council tax benefit
- Housing benefit
- Procurement

Social services

- Advice and support
- Carers
- Children, young people and families
- Community care
- Financial/welfare benefits and other help
- Help at home
- HIV services
- Legal help
- Out of hours
- Physical and sensory disabilities
- Staying in hospital
- Transportation/mobility
- Youth offending and criminal justice

Partnership services

- Emergency planning
- Fire safety
- Firefighting/rescue
- Emergency services
- Children's services
- Transport

Corporate services

- Advice to business and community
- Births, deaths and marriages
- Corporate complaints
- Cremations and funerals
- Democracy
- Generic processes
- Legal services
- Recruitment
- Statistics and census information

Internal services

- Facilities management
- Accounts
- Human resources
- ICT
- Legal
- Members

**Latest Position**

This information is revision 1 last updated on 12/06/2007

Define the notation for Decision Support Scripts

## Standards

### [Parsol Expert System Scripts](#)

The Expert System is a set of question and answer scripts that answer the question, "Do I need planning permission?".

Intelligent web-based systems have been developed to utilise the scripts and these can be linked to the back office systems at each authority in order to ensure the most definitive answer possible.

The scripts are in Visio format and have been organised under the following six themes:

- Agriculture
- Building Regulations
- Change of Use
- Demolition
- Main Proposals
- Planning Householder
- Planning Other
- Terraced

## Security Assessment

Contained in the Layer [Service Description](#)

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### Definition

This information is revision 1 last updated on 12/06/2007

The means by which a risk assessment is carried out, to determine the strength of authentication required for a [customer](#) to access a Service Interaction

The scheme used to describe the result of a Risk Assessment.

An Agency should consider a number of factors when considering the Information Assurance techniques to apply when transacting a Service Interaction.

### Latest Position

This information is revision 1 last updated on 12/06/2007

The [Central Sponsor for Information Assurance \(CSIA\)](#) are soon to provide access to a universal Risk Assessment Tool that is aligned to their Information Assurance Framework.

The Information Assurance Framework defines the degrees of risk that can be considered at various points, including

- Verifying Identity
- Enrolling for a Service
- The strength of the credential ( e.g. USername/Password, Digital Certificate )

### LeGSB Issue

Improve this definition

### LeGSB Issue

Provide a Link to the Risk Tool

## Data Standards

Contained in the Layer [Service Description](#)

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### Definition

This information is revision 1 last updated on 12/06/2007

A Catalogue of data formats for common 'types' that will be re-used across the Public Sector.

These types can be used to construct a list of the data required to transact a Service Interaction.

### Latest Position

## Transaction

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### Definition

This information is revision 1 last updated on 13/06/2007

The Transaction Layer defines the means by which information can be exchanged between parties, and by which services can be ordered.

### Components

[Forms](#)  
[Payments](#)  
[Appointments](#)  
[Bookings](#)  
[Transaction Response](#)  
[Transaction Trail](#)  
[Customer Authentication](#)  
[Employee Authentication](#)

### Forms

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

A common format in which the requirements of a 'form' can be described so that it can be used by an [intermediary](#) to collect information from a [customer](#), via any 'Channel'.

The format should include the following features

- Information on which to validate each field.
- Facilities to provide a 'Lookup' into another data, to ease entry and to provide validation.
- An Interoperable Interface through which the submission can be directed to the transacting Agency.
- Capability to be rendered on many [device](#) types, e.g. Mobile Devices.

### Latest Position

This information is revision 1 last updated on 13/06/2007

[XForms](#) is an XML format for the specification of user interfaces, specifically web forms.

Web Services for Remote Portlets ([WSRP](#)) is a standard for Web Portals to access and display portlets that are hosted on a remote server.

#### LeGSB Issue

Is WSRP relevant to Remote Forms? It seems to relate to Interactive Content which may not be the same thing.

### Payments

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

A means by which a payment can be transacted as a re-useable part of a transaction.

In many cases, a payment forms a part of a longer transaction. e.g. Booking a squash court, Making a Planning Application. A payments facility should contain interfaces that enable it to be embedded into longer transactions.

A payments facility should be available as a 'Functional Message' ( i.e. a Web Service ) so that payments can be made machine-2-machine, without the need for a human to access a form.

#### LeGSB Issue

Are Interoperable payments necessary? Would this be done via Direct Debit/Direct Credit?

### Latest Position

This information is revision 1 last updated on 13/06/2007

#### LeGSB Issue

Describe Direct Debit/Credit

#### LeGSB Issue

Describe APACS

## Appointments

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

A means by which an [intermediary](#) can make an appointment between a [customer](#) and a professional over a choice of availability and locations.

The [Agency](#) controlling the Professional will provide a standards based interface that an [intermediary](#) can use, to view availability, make the appointment, and subsequently be able to adjust it.

The Interface should be accessible via controlled lists defining service categories, so that the [customer](#) does not have to understand how roles have been defined within an Agency.

The 'Professional' is a type of &Assets and Resources& defined in the Information layer.

### Latest Position

This information is revision 1 last updated on 13/06/2007

#### LeGSB Issue

Explore an Appointments facility

## Bookings

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

A means by which an [intermediary](#) can book a facility for a [customer](#)

The [Agency](#) controlling the facility will provide a standards based interface that an [intermediary](#) can use, to view availability, make the booking, and subsequently be able to adjust it.

### Latest Position

This information is revision 1 last updated on 13/06/2007

#### LeGSB Issue

Explore a Bookings facility

## Transaction Response

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

A set of information that a [customer](#) can expect to be provided with as a result of completing a transaction. This will include

- A receipt reference
- A confirmation of the information that was exchanged in the transaction

- An expectation of the next action

The [Agency](#) conducting the transaction should make this information available as a standard response so that it can be conveyed to a [customer](#) by an [intermediary](#)

## Latest Position

This information is revision 1 last updated on 13/06/2007

The ODPM's 'Priority Outcomes' contained

R28 - All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response

## Transaction Trail

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The set of information that is recorded by an [Agency](#) as a result of a transaction.

This information will include

- A Reference, which should be the Receipt Reference as know to the customer
- Date and Time stamp
- The [Intermediary](#) if not the same as the Agency
- The [Channel](#) used
- The [Service Interaction](#), and appropriate associated metadata
- The [Customer](#) within the [Customer Index](#) dependant upon the level of authentication achieved
- The level of authentication that was achieved
- The information that was exchanged in the transaction
- The expectation of the next action that was given to the [customer](#)

If this information is accessible to [Intermediaries](#) via the [Interoperability Layer](#), the customer could be provided with a single view of their dealings with the Public Sector irrespective of the channel, at a number of points of entry.

This information could be brought together to build a virtual Citizen or Business Account.

This information would form the basis of throughput monitoring at the Agency

## Latest Position

This information is revision 1 last updated on 13/06/2007

## Customer Authentication

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

Security measures designed to establish the validity of a transaction, or a means of verifying a [customer's](#) authorization to receive the requested service or information.

A range of measures may be provided to match the [Security Assessment](#) categories applied to [Service Interactions](#).

Levels of Authentication should be applied consistently over each [channel](#), however the techniques to achieve those levels may differ for each channel ( say between a Telephone request, a Face to Face request, and an Online request). It may be that some [Service Interactions](#) cannot be provided to all channels where the [security assessment](#) cannot be met

Standards should cover

### Verification of Identity

The steps necessary to establish the identity of an individual to a range of certainties.

This may range from no verification, thru presenting prime documents, using third party data and services, and checking biometrics.

If a 'Credential' ( e.g. Username/password , Smart Card etc ) is not generated as a result of the verification, the [customer](#) will have to be re-verified on every occasion that the customer wishes to access services that require authentication.

## Registration

The association of a 'credential' ( e.g. Username/password , Smart Card etc ) with the result of a 'Verification of Identity'

If the credential is successfully used as a means of Authentication, the certainty in the [customer's](#) identity will depend on the 'strength' of the credential.

If the credential is presented to an organisation other than that which issued it, the certainty in the [customer's](#) identity will depend on the 'trust' of the issuing organisations' verification procedures. Therefore, to trust the identity verification provided by the presentation of a credential, a standardized set of verification processes will need to be established for each level of certainty required.

## Enrolment

The association of a 'Registration' with a 'Service', and potentially, the rights to certain individual 'Accounts' or 'documents'

Due to the diversity of Local Government services, a Local Authority may choose to 'enrol' the [customer](#) for all services for which the identified individual has an existing entry. This would be achieved via a series of verified cross-references from a Customer Index

A number of circumstances can arise in which an individual is empowered to represent a customer for a number of services, as a proxy. The enrolment process should therefore confirm and verify these 'Proxy' arrangements, e.g. Acting on behalf of a Household, Parent or Guardian, Carer etc. Similarly, a business may empower a proxy to act for it for certain services e.g. An Accountant.

If there are 'Terms and Conditions of use' specific to a service, Enrolment is an opportunity to require the to sign-up to them.

## Authentication

The verification of a credential as it is presented, in order to gain access to the services to which the associated registration has been enrolled

The strength of the resulting Authentication will be the lower of

- The strength of the identity verification applied to the registration
- The strength of the nature of the credential ( e.g. Username and Password is not as strong as a Card and Pin )

Once authenticated, a Customer may conduct an authenticated session. Potentially, the customer may move between Intermediaries and expect not to have to re-Authenticate i.e. Single Sign-on

## Authorisation

The ability to check that an Authenticated Session has the rights to access a requested service, account document etc.

If the Account is controlled by an Agency other than the Intermediary who has authenticated the customer, authorisation may be carried out by the Agency as the request is made

## Latest Position

This information is revision 1 last updated on 13/06/2007

The [Central Sponsor for Information Assurance \(CSIA\)](#) are soon to issue the Information Assurance Framework for e-Government Services which defines the levels and requirements for Verification, Registration, Enrolment, Authentication

## Employee Authentication

Contained in the Layer [Transaction](#)

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### Definition

This information is revision 2 last updated on 18/06/2007

1 2007-06-13

Security measures designed to establish the validity of a request from an Agency for a Service or Information to another Agency. For instance, a Local Authority employee may wish to access information at another Local Authority, or at a central Government Agency. Similarly, an employee at a non Local Authority agency ( say a health worker ) may wish to

access information at a Local Authority

It is likely then that a number of Identity Providers may be issuing credentials to their own staff. A central governance point would then be required to ensure 'Trust' between the issuing agencies to generate a Trust Community

A range of measures may be provided to match the [Security Assessment](#) categories applied to each inter-agency [Service Interaction](#).

The result of an authentication should be to provide the required degree of certainty that the request is made from a combination of the following ...

- by an identifiable individual
- who is empowered by an identifiable organisation
- to represent an organisation ( which may not be their own )
- in an identifiable role
- who has met the requirements necessary to make the request
- who undertakes to protect the information as required by an existing agreement

The authentication

- may be used with [Reliable Messaging](#) to effectively connect two computer systems together across different organisations
- used to sign-on directly to a Web facility over an [extranet](#)
- used to sign-on directly to a Web facility over the internet
- used to sign-on to a network and applications within the same organisation, to provide local Single-Signon

Facilities should be provided in the phases of

- Verification
- Registration
- Enrolment
- Authentication
- Authorisation

similar to that described for [Customer Authentication](#).

Particular facilities will be required to manage the credential or token, e,g, revocation

## Latest Position

This information is revision 1 last updated on 18/06/2007

## Process

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### Definition

This information is revision 1 last updated on 13/06/2007

The Process Layer defines the means by which an Organisation's processes can be defined, initiated, and monitored.

The move towards 'Shared Services' suggests that processes must first be standardized before they can be shared.

### Components

[Register of Processes](#)

[Process Modelling](#)

[Enterprise Workflow](#)

[Line of Business Applications](#)

[Resource Planning](#)

[Knowledge Broker](#)

## Register of Processes

Contained in the Layer [Process](#)

---

### Definition

This information is revision 1 last updated on 13/06/2007

A register that lists each of the processes, linked to [Service Interactions](#).

There may be more than one process for each [Service Interactions](#), e.g. "Remove Dead Animal" from the highway, may have separate processes for a badger, dog, and deer. Where there is more than one possible process, the [Decision Support](#) script will have assisted the Customer to select the most appropriate one.

The register should contain

- The [Service Interactions](#) that it is used for
- The definition of the process
- The instructions to instigate the process

## Process Modelling

Contained in the Layer [Process](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The notation in which processes are to be defined

The format in which a process can be exported, so that they can be imported into a [Workflow](#) Engine, or so that they can be distributed

### Latest Position

This information is revision 1 last updated on 13/06/2007

Notations include

- [Unified Modeling Language](#) (UML) activity diagrams
- [Business Process Modelling Notation](#) (BPMN)

Export formats include

- [XML Process Definition Language](#) (XPDL)

## Enterprise Workflow

Contained in the Layer [Process](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The interfaces that enable a workflow engine

- to be loaded with a process
- to have a process started remotely
- to have a processes terminated remotely
- to query the state of a processes remotely
- to produce throughput and performance information

### Latest Position

This information is revision 1 last updated on 13/06/2007

## Line of Business Applications

Contained in the Layer [Process](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The interfaces that provide access to a computer system's functionality and information

Suppliers are encouraged to provide 'adaptors' so that their products conform to each relevant standard interface.

Within a single agency, standard interfaces can be used to connect a CRM system through to the information and services of a number of back-office systems

Across organisations, standard interfaces can be combined with [Reliable Messaging](#) to enable an [Intermediary](#) to access back-office systems directly.

## Defined by the Controlled List - LGDL.xml

### Arts and leisure

- Exhibitions
- Libraries
- Museums and galleries
- Physical activity and sports
- Tourism
- Arts centres

### Education

- Adult education
- Consultation on education
- Extra-curricular activities
- Help for nursery, primary and secondary school pupils
- Help for parents of nursery, primary and secondary school aged children
- Help for students in further/higher education
- Learning resource centres - school library service
- Schools

### Environmental services

- Archaeological services
- Business licences and street trading
- Countryside
- Demolitions
- Environmental health
- Health and safety
- Land and premises
- Marine/waterway services
- Markets management
- Parking
- Parks and open spaces
- Planning, building control and town centre management
- Public rights of way
- Records Office
- Refuse
- Roads, highways and pavements
- Street care and cleaning
- Trading standards
- Unitary authorities
- Voluntary organisations

### Fire and emergency services

### Housing

- Commercial property
- Council housing - tenants
- Council leaseholder and freeholder management
- Council lettings and housing allocations service
- Council run sheltered housing
- Dealing with housing crime
- Housing advice
- Housing finance
- Improvements, repairs and regeneration

Multiple occupancy homes

Right to buy

Miscellaneous

Revenues and benefits/finance

[Business rates \(NNDR\)](#)

[Council tax](#)

[Council tax benefit](#)

[Housing benefit](#)

Procurement

Social services

Advice and support

Carers

Children, young people and families

Community care

Financial/welfare benefits and other help

Help at home

HIV services

Legal help

Out of hours

Physical and sensory disabilities

Staying in hospital

Transportation/mobility

Youth offending and criminal justice

Partnership services

Emergency planning

Fire safety

Firefighting/rescue

Emergency services

Children's services

Transport

Corporate services

Advice to business and community

Births, deaths and marriages

Corporate complaints

Cremations and funerals

Democracy

Generic processes

Legal services

Recruitment

Statistics and census information

Internal services

Facilities management

Accounts

Human resources

ICT

Legal

Members

## Latest Position

This information is revision 1 last updated on 13/06/2007

## Standards

[R&B001 – General Search](#) A Web Service to search for a person within a Revenues or Benefits caseload.

Provided as a [WSDL](#) and [XSD](#) definition.

[R&B001 – General Search](#) A Web Service to search for a person within a Revenues or Benefits caseload.

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## Resource Planning

Contained in the Layer [Process](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The ability to check the availability of the Assets and Resources necessary to carry out a process, schedule them to make best use, and book them to a process

### Latest Position

This information is revision 1 last updated on 13/06/2007

## Knowledge Broker

Contained in the Layer [Process](#)

---

### Definition

This information is revision 1 last updated on 13/06/2007

The process by which data is extracted from a number of back-office computer systems to construct a single message to resolve an information request

## Information

### Definition

This information is revision 1 last updated on 13/06/2007

The Information Layer defines the formats and by which data can be created and exchanged so that it can be joined-up for operational use, and used to evidence strategy development.

### Components

[Application Data](#)

[Corporate Data](#)

[Enterprise Data](#)

[Unstructured Data](#)

[Records](#)

[Resource Vocabularies](#)

[Classification Scheme](#)

## Application Data

Contained in the Layer [Information](#)

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### Definition

This information is revision 1 last updated on 13/06/2007

The formats for exchanging data that relate to individual services.

These will be defined as [XML Schemas](#) (XSD) and will rely on standard definitions of 'types'

### Defined by the Controlled List - LGDL.xml

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## Environmental services

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- Records Office
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- Council lettings and housing allocations service
- Council run sheltered housing
- Dealing with housing crime
- Housing advice
- Housing finance
- Improvements, repairs and regeneration
- Multiple occupancy homes
- Right to buy

## Miscellaneous

### Revenues and benefits/finance

- [Business rates \(NDR\)](#)
- [Council tax](#)
- [Council tax benefit](#)
- [Housing benefit](#)

## Procurement

### Social services

- Advice and support
- Carers
- Children, young people and families
- Community care
- Financial/welfare benefits and other help
- Help at home
- HIV services
- Legal help
- Out of hours
- Physical and sensory disabilities
- Staying in hospital
- Transportation/mobility
- Youth offending and criminal justice

### Partnership services

- Emergency planning
- Fire safety
- Firefighting/rescue
- Emergency services
- Children's services
- Transport

### Corporate services

- Advice to business and community
- Births, deaths and marriages
- Corporate complaints
- Cremations and funerals
- Democracy
- Generic processes
- Legal services
- Recruitment
- Statistics and census information

### Internal services

- Facilities management
- Accounts
- Human resources
- ICT
- Legal
- Members

## Latest Position

This information is revision 2 last updated on 03/07/2007

1 2007-06-13

'Types' that apply across the public sector are provided from the [Government Data Standards Catalogue](#).

'Types' that relate to Local Government have been developed within a number of projects, including

- The Local Government Integration Practice
- Parsol
- Valuebill

Schemas are developed with the guidelines set by [e-Government Schema Guidelines for Developers](#)

## Standards

[R&B001 – General Search](#) A Web Service to search for a person within a Revenues or Benefits caseload.

Provided as a [WSDL](#) and [XSD](#) definition.

[R&B001 – General](#) A Web Service to search for a person within a Revenues or Benefits caseload.

## [Search](#)

Provided as a [WSDL](#) and [XSD](#) definition.

## [R&B001 – General Search](#)

A Web Service to search for a person within a Revenues or Benefits caseload.

Provided as a [WSDL](#) and [XSD](#) definition.

## [R&B001 – General Search](#)

A Web Service to search for a person within a Revenues or Benefits caseload.

Provided as a [WSDL](#) and [XSD](#) definition.

## [ValueBill Schemas](#)

A set of message formats that enable

- A Billing Authority to notify the Valuation Office of a property that may require a valuation change, e.g. New, Demolished, Altered.
- The Valuation Office to notify a Billing Authority of additions/deletions/amendments to a property valuation or banding. i.e. a Valuation Schedule
- The Valuation Office to provide a complete listing of the Valuation List for a Local Authority

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- The Valuation Office to provide a complete listing of the Valuation List for a Local Authority

## Corporate Data

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The formats for exchanging data that relates to the Organisation, including

- Financials
- Assets
- Resources

## Enterprise Data

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The formats for exchanging data that relates to information that is commonly shared across an Organisation, and with its partners, including

- Citizen Index
- Business Register
- Property Index

## Unstructured Data

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The formats for exchanging data that is not defined by a rigid structure, and therefore needs to have 'context' defined before it can be shared. including

- Managed Content
- Word Processed Documents
- Spreadsheets

- e-mails
- hard-copy documents

## Records

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The rights management that is applied to information that will need to be legally admissible to demonstrate how an organisation took a decision, and to demonstrate compliance.

### LeGSB Issue

Improve this definition

## Resource Vocabularies

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The controlled lists that can be associated with [Unstructured Data](#) so that they can be discovered across organisational boundaries

### Latest Position

This information is revision 1 last updated on 03/07/2007

The [Integrated Public Sector Vocabulary \( IPSV \)](#) has been adopted as the common vocabulary to join up resources across the public sector

### Standards

[The Integrated Public Sector Vocabulary \(IPSV\)](#)

IPSV is a list of terms that are used to categorise public sector information.

## Classification Scheme

Contained in the Layer [Information](#)

---

### Definition

This information is revision 1 last updated on 03/07/2007

The controlled lists that can be used to classify Records, and within which to associate records management policies.

### Latest Position

This information is revision 1 last updated on 03/07/2007

The [Local Government Classification Scheme \( LGCS \)](#) has been developed as the basis for a classification scheme for a Local Authority