

yourgov

government without borders, technology without barriers

Trust-based shared services in Government Gateway

The drive for more cost-effective, efficiently delivered public services in the UK led to the creation in 2001 of Government Gateway. Now defined as a key national asset, it helped develop:

- ▶ **Joined-up government:** simplifying how central government departments, agencies and local authorities structure and deliver their services
- ▶ **Asset sharing:** prioritizing reuse of capability, technology and knowledge
- ▶ **Quality and convenience:** empowering citizens to access personalized services when and how it suits them
- ▶ **Speed and cost:** making delivery more efficient, saving money for use in front-line services.

Atos was deeply involved in the project from the start, working with the UK Government's own eDelivery Team and a range of technology partners, most notably Microsoft. In 2006, we were made prime contractor and remain so today.



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Evolutionary development

Government Gateway today is the result of ten years' step-by-step development, enabling online access and secure data sharing for a growing number of multi-channel public sector services.

The environment prepared by Atos and its partners includes:

- ▶ Secure data hosting
- ▶ Operational support and a 24 / 7 service desk
- ▶ Industrial-strength payment and transaction engine
- ▶ Scalable, customizable infrastructure delivering:
 - Identity Management services for citizens, employees, businesses and government organizations
 - Secure data-sharing services for authorized sharing of personal or sensitive data across organizations and systems
- ▶ All aspects of system and program management, from functional enhancements through to reporting and incident management, together with responsibility for third parties.

Atos has been the leader and driving force for the project, ensuring that Government Gateway remains fit for purpose and keeps pace with rapidly growing demand.

A key national asset

The sheer scale of the project is extraordinary:

- ▶ By early 2011, some 18 million people had registered for Government Gateway: nearly 30% of the UK population
- ▶ More than 180 separate services are now accessible, including income tax returns, driving license applications, car tax payments, passport applications and many others
- ▶ Services are provided by almost 100 different departments, local authorities and agencies. The numbers are increasing week by week

- ▶ The system is powered by Atos' unique HTTS transaction capability, providing secure and 99.99% trouble-free processing for the largest requirements. For example, Government Gateway handles close to 500,000 tax-related transactions on its busiest days.

Today, it is hard to imagine how many key services could be handled without Government Gateway, which has become a vital factor in the way that citizens and public bodies interact.

Building on success

By using Government Gateway, public sector organizations can focus on designing services around citizen needs while gaining benefits that include:

- ▶ Reduced IT cost, with no requirement to develop or procure expensive middleware or ID management systems
- ▶ Improved customer experience through proven online access methods that people understand and trust, together with access to many different services with a single ID token
- ▶ More secure personal information, leading to higher levels of confidence and user adoption.

The financial benefit was summarized by the UK Chancellor of the Exchequer, who stated that online self-assessment for tax, enabled via Government Gateway, costs only one fifth as much as paper-based transactions. The rise in different services available, now up to 185, is also evidence of widespread acceptance.

Continued development

Atos has built one of the most secure online environments in existence, which enables Atos to be a "Trust Broker", working to federate identity management and validation on behalf of many different public and private bodies.

Citizens retain control of their own personal information, using it selectively and appropriately in ways that improve their quality of life.



The latest example of this approach in action is Tell Us Once, a new service that enables individuals to advise a change of circumstance (a birth or bereavement, for example, or potentially a change of address), and automatically notify all relevant services.

The proven technology, integration standards and repeatable business processes of Government Gateway are now being used in other countries, helping to drive rapid transition to online service delivery.

The economies available through use of this shared service, part owned by the UK Government, make the proposition particularly attractive over competing COTS solutions.

"...the Government Gateway is a major government asset... and, with over 18 million users, it has become a linchpin in the delivery of public sector eServices to citizens and businesses alike. We have achieved this by focusing on the quality of the service provided to our customers whilst keeping up with ever-changing requirements to ensure the Government Gateway is well positioned for the future and continues to be at the heart of the Transformational Government agenda."

eDelivery Team

For more information:

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