

**Department for Work and Pensions**

# **EASCIS Implementation Project**

## **Frequently Asked Questions**

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## **1. UNDERSTANDING THE EASCIS IMPLEMENTATION PROJECT – GENERAL QUESTIONS**

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### **1.1 WHAT IS THE PURPOSE OF THE EASCIS IMPLEMENTATION PROJECT?**

The purpose is to ensure that the CIS database is being accessed in a secure manner compliant with government best practice. To this end DWP is looking to ensure all CIS access is via 2-Factor Authentication secure access by the end of 2010. The EASCIS implementation project, therefore, is focused on the goal of ensuring all Local Authority access of CIS is via a pan-government 2-factor system known as the Employee Authentication Service or EAS by the end of 2010.

### **1.2 WHAT ARE YOU INTENDING TO DO TO ACHIEVE THIS?**

We are looking to ensure all Local Authorities access CIS via EAS by the end of 2010. To do this we need to ensure that all LAs have access to EAS via a 'registration authority' (RA) and have registered and enrolled their CIS end-user staff onto EAS by the end of 2010.

This can be done via two routes.

1. Some LAs are establishing their own RAs (known as local RAs) through which they are accessing other services on EAS. These LAs will be able to register their CIS end-users through these local RAs.
2. For LAs who are not establishing a local RA DWP will establish a national registration authority through which LAs can get their CIS end-users registered onto the system.

Once an LA is established either through their local RA or the national RA they will need to register and enrol their CIS end-users onto EAS and have them access CIS via EAS.

DWP will manage the national implementation of CIS end-users onto EAS and support those setting up onto the National RA (The DCSF EAS team will support those setting up onto a Local RA). DWP will provide all necessary guidance and documentation and will also fund the necessary hardware to set up the national RA and get CIS end-users onto the system.

### **1.3 WHAT IS CIS?**

The Customer Information System (CIS) is the master database and repository for personal details in DWP. It holds over 90 million records and stores current and historical information relating to:

- Forename(s)
- Surname(s)
- NINO

- Date of birth
- Address
- Post code
- Date of death (where appropriate)
- Benefit award start & end dates

In addition to DWP users, CIS is also accessed by 22,000 staff (and outsourced suppliers) in 380 Local Authorities across the UK.

## 1.4 WHAT IS EAS?

Employee authentication service (EAS) is a **scalable, sustainable** and **secure** solution for local government employees and trusted partners to access sensitive information on central Government services. It is intended to become the preferred 'two factor' authentication service across central and local Government.

It is a pan-government project led by DCSF with the full support of DWP and Communities & Local Government.

EAS is referenced by the 'Local Government Data Handling Guidelines' report (2008) as a best practice solution for local authorities in order to ensure that all reasonable steps are taken to preserve and protect the public's information. EAS is also referenced by BECTA (British Educational Communication and Technology Agency) as a solution to help achieve compliance with the spirit of the 'Data Handling Procedures in Government' Report.

EAS enables secure access to sensitive information by verifying that the right people are accessing appropriate data. By creating a secure and trusted environment for information sharing, EAS supports transformational government by facilitating better delivery of joined-up services to the citizen.

## 1.5 HOW WILL MY END-USERS ACHIEVE ACCESS TO EAS?

Access to the Employee authentication service (EAS) is achieved by having an end-users 'register' onto EAS and then 'enrol' onto a service (in this case CIS). Both registration and enrolment will be done within a 'registration authority' (RA).

Getting access to an RA can happen through two routes:

1. Some LAs are establishing their own RAs (known as local RAs) through which they are accessing other services on EAS. These LAs will be able to register their CIS end-users through these local RAs.
2. For LAs who are not establishing a local RA DWP will establish a national registration authority through which LAs can get their CIS end-users registered onto the system.

## **1.6 WHAT IS 'TWO FACTOR' AUTHENTICATION?**

'Two factor' authentication enables secure access to shared information. It requires two components to validate the identity of a user who wants to be granted access to a database:

- "something you know" – a password or PIN
- "something you have" – a token or card

## **1.7 WILL I NEED TO BUY AN EAS TOKEN TO PROVIDE ACCESS TO MY CIS END-USERS?**

No, the EASCIS implementation project will provide all EAS tokens to establish CIS end-users onto EAS.

## **1.8 WHAT IS A REGISTRATION AUTHORITY?**

A Registration Authority (RA) is the 'end-user management centre' for EAS. Usually it will be established at the level of the service user organisation, for example a local authority, but can be established by a cluster of organisations as in the case of the National RA. It has responsibility for registering end-users onto the system, getting them set up and confirming their identity to the level set out in the regulation policies as well as enrolling registered users onto specific services such as ContactPoint or CIS. A Registration Authority might also be set-up in a local partner organisation where large numbers of users need to be registered onto the EAS system. The Registration Authority will manage a user and their token throughout the user lifecycle.

## **1.9 WHAT ARE THE MAIN RESPONSIBILITIES OF THE REGISTRATION AUTHORITY?**

The main responsibilities of a Registration Authority are:

- The verification of the identity of an individual
- The registration of an electronic identity associated with that individual
- The maintenance of that electronic identity
- The issuance of credentials in the form of tokens and smartcards
- Management of the life-cycle of those credentials
- The verification of an individual's right to access specific services
- The verification and registration of service specific attributes associated with that individual (e.g. eCRB status for ContactPoint)

- The maintenance of those attributes

## 1.10 WHAT ARE THE KEY ROLES IN THE REGISTRATION AUTHORITY?

The key roles are also referred to as Trusted Roles. They are:

- **Registration & Enrolment Manager:** responsible for defining policies and running the Registration Authority
- **Registration Agent:** checks the documentation for registration and processes the application
- **Enrolment Agent:** checks the documentation for enrolment and processes the application
- **Authoriser:** approves the registration and enrolment of individual users
- **Sponsor:** requests a service user to be registered on EAS

There is a minimum resource requirement of two people to run a Registration and Enrolment Authority. This is because the Agent and Authoriser must be two independent people within a core Management team and the Sponsor can be external to the registration authority.

## 1.11 WHY CAN'T WE ACCESS CIS USING OUR OWN 2-FACTOR AUTHENTICATION SYSTEM?

To access CIS through your own 2-factor system you would need to technically link CIS to that system and pass the rigorous audit regime to ensure the security of that system was appropriate. This would be prohibitively expensive and, given the tight timescales the implementation is working to, not achievable within those project timescales.

## 1.12 DO WE NEED TO REVERIFY CIS END-USERS VERIFIED UNDER THE GCSX COCO REQUIREMENTS?

In order to comply with the GCSx CoCo local authorities carried out relevant identity checks on staff and contractors in accordance with 'Baseline Personnel Security Standard' (BPSS). The BPSS guidance provides leeway for the local authority to judge what is appropriate, in terms of ID checks, on a case by case basis.

However, access to CIS via EAS is a specific case for which more stringent access requirements are appropriate given the sensitivity of the data. To this end the identity checks to come within EAS (and therefore access CIS) are slightly more rigorous than the basic BPSS in order to comply with T-Scheme accreditation registration and enrolment process. This does mean all CIS end-users will need to go through this process in order to access CIS via EAS.

### **1.13 WILL DWP ALSO USE EAS TO ACCESS CIS?**

DWP already uses a two-factor authentication system to access CIS via their desktops which provides us with the main strategic benefits of using EAS.

### **1.14 SOME LOCAL AUTHORITIES ALREADY HAVE SIMILAR TOKENS, CAN THESE BE USED?**

Currently only tokens tied into the EAS authentication broker will provide access to the CIS system although the long term goal of EAS is to allow more 2-factor systems onto the EAS authentication broker. This will be dependent on those systems meeting the requirements of the trust framework and being technically built onto the system.

### **1.15 WHY CAN'T WE HAVE A UNIVERSAL TOKEN FOR ALL LA GOVERNMENT REQUIRED TWO-FACTOR AUTHENTICATION?**

This is ultimately the vision of the EAS project: to provide a single token that allows access to both government and local authority systems and services. However the industry is reasonably new and therefore there are few global standards operating across Government and the private sector. EAS and the T-Scheme are one of the first of these new 'global standards' to bridge government and private sector with the intention that in the future the majority of systems will be interchangeable and able to speak to each other.

### **1.16 DO ALL DWP STAFF WHO ACCESS CIS HAVE TO GO THROUGH THE SAME SECURITY CHECKS AS LOCAL AUTHORITIES?**

DWP access to CIS is regulated through the individuals DWP identity and two-factor authentication smartcard. To receive this the individual needs to be enrolled as a DWP member of staff which involves a process similar to EAS registration.

### **1.17 WHERE CAN I GET MORE HELP?**

Regular updates on the CIS/EAS project are provided on the dedicated website [www.dwp.gov.uk/eas](http://www.dwp.gov.uk/eas).

Queries can be directed to our helpline at [eas.info@dwp.gsi.gov.uk](mailto: eas.info@dwp.gsi.gov.uk)

For EAS specific questions the DCSF EAS project team website may prove useful at <http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/localauthorities/eas/employeeauthenticationservices/>.

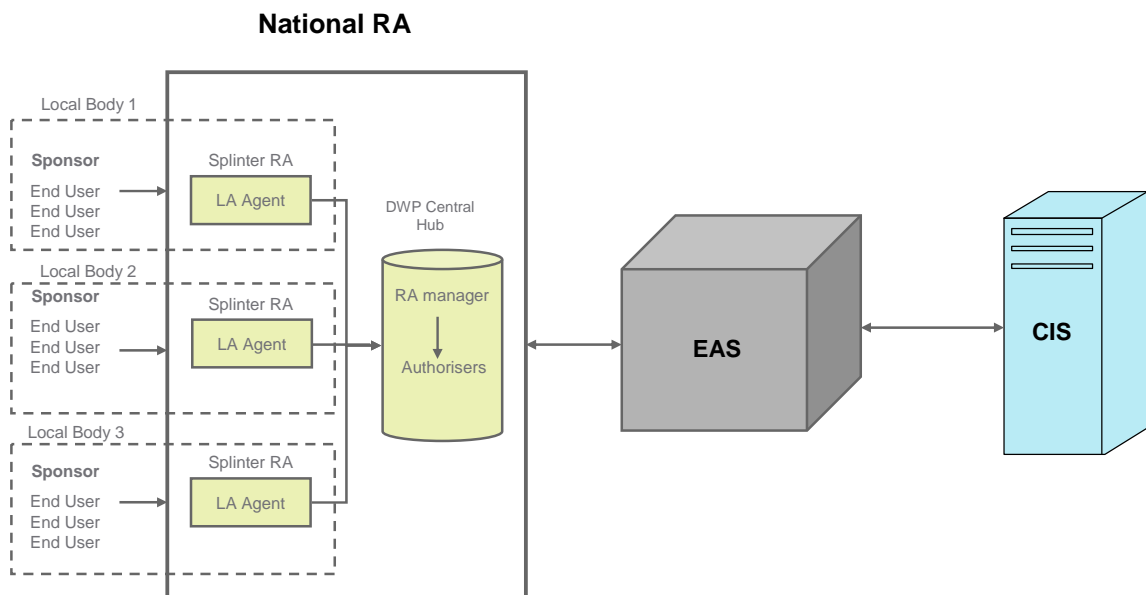
## 2. NATIONAL REGISTRATION AUTHORITY (RA) SPECIFIC

### 2.1 WHAT IS THE NATIONAL RA?

The national RA is a Registration Authority, being set up by the DWP, that is nationwide so that any local authority not wishing to set up a local RA can use it to register and enrol staff onto CIS via EAS.

In practice this means each local authority using the national RA will have identified one or more LA staff to act as 'local agents' to perform the registration and enrolment of CIS end-users onto EAS and then a central hub staffed with DWP staff authorising those registrations and enrolments. They will do this via a 'splinter RA' in each local authority that will be established to feed into EAS (see diagram below).

These local agents will be trained and provided with the hardware to set-up their 'splinter RA terminals' from which they will perform their registration and enrolment.



### 2.2 WHY WOULD MY LOCAL AUTHORITY CHOOSE THE NATIONAL RA?

Establishing a local RA requires a number of LA staff to man different roles as well as time and effort to set-up the business processes needed to establish a Registration Authority and take those processes through an audit process. Although there will be a need to identify a local agent to register and enrol staff there will be no need to establish business processes or go through audits. If you do not intend to use EAS to access services other than CIS then using the national RA would be a sensible option.

### **2.3 HOW DO I GO ABOUT GETTING ESTABLISHED ON THE NATIONAL RA?**

Initially you do this by confirming with the EASCIS implementation team that you intend to use the national RA and providing the names of your LA local agents and business sponsors. The implementation team will look to get back in touch towards the end of September about the next steps required.

### **2.4 WHAT ACTIVITIES WILL THE NATIONAL RA UNDERTAKE?**

The national RA will undertake all activities that a regular RA would undertake:

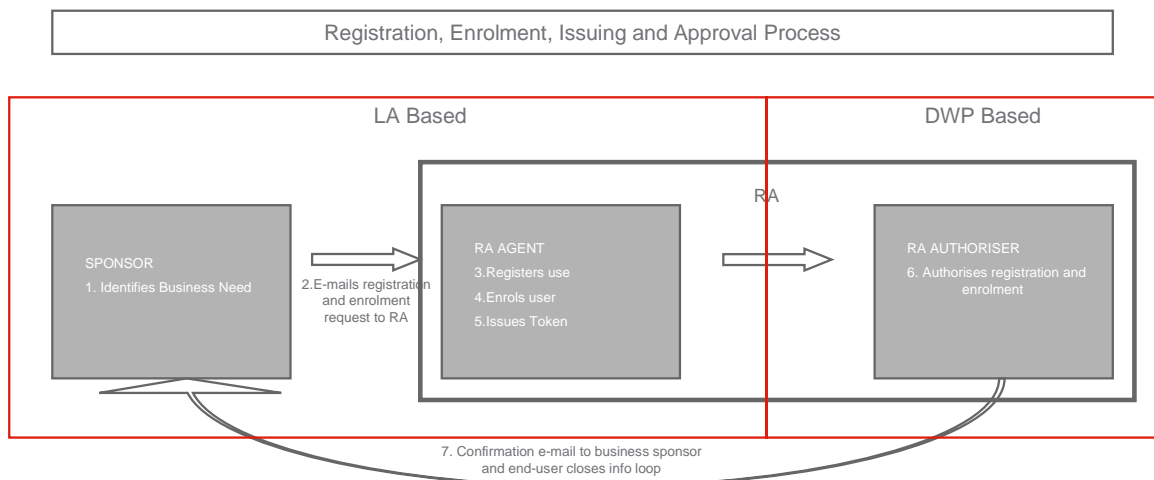
- The verification of the identity of an individual: this will be done by the LA agent
- The registration of an electronic identity associated with that individual: this will be done by the LA agent
- The maintenance of that electronic identity: this will be done by the LA agent
- The issuance of credentials in the form of tokens and smartcards: this will be done by the LA agent
- Management of the life-cycle of those credentials: this will be done by the LA agent
- The verification of an individuals right to access CIS: this will be done by the LA agent
- The maintenance of those attributes: this will be done by the LA agent
- The approval and authorisation of the Identity and Right to access CIS: this will be done by the DWP hub
- The maintenance and management of the RA process and policies: this will be done by the DWP hub.

### **2.5 WHAT WILL THE PROCESS FOR REGISTERING PEOPLE ONTO EAS & ENROLLING THEM ON CIS BE?**

The process is as follows:

- 1) The business sponsor emails the LA agent and DWP central hub to inform them that a member of staff has a business need to use EAS and be enrolled on CIS
- 2) The LA Agent arranges for the individual to visit the splinter RA and informs them of the documentation they will be required to bring to prove their identity

- 3) The individual arrives and the LA agent inspects the documentation, records it on EAS, takes a photo of the individual, records this on EAS and has the individual sign a Terms of Reference for EAS use. This constitutes the registration
- 4) The LA agent then enrolls the individual onto CIS (this involves clicking another box on a separate page on the EAS website).
- 5) The LA Agent then provides a token to the individual and records the token number on the EAS system.
- 6) The DWP based RA authoriser authorises both the registration and enrolment.
- 7) A confirmation email is sent back to the LA agent and the business sponsor confirming the individual is registered and enrolled and closing the audit loop.



## 2.6 WHAT WILL THE BUSINESS PROCESS BE FOR REMOVING PEOPLE FROM THE EAS SYSTEM?

To remove someone from the system the business sponsor would email the LA agent and DWP central hub informing them that an individual was to be removed from the system and the LA Agent would remove them from the EAS system via the EAS website.

## 2.7 WHAT WILL THIS COST LAS TO COME WITHIN THE NATIONAL RA?

We would anticipate this costing nothing

- Use of the national RA is free
- DWP has committed to provide the necessary hardware (in the form of tokens, webcams, card readers and signature pads).
- All training and support will be provided by DWP
- We will fund the time taken to reregister LA staff at £7 per staff member reregistered.

## 2.8 CAN WE ACCESS CONTACTPOINT AND OTHER SERVICE VIA THE NATIONAL RA?

No, The DWP national RA will only be authorised to provide access through to CIS.

To access ContactPoint and other services with your EAS token you would need to set-up a local registration authority or gain access to a local registration authority via a neighbouring LA. If you are interested in doing this please get in touch with the DCSF led EAS team (<http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/localauthorities/eas/employeeauthenticationservices/>) who can provide all the support you need to look at this.

### **3. TRUSTED ROLES WITHIN THE NATIONAL RA**

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#### **3.1 WHAT ARE THE TRUSTED ROLES?**

Within the national RA there are three trusted roles:

**Business Sponsor:** responsible for identifying who has a business need to be registered and enrolled onto EAS and CIS

**LA Agent:** responsible for the registration, enrolment, token issuance and general maintenance of the splinter RA

**Authoriser:** DWP based member of staff responsible for the authorisation of the registration and enrolment of individuals.

**RA Manager:** DWP based manager of the RA responsible for the policies and procedures of the RA

#### **3.2 WHAT DOES THE SPONSOR NEED TO DO?**

The sponsor is required to indicate where an individual has a business need to access CIS and therefore set in motion the chain of events leading to registration and enrolment. The sponsor also has a requirement to inform the RA when an individual no longer has a need to access CIS.

#### **3.3 WHO SHOULD THE SPONSOR BE?**

The sponsor needs to be a senior figure with the ability to dictate who, within the LA, has a business need to access CIS and who does not. Many Local Authorities have chosen their Revenue and Benefits managers for this role.

#### **3.4 HOW MUCH TIME IS THE SPONSOR ROLE LIKELY TO TAKE?**

This role should be relatively rapid. To indicate business need the sponsor need simply send an email specifying this to their splinter RA and the central hub. Where multiple users need access then multiple names can be included in a single email.

The sponsor will need, however, to have a process by which they are aware who no longer needs access to CIS in order to inform the splinter RA when this occurs.

#### **3.5 CAN MY LOCAL AUTHORITY HAVE MORE THAN ONE SPONSOR?**

Absolutely, however you will need to inform the DWP central hub so that they can add the individuals name to the system.

#### **3.6 WHAT DOES THE LOCAL AGENT NEED TO DO?**

The local agent will need to do a range of things: these will differ whether they are implementing the splinter RA or managing it in steady state.

When implementing the splinter RA the local agent will need to:

**Contact Us:**

Email: [eas.info@dwp.gsi.gov.uk](mailto:eas.info@dwp.gsi.gov.uk)

Website: [www.dwp.gov.uk/eas](http://www.dwp.gov.uk/eas)

- Attend LA agent training
- Establish the hardware required for their splinter RA
- Establish a link through to the EAS website
- Understand the business processes needed to run the splinter RA
- Organise their LA CIS end-users to attend the splinter RA and bring the required documentation

When running the splinter RA the local agent will need to:

- Register their CIS end-users onto EAS
- Enrol them onto CIS
- Distribute their tokens
- Manage their token lifecycles (so unlock blocked tokens, hand out lost tokens, de-register people who no longer require access).

### **3.7 WHO SHOULD THE LOCAL AGENT BE?**

This is entirely up to the local authority. It can be a member of staff or a contractor as long as they comply with the LAs Baseline Personnel Security Standard (BPSS) checks

### **3.8 CAN THE SECURE PRINT OFFICER BE THE LOCAL AGENT?**

Absolutely.

### **3.9 CAN A CONTRACTOR BE THE LOCAL AGENT?**

Absolutely, as long as they comply with the LA's Baseline Personnel Security Standards (BPSS) checks.

### **3.10 HOW MUCH TIME/RESOURCE IS THE LOCAL AGENT ROLE LIKELY TO TAKE?**

The LA agent role is likely to require:-

- a day for training.
- half a day to set-up the splinter RA and establish it onto the EAS system
- 20-30 minutes per registration

### **3.11 CAN MY LOCAL AUTHORITY HAVE MORE THAN ONE LOCAL AGENT?**

Yes, your local authority can have a number of local agents (depending on how many CIS end-users you have). We'd recommend 1 for every 100 CIS end-users. Where the LA has more than 100 end-users we will provide more than one splinter RA 'pack' i.e. the hardware needed to establish a splinter RA

terminal (i.e. if you have 180 CIS end-users we will provide 2 splinter RA packs).

### **3.12 CAN THE SAME PERSON BE THE SPONSOR AND LOCAL AGENT**

No, you would need to separate the business sponsor and LA Agent roles. Part of the extra security provided by the EAS system is the division of roles imposed by the system which puts in place checks to make sure people given access should have that access and have had appropriate checks done on them so having the same person who authorises business need checking the individuals identity causes problems.

### **3.13 WHAT TRAINING IS NEEDED FOR THE TRUSTED ROLES?**

**Business Sponsor:** no formal training is required. The business sponsor simply needs to understand who to email to confirm an individual has a business need to access the system. We will be providing a specific support document to help business sponsors understand their role.

**LA Agent:** the La agent will have a formal training session (currently estimated to last 4 hours) covering:

- What their role is
- How to set up a splinter RA terminal
- What processes they will need to run through to perform their role
- What documentation to share with their end-users

**End-User:** the end-user does not require any specialist training but will be provided with a handout providing information on how to use their token to access CIS.

### **3.14 HOW WILL THE TRAINING BE BOOKED/ORGANISED?**

Training will be provided by members of the EASCIS Implementation Project team. We will be establishing a wide range of training events all across the country through Quarter 2 and Quarter 3 of 2010. We will be contacting the Local Agent directly to provide them with these dates and book them into a session.

### **3.15 WHAT WILL OCCUR AT THE LOCAL AGENT TRAINING EVENT?**

The Local Agent will have a formal training session provided by DWP (currently estimated to last 4 hours) covering:

- What their role is
- How to set up a splinter RA terminal
- What processes they will need to run through to perform their role
- What documentation to share with their end-users

At the event the Local Agent's identification will also be established and they will be provided with their 'RA Splinter' pack containing the hardware needed to establish the splinter RA, the National RA desktop guide and the Local Agent's identification card needed to access the EAS system and represent the National RA.

### **3.16 WHAT DO YOU MEAN BY BPSS COMPLIANCE?**

BPSS compliance refers to fully documented HMG Baseline Personal Security Standard that central and local government have put in place. These, amongst other things, refer to a series of checks that need to be carried out when new recruits join such as checking their proof of identity, Nationality and Immigration status etc. You may find the attached link useful (<http://www.govconnect.gov.uk/documents/baseline-standard.pdf>), your HR department will also be able to help you more.

## **4. RUNNING THE SPLINTER RA**

### **4.1 WHAT IS A SPLINTER RA?**

The 'splinter RA' is the terminal used by the Local Agent to access the DWP National RA on the EAS system and register and enrol the LA's staff onto EAS and CIS.

### **4.2 WHAT HARDWARE IS REQUIRED TO ESTABLISH A SPLINTER RA?**

A splinter RA consists of:

- A PC that has live GCSx access to the EAS website
- A webcam to take photos of individual's during registration
- A signature pad to allow people to sign to prove they have read the Terms of Reference.
- A card reader to allow access to EAS once the LA Agents identification card has been inserted
- A lockable cabinet within which to keep your desktop guide and tokens.

At the training event a Local Agent will be provided with a splinter pack that consists of:

- Webcam
- Signature Pad
- Card Reader
- Desktop Guide
- LA Agent identification card

### **4.3 HOW DOES A LOCAL AGENT SET-UP A SPLINTER RA?**

The Local Agent will need to:

- Attach the webcam, card reader and signature pad to their computers
- Establish the specific drivers for the hardware onto their computers
- Ensure there is a working GCSx link between their computers and the EAS website
- Ensure they can access the part of the EAS website related to their section of the National RA

The Local Agent will be trained in all of this at the training event and provided with comprehensive guidance and support during the process.

### **4.4 CAN MY LA HAVE MORE THAN ONE SPLINTER PACK?**

We envisage the initial registration taking a fortnight therefore we will provide a splinter pack for every 100 CIS end-users your LA has.

#### **4.5 CAN I SHARE MY SPLINTER RA BETWEEN MY LOCAL AUTHORITY AND A NEIGHBOURING LOCAL AUTHORITY?**

The key issue when setting up a splinter RA is to remember that registrations need to occur face to face. If you and a neighbouring LA have a shared service agreement and are close enough together that one splinter RA can serve both bodies then do feel free to establish a single splinter RA for both LAs. Please do email and tell us this is how you intend to manage things however.

#### **4.6 CAN WE MOVE THE SPLINTER RA AROUND THE LA (I.E. ON DIFFERENT PCS)?**

Yes you can. The key aspect is the hardware that allows access to EAS and you to perform the registration process so you should be able to move that hardware from PC to PC around different parts of your LA.

#### **4.7 DO I NEED TO TRAIN END-USERS?**

The end-user does not require any formal training or qualifications but will be provided with a handout providing information on how to use their token to access CIS and will need to sign a Terms of Reference covering how they need to behave with their EAS token.

#### **4.8 WHAT ID AND DOCUMENTATION WILL A CIS END-USER NEED TO BRING FOR REGISTRATION?**

EAS requires a number of 'proofs of identification' for registration purposes. These are taken from the HMG Minimum Requirements for the Verification of the Identity of Individuals. Documentation required is:

- 2 forms of approved ID, one with a photo (such as passport or drivers licence)
- Proof of activity in the community (either proof of working with your organisation for 3 years or a gas bill or the like)
- A photo to be stored in the system (usually taken by webcam)
- Third party corroboration of business need (in practice this will be the email from the business sponsor)
- A signed terms of reference using a signature pad attached to the computer

#### **4.9 WHAT DO I DO, IF LA STAFFS DO NOT HAVE A PHOTO ID?**

Although these ID requirements are best practice they are still based in the real world and we appreciate there will be occasions when no photo ID is available. We will be providing detailed guidance based on 'HMGs Minimum Requirements for the Verification of the Identity of Individuals' where the level of verification required is level 3. This may involve achieving third party corroboration of the identity or more identification documentation.

#### **4.10 HOW CAN I TELL IF THE DOCUMENTATION PROVIDED IS GENUINE? IS THERE A DOCUMENT AVAILABLE TO CHECK FOR SECURITY FEATURES OF PASSPORTS?**

We will be providing extensive guidance on how to identify fake documentation. This will be part of the training material.

#### **4.11 HOW IS THE DOCUMENT DATA COLLECTED AND RECORDED?**

To record data for EAS you need to access the EAS website as an LA agent. This website has a section to input identification and other document data for each end-user within it. For instance if taking the passport as proof of identity you would record that a passport was presented and record the passport number.

#### **4.12 IF YOU CANNOT PROVIDE A PHOTO ID, DOES THAT MEAN YOU CANNOT BE REGISTERED?**

Not necessarily, although these ID requirements are best practice they are still based in the real world and we appreciate there will be occasions when no photo ID is available. We will be providing detailed guidance based on 'HMGs Minimum Requirements for the Verification of the Identity of Individuals' where the level of verification required is level 3. This may involve achieving third party corroboration of the identity or more identification documentation.

#### **4.13 HAS THE WORKSTATION SET UP A WEBCAM AND SIGNATURE PAD READER BEEN CLEARED BY GOVERNMENT CONNECT?**

We are in the process of receiving this clearance.

#### **4.14 PROVIDING A 3 YEAR EMPLOYMENT HISTORY, HOW RIGID IS THIS? AS SCHOOL LEAVERS DO NOT ALWAYS HAVE A 3 YEAR HISTORY?**

This is just one way of proving the identity has had 'activity in the community'. Others would be proof the individual is on the electoral register or a recent utility bill. Again we will be providing extensive guidance on this based on 'HMGs Minimum Requirements for the Verification of the Identity of Individuals' where the level of verification required is level 3.

#### **4.15 HOW SECURE IS THE EMAIL FROM THE SPONSOR TO THE LA AGENT? WILL YOU PROVIDE A TEMPLATE FOR THE SPONSOR TO COMPLETE?**

Where email is travelling internally within LA systems we expect those systems to be sufficient. If the email travels externally we would expect those route to be other GCSx CoCo approved routes. We will be providing a template for this and other standard communications.

#### **4.16 HOW DO I ORGANISE MY CIS END-USERS ONTO THE SYSTEM?**

During the initial implementation the LA Agent will need to organise their end users into half hour slots to register them onto the system. Initial estimates indicate 1 Agent can enrol 50 end-users onto the system in a week therefore for most LAs it will take 2 weeks to register end-users during the initial enrolment.

The project will look to provide tools to better organise end-user enrolment during this initial 2 week enrolment period.

#### **4.17 HOW MUCH TIME IS IT LIKELY TO TAKE TO REGISTER AND ENROL CIS END USERS**

We estimate it takes between 20 and 30 minutes to register and enrol an end-user.

#### **4.18 WHAT IS THE TECHNICAL REQUIREMENTS OF THE COMPUTER SYSTEM THE SPLINTER RA NEEDS?**

We will be performing a number of pilots to explore the appropriate requirements for the splinter RA computers however we do not envisage problems using standard local authority PCs.

#### **4.19 HOW LONG DO YOU KEEP THE RECORDS?**

DPA requirements suggest personal data should only be kept for as long as required. Best practice indicates we should hold all data for 3 years after an individual is deregistered from CIS and indefinitely where that individual was removed from CIS due to inappropriate behaviour.

#### **4.20 IF SOMEONE LEAVES THE LA ON A CAREER BREAK FOR A FEW YEARS, WILL THEIR RECORDS BE ON THE SYSTEM? OR DO THEY NEED TO GO THROUGH THE REGISTRATION PROCESS AGAIN?**

We are still exploring how identities can be retained and transferred (i.e. from one RA to another if someone moves LA). Data on an individual should be retained for 3 years after their removal from the system therefore the identity would be retained however the individual may need to prove that identity relates to them (which would require a face to face meeting and the provision of identity documentation).

#### **4.21 WHY CAN'T DWP CHECK THE EMPLOYMENT HISTORY, IF WE ARE PROVIDING THEIR NATIONAL INSURANCE DETAILS?**

A key tenant of EAS is that an individuals' checks are done as close to that individual as possible (which increases the likelihood of capturing a fake identity). To this end the EAS process requires checks to be done by the registration agent. Remember employment history is only one way to check 'proof of activity in the community'. Where employment history is not convenient the RA can ask for utility bills or electoral register proof amongst other things.

## **5. LOCAL REGISTRATION AUTHORITY (RA) SPECIFIC**

### **5.1 WHY WOULD I CHOOSE A LOCAL RA**

If your LA intends to use EAS to access more services than just CIS then it may be appropriate to use a local registration authority.

### **5.2 HOW DO I FIND OUT IF MY LA IS DEVELOPING A LOCAL RA**

You should either enquire of your corporate IT lead or you may find it is being developed to access ContactPoint therefore your Director of Children's Services will be aware of it.

Alternatively you can enquire of the DCSF EAS delivery team who will be able to help you. Contact details can be found at:

<http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/localauthorities/eas/employeeauthenticationservices/>

### **5.3 IF I CHOOSE TO ACCESS CIS VIA A LOCAL RA WHAT DO I NEED TO DO NEXT?**

Firstly you need to inform the EASCIS project team that you intend to access CIS via a local RA. Once this has occurred we will get back in touch during the New Year over how you can receive your free CIS user tokens and over what timescale you should look to register your CIS end-users.

### **5.4 HOW CAN I FIND OUT MORE INFORMATION ABOUT EAS AND USING A LOCAL RA?**

For EAS specific questions the DCSF EAS project team website may prove useful at

<http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/localauthorities/eas/employeeauthenticationservices/>.

## **6. IMPLEMENTATION INFORMATION**

### **6.1 WHAT TIMESCALES IS THE PROJECT WORKING TO?**

The key project timescales are:

- Sept/Oct 2009: CIS on EAS and end to end process checked with a Pilot LA
- Oct/Nov 2009: DWP central hub elements of National RA established and end to end process checked with Pilot LAs
- Nov/Dec/Jan 09/10: Large Implementation Pilot exploring rollout on regional scale and reviewing processes and training
- March to September 2010: National RA network established across all LAs using national RA.
- End 2010: Current CIS access route turned off

### **6.2 WHAT DO LOCAL AUTHORITIES NEED TO DO NEXT?**

Key next steps for Local Authorities are:

- Identify whether they are using local RA or national RA

If your LA is using the national RA:

- Identify LA Agent and Business Sponsor
- Confirm an LA Agent training session
- Attend session and establish splinter RA in LA
- Register and Enrol End-Users

Please send this information to the EASCIS Implementation Team at [eas.info@dwp.gsi.gov.uk](mailto:eas.info@dwp.gsi.gov.uk).

### **6.3 HOW CAN DWP HELP US?**

DWP is running the EASCIS implementation project so any concerns you have should be directed to them at [eas.info@dwp.gsi.gov.uk](mailto:eas.info@dwp.gsi.gov.uk).

DWP will also be providing more information and regular updates at its dedicated website: [www.dwp.gov.uk/eas](http://www.dwp.gov.uk/eas).

The project will be coming out with more information either to the Revenues and Benefits manager or to the LA Agent where appropriate.

DWP will also provide guidance, training, material and hardware to allow you to set-up your splinter RA and access the national RA.

#### **6.4 WHERE CAN I RECEIVE UPDATES ON EASCIS?**

DWP is running the EASCIS implementation project so any concerns you have should be directed to them at [eas.info@dwp.gsi.gov.uk](mailto:eas.info@dwp.gsi.gov.uk).

DWP will also be providing more information and regular updates at its dedicated website: [www.dwp.gov.uk/eas](http://www.dwp.gov.uk/eas).

We also run a regular monthly update in HB Direct newsletter.

#### **6.5 WHO IS THE PROJECT ENGAGING WITH TO ENSURE THE PROCESS IS APPROPRIATE FOR LAS?**

The project engages with the Practitioner Operational Group (POG) which is empowered by the Local Authorities associations to provide an LA perspective on matters such as the EASCIS convergence.

We are also happy to receive any thoughts or representations at [eas.info@dwp.gsi.gov.uk](mailto:eas.info@dwp.gsi.gov.uk).

#### **6.6 WHAT PILOTS IS THE PROJECT CONDUCTING TO ENSURE THE SYSTEM AND PROCESS WORKS?**

The EASCIS implementation project is intending to run 3 projects to fully test the system:

- 1) CIS/RA end to end test: this will be a pilot to test the end to end access from the CIS system to a local Registration Authority
- 2) Small Implementation Pilot: this will be a pilot to test the technical aspects of the national RA with a small number of LAs
- 3) Large Implementation Pilot: this will be a pilot to test the training and onboarding processes for the full implementation with a significant number of local authorities (40/50) in order to test the training and business processes on a larger scale.

#### **6.7 CAN I TRANSFER FROM THE NATIONAL RA TO A LOCAL RA IF WE SET ONE UP IN THE FUTURE**

In short yes. The national RA is designed to be superseded by a local RA once the LA has established how it will access a local RA. Our intention is to ensure re-registration is not necessary and the transfer process is simply one of moving data from the national RA to the local RA. Ideally the end-users should not notice the change.