

Department for Work and Pensions

EAS Implementation Project
Frequently Asked Questions

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1. Understanding the EAS Implementation Project – General Questions

1.1 What is the purpose of the EAS Implementation Project in accessing CIS?

The purpose is to ensure that the CIS database is being accessed in a secure manner compliant with government best practice. To this end the DWP is looking to ensure all CIS access is via 2-Factor Authentication secure access by the end of 2010. The EAS implementation project, therefore, is focused on the goal of ensuring all Local Authority access of CIS and any other services is via a pan-government 2-factor system known as the Employee Authentication Service or EAS by early 2011.

1.2 What are you intending to do to achieve this?

We want to ensure that all local authorities (LAs) access to CIS or other services is via EAS by early 2011. 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 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.
2. for LAs who are not establishing a local RA the DWP have established a national registration authority through which LAs can get their CIS and other services 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 end-users onto EAS and have them access CIS and other services such as Tell Us Once via EAS.

DWP will manage the national implementation of end-users onto EAS and support those setting up onto the National RA (The DFE 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 end-users onto the system.

1.3 What are the timelines for the implementation

We are looking to begin the formal implementation to local authorities over the Autumn and Winter of 2010 with the intention being to switch of current access to CIS for LA users early 2011.

A series of tests and pilots have already taken place to mitigate the risks of implementation.

1.4 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 and 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.

1.5 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.

EAS is referenced by the 'Local Government Data Handling Guidelines' <http://www.lga.gov.uk/lga/aio/1587602> 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.

1.6 How will my end-users achieve access to EAS?

Access to the Employee Authentication Service (EAS) is achieved by having an end-user 'register' onto EAS and then 'enrol' onto a service. 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 end-users through these local RAs.
2. for LAs who are not establishing a local RA, DWP have established a national registration authority through which LAs can get their end-users registered onto the system.

1.7 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

1.8 Will I need to buy an EAS token to provide access to my end-users?

No, the EAS implementation project will provide all EAS tokens for end-users.

1.9 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 Tell Us Once 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.

1.10 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

- the maintenance of those attributes

1.11 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 and enables the individual tokens
- **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.

1.12 Why can't we access DWP services using our own 2-factor authentication system?

To access CIS for example 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.

1.13 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.

1.14 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.

1.15 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 and other services 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.

1.16 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.

1.17 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.

1.18 Where can I get more help?

Regular updates on the EAS Implementation Project are provided on the dedicated website www.dwp.gov.uk/eas.

Queries can be directed to our helpline at eas.info@dwp.gsi.gov.uk

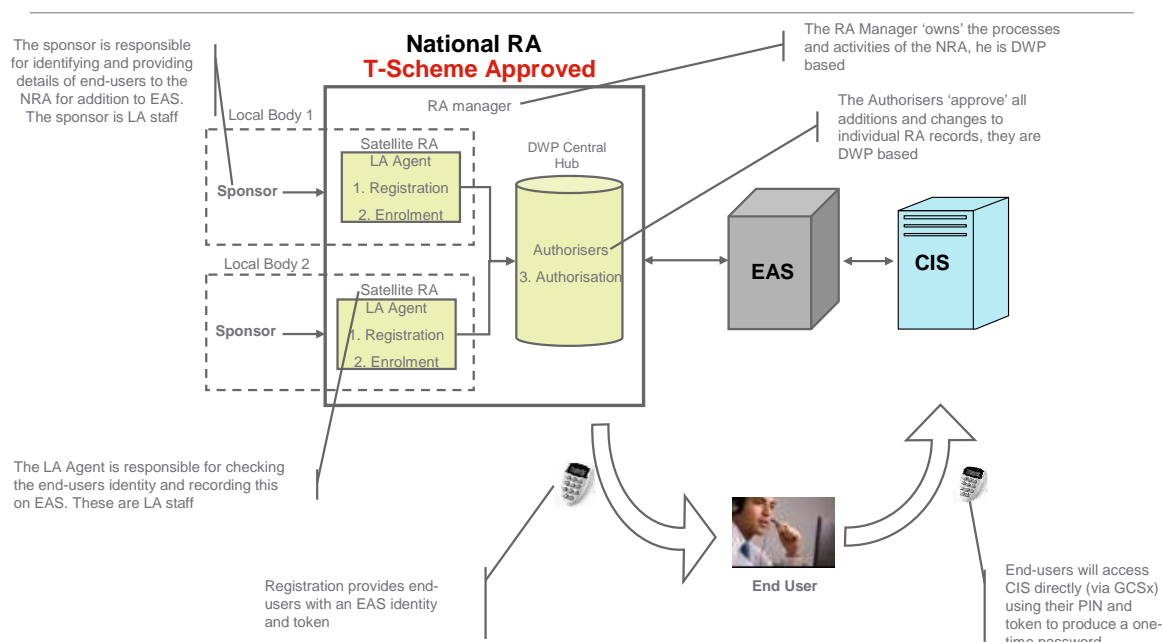
2. National Registration Authority (RA) specific

2.1 What is the National RA?

The national RA is a Registration Authority, set up by 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 and other services 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 end-users onto EAS and then a central hub staffed with DWP staff authorising those registrations and enrolments. They will do this via a 'Satellite RA' in each local authority that will be established to feed into EAS.

These local agents will be trained and provided with the hardware to set-up their 'Satellite 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 EAS implementation team that you intend to use the national RA and providing the names of your LA local agents and business sponsors.

All LAs have now done this however if, at a later stage, you wish to opt into the national RA (as opposed to using a local RA) that is ok but please do contact the EAS Project team as soon as possible.

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: this will be done by the LA
- the issuance of smartcards for the LA Agent: this will be done by the DWP Hub
- management of the life-cycle of those credentials: this will be done by the LA agent and DWP Hub
- the verification of an individuals right to access services: this will be done by the LA Sponsor
- the maintenance of those attributes: this will be done by the LA agent
- the approval and authorisation of the Identity and Right to access services: 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.

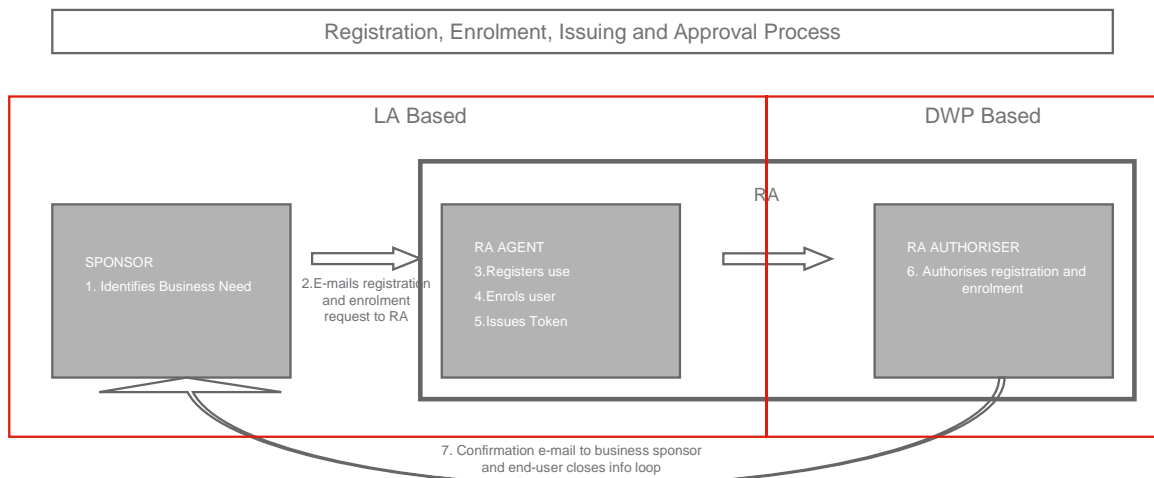
2.5 What will the process for registering people onto EAS and enrolling them on a service be?

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 onto a service
- 2) the LA Agent arranges for the individual to visit the Satellite 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 and Conditions for EAS use. This is done on a signature pad and captured within EAS. This constitutes the registration

- 4) the LA agent then enrolls the individual onto the service and asks them to sign a “Confidentiality Agreement” via a signature pad.
- 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 and enables the token
- 7) a confirmation email is sent back to the LA agent and the business Sponsor confirming the individual is registered and enrolled, closing the audit loop.



2.6 How will this process be tracked during the implementation?

Given the size and scale of the implementation we will be using a tracking system that wraps around the registration and enrolment process to track a LAs progress towards full implementation. In essence this ‘end-user tracker’ is used to pass information about each end-user along the registration/enrolment process, between trusted roles and the project team, with each of the trusted roles providing information and signalling they have completed their key steps. As such the end-user tracker sheet is part ‘sponsorship form’, part ‘asset-management’ form and part form to track an end-user’s progress through the process.

It takes the form of an excel spreadsheet and will contain details of all end-users being placed on the national RA. However each LA will only be sent their specific end-users details, they will be collated back into the master sheet when they are returned to the central hub periodically in the process flow.

2.7 What information is captured in the end-user tracker sheet?

The information captured in the end-user tracker can be segmented in the sections to be completed by the three different trusted roles involved:

- the Sponsor
- the LA Agent
- The Authoriser

The Sponsors Section

The details to be completed by the sponsor are captured on the sponsorship form that the sponsor completes and sends to the LA agent to begin the process of registration and enrolment.

Item	Captured by	Purpose
Forename	Sponsor	ID detail for registration
Surname	Sponsor	ID detail for registration
Work Email	Sponsor	ID detail for registration
Worker Type	Sponsor	To identify whether LA staff or contractor
Home Address Postcode (first 4 symbols)	Sponsor	Purely used to match against ID documentation
User Roles	Sponsor	To identify what CIS role staff will have
Sponsor Name	Sponsor	To link to sponsor
Sponsor Email Address	Sponsor	To link to sponsor
Sponsorship Date	Sponsor	To mark off in LA tracker

On completion of this section of the form for all sponsored end-users the form is then emailed (via GCSX email addresses) to the LA Agent and to the central hub. The central hub then inputs the data into the master end-user sheet.

The LA Agent Section

On receiving the end-user tracker the LA Agent will check the information contained within to ensure it is compliant and will then begin arranging registration and enrolment sessions with the named end-users. Whilst the session is in progress the LA Agent will complete their sections of the End-User Tracker:

Item	Captured by LA Agent	Purpose
Unique ID in the RA/Logon	During Registration	This will be the individual's identifier within EAS. Please note the same identifier needs to go into both the registration and enrolment screens
Old Government Gateway ID	During Registration	For Audit purposes
Token No.	During Registration	For asset management purposes and to allow the authorisers to link that end-user to their specific token

Two items worth noting:

- firstly, the Unique ID in RA/Logon name is the unique identifier of the individual within EAS.
- secondly, the token number to be recorded is the serial number on the token being handed out. This is very important as that token can only be linked to an end-user during the authorisation stage so authoriser needs to be able to get the token number from the end-user tracker to do this.

Once the agent has completed registration and enrolment and completed the end-user tracker it is sent to the central hubs email address for authorisation. The central hub then puts the data into the master end-user tracker sheet.

The Authorisation Section

On receiving the end-user tracker sheet from the LA Agent the authoriser then inspects the details placed in EAS and will either authorise registration and enrolment or return the sheet, with comments, indicating where an error has occurred in the enrolment for rectification by the LA Agent. Assuming authorisation can occur, the authoriser can complete their sections of the end-user tracker.

Item	When captured	By whom	Purpose
Authoriser Date	During authorisation	Authoriser	To mark off in LA Tracker and measure that LAs progress towards completion
Comment	During authorisation	Authoriser	To be used if authorisation cannot proceed and the end-user tracker needs to be returned to the LA Agent

On successful completion of the authorisation the end-user tracker sheet is completed in full and sent back to the sponsor to indicate the end-users have been successfully authorised and can now use EAS to access CIS or other

services that they have been sponsored for. The completed data is also placed into the end-user tracker master sheet.

2.8 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.

2.9 What will IT cost LAs to come within the national RA?

We would anticipate this costing nothing as:

- 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 registered

2.10 How will tokens be managed?

We will provide LAs with a bulk supply of tokens to cover their current CIS user numbers and 10% on top. As tokens are reusable the base number should cover any turn-over within the LA with the extra 10% covering wear and tear and any increase in LA size. For more substantial changes or increases please contact the EAS CIS Implementation Project team or the NRA during business as usual.

3. Trusted Roles within the National RA

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.

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

Authoriser: DWP based member of staff responsible for the authorisation of the registration and enrolment of individuals and enables the individual tokens

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 using the end-user tracker. The sponsor also has a requirement to inform the RA when an individual no longer has a need to access CIS or other services.

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 the DWP services such as CIS or Tell Us Once.

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 Satellite RA and the central hub using a single line of the end-user tracker. Where multiple users need access then multiple names can be included in a single email using multiple lines of an end-user tracker form.

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 Satellite RA when this occurs.

3.5 Can my Local Authority have more than one Sponsor?

Yes and this will depend on how many services need to be accessed by the LA.

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 Satellite RA or managing it as “business as usual”

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

- attend LA agent training
- understand the business processes needed to run the Satellite RA
- organise their LA end-users to attend the Satellite RA and bring the required documentation
- register their end-users onto EAS
- enrol them onto a service via EAS
- distribute tokens

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

- register new end-users onto EAS
- enrol new end-users onto a service via EAS
- distribute new tokens
- manage their token lifecycles - unlock blocked tokens, hand out lost tokens,
- de-register people who no longer require access to services
- communication with the RA Manager

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. We will be conducting similar ID checks to those conducted for end-users i.e. three forms of ID, two forms of personal identity, at least one of which must include a photograph and one proof of activity in the community.

3.8 Can the secure print officer be the Local Agent?

Yes.

3.9 Can a contractor be the Local Agent?

Yes, 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:

For implementation:

- one day for training.
- 20-30 minutes per registration of each end-user

Business as usual:

- dependant on staff turn over and token management i.e. lost tokens, unblocking tokens

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 end-users you have). We'd recommend 1 for every 100 end-users. Where the LA has more than 100 end-users we will provide more than one Satellite RA 'pack' i.e. the hardware needed to establish a Satellite RA terminal (i.e. if you have 180 end-users we will provide 2 Satellite 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 Do my trusted roles need to have GCSX email addresses?

Yes, all agents and sponsors should have GCSX email addresses to receive information about EAS and to send information to the DWP central hub.

3.14 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 one day training session on how to register and enrol end-users on EAS.

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 their service via EAS.

Terminal Set-Up: We will also be providing guidance on how to set-up the Satellite terminal where knowledge around establishing desktop functions and access to services via GCSX will be necessary.

3.15 How will the training be booked/organised?

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

3.16 What will occur at the Local Agent training event?

The Local Agent will have a one day formal training session provided by DWP covering what:

- their role is
- processes they will need to run through to perform their role
- 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 Satellite' pack containing the National RA desktop guide and the Local Agent's smartcards needed to access the EAS system and represent the National RA.

3.17 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. Your HR department will also be able to help you more.

4. Running the Satellite RA

4.1 What is a Satellite RA?

The 'Satellite 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.

4.2 What hardware is required to establish a Satellite RA?

A Satellite RA consists of a:

- PC or laptop that has access to the EAS website via GCSX
- webcam to take photos of individuals during registration
- signature pad to allow people to sign to prove they have read the Terms and Conditions of EAS
- card reader to allow access to EAS once the LA Agents identification smart card has been inserted
- lockable cabinet for your desktop guide and tokens

4.3 How does an LA get this hardware?

DWP will provide this hardware to LAs prior to their training day. We will contact you for an address to send the hardware to. You must have established your Satellite terminal prior to training.

This hardware will consist of a:

- webcam
- signature pad
- card reader

4.4 How is a Satellite RA set-up?

Please refer to the technical set up guide sent to your authority. If you need an additional copy, please email eas.info@dwpgsi.gov.uk.

4.5 Can my LA have more than one Satellite pack?

We will provide a Satellite pack for every 100 end-users.

4.6 Why do I need a webcam?

The webcam is purely to take a photo of each registered EAS user to store against their identity. This is a requirement of the T-Scheme.

4.7 Do all end-users need access to a webcam to access services?

No, the webcam will be attached to the terminal being used by the Local Agent. End-users will not need to have a webcam attached to their terminals to access their services.

4.8 Why do you need to have your photo taken to be registered onto EAS?

A photo of all EAS members is one of the requirements set by the T-Scheme. Capturing a photo at registration provides a quick and intuitive way to verify identity for future interactions, without the need for the user to have to remember to bring documents or anything else with them when they visit the RA. There is little risk in this, as the photo is stored (alongside the other user data) in a secure database within Government Gateway, and is only accessible to properly authorised officers of the original RA.

4.9 Can I share my Satellite RA between my Local Authority and a neighbouring Local Authority?

The key issue when setting up a Satellite 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 Satellite RA can serve both bodies then do feel free to establish a single Satellite RA for both LAs. Please do email and tell us this is how you intend to manage things however.

4.10 Can we move the Satellite RA around the LA (i.e. on different PCs)?

Yes you can. The technical set up would be the same if you changed the satellite RA.

4.11 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 and Conditions covering how they need to behave with their EAS token.

4.12 What ID and documentation will an 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:

- two 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)

4.13 What do I do if LA staff 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 expect local authorities to use their judgement in a situation where there is no photo ID. Ultimately the Sponsor and the Local Agent have been designated as "trusted roles" in the process.

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

4.15 How is the document data collected and recorded?

The document data is input by the LA Agent onto EAS during the face to face interview with the end-user.

4.16 What are the CoCo implications of the Satellite set-up?

The GCSX CoCo v4.1 control 10.4 relates to Mobile / Home Working and states that all remote connections are from authorised official and/or managed devices and records of activity are maintained (e.g. not Home PCs, Internet Cafes, etc)

This control assures the CoCo assessing authority that Local Authorities (LA) remote access solutions to LA networks and beyond ensure that this is only possible from managed Local Authority provided User Access Devices (UADs) i.e. LA owned, built, managed and secured laptops, desktop computers, tablet pc's and other personal electronic devices.

The EAS project will provide three USB peripherals (a webcam, an electronic signature pad and a smart card reader). These peripherals will only be required for the nominated EAS CIS Local Agents to enable the registration and enrolment of EAS CIS end users.

During the EAS CIS implementation project the project will hold responsibility for peripheral replacement due to breakages. Following delivery of the EAS CIS project the ownership and through life management of the peripherals will transfer to Local Authorities.

The GCSX CoCo v4.1 control 4.1 requires all local and remote attached devices and network infrastructure supporting devices are security hardened in accordance with the Guidance Notes.

For those Local Authorities that have implemented USB port control to strengthen security and manage access to removable media devices, there will be a configuration requirement in order to authorise the Local Agents to use the USB peripherals.

It is anticipated that the additional configuration responsibility should not involve significant extra technical effort above the standard installation process. It is also assumed that Local Authorities who have implemented USB port control systems will have accounted for the extra technical support and maintenance a USB port control system requires both for current and future ICT service management.

In order to maintain GCSX CoCo Compliance it is advisable to keep a record of each relaxation to your default user access device lockdown policies with a business justification for each instance. It is recommended that the list of your standard security policy relaxations are signed as acceptable by your Senior Information Risk Officer (SIRO).

The business justification for this particular system should resemble:

The Employee Authentication Service (EAS) requires the enablement of USB port access for three specific USB peripheral (which do not have removable storage capabilities) for XX number of named GCSX users who access the EAS enabled DWP CIS application to fulfil their job function. EAS is an accredited RESTRICTED system which is accessible to our Local Authority via secure GSi networks. EAS offers an improved level of information assurance via two factor authentication for access to the DWP CIS system.

4.17 Has the workstation set up - webcam, signature pad and card reader been cleared by Government Connect?

Yes

4.18 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 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.

4.19 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 to be over GCSX CoCo approved routes. We will be providing a template for this and other standard communications.

4.20 How do I organise my 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 one Agent can enrol 50 end-users onto the system in a week therefore for most LAs it will take two 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 two week enrolment period.

4.21 How much time is it likely to take to register and enrol end users

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

4.22 What are the technical requirements of the computer system the Satellite RA needs?

Please refer to the technical guide sent to your authority. If you need an additional copy, please email eas.info@dpw.gsi.gov.uk.

4.23 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 three years after an individual is deregistered from EAS and indefinitely where that individual was removed from a service due to inappropriate behaviour.

4.24 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?

The user will be de-enrolled from the service i.e. CIS or Tell Us Once but will stay registered on EAS. If the individual does not return then the data will only be kept for three years. If they return after three years they will need to go through the registration and enrolment process again.

4.25 Why can't DWP check the Employment history, if we are providing their National Insurance Details?

A key principle of EAS is that an individual's checks are done as close to that individual as possible (which increases the likelihood of capturing a fake identity). So 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 What is a Local Registration Authority?

A Local Registration Authority is an end-user management centre for EAS. Usually it will be established at the level of user organisation such as a local authority, but can be established by a cluster of organisations..

5.2 How do I find out if my LA is developing a local RA

You should ask your corporate IT lead. There currently 8 local authorities who have now established a local RA

5.3 If I choose to access CIS via a local RA what do I need to do next?

The local RA implementation, has now been closed for local authorities who want to access CIS via EAS before the CIS access via the current route is shut-off. This means that, unless your LA is one of the 8 LAs who have already established a local RA or intends to access EAS via another LA's local RA then you will need to come within the DWP National RA – please see Section 2. of this document.

5.4 How can I find out more information about EAS and using a local RA for the future?

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

<http://www.dcsf.gov.uk/everychildmatters/strategy/delivering-services-1/local-authorities/eas/employee-authentication-services/>.

6. Implementation information

6.1 What timescales is the project working to?

The key project timescales are:

- Sept/Nov 2009: CIS on EAS and end to end process checked with a Pilot LA
- July 2010: DWP central hub elements of National RA established and end to end process checked with Pilot LAs
- August/September 2010: Large Implementation Pilot exploring rollout on regional scale and reviewing processes and training
- End 2010: National RA network established across all LAs using national RA
- Early 2011: Current CIS access route turned off

6.2 How can DWP help us?

DWP is running the EAS implementation project so any concerns you have should be directed to them at 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.

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 Satellite RA and access the national RA.

6.3 Where can I receive updates on the EAS Project?

DWP is running the EAS implementation project so any concerns you have should be directed to them at 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.

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

6.4 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.

6.5 What Pilots is the project conducting to ensure the system and process works?

The EAS implementation project is intending to run three pilots 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/ Early Adopter Phase: this will be a pilot to test the training and processes for the full implementation with a significant number of local authorities in order to test the training and business processes on a larger scale

6.6 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.