

IRRV Conference Q&A

Many thanks for all your interest at the Bournemouth IRRV conference. We hope you found our presentation (available elsewhere on this website) useful. We've tried to capture all the questions we were asked both in the conference and at the stand into one document for everyone to read. We'll also be updating the FAQs to include these answers as well.

Q1. What do I do, if LA staff do not have 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.

Q2. 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 and we are exploring possible further support in this area.

Q3. How is the document data collected and recorded?

To record data for EAS you need to access the EAS secure 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.

Q4. 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.

Q5. 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.

Q6. 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.

Q7. 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.

Q8. What will this cost LAs?

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 a set rate per staff member reregistered.

Q9. 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.

Q10. Some LAs 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.

Q11 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.

Q12. 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).

Q13. 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.

Q14. Do all DWP staff who access CIS have to go through the same security checks as LAs?

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.

Q15. 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.