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myGov Service

CASE STUDY: The MyGov project – past present and future

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DEPARTMENT OF HUMAN SERVICES



Our member services



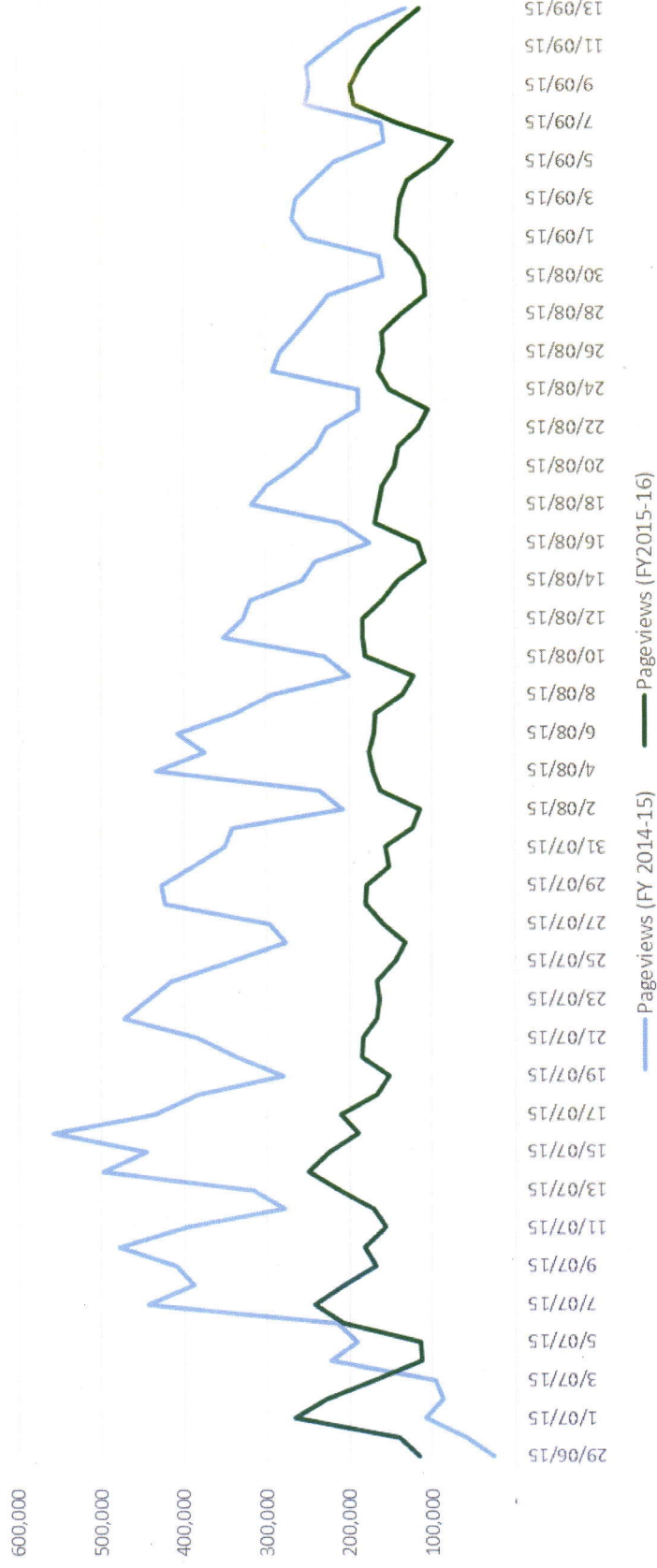


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Project overview and review of recent service improvements

myGov Sign in page - pageviews



- In the period 1st July – 23rd August 2015, 856,440 new myGov accounts created.
- Right now there are over 7.9 million active accounts.

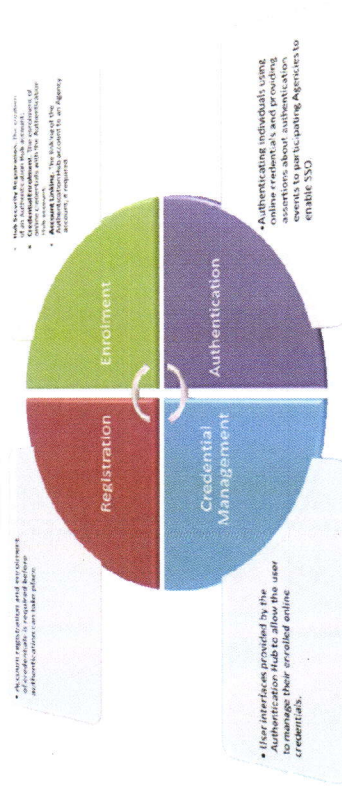
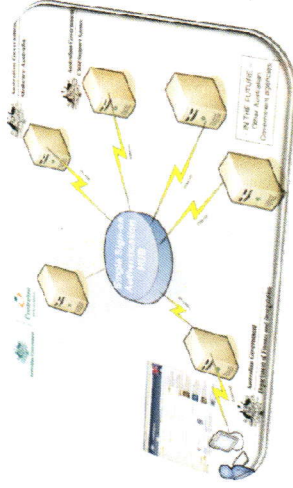
Where we started



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- myGov's origins are within the Department of Human Services, and AGIMO providing a Single Sign On service via an Authentication Hub.
- The original Authentication Hub was implemented in March 2007



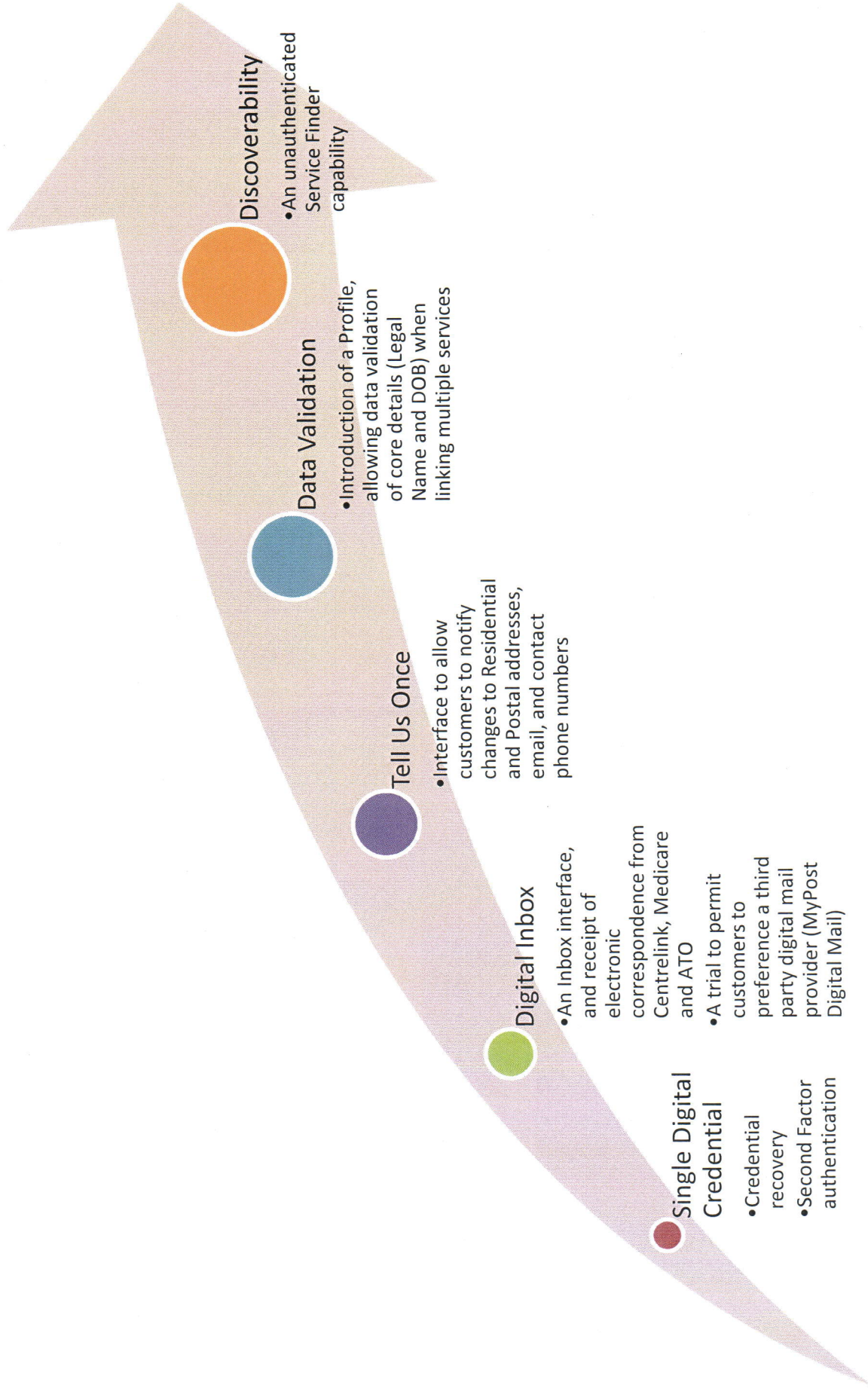
The key features of the Authentication Hub were, and remain:

1. Registration
2. Enrolment
3. Authentication
4. Credential management

What has been delivered so far



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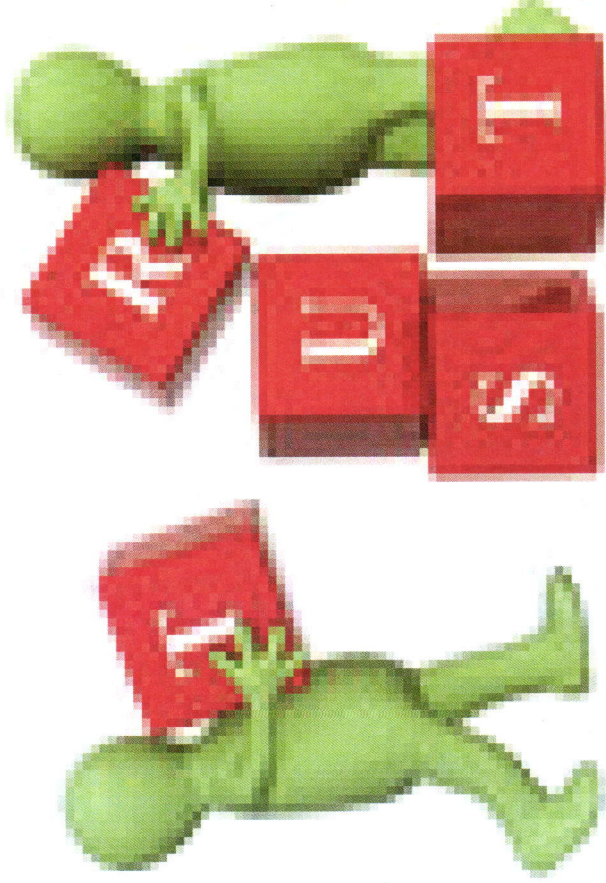


Addressing digital identity and other current challenges

Developing the TRUST Framework



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- ISM
- PSPF
- NIPG
- NeAF
- Risk Framework
- Authentication Standards

The challenge of Identity



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- Privacy
- Inclusion and uptake
- Trust
- Protections and recovery.



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The road ahead and the future vision

Where we're heading now



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Digital Identity

Establishing a way to verify identity with key relying members
Re-using verified identities to simplify your online transactions

Tell Us Once

Extending the notifications to other relying members
Extending the circumstances that can be updated

Digital Mail

Extending the pattern to business customers
Improving the Commercial provider interfaces

The Digital Transformation Office



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The Digital Transformation Office

- How will this affect myGov



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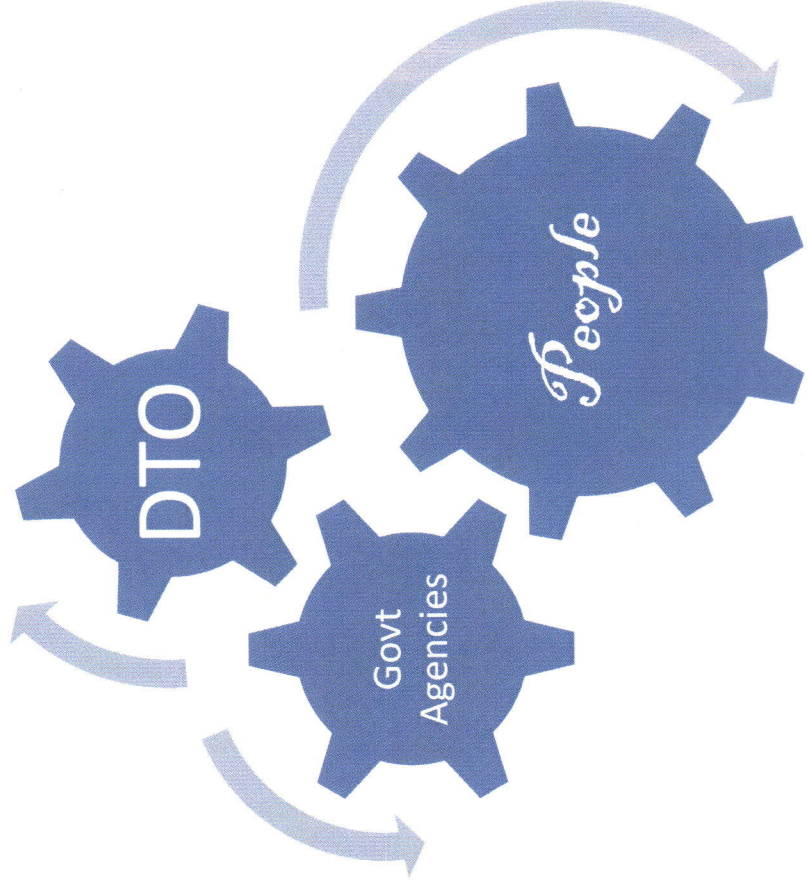
The Digital Transformation Office



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- How will this affect myGov

New service owner



The Digital Transformation Office

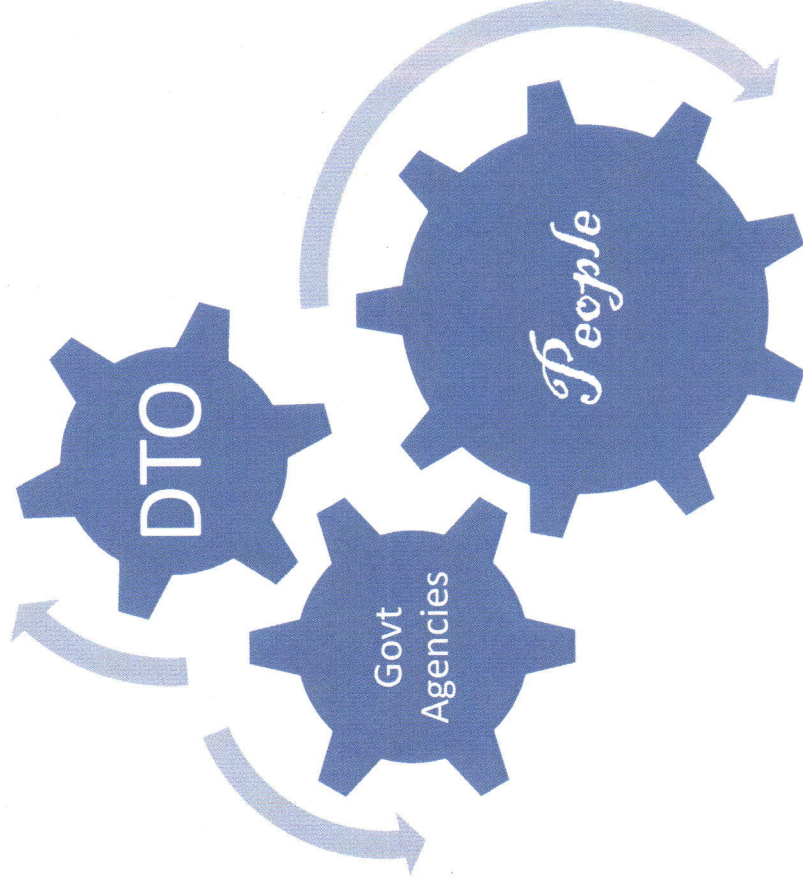
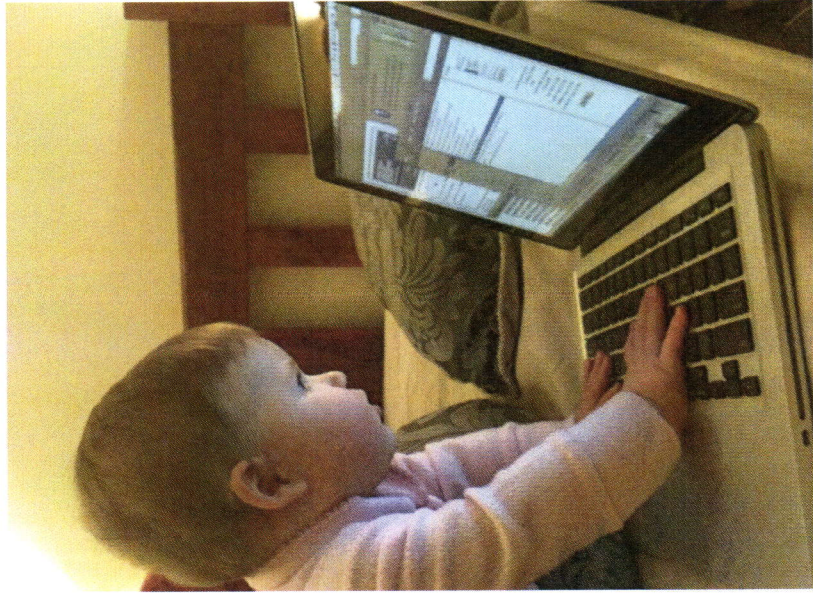


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- How will this affect myGov

Digital Service Standard

New service owner





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Questions and Answers