

Kainos Case Study

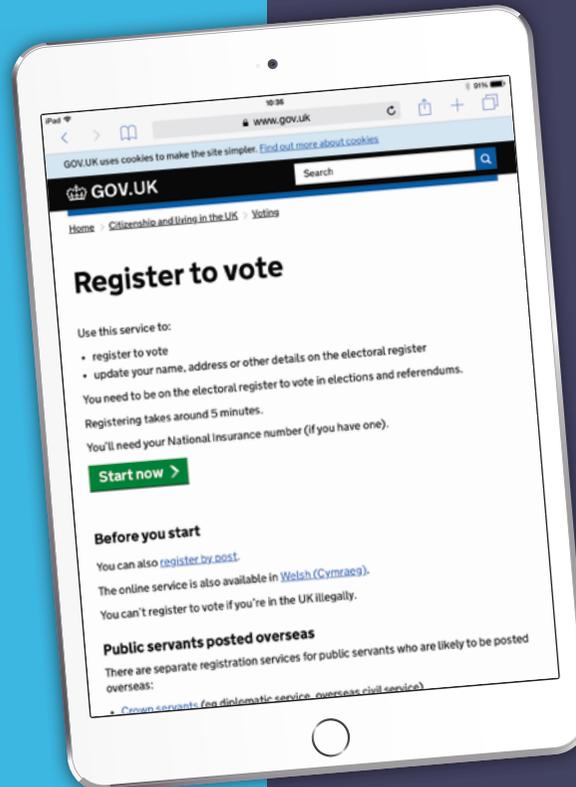
The Cabinet Office & Kainos: Transforming Individual Electoral Registration (IER)

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Kainos was asked by the Cabinet Office to help design and develop a new system for individuals to register to vote as part of the wider Electoral Registration Transformation Programme.

This live digital service enables 46m citizens in England, Wales and Scotland to register to vote at individual level instead of household level.

Read on to find out how we delivered this important project.



The role of Kainos

- We have been engaged from alpha right through to supporting the live service.
- We put in place the core development team and web-ops capability, spanning front and back-end development, while also establishing the development and production hosting platforms.
- The service has been live since June 2014 and we continue to enhance, support and develop the service.



The Background

The previous government's manifesto commitment to deliver IER has been successfully delivered by a major government programme within Cabinet Office to change from a century old system of registration by household to one of individual registration.

The change enabled improvement to the security of the electoral register and opportunity to improve its accuracy and its completeness.

Automated verification of each individual application has provided safeguards against fraud.

The Challenges

One of the biggest challenges was to build a digital service that supported the needs of the 46 million registered electors.

We also had to take into account that this major operational change would affect 387 local authorities responsible for electoral registration, as well as key suppliers and a number of Government departments and agencies.

The Solution

For the first time, citizens in England, Wales and Scotland are able to register to vote online using the IER web service, requiring only their name, date of birth, address and National Insurance Number.

This new web service makes registering to vote as an individual easier and more efficient.

As part of the programme team, we delivered the digital service and now support its steady state running. This includes making digital applications; verifying applications; securely transferring data across the system; data mining functionality.

Importantly, we also support changes to local authority Electoral Management Systems that interface with the new service to enable seamless handling of additional data requirements.

What's Next?

The Kainos team, working in collaboration with the Cabinet office, has ensured that the service is flexible, innovative and future proof. We are building IER with the capacity to:

- Adapt to accommodate a devolving Scotland
- Enable full re-platforming to reduce costs
- Extend the digital inclusion to any global citizen in possession of a valid UK passport

We are also currently preparing the system ahead of 2016 local elections and the EU referendum.

Service delivery and development highlights include:

- Pioneering the use of Agile development on a major transactional government project.
- Creating a central government PSN (Public Service Network) accredited service that connects local authorities in England, Scotland and Wales, using a RESTful API service.
- Building a service that straddles multiple security tiers (formerly IL2 and IL3) and hosting service provider platforms.
- The first ever platform interconnect that performs application layer content inspection and validation, on data transiting the link.



Service Highlights



Live service released for eligible citizens in England, Wales and Scotland. As well as serving armed forces, crown servants and overseas UK citizens



Registration details of 46 million people checked by all local authorities in England and Wales automatically prior to launching the online service



A record-breaking 469,000 people registered to vote online in one day (during the 2015 election period)



387 local authorities can now check electoral registers against Department for Work and Pensions data



During one of the televised debates, 25,000 citizens concurrently accessed the service



Digital inclusion - built online registration service for 99.9% of voters



Over 95% customer satisfaction and 99% uptime



Welsh language service released

What the client had to say...

"I wanted to pass on the Commission's thanks to everyone at Government Digital Service working under Mike Bracken and at the Cabinet Office working under Colin Dingwall who developed and managed the site in the run-up to the 20 April registration deadline for ensuring that everything ran smoothly. I'm pleased that the **Gov.uk/registertovote** website has received high levels of satisfaction."

Jenny Watson
Chair of the Electoral Commission

To find out how we can help deliver your digital aspirations contact us:

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