

UK Government Gateway

e-Delivery Team – Customer Skills Checklist

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Revision & Sign-Off Sheet

Change Record

Date	Author	Version	Status	Change Reference
28 Jun 04	Carolyn Clark	0.1	Draft	First draft.
16 Jul 04	Carolyn Clark	1.0	Baseline	Baseline following comments.
19 Aug 04	M Gibson	5.0	Baseline	Raised to version 5.0 following rebranding. No change to core text.

Document Status has the following meaning:

- **Drafts** – These are documents for review and liable to significant change.
- **Working Baseline** – The document has reached the end of the initial review phase and can be used as the basis for Technical Design but is expected to have further changes. This document will have changes tracked since the last Draft.
- **Baseline Candidate** – The document is ready for final issuing and is only expected to have further minor updates. This document will have changes tracked since the Working Baseline (In Test).
- **Baseline** – The document is published and is not expected to change. This document will have changes tracked since the Working Baseline.

Note that minor updates or corrections to a document may lead to multiple versions at a particular status.

Distribution

Name	Position
Mark Poole	Live Service Manager
Steve Lawrence	Director, Solutions Team
Nick Price	Head of Service Implementation
Filippa Price	Programme Office Manager
e-Delivery Team	All Staff
Departmental Contacts	As appropriate

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1 Introduction

1.1 Intended Readership

The intended audience of this document is Departments, Local Authorities (LAs) and Organisations looking to engage with the e-Delivery Team (EDT), in adding new services to the Government Gateway. In this document Customer means the department / local authority or organisation adding a service and connecting to the Government Gateway.

1.2 Purpose

The purpose of this document is to provide Customers with an outline of the minimum business and technical skill set they will need. Customers who do not have these skills readily available will need to consider buying-in additional resource to assist.

1.3 Glossary of Terms and Abbreviations

Abbreviation	Definition
Customer	Departments, Local Authorities and Organisations.
CI	Central Infrastructure i.e. Government Gateway and/or DotP.
EDT	e-Delivery Team.
DIS	Departmental Interface Server

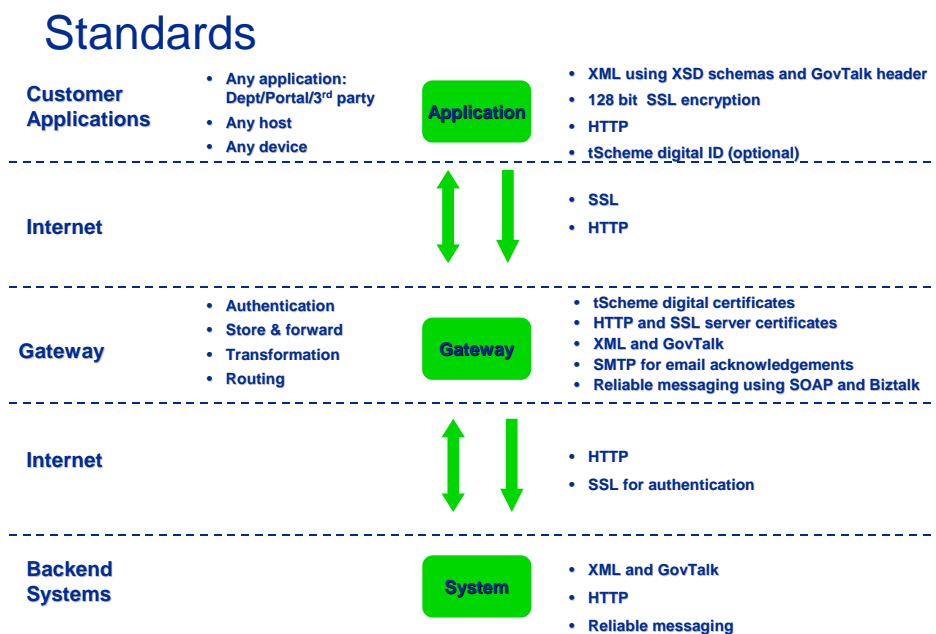
2 Gateway Standards

The Government Gateway is a vendor neutral, standards-based environment, which uses e-GIF and GovTalk interoperability standards (which are in turn use IETF, W3C and WS-I interoperability standards). The Gateway exposes all of its services using these open interoperability standards, namely:

- TCP/IP
- HTTP
- HTTP 128 bit SSL (TLS 1.0)
- HTML
- XML
- X.509 certificates
- W3C XML signing
- SOAP
- SMTP
- WS-Security, WS-Trust, WS-Policy

XML is used as the standard data format for all messages into and through the Gateway. The specific standards are defined by the UK Government's GovTalk initiative (www.govtalk.gov.uk). Gateway/Internet/Backend Systems linkage is achieved through the Departmental Interface Server (DIS). DIS provides SOAP reliable two-way communication between the connecting organisation and the Gateway. It combines compliance with the Gateway's open interoperability e-GIF¹ standards (XML, HTTP and SOAP) together with reliable once-only delivery and ease of integration into backend proprietary systems within the connecting organisations.

The following diagram outlines the various standard interfaces and where they are used by the Government Gateway.



¹ e-GIF: Electronic Government Interoperability Framework.

3 Business Skills List

Business Skill	Requirement
Procurement	The Customer will be responsible for procuring any hardware and software that is required to enable use of CI i.e. DIS.
Programme Management	CI is usually a relatively small element in the Customer's development programme. EDT will manage the implementation of the CI component and the Customer is responsible for managing their overall end to end Programme.
Project Management	The Customer will be required to front a project manager who will act as the single point of contact between EDT and the Customer throughout delivery of the project.
A full development life cycle	The Customer is responsible for the overall business design of their end to end solution.
System integration projects	The Customer is responsible for the technical integration of their front and back end with CI.
Formal testing procedures	The Customer will be required to develop test plans and formally conduct testing within the CI test environment.
Helpdesk	The Customer will be responsible for providing a front-line support desk for their end user community.

4 Technical Skills List

Technical Skill	Requirement
Open Interoperability standards	A comprehensive understanding and working knowledge of the Gateway Standards referred to part 2 of this document.
e-Government Interoperability Framework (e-GIF)	An understanding of the Framework. Refer to www.govtalk.gov.uk for further information.
tScheme	A basic understanding. Refer to www.tscheme.org .
User Interface	The Customer will need to develop and host a front end (UI) for their application.
Customer Application	The Customer will develop their application and be responsible for any integration with their backend. EDT will provide project support to manage the integration and implementation with the CI platform.
Backend Development	The Customer will be responsible for any backend development.
Programming	Programming skills in languages such as VB, VB.NET, C#, ASP, ASP.NET etc. <i>Please note this is not a definitive list and is to provide examples only.</i>
SOAP	The ability to develop SOAP calls and subsequently link via SOAP to our web services.
XML / Schemas	To be able to define, interrogate and understand XSD's together with XML input and output.
URL'S and IP Addresses	Ability to generate and manage.
X509 Certificates	If applicable, an understanding of the use of these certificates.
PKCS#10 Certificates	A detailed understanding of how to generate and subsequently install the certificates.
Firewall / Networks /Servers	Configuration and management.

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e-Government Unit, Cabinet Office
Stockley House
130 Wilton Road
London SW1V 1LQ

<http://www.e-government.cabinetoffice.gov.uk>
