# Transcript: myGovID for Employment Services Providers John Dardo, Senior Responsible Officer NESM 20 October 2021

## Introduction and welcome

I would like to respectfully acknowledge the traditional owners and custodians of the land on which each of us gather, and pay respect to their elders, past, present and emerging. I would also like to extend that respect to all Aboriginal and Torres Strait Islander peoples participating today.

## Agenda

I will be covering three areas today:

* The main focus of today’s session is on stepping through the rollout of myGovID for Employment Service Providers.
* An update on the redeveloped and enhanced ESSWeb will also be provided.
* Along with an update on how providers are tracking with Right Fit for Risk accreditation.

There will be an opportunity to ask questions during the forum. You can do this by adding questions to the chat as we go or asking them at the end of the presentation.

I do need to include a reminder here that in order to preserve the probity of the Department’s current purchasing processes, there will be some limitations on what we can discuss at the forum. The Department will be unable to provide any information on the current purchasing processes other than that which is currently publicly available

## Overview of myGovID

You may be aware that a couple of years ago Government started rolling out a digital identity system, called myGovID, as part of the Whole-of-Government Digital Transformation Strategy.

myGovID is administered by the Australian Taxation Office (ATO) and allows users to create a digital identity that can be used to log into online Government services. It is different to mygov; it is a fully remote credential that allows people to validate identity. It has recently been enhanced to include facial recognition.

Approximately two million business users are already using myGovID to access over 76 Government services and it is mandated for some sectors who intersect with the ATO.

We have started introduction of myGovID for employers to advertise job vacancies on our jobactive website and we have over 4,000 employers already using it.

And now we are rolling it out to all Employment Service Providers and their staff who use the Employment Services System (ESS).

So what does this mean for you and your organisation?

* + ***A better and more streamlined user experience*** when accessing online Government services. It is set up once to allow access to multiple online services
  + ***Flexible access*** – you can access online services anywhere, and at any time, and the authentication can be set up on multiple devices.
  + ***Improved security of client data*** being accessed.
  + ***Greater fraud prevention*.**
  + ***Maintenance of community confidence*** allowing for the potential of more online services for providers & their staff.

### Phased transition

We are phasing the rollout of myGovID, however, your staff can get a myGovID today if they want to. As a provider, you will be able to start using myGovID to access ESS from 1 February 2022 and new users must have myGovID to access ESS from 1 March 2022.

We will turn off legacy credential access to ESS on 25 March 2022 which means you will only be able to access ESS using myGovID from 26 March 2022.

All providers that use ESS will go through the transition at the same time; there won’t be staging based on program. This will reduce any potential for confusion and ensure users are well informed and able to sign up to myGovID well before the legacy access is switched off.

I encourage you to get your staff downloading the app so they can be ready to start using myGovID from February 2022 to access ESS.

### What is changing?

Currently, Employment Service Providers use Microsoft B2C to verify user identity. How access currently works is the user is set up in eSAM by the provider’s Organisation Security Contact and logs on to ESS applications using their B2C username and password.

### How will myGovID work?

Microsoft B2C will not work for logons to ESS applications from 1 March 2022 for new users and from 26 March 2022 for all existing ESS users.

In order to access ESS applications from March next year, each individual user will need to download the myGovID app to a smart mobile device – the mobile device is the key for access. Users will need to get a Standard myGovID (Standard identity strength) and they have over four months to do this before the legacy system is turned off.

Staff members of all Employment Service Providers using ESS will need to register *as individuals* for a myGovID, providing proof of identity documents as part of this process. The resulting myGovID is owned by the *individual,* not the employer – however it is up to the employer to manage the permissions associated with the myGovID. This digital identity remains with the individual even if they switch employers.

Because myGovID is not a new authentication system, and is already being used across Government, there are most likely staff members who already have a myGovID set up for their personal use.

There are three easy steps to set up myGovID:

* Download the myGovID app.
* Enter your details - full name, date of birth and email address,noting personal email address to be used.
* Choose your identity strength,noting standard identity strength is required to access ESS.

Individuals will need to verify at least two of the following Australian identity documents for a standard identity strength:

* driver’s licence or learner’s permit
* passport (not more than three years expired)
* birth certificate
* visa (using your foreign passport)
* citizenship certificate
* ImmiCard
* Medicare card.

### What is Relationship Authorisation Manager?

Once staff have registered for a myGovID, you will need to manage their access to online Government systems through Relationship Authorisation Manager (RAM).

RAM is the authorisation service that determines which individuals can act on behalf of the business. Most of you will already have RAM setup for other interactions with the ATO or other Australian Government Services.

There are three levels of access:

*Principal Authority*

The principal authority is generally a business owner or listed associate, such as trustee, director, public officer or partner, who may be listed on an Australian Business Number in the Australian Business Register. The principal authority has to be enabled in RAM to set up the initial authority structure for the business. Facial recognition is likely to be used for principal authority enrolment in the future.

*Authorised Administrator* (someone authorised to act on behalf of a business)

Someone then has to be authorised by the principal authority to manage the granting and removal of access for individual staff.

*Users*

Case managers, consultants and other staff who are authorised to access ESS on behalf of the Employment Services Provider.

It is critical that access is kept current in RAM; when staff members leave your organisation their access must be removed.

### Setting up an Administrator

This slide shows how the initial setup will work for the small number of providers who don’t already have RAM enabled.

As you can see from the illustration it is a very easy and quick process to set up RAM and an administrator; you basically follow the bouncing ball as you go through the setup process.

### Setting up an ESS User

This slide shows how access to ESS is then granted to individual users by the administrator.

Again, you can see from the illustration it is a very easy and quick process.

Any action taken in eSAM to link myGovID assumes the user has installed myGovID on their mobile device and that the relevant authorisations have been set up in RAM.

### Third Party Employment Systems

The Department requires that Third Party Employment Systems (TPES) vendors are accredited prior to use by Employment Service Providers.

There are only five accredited TPES vendors currently available for Employment Service Providers to use. See <https://www.dese.gov.au/digital-information-assurance-it-security-compliance>.

myGovID is not currently allowed for use as a credential in private systems so TPES vendors will continue to use their own authentication.

The interaction between third party systems and ESS will not be impacted by the rollout of myGovID authentication for providers. Third Party Employment Systems interact with ESS through   
machine-to-machine APIs; these will continue to use Service Accounts and will not be impacted by myGovID.

The Department has advised the TPES vendors of the myGovID rollout. All TPES vendors have advised the Department that they do not anticipate significant changes from myGovID; where changes are required, TPES vendors will work with the Department to amend their systems and continue service.

### Where can I get help?

There will be a range of communication materials rolled out to support a smooth transition to myGovID for you and your staff. This will include:

* Information sessions, such as this one today, and an Innovators Forum scheduled for November 2021.
* Phased communications to ensure all stakeholders receive relevant and appropriate information throughout the transition. This will take place on a number of channels, for example existing ESS Web users will receive an automated prompt to create a myGovID when they log into the legacy system.
* Instructional materials, such as Frequently Asked Questions and a ‘cheat sheet’ for your staff to help them to correctly set up their myGovID.
* Instructional materials for provider security contacts to properly assign staff roles and access permissions within eSAM.
* Training for our own staff so they can respond to any enquiries you or your staff might have.

We will monitor myGovID adoption and adjust our communication and engagement activities accordingly.

More information on myGovID can be found at [www.myGovId.gov.au](http://www.myGovId.gov.au).

### Frequently Asked Questions

We have prepared some Frequently Asked Questions based on the experience of transition to date.

We will publish these with our communications material and add to them as new questions arise.

The three key lessons from transition to date are:

* Businesses needed to encourage their staff to setup their myGovID accounts early.
* Some businesses needed to update their work policies. For example, workplaces with no mobile phone policies had to adjust their workplace policies to enable staff to use their smart device to enable myGovID authentication.
* For the overwhelming majority of users, the experience was self-explanatory; it was easy to download the myGovID app and follow the sequential steps.

### Where can I find out more?

We will progressively publish material on the Department’s website, and will share links when they become available.

I also encourage you to visit the mygovid site.

## Update: Improving Provider Experience

I will now provide a quick update on how we are progressing with the development of ESSWeb 2.0.

We are working to create a fast, reliable and user-friendly employment service system that will reduce red tape for providers, increase transparency and give you the tools you need to help people find and keep a job.

Our new provider experience platform, or ESSWeb 2.0 as we have been calling it, will:

* Be a modern interface based on an integrated workflow design specifically tailored to user’s needs.
* Have a new tailored provider landing page and a single workflow view of actions and tasks.
* Will support new policy and provider obligations including:  
  - new job seeker mutual obligations,  
  - outcome payments, and  
  - eligibility, assessment and referral processes

The Department is conducting ongoing user research with providers, under an opt-in model, to gain an understanding of how you use the system, which informs the development of designs and workflows, and to test the designs with you once developed. It is the insights and findings from the user research that will then determine the final designs of the user interface.

We are thrilled with the engagement so far in our usability testing – over 70 provider organisations and over 400 individuals have chosen to be part of our research process.

This is a critical part of our ESSWeb development; hearing directly from our core users and designing the new user interface based on feedback. Usability testing will allow us to get better analytics and also test things, like time to complete and dropout rate in real time. We will gain greater insight into how the platform operates in real life.

We expect to release functionality for the redeveloped ESSWeb incrementally in a Beta state this year.  The Beta functionality will provide new screen designs and process improvements using jobactive policy settings.

Our research goals are to:

* understand provider business flows and mental models, and
* understand how providers navigate the system and test proposed designs.

We have tested proposed designs for a range of elements of the new platform including employer and vacancy flows, caseload screens and job seeker profiles with more to come.

A monthly research update is circulated on ESSWeb and the Provider Platform via Bulletins which recaps the research efforts for the previous month.

I encourage you to continue to engage in our research and to test the Beta functionality when it is released.

## Update: Right Fit for Risk Requirements

Finally, I will provide a quick update on how providers are progressing with the implementation of Right Fit for Risk (RFFR) requirements.

As you are aware, providers are required to meet the Department’s External Systems Accreditation Framework (ESAF) to ensure confidential data stored outside of the Department’s IT environment, in a provider’s IT system, is secure. This includes the requirement for providers to obtain and maintain RFFR accreditation of their IT systems within the timeframes set out in the ESAF.

As at 15 October 2021, 32 medium and large providers have completed the RFFR accreditation process, and 24 are currently being assessed.

### What happens if providers don’t obtain accreditation?

For medium and large providers (servicing 2,000 or more participants):

* Medium/large providers who submitted RFFR documentation by the due date of 30 September 2021 are being prioritised for review.
* If you are a medium/large provider, did not submit your RFFR documentation for review by 30 September 2021 and did not advise the Department of a valid reason for being overdue, you may be found to be in breach of the Deed.
* Non-compliance with the RFFR timeframes will be considered a breach of the relevant employment services Deed and will be managed by the Department in accordance with the Breach Management Approach. This may result in the provider being issued with a breach notice, and breach action being taken by the Department, which may include but not limited to:
  + suspending, terminating, or requiring the cessation of all Access to the Department’s IT Systems,
  + applying bandwidth throttling measures in respect of all Access to the Department’s IT Systems,
  + requiring the provider to obtain new logon IDs,
  + requiring the provider to prepare and implement an IT security plan to the Department’s satisfaction, within the timeframe required by the Department.

### Where can we get help?

For small providers (servicing less than 2,000 participants):

* Small providers are required to gain RFFR accreditation by 31 December 2021.
* We encourage providers facing challenges to contact the Department so we can provide you with assistance.
* Let us know by emailing SecurityComplianceSupport@dese.gov.au at your earliest opportunity if you are experiencing significant challenges preparing your RFFR submission. We can provide:
  1. targeted consultation and assistance,
  2. tailored support to review those with complex arrangements, and
  3. templates and tools to assist with the RFFR process.

### Are the same standards required for new Tenders?

The Department requires current providers to gain RFFR accreditation under current contracts.

For approaches to market that have been released such as TTW and NESM, information on a supplier’s current accreditation status is requested.

Each future approach to market will have its own assessment criteria. Please refer to the relevant approach to market documents for information about the requirements. The Department will not exclude any respondents from submitting a bid regardless if they have current RFFR accreditation. However, capacity to meet accreditation requirements is one of the factors considered in assessment for TTW and NESM.

### RFFR Improvement Initiatives

We want to improve the ways we deliver support and assistance for all providers to complete the RFFR accreditation process, through improved collaboration and support.

* Initiative 1: Enhance tooling.
* Initiative 2: Improve guidance material.
* Initiative 3: Higher levels of support.

Some of the improvement initiatives are in progress; Initiative 3 may be implemented in October/November 2021. Initiatives 1 and 2 may take longer as we are investigating how the ServiceNow Vendor Risk Management module can be used to replace the Mu2. For Initiative 2, we are investigating using the DESE website to make RFFR material more readily accessible and an alternative way of presenting it that is easier to understand.