



DWP Innovation Dojo: Making Public Services Better

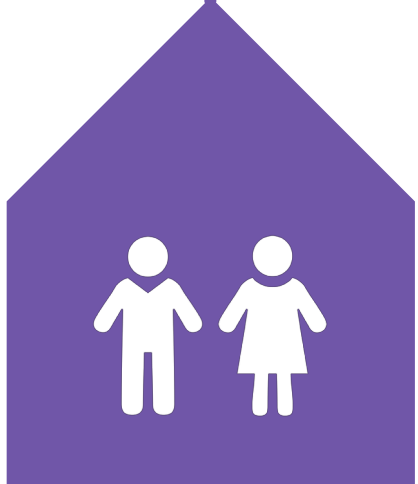
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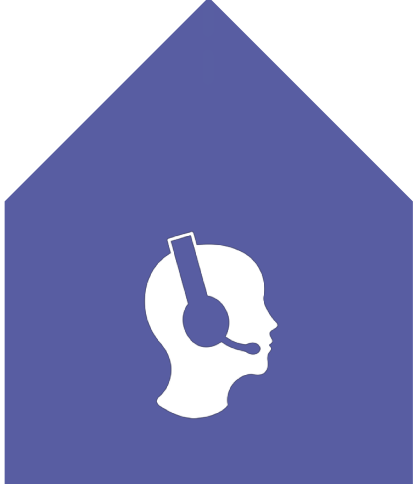
One of the UK's biggest digital transformations...



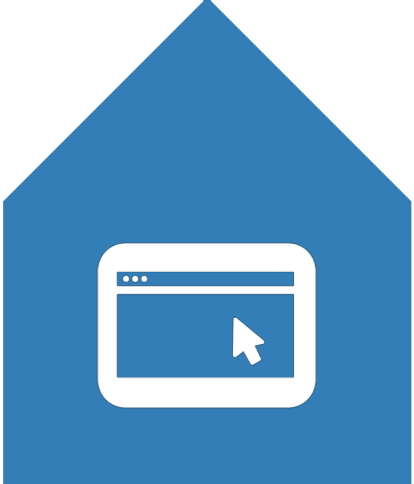
...serving **20** million people



...with **84,000** employees



...running on **55 million** lines of code



...making **10k** changes to our IT systems per year



...and handling **200m** calls from the public each year



A large, diverse crowd of smiling people of various ages and ethnicities. The crowd is dense and fills the entire frame. In the center, a teal banner contains the text "Our purpose sets us apart".

Our purpose sets us apart

We have a responsibility to innovate...boldly

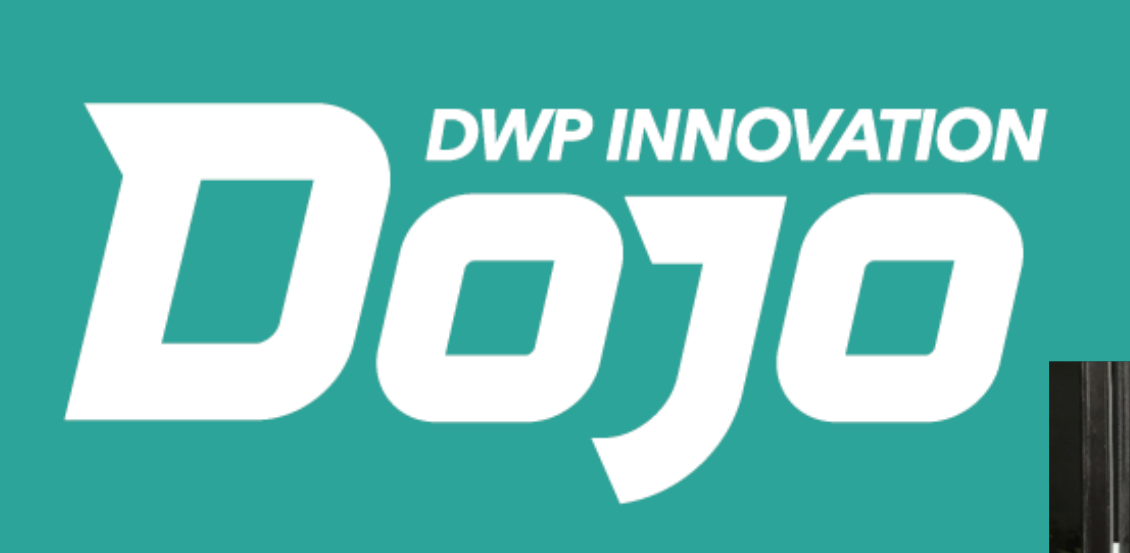
To meet our customers'
ever-changing needs

Improve outcomes for society

To reduce costs to the taxpayer

To stay ahead of digital trends

Introducing the...



The problem: Re-imagining trust

Going beyond digital identity



Trust in the session:

The channel is secure and we see normal interactions

Trust in the action:

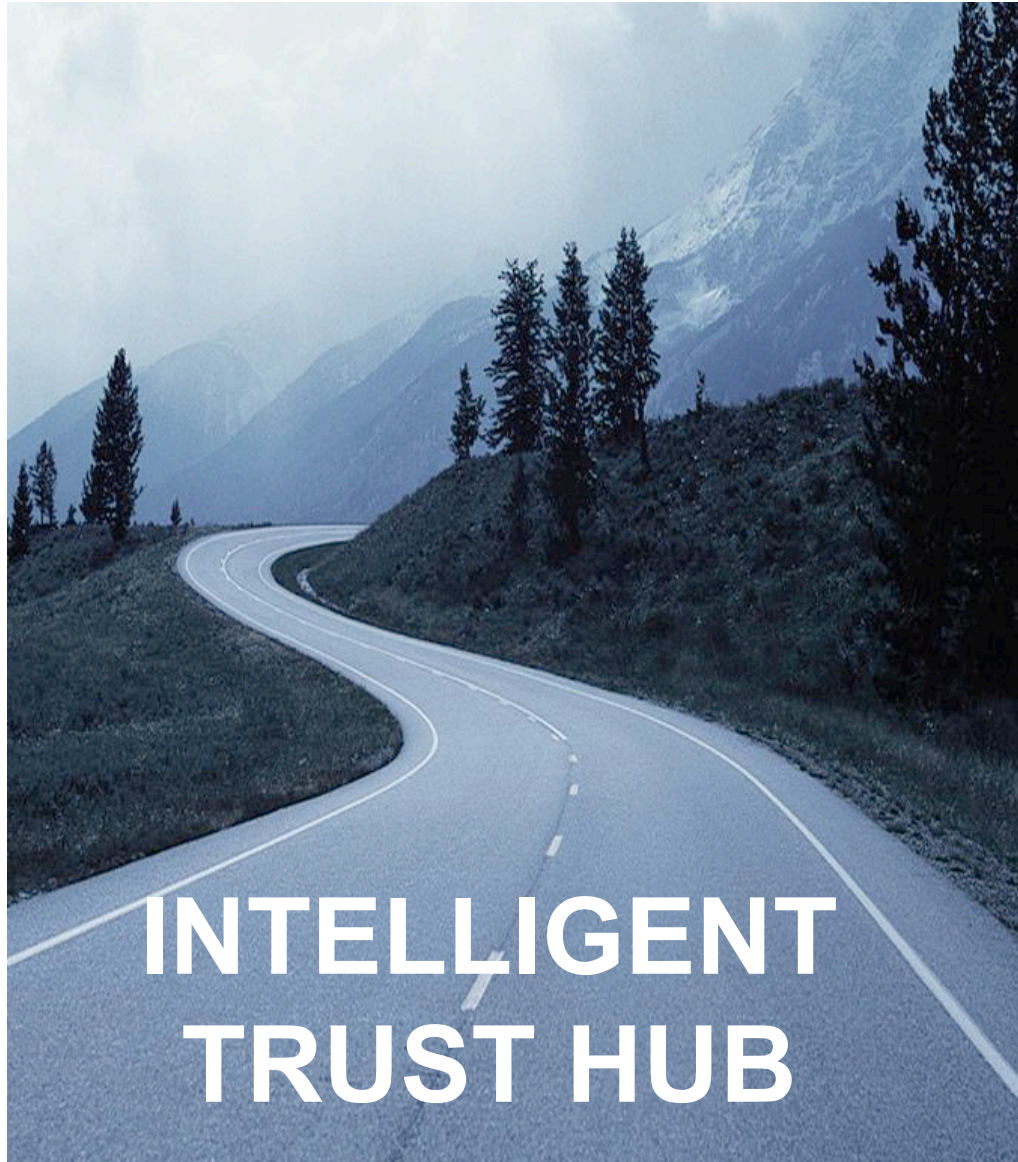
'Data' is verified, we are confident in what we are being told

Trust in the person:

We are confident that we are interacting with the right person

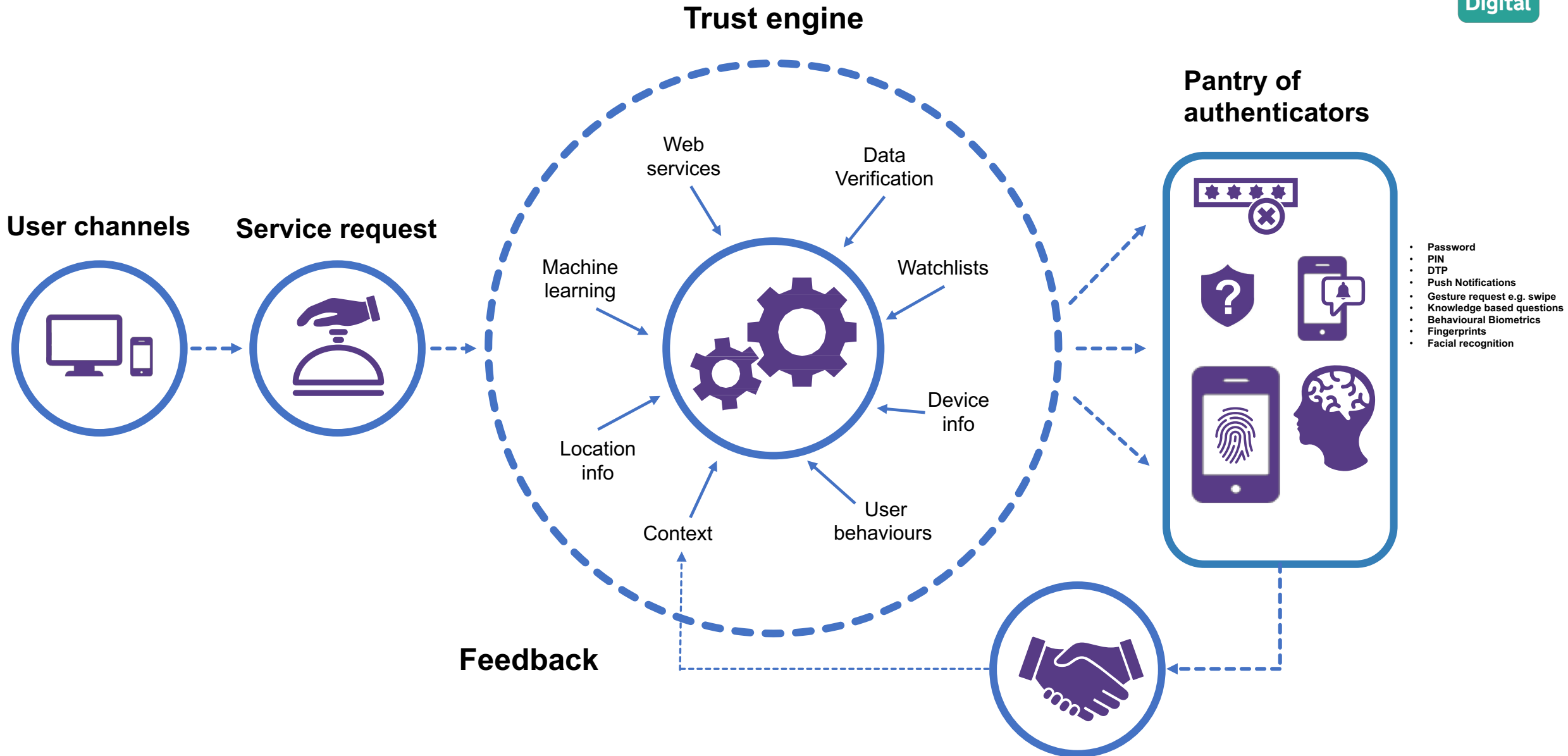
Services: We do not have the capacity or desire to integrate with multiple solutions

The Vision



**Automated proportionate
risk-based citizen services,
orchestrated by a **dynamic
trust model****

The outcome



WHAT IS DOJO?

"Working with Dojo has been nothing short of an amazing experience, you get to work with modern technologies within a team willing to push beyond all technical and business limitations through collaborations and learnings...while developing at a rapid rate"

TOBI AJAYI | Digital Group | DWP



CADENCE	DAILY	WEEKLY	6 TH & 12 TH WEEK
	<ul style="list-style-type: none"> Scrum team stand up Pair-programming Refine Design Update Jira Sprint boards 	<ul style="list-style-type: none"> Sprint review (Show not Tell)* Retrospective Sprint planning Backlog grooming 	<ul style="list-style-type: none"> Check Point* Feasibility Check* Handover workshops*

* All Stakeholders



Rotating people through an immersive experience every 6 to 12 weeks




Building capability and learning / adopting Agile ways of working and New IT



	HOW MIGHT WE....	USING INNOVATIVE TECHNOLOGIES...	TO ENABLE...	WHERE NEXT...
PAYMENTS MESSAGING SERVICE	<p>...send out welfare payments to citizens in a faster, more cost effective way whilst reducing the operational work post payment & third party payment dependencies?</p>	<ul style="list-style-type: none"> Blockchain / DLT 	<p>A blockchain network of the DWP and banks that supports near real time payments to citizens with reduced cost and administration.</p>	<p>Payment Services are looking to progress to a pilot, with the Bank of England & partner banks. This has the potential to revolutionise global cross-industry payments processes.</p>
CROSS GOVERNMENT DATA EXCHANGE	<p>...enable real time broadcast of citizen updates to cross governmental departments and a single view across government of citizen information?</p>	<ul style="list-style-type: none"> Blockchain / DLT 	<p>A network of government departments linked by a distributed ledger that powers instant and seamless data exchange leading to:</p> <ul style="list-style-type: none"> Reduced operational investment Improved citizen service Improved security and compliance 	<p>Discussions held with HMRC and the solution is feeding into cross government strategic thinking into data sharing and citizen information verification</p>
OMNI-CHANNEL CUSTOMER EXPERIENCE	<p>...reduce call centre volumes both in number (currently 90m annually) and length of interactions (e.g. ESA 45min average)?</p>	<ul style="list-style-type: none"> API Gateway Natural Language Processing Chatbots Interactive Voice Response Conversational Interface Virtual Assistants 	<p>An omni-channel citizen experience where interactions with the DWP can be initiated through one channel (e.g. web) and picked up from where they left off (via seamless state control) on another (e.g. interactive voice response).</p>	<p>Accelerated NGCC capability and transformation and formed the basis for funded discovery into 'Omni Channel Customer Contact' by NGCC. The solution could significantly reduce the current volume and cost of calls to call-centres.</p>
INTELLIGENT TRUST HUB	<p>...improve citizen interactions with the Department through establishing and maintaining trust and right sizing appropriate levels of verification?</p>	<ul style="list-style-type: none"> Machine Learning Real time trust scoring Facial Recognition 	<p>Dynamic trust scoring of citizen interactions with the DWP that empowers automated right sizing of verification requirements. This enables:</p> <ul style="list-style-type: none"> Reduced fraud and error (currently £5.5m incorrect annual payments) Reduced FTE's spent on verifying citizens 	<p>Solution is being progressed with 'Trust & Identify team' as part of the Trust and Identify strategy</p>
BLOCKCHAIN FOR WORK HISTORY & UC VALIDATIONS	<p>...connect citizens with employers and the DWP in an instant and trusted way to considerably reduce the time, cost and effort involved in proving credentials related to past work plus ongoing efforts to get back to work?</p>	<ul style="list-style-type: none"> Blockchain / DLT 	<p>A network of employers, citizens and the DWP for real time secure and immutable validation of education, training and work history and credentials (digital CV). In turn this can lead to:</p> <ul style="list-style-type: none"> Getting citizens back to work quicker Operational savings through removal of manual documentation checks 	<p>Currently exploring pivoting the use case to an initial smaller focus area e.g. training providers which can act as a launchpad for expanding the network to employers.</p>
CONNECTED ADVANCES PLATFORM	<p>...reduce Advances fraud through misrepresentation and 'gaming' without adversely impacting ease of access to Advances for the vulnerable.</p>	<ul style="list-style-type: none"> Sentiment Analysis Machine Learning Graph Database Technology Chatbots 	<p>Identification of suspicious activity through deep analysis of all data associated with an Advances claim and learnings from past fraud; including:</p> <ul style="list-style-type: none"> Sentiment of claimant Associations with past fraud (through 6 degrees of separation) 	<p>Whilst Advances are being used as an example use-case, the technologies and concepts being explored could have far wider impact across the department for tackling fraud.</p>

Thanks

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