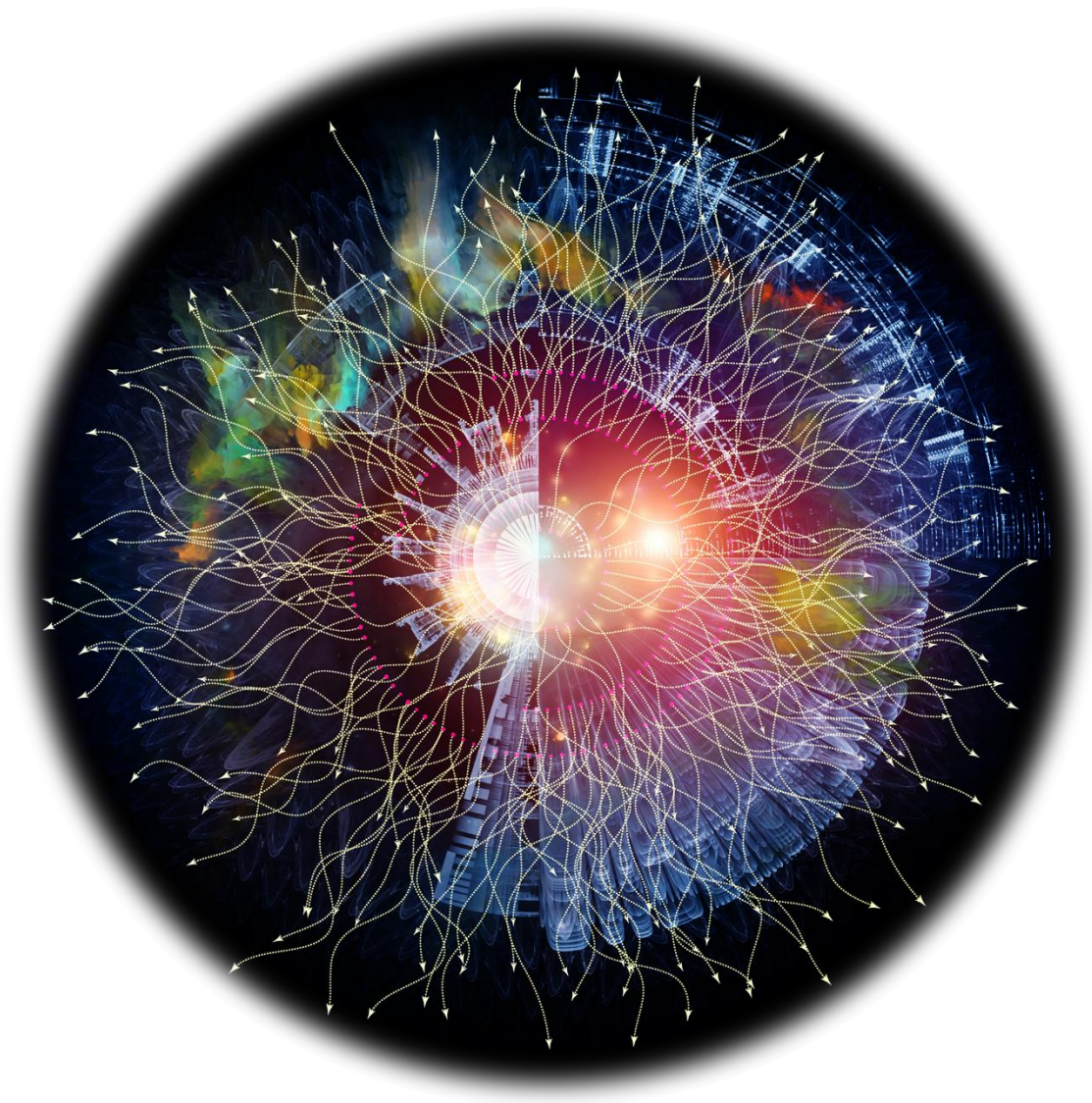




Digital Credentials

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver** and **Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹ and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

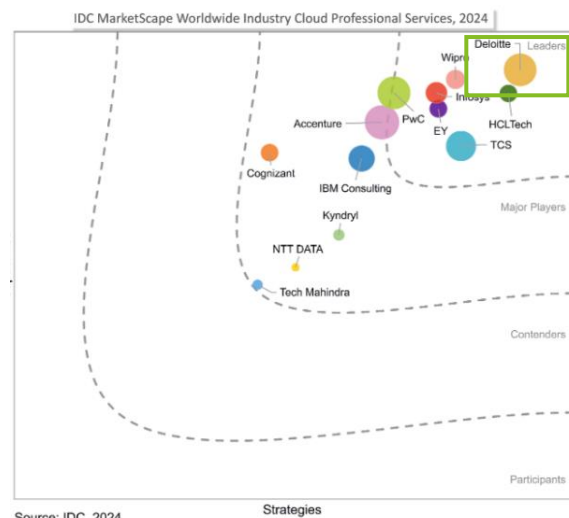


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Deloitte helps government organisations navigate digital identity, providing comprehensive services for the issuing and verification of digital verifiable credentials. We can transform how you manage and exchange trusted information, leveraging secure digital wallets and interoperable standards to achieve cost savings and enhance compliance, security, fraud protection and the citizen experience.

Service Features

- Digital identity (ID) strategy, policy, and roadmap development
- Digital credential business case, feasibility, and value proposition discovery
- Citizen-centric service design, discovery, and user research
- Credential issuance platform architecture, development, and deployment
- Secure credential lifecycle management, including revocation
- Digital credential consumption, verification, acceptance, and integration solutions
- Security by design, privacy by design, and cyber risk mitigation
- Standards-compliant (ISO, W3C, OID, mDoc) interoperable digital identity
- Integration with existing UK identity systems, One Login and Wallet
- Digital ID awareness, education, training and capability building

Benefits

- Clear understanding of and measurable case for digital credential projects
- Increased service completion and success rates
- Empowering individuals to control their personal data, with selective disclosure
- Increased operational efficiencies via reduced processing times for applications
- Enhanced security and fraud prevention with verifiable, trusted, revokable credentials
- Solutions compliant with cyber and privacy standards and regulations
- Quicker, simpler integration with One Login and the GOV.UK Wallet
- Improved data accuracy, reduced manual errors and invalid credential acceptance
- Simpler integration and lower maintenance cost by leveraging interoperable standards
- Enabling public sector transformation with new service offerings

3 Detailed Service Description

Deloitte provides comprehensive digital credential services, guiding public sector organisations through the entire lifecycle of adopting and using digital credentials. Our approach is designed to be flexible, standards-based, and outcome-focused, ensuring solutions are tailored to your specific needs while promoting interoperability and long-term value. We bring together strategic insight, technical expertise, and change and delivery management capabilities to transform how government bodies issue and consume trusted digital information.

Our service delivery is structured across four key phases:

Phase 1: Discovery – Identifying Opportunity & Building Understanding

This initial phase focuses on exploring the potential of digital credentials both as an issuer and consumer within your organisation, educating stakeholders, and identifying the most impactful use cases.

- **Education & Awareness (Digital ID / Credentials 101):** We equip your teams with a foundational understanding of digital credentials, their underlying technologies and their transformative potential. This includes workshops and training sessions to demystify concepts and inspire innovation.
- **Art of the Possible Workshops:** Working together to collaboratively develop ideas and drawing on our knowledge of international applications, we help identify opportunities for digital credentials. This involves:
 - **Credential Identification:** Pinpointing existing physical credentials suitable for digitisation (e.g. licences, permits, certifications) and exploring entirely new digital-native credentials that were previously impractical or impossible to issue physically.
 - **Service Design Analysis:** Analysing as-is journeys to highlight optimal points for digital credential issuance and consumption, followed by creating the to-be end-to-end service journey.
 - **User Research:** To understand user and business needs for the journey creation and credential attributes.
 - **Landscape Assessment & Use Case Prioritisation:** We conduct a thorough review of your current operations, policy landscape, existing digital capabilities and strategic objectives. This includes:
 - **Stakeholder Engagement:** Gathering insights from key business, policy and technical teams.
 - **Value Proposition Exploration:** Collaboratively defining the value proposition for various digital credential use cases, considering benefits for citizens, businesses and government operations.
 - **Prioritisation:** Developing a prioritised list of digital credential initiatives based on strategic alignment, feasibility and potential impact.
 - **Initial Technical Exploration:** A high-level assessment of your existing technical architecture and potential integration points, drawing on insights from similar projects and considering the wider context of government digital transformation such as One Login.

Phase 2: Design – Defining the Solution & Building the Business Case

In this phase, we translate identified opportunities into concrete plans, defining the "how" from people, process, and technology perspectives and building a robust business case for investment.

- **Detailed Business Case Development:** We work with you to build a compelling business case for your digital credential initiatives. This includes:
 - **Cost-Benefit Analysis:** Quantifying the financial benefits (e.g., operational efficiency, fraud reduction, cost savings) and costs associated with implementation and ongoing operation.
 - **Risk Assessment:** Identifying and mitigating potential risks (e.g., security, privacy, adoption).

- **Strategic Alignment:** Demonstrating how digital credentials support broader government digital transformation agendas.
- **Service Design & User Experience:** We design the end-to-end user journeys for both credential issuance and consumption, focusing on accessibility, usability, and trust. This includes:
 - **User Interface Design:** Designing the front-end service interface.
 - **Service Blueprints:** Detailing the front-end user experience and back-office processes.
- **Technical Architecture & Solution Design:** Our experts design the technical solution, ensuring it is secure, scalable and compliant with relevant standards. This covers:
 - **Credential Design:** Defining the data model and format for digital credentials (e.g., SD-JWT, ISO 18013-5, W3C VCDM).
 - **Issuance Platform Design:** Architecting the systems required to securely issue credentials. Assessing if any of the open-source and commercial software would be appropriate to efficiently deliver the service.
 - **Verification Framework Design:** Developing the mechanisms for consuming and verifying digital credentials (e.g., OID4VP 1.0, Digital Credentials API, ISO 18013-7), including integration with existing systems and the development of new verifier applications.
 - **Security & Privacy by Design:** Embedding robust security controls and privacy-enhancing technologies from the outset.
 - **Resilience Design:** Considering resilience from the start with maintenance practices, back-ups, and disaster recovery reviewed as part of the design.
 - **Interoperability:** Ensuring solutions are built to open standards to facilitate seamless exchange across government departments and the wider economy.
- **Process Re-engineering & Back-Office Transformation:** We analyse and redesign internal processes to maximise the value of digital credentials. This includes:
 - **Automating Verification:** Reducing manual checks and data entry, leading to lower error rates and increased efficiency in credential consumption.
 - **Leveraging Richer Data:** Using the real-time, cryptographically verifiable nature of digital credentials to transform back-office processing and decision-making, reducing the requirement to manually correct data.
 - **New Capabilities:** Exploring opportunities that physical credentials could not support, such as enabling a shift from simple to advanced e-signatures, or real-time, privacy-preserving verification of specific attributes without revealing and processing unnecessary personal information.

Phase 3: Implementation – Delivering Change & Integration

This phase focuses on the technical build, integration, and the necessary internal change management to bring the digital credential solution to life.

Solution Build & Integration:

- **Credential Issuance System Development:** Building or configuring the systems required to securely issue digital credentials, integrating with existing identity management systems (e.g. One Login) and authoritative data sources. This includes developing APIs for credential issuance (e.g., OID4VCI, DC API) and ensuring compliance with chosen standards.
- **Verifier System Development & Integration:** Developing or adapting systems to consume and verify digital credentials, integrating with existing service delivery platforms. This involves implementing verification protocols (e.g., OID4VP) and ensuring seamless, secure data exchange.
- **Digital Wallet Integration:** Supporting the integration of issued credentials with digital wallet platforms (e.g., GOV.UK Wallet) to ensure broad accessibility for citizens.
- **Security Implementation:** Implementing robust security controls, cryptographic mechanisms, and audit trails to ensure the integrity, confidentiality, and non-repudiation of digital credentials throughout their lifecycle.
- **Testing & Quality Assurance:** Comprehensive testing across all components, including functional testing, security testing, performance testing, and user acceptance testing (UAT) with relevant stakeholders.

Internal Change Management & Training:

- **Process Implementation:** Embedding the new digital credential processes into daily operations for both issuing and consuming departments.
- **Staff Training:** Providing comprehensive training for internal staff on how to issue, verify, and manage digital credentials, as well as how to support users effectively. This includes developing training guides for online and in-person scenarios and scripts for contact centres.

Phase 4: Roll Out Strategy – Driving Adoption & Sustaining Value

This final phase focuses on ensuring the successful launch, widespread adoption and ongoing optimisation of the digital credential service.

Adoption & Roll Out Strategy:

- **Communication & Marketing:** Developing and executing targeted communication and marketing campaigns to inform and encourage uptake by citizens or businesses, particularly when issuing new credentials for the private sector. This includes crafting clear messaging about the benefits, security and ease of use.
- **Pilot Programmes:** Designing and managing pilot programmes to test the solution in a controlled environment, gather user feedback, and refine the roll-out approach before a wider launch.
- **Customer & Internal Staff Adoption:** Creating strategies to increase adoption amongst end-users (citizens, businesses) and ensure internal staff are fully equipped to support the new digital credential processes. This includes developing user guides and FAQs.
- **Feedback Mechanisms:** Establishing channels for continuous feedback from users and stakeholders to inform ongoing improvements and iterations.

Post-Launch Support & Optimisation:

- **Performance Monitoring:** Setting up monitoring and analytics to track usage, performance, and identify areas for optimisation.
- **Continuous Improvement:** Iteratively enhancing the digital credential service based on user feedback, performance data, and evolving policy or technical standards.

Critical Success Factors

The successful implementation and adoption of digital credential services are determined by several key factors:

- **Strong Business Case & Executive Sponsorship:** Clear articulation of value and sustained leadership commitment.
- **User-Centred Design:** Solutions that are intuitive, accessible, and meet the needs of all users (issuers, verifiers, and credential holders).
- **Interoperability & Standards Adherence:** Building solutions based on open, recognised standards (e.g., ISO 18013-5, W3C VCDM, OID4VCI/VP) to ensure seamless exchange across different platforms and organisations.
- **Robust Security & Privacy:** Implementing 'security by design' and 'privacy by design' principles to build trust and protect sensitive data.
- **Effective Change Management:** Proactive engagement with stakeholders and comprehensive training to manage the transition for people, processes, and technology.
- **Clear Policy & Legal Framework:** Alignment with national and international digital identity policies and regulations.
- **Integration with One Login:** For UK public sector bodies, seamless integration with the GOV.UK One Login platform is crucial to enable issuance of a credential into the government wallet.

Our Team

Deloitte's Digital Credential Services team is made up of a multidisciplinary group of experts with deep experience in public sector digital transformation, identity management, and emerging technologies. Our team includes:

- **Digital Identity Strategists:** Experts in policy, regulation, and market trends for digital identity.

- **Strategic Business Case Experts:** Expertise in developing compelling business cases and feasibility studies.
- **Service Designers & UX/UI Specialists:** Focused on creating intuitive, accessible, and user-centred digital experiences.
- **Technical Architects & Engineers:** Specialising in secure, scalable, and standards-compliant digital credential solutions (e.g., G-Cloud 15, OID4VCI/VP, W3C VCDM, ISO 18013-5, ISO 18013-7).
- **Cyber Security & Privacy Consultants:** Ensuring robust security controls and compliance with data protection regulations.
- **Business Analysts & Process Consultants:** Skilled in optimising business processes and driving operational efficiency.
- **Change Management Specialists:** Guiding organisations through the people and cultural aspects of digital transformation.

We use our global network of specialists and collaborate with leading technology partners to bring best-in-class solutions and insights to our public sector clients.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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