

Service definition document

Digital Identity, Digital Wallets, Trust Framework consultancy

Service description

This service provides independent consultancy on digital identity, digital wallets and trust frameworks for public and regulated organisations. It supports strategic decision-making, service definition and assurance across identity, attribute and data-sharing initiatives. The service is vendor-neutral and standards-led, helping organisations reduce risk, improve interoperability and progress with confidence across discovery, design, procurement and delivery activities.

Scope of the service

The service covers advisory and consultancy activities relating to digital identity systems, wallet-based credentials and trust frameworks. It is designed to support organisations at any stage of maturity, from early exploration through to procurement readiness and delivery assurance. The focus is on improving clarity, reducing uncertainty and ensuring alignment with policy, standards and organisational objectives.

Strategic advisory and consultancy

We support organisations in understanding how digital identity, wallets and trust frameworks can enable their services and operating models. This includes assessing whether these approaches are appropriate, identifying viable use cases and defining the role an organisation may play within wider ecosystems, such as issuer, verifier or relying party.

System design and assurance

We provide independent advice on system design, architecture and assurance for identity and wallet-enabled services. This includes reviewing proposed solutions, identifying risks and gaps, and ensuring designs are scalable, interoperable and aligned with recognised standards and frameworks.

Trust frameworks and governance

We advise on the design and application of trust frameworks, including governance models, roles and responsibilities, assurance requirements and compliance considerations. This helps organisations establish trusted interactions both internally and with external partners.

Standards alignment

The service supports alignment with relevant UK, European and international standards and frameworks. Advice focuses on interoperability, future-readiness and avoiding unnecessary customisation or proprietary dependencies.

Procurement and intelligent customer support

We provide vendor-neutral guidance during procurement, acting as an intelligent customer to support requirement definition, supplier evaluation and assurance of proposed solutions. This reduces procurement risk and supports informed, defensible decisions.

Engagement approach

Engagements typically begin with an initial planning phase to confirm scope, objectives and stakeholders. Delivery is tailored to client needs and may include workshops, analysis, design reviews and written outputs. Work is delivered collaboratively, with regular checkpoints and clear reporting.

Example deliverables

Deliverables may include strategy papers, options appraisals, architecture and assurance assessments, trust framework models, procurement support artefacts and implementation roadmaps. All outputs are provided in open formats suitable for client reuse.

Service management

Services are delivered by experienced consultants with specialist expertise in digital identity, wallets and trust frameworks. Delivery is flexible and can be scaled to suit client requirements. Progress and risks are reported through agreed governance arrangements.