59104 Citizen-Facing Online Services

The date these policies were last reviewed or updated, and whether the policies align with any national or international guidance (e.g. NCSC, NIST SP 800-63, or ISO 27001).

Our Information Security Protocol was last reviewed in January 2025 and is due for review in January 2026. The Protocol aligns with NCSC guidelines.

A copy of (or extract from) your current policy that governs user authentication for citizen-facing online services.

The specific password rules that apply when citizens create an account or perform a password reset. Fore example, password character minimum and maximum limits, special character enforcement.

Whether MFA is offered or required for citizen-facing services, and, if so, what types are supported (e.g. SMS, email, or authenticator app).

A brief description or document outlining how password resets or account recovery are handled for public users (e.g. email verification, security questions, or other processes).

Specific details on hardware, software and systems used will not be provided, as per the ICT Security Advisory brief dated 04/08/2025, which advises rejection as recommended by GovCerUK, when we receive Freedom of Information requests which look to obtain insight into our ICT infrastructure and practices.