National Entitlement Card Scheme - Common Glossary of Terms

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The following terms are used in various Information Assurance documents published about the scheme.

Term	Meaning
Agent (Local Authority Agent)	An official acting on behalf of a Local Authority who assists in managing National Entitlement Cards for their area. They are an employee either of the Local Authority or of an organisation acting on behalf of the Local Authority such as SPT, and will usually have access to the NEC CMS as their role requires. However, not all LA Agents will have access to CMS.
Applicant ID	The Applicant ID is generated by the CMS as a unique system identifier for the record corresponding to an individual applying for an NEC. For a large number of Customers, there will be a single Applicant ID; however, individuals may have multiple Applicant IDs if separate applications have been made by the Customer over time. Only in very few cases are multiple Applicant IDs active at any given time for a single Customer and these are linked Applicant IDs; these are linked within the system to allow the Customer's records to be managed effectively.
Application ID	A unique Application ID is assigned by CMS to each application received. Paper forms have this identifier pre-printed on them, applications received directly into the system, or electronically by datafile are assigned an Application ID as the CMS record is created. The Application ID is shared with the Customer's Local Authority and serves as an audit cross-reference to forms submitted.
Authentication	The process of determining whether someone is who he or she is declared to be. This is usually carried out by presenting credentials e.g. supplying a username and password to a computer system. Authentication merely ensures that the individual is who he or she claims to be, but says nothing about the access rights of the individual.
Back-office	Refers to processes which are not normally visible to be public, e.g. the re ordering of stock for a shop.
Business As Usual (BAU)	The normal execution of operations within an organisation, in contrast to a situation where circumstances are hindering or preventing normal execution of operations.
Business Continuity	The capability of an organisation to continue delivery of products or services normally following a disruptive incident.
Card Bureau	A service provided under contract to NECPO that provides a facility to produce and dispatch cards.
Cardholder Look-up	A subset of data from the NEC Scheme processed by Improvement Service on behalf of the NEC Scheme to assist individuals in confirming who they are and to help Local Authorities to maintain the accuracy of their data.
Cloud Technology	Computer systems and services hosted in a remote location and accessed over the Internet.
CMS	National Entitlement Card Management System which holds Customer data relevant for the production of the National Entitlement Card.
Concessionary Travel Scheme	A national scheme operated by Transport Scotland that offers free bus travel to certain Scottish residents, e.g. those over 60 years old or with a disability. The scheme uses the National Entitlement Card and some of its business processes.
Credential	Something that is verified when presented as part of an authentication transaction, e.g. a username and password.
Customer	A member of the public who is, intends to be, or has been an NEC holder.
Digital Certificate	An attachment to an electronic communication that provides assurance that the communication is taking place between the correct parties and prevents tampering with the contents in transit.
Disaster Recovery	The process of returning an organisation to a state of normality after the occurrence of a disastrous event
DPA	UK Data Protection Acts. A UK specific set of legal obligations which organisations handling personal information must observe. May refer to DPA 2018, which includes the provisions of GDPR, or to DPA 1998 which it replaced.
DPIA	Data Protection Impact Assessment. A tool that can be used to identify and reduce the privacy risks of a project. Termed a Privacy Impact Assessment prior to GDPR and DPA 2018.
Encryption	Using technologies to encode information in a way that only authorised parties can understand.

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GDPR	General Data Protection Regulation. European Union (EU) legislation applying from 2018 which organisations handling personal information from those in the EU must observe.
HOPS	Host Operator or Processing System, the system used for managing transport operator use of ITSO smart ticketing.
Hotlist	A list of card numbers representing cards that are no longer valid for use either due to being replaced through normal processes, or being reported as lost, stolen or used fraudulently.
Identifier	Something that names or identifies a piece of data.
Improvement Service	The Improvement Service works with Local Authorities and their partners to help improve the efficiency, quality and accountability of local public services in Scotland by providing advice, consultancy and support. Amongst other roles, they are responsible for the management and development of the myaccount system and getyournec.scot service as well as the extended use of the One Scotland Gazetteer and National Entitlement Card Scheme.
Incident Response Team	A grouping of persons and resources that are specifically tasked with dealing with an incident and its consequences.
ICO	Information Commissioner's Office. An independent UK authority set up to uphold information rights in the public interest, promote openness by public bodies and data privacy for individuals.
ITSO	ITSO Ltd is a UK Government-backed, non-profit distributing organisation which aims to make travelling on public transport throughout the UK seamless and easier by using smart ticketing technology. The company is the guardian of the ITSO Specification - a Crown Copyright open national standard for smart ticketing.
KIDZ card	An NEC scheme card issued by some Local Authorities to children younger than twelve years of age to demonstrate entitlement to e.g. Library membership, discounted leisure facilities. The card differs from other NEC scheme issues as they do not carry photographs.
Lead Authority, Lead Council	The Local Authority or Council tasked with providing the lead for an activity involving one or more other LAs.
Level of Assurance, Scottish Level of Assurance, SLoA	A value that reflects how much trust can be placed in a declaration of the Customer who claims to be a particular individual. The value is derived from checking both the validity of any proof presented and verification that it is controlled by or applies to the Customer. Scottish Level of Assurance refers to the specific standards that have been agreed for use within the myaccount service in the Scottish public sector
Local Authority, LA	One of the 32 Scottish councils.
myaccount	A system sponsored by the Scottish Government that is developed and operated by the Improvement Service on behalf of Local Authorities that allows the creation and maintenance of a secure account for accessing online public services in Scotland. The system also offers data management tools and processes to assist public services in offering secure access.
NEC	National Entitlement Card. The National Entitlement Card scheme is a partnership between the Scottish Government, Scotland's Local Authorities and others providing a multi-application smartcard scheme to make it quicker and easier to access services (such as transport, cashless catering, library/leisure membership, payments, concessions, proof of age) using one card.
NEC number	A unique number used to identify a specific National Entitlement Card
NECPO	NEC Programme Office. The NECPO is a service provided by Dundee City Council on behalf of the Improvement Service and Local Authorities that administers the NEC scheme, managing the systems and suppliers involved and undertaking the development and expansion of the scheme. The NECPO is managed by a Board representing Transport Scotland, the Scottish Government, the Improvement Service and Scottish Local Authorities.
National Health Service Central Register, NHSCR	The NHSCR contains basic demographic details of everyone who was born, or has died, in Scotland plus anyone else who is (or has been) on the list of a general medical practitioner in Scotland. The Register exists mainly to allow the smooth transfer of patients who move between Health Board areas. Under the provisions of Section 57 of the Local Electoral Administration and Registration Services (Scotland) Act 2006 (also known as the LEARS Act), the Registrar General is given powers to share some data with Local Authorities, including the UCRN. https://www.nrscotland.gov.uk/statistics-and-data/nhs-central-register
National Records of Scotland, NRS	A non-ministerial department of the Scottish Government. It is responsible for civil registration, the census in Scotland, demography and statistics as well as national archives and historical records.

Term	Meaning
One Scotland Gazetteer	An address database made up of all 32 individual Local Authority gazetteers. All addresses are created in accordance with the national standard for addressing, BS7666:2006 and the Scottish Gazetteer Conventions.
PASS	The UK's national proof of age accreditation scheme endorsed by Government and Police services.
PASS Hologram	A holographic device incorporated into the production of cards issued in line with PASS. These holograms are supplied separately via PASS for incorporation into card production.
Photo ID	A reference that links to the electronic file containing the photograph of the Customer.
PIA	Privacy Impact Assessment. A tool that can be used to identify and reduce the privacy risks of a project. Termed a Data Protection Impact Assessment under GDPR and DPA 2018.
Proofs (of person, residence, photograph, service entitlement)	A document or some other evidence that can be taken by the Customer to a Validation Point in order to demonstrate proof of a stated fact. A list of proofs acceptable to the NEC scheme can be found at https://www.entitlementcard.org.uk/proofs.
Responsible Person	An individual tasked with taking responsibility for a certain task, e.g. co ordinating the response to an incident.
Retention Period	The definition of the length of time that a record is kept, usually related to the date of its last use or its creation, and varying according to e.g. the type of data in the record, what the audit requirements of the organisation are etc.
Risk appetite statement	Description of the level of risk that an organisation is prepared to tolerate in able to deliver a service or strategy.
Risk Register	A list of all of the risks identified in a project.
Risk Treatment Plan	A plan that shows how identified risks are going to be managed in an organisation or project.
Service Provider	An organisation that offers services to Customers.
sftp	Secure File Transfer Protocol/SS File Transfer Protocol, a means of securely transferring data using authenticated, encrypted connections.
SIRO	Senior Information Risk Owner. A senior executive who is familiar with information risks. Owns the Information Security Policy, acts as an advocate for information risk on the Board and in internal discussions. Expected to lead and foster a culture that values, protects and uses information for the public good. The SIRO will direct the information risk appetite statement for the organisation and maintain and review the information Risk Register.
SLoA	Scottish Level of Assurance, see "Level of Assurance".
SPT	Strathclyde Partnership for Transport is a public body which is responsible for planning and coordinating regional transport in the Strathclyde area of western Scotland. On behalf of Local Authorities in their area they administer NECs issued to the elderly and the disabled.
Token, secure token	A secure standards-based mechanism for sharing authentication details across different domains.
Transport Scotland, TS	Transport Scotland is an Executive Agency of the Scottish Government responsible for all transport related issues across Scotland.
UCRN	The UCRN is allocated by National Records of Scotland (NRS) as it forms part of the National Health Service Central Register (NHSCR). There are clear rules associated with the UCRN and how it can be used. These rules are covered in agreements between National Records of Scotland (NRS), the Improvement Service and Service Providers. The rules are designed to ensure that the UCRN is used in a controlled way in line with the Scottish Government's Privacy Principles https://www.gov.scot/publications/identity-management-and-privacy-principles/. The NEC Scheme no longer holds the UCRN.
UPRN	Unique Property Reference Number, an identifier in wide use in the public and private sectors as a way of identifying specific land and property units (addresses) as held in the One Scotland Gazetteer. The NEC scheme can use the UPRN to identify the correct address for Customers.
Validation	Confirmation that the Customer's application for or changes to an NEC are valid.
Validation Point	A place Customers visit to have their proofs verified and their NEC application validated. These are operated by or on behalf of the Customer's Local Authority. Different Local Authorities may use Customer Service locations, Libraries, SPT offices, Post Offices, etc. A list of Validation Points for each Local Authority can be found at https://www.entitlementcard.org.uk/validation-points.

Term	Meaning
Verification	Checks carried out to ensure that the person, address, photograph and service entitlement claimed are supported by the proofs presented.
Young Person, YP	A reference to the Concessionary Travel Scheme for Young People administered by Transport Scotland.
Young Scot, YS	National youth information and citizenship charity providing young people, aged 11-26, with a mixture of information, ideas and incentives to help them become confident, informed and active citizens.