

Digital Verification Orchestrator (DVO) Initiative

Industry Input - Defining the Role of a DVO and Demonstrating Existing Market Capability

This information sheet supports responses to the [Organisation Compliance and Capability Survey](#). It is provided as reference material to inform responses, support a shared understanding of the Digital Verification Orchestrator Initiative and work carried out to date.

*Responses should be submitted via the survey **by 09:30 on Thursday 14 May**.*

Register your interest

1. Context and purpose

The Digital Verification Orchestrator (DVO) Initiative has been developed by the City of London Corporation (CoLC) to progress a viable DVO model capable of supporting trusted digital verification at scale, particularly within financial services. The work builds on extensive engagement with industry and government and the statutory baseline provided by the DSIT Digital Verification Services (DVS) Trust Framework.

The primary output of the DVO Initiative is publication of a blueprint which will clarify the responsibilities of the DVO as well as setting out what credentials an entity fulfilling this role will need to demonstrate. It will also highlight existing market capability in this area and what next steps are required to scale the DVO model to support UK financial services. Early work on the blueprint has been informed by discussions with organisations operating across financial services, specifically through the formation of a Working Group and Steering Committee who are overseeing the work.

Industry input is now sought from entities that are well placed to provide insight into the role of the DVO and to potentially fulfil that function. The information provided will be used to inform the contents of the blueprint in defining the responsibilities and credentials of a DVO and, where appropriate, to highlight specific examples of existing market capability.

2. The Digital Verification Orchestrator – role description

Core roles and responsibilities

Based on the work of the SteerCo and Working Group to date, a DVO is expected to be able to:

- 1. Apply and, as required, set minimum standards as part of an orchestration layer**
Define and maintain technical and performance standards and security controls for participants (including accreditation under the DSIT DVS Framework where applicable), ensuring interoperability with UK and international identity frameworks.
- 2. Enable secure, resilient data transfer**
Be accountable for the integrity, availability and performance of orchestration flows (eg connectivity, APIs, metadata exchange) and for evaluating emerging technologies and standards to enhance orchestration capabilities, without processing or storing personal data.
- 3. Facilitate stakeholder coordination to support trusted verification data flows**
Collaborate with those operating across the model and regulators to support effective identify

verification including providing a process for resolving operational issues outside of bilateral commercial contracts.

4. **Support non-discriminatory market participation**

Enable fair and non-discriminatory access for identity providers and relying parties, avoiding exclusivity or structural market advantage.

By contrast, the DVO does not act as:

- a data store;
- quality assurance for data attributes, or
- a regulator.

DVO credentials

To fulfil this role, a DVO **must** be able to demonstrate:

- Alignment with the DSIT DVS Trust Framework;
- Examples of integrating at least three identity providers and verification services;
- Adherence to audit and compliance processes including Systems and Organisation Controls reports and security audits;
- Experience of ensuring interoperability between different identity verification systems and standards including compliance with eIDAS;
- Proven capability to design scalable and flexible orchestration solutions; and
- Success in managing complex identity verification projects or platforms.

It is also **desirable** for a DVO to demonstrate the following:

- Experience in service orchestration and ensuring high availability and reliability, including system redundancy and management of third-party suppliers;
- Compliance with Tier IV Data center infrastructure standard for availability and redundancy;
- Examples of working with multiple stakeholders including technology providers, financial services and regulators;
- Strong communication skills to explain technical and compliance requirements clearly;
- An innovative mindset to adopt emerging technologies and standards in digital identity verification;
- A clear funding plan and viable business model;
- Strength to act independently among all the parties including direct experience of building and managing governance models;
- Awareness of the Model Context Protocol and Agentic Context Protocol; and
- Experience of providing a dispute resolution process.



Priority use cases

The Initiative is particularly interested in the ability of a DVO model to support high-value financial services use cases, including:

1. KYC and initial onboarding
2. Verification to enable access to credit
3. Ongoing verification to combat fraud reduction
4. Re-use and portability of verified information across institutions

These use cases are being used to test whether proposed DVO models are viable in practice.

3. How to provide Industry Input

Responses should be submitted via the [Organisation Compliance and Capability Survey](#) by 0930 on Thursday 14 May.

Please note that respondents are **not** asked to provide any pricing, commercial terms, financial forecasts or other commercially sensitive information. This is not a tendering or procurement process, but an opportunity to support the DVO Initiative by providing feedback on work carried out to date and to help demonstrate existing market capability in this area.

4. Use of information and next steps

Responses will be used to:

- Inform refinement of the DVO blueprint;
- Identify which organisations appear well placed to demonstrate existing market capability for a DVO; and
- Shape further targeted industry engagement (eg presentations or bilateral discussions).

Please note that the information provided may be shared with members of the DVO Initiative Working Group and SteerCo. We may also contact organisations submitting Industry Input to partake in further discussions, provide further feedback on the blueprint and/or take part in meetings or other events relating to the project. Any engagement with and/or reference to entities that have responded to provide Industry Input does not imply endorsement by City of London Corporation or any other organisations involved with the DVO Initiative.

Contacts

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