Developing customer-centric online services in Finnish administration

Insight into the Development Program

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Topics of the presentation

- Some facts about Finland
- Current situation in State IT
- Shared Services – what we already have
  - Suomi.fi
  - VETUMA
- Future Guidelines for State IT
- From challenges to action, State IT Development Programs for years 2006-2011
- **Common platform for online services** – what we are planning to have
  - Areas of development
  - Architecture and concept
  - SSO needs
- What happens next?
Some facts about Finland

- 5.2 million people, 337,000 km²
- Everyone has an unique ID
- Two official languages (Finnish 95%, Swedish 5%)
- Member of the European Union since 1995
- 13 Ministries and some 120 agencies under ministries – state government 125,000 employees
- 430 Municipalities with high autonomy
- 96% households have mobile phone at their disposal
- 68% of households have PC at home (2005)
- 58% of households have Internet at home (2005)
- 53% of households have broadband Internet (2006)
- All the schools are connected to internet
- All the public libraries are connected to Internet
Current situation in State IT

- Decentralized
- Recommendations
- National shared databases (basic registers) on
  - People – Population Register Center (http://www.vrk.fi)
  - Real Estate (http://www.nls.fi)
  - Companies and corporations (http://www.ytj.fi)
  - Registered vehicles (http://www.ake.fi)

- Shared Services
  - Citizen portal suomi.fi
    - includes electronic form service lomake.fi
  - Enterprise portal yritys-suomi.fi
  - Collection of data from enterprises and organisations tyvi.fi
  - Online identification and payments (citizens) vetuma.fi

- Examples of good practices:
  - Tax proposal
  - Job-watch service for unemployed
  - more...

- Applying for a rental apartment (Helsinki municipality)
- Reporting of an offence (Ministry of the Interior, Police)
- Checking your work pension records (Pension insurance companies)
- Common application for professional universities (Ministry of Education and Culture)
- Financial applications (National Technology Agency)
- A common service for Business register and Tax register information (National Board of Patents and Registration of Finland)
- Small employer’s payrol system (palkka.fi)
- GSM booking in health care services
Suomi.fi is the main public sector portal for citizens. Besides information, Suomi.fi offers:

- A gateway to links and websites of authorities
- Includes electronic form service (Lomake.fi)
- A distribution channel for PDF, Word and web forms of authorities
- A public sector contact directory
- A location for web site addresses of municipalities
- A reliable source for the latest information about public sector services
- A selection of acts, degrees and decisions
- Web quality criteria and site evaluation tools (this service is aimed at public web service editors, developers and managers)

All these services converged into a single Suomi.fi portal in November 2006.
Shared Services – what we already have: VETUMA

(Electronic authentication and payment service for citizens)

- **VETUMA**
  - **Authenticate**
    - Smart card (qualified certificates)
    - Password
    - Authentication methods with different programming interfaces
  - **Sign**
    - Mobile phone (qualified certificates)
    - New methods (e.g. Biometric, such as palm vein)
  - **Pay**
    - e-banks
    - Electronic signature devices with different programming interfaces
  - **Adaptation**
    - Network payment services with different programming interfaces
    - New e-payment methods

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Future Guidelines for State IT

- More centralized IT governance
- Harmonized IT infrastructure and shared services for common systems in all ministries and agencies
- Interoperability
- Common architecture and methods
- Information security and contingency planning
- Agencies responsible for their own agency specific systems

June 2006: Government Policy Decision on the development of IT Management in State Administration
## From challenges to actions

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Common platform for online services

- Feasibility study started on October 2006
- Three main areas of development have been identified:
  - Common components ("ready-for-use building blocks") and platform for online services including
    - forms-based solutions, moving towards interactive, "guiding" or more "wizard-type" applications (enhancing the current Lomake.fi solution)
    - common functionalities e.g. statements and approvals, attachments, participations...
    - integrations with national shared databases (basic registers) and administration's operational systems
  - Citizen's "personal account" meaning
    - citizen's personal view of all transactions with administration
    - may be an electronic and safe mailbox/archive
    - one channel where citizen can receive messages and documents from administration
  - Message handling
    - message handling between customer and administration
    - message handling between e-service applications
- Decisions for further development will be made during summer 2007
Logical layers of e-service implementations

Portals

- National, theme, private sector portals
- Information and service look-up/search

Service applications/
common components

- Applications for the end-user and common "building blocks" for application developers

Focus on this level

Interfaces

- Document mgmt and archives
- Operative systems interfaces
- Data transmission (mass) services
- Support services
- National shared data services

Agencies’ core operative and back-office systems

- Document and records mgmt, archives
- Core Operative Systems
- Data transmission services
- Support Components
- National shared databases, basic registries

Administration's internal

Common services and registries
Two ways for using e-services

- Using user interface – "self-service"
  - Users are typically citizens and smaller organisations

- System-to-system based use – open and standardized interfaces
  - Users are typically large companies, "big business"
High level Architecture and Shared Service Concept

- Identification
- Payments
- Signature
- SSO
- Time Stamping

Portals – information and service look-up/search

Platform and common components for self-services

Personal Account

Message Delivery Services

Customer's system(s)

Administration’s system(s)

National shared data services, basic registries

People
- Companies and corp.
- Real Estate
- Vehicles

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First thoughts of the SSO needs

- Our architecture concept is modular – service provider (agency) combines the modules needed
- Our principle is to offer a single-window to our customers – one entry and sign-on, access all

Single Sign On – solution is truly needed

- In near future we also need solutions for
  - managing user consents
  - authorization (for issue)

KATVE consortium already has a Liberty Alliance framework
  - Ministry of Labor
  - The Social Insurance Institution of Finland
  - Tax authorities
Next steps

- Decisions on starting the development work will be made before summer vacations (June 2007)
- First phase of the development work will be the functional and technical specifications (August-December 2007)
  - Platform and common components for self-services
  - Personal Account
  - Message Handling Services
  - Additional Support Services needed in the first phase (including SSO)
- Implementation work (first phase) ~ March 2008 – March 2009
- First roll-outs ~ at the end of 2008
Thank you

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