Use Case: Norway Citizen Portal

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Minside – ditt offentlige servicekontor på Internett
E-government:

- Cooperate in increasing quality on public e-services
- Advocate and developer of good public e-services
- Coordinating role in development of governmental portals and services
Background

- Agencies and municipalities have developed a range of back-office integrated electronic services for citizens and businesses
- Decentralised responsibility for the provision of online services
  - Service-delivery is service-oriented instead of citizen-oriented
  - Presupposes knowledge of how the public sector organise the service-delivery
- Large diversity in back-office organising, as well a large proportion service-delivery is done from legacy-systems
- Each agency and municipality exposes the citizens to different types of identity-management solutions
- Unique **identification number**-register for all citizens and businesses
From

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...to

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Short history

- Summer 2004: Minister of Modernisation:
  - "I’ll solve the PKI-problem within a year"
  - "We’ll give everyone a personal internet-page within a year" [view and correct personal info, personalised services, reuse of data ...]
- October 2005: New Minister – from "opposite" political party, still: Full backing of the projects!
- December 2005: Security Portal (SAML 1.1) launched
  - Mypage (almost) ready to be released ...
- Summer 2006: Security Portal-contract cancelled. Start the work on a temporary solution
- December 2006: Launched Mypage with login based on PIN-codes from Tax Authority and SAML 2.0-federation.
- Personally: An extraordinary experience, working with "future-proof"-technology and super-competent and highly motivated people!

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Political foundation

- E-services developed must be offered to the citizen through MyPage
- Within 2007: e-communication with the public sector must be a choice for the citizen to make
- Within 2009: all relevant, public e-services to the citizen must be offered through MyPage
Status March 2007 (today)

- **Services**
  - 25 transaction-services from 6 Governmental bodies
  - 150 transaction services from 23 municipalities
  - 3 internal forms (Defense) [Public pilot]

- **Users**
  - 100,000 after three weeks
  - Very close to 200,000 (today)
  - All ages ...

- **Most popular services**
  - "My address" (information from the population register)
  - Change my tax-rate ...
Walk-through ...

- Start at www.norway.no
- Choose "Mypage"
- Choose Login ...

- (The SAML 2.0-based login-process starts)
Common login service for public services

You have selected a public service that requires that you identify yourself. The first step is to enter your personal identification number in the field below.

Select language: Bokmål | Nynorsk | Sami | English

Step 1 of 2: Please enter your social security number

Social Security Number (11 digits)

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Common login service for public services

Step 2 of 2: Enter your PIN code and password.

Use **PIN code number 18** from your tax deduction card or the PIN code sheet dated 11.12.06. The password is the one you created when you logged in for the first time.

**PIN code number 18** (5 digits)

```
*****
```

Password

```
*******
```

[CONTINUE] [CANCEL] [FORGOT PASSWORD]

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Theme-based navigation ("life events")

- Users can personalise/choose areas of interest
- Users can add municipalities of interest
- Goal: Accessibility, validating HTML, "floating" design

I've logged in with Opera Mini... :-)

Tyvelsens informasjon om deg

Opplagring av dine personvern direkte fra de statene som har ansvar for det. Det lageres ikke kopi av personvern.
View personal data

Mypage requests and receives data via WS
SAML 2.0-based federation
Rendering of forms – XForms + OS engine
When you send a form, a copy of the data and a receipt will be added to your mail-box.
The service provider has no registered details about you in their system
Now what?

- Disclaimer: My boss is out of town ...
- Reuse of data?
- Improved Privacy?
- Improved services and help to those who need it most?
Reuse of data?

If you want to bid for service, you are interested in and have failed to protect you. The military will contact you if you register the eligible.

Name
Fast telefon
Mobiltelefonnr
Telefon arbeid
E-postadresse
Gateadresse
Postnr.
Poststed

« Last Next »

Send in CONTROL CLEAR FORM

Show error
Improved privacy

- My understanding of privacy-law:
  - EU-directive → national privacy act
    - From permission granted by Data Inspectorate..
    - ... to permission granted by users consent
      - The user is free to accept more use of personal data, but must also take more responsibility for controlling how others use it [correction: the responsibility is with the data controller, but the individual has an interest in controlling it]
      - The users are given means:
        - Right to know what data an entity stores
        - Right to know how the entity secures the data
        - Right to know what data is stored about him/her
        - ...
        - Combined with
          - Rules (law, regulations) that give entities right to collect and use data
          - Data Inspectorate must give permission for use of sensitive data
Resultatene nedenfor er hentet fra [http://www.saftonline.no/norge_news/1766/](http://www.saftonline.no/norge_news/1766/) som oppsummerer en undersøkelse gjennomført av SAFT og Avdeling for forvaltningsinformatikk om innsynsretten:

- Elevene føler seg rettsløse når de er på internett. 2 av 3 elever visste ikke eller trodde ikke at de samme lovene gjelder på internett som ellers samfunnet. Mange opplever at det er "to forskjellige verdener" der ute; en virkelig hvor lovene gjelder, en annen virtuell verden hvor lovene settes til side.

- Tre av de største mobiltelefonselskapene og ingen av TV-selskapene svarte ungdommene. Begge gruppene antas å ha betydelige aktiviteter på internett som inkluderer behandlinger av personopplysninger om barn og ungdommer.

- Ingen av regjeringspartiene har svart på innsynsbegjæringene, i motsetning til fire andre politiske partier som svarte ungdommene (Ap, SV, FrP og Sp).

- 3 av 6 statlige tilsyn svarte ikke. En litt pussig erfaring var at Datatilsynet, som har et særlig ansvar for etterlevelse av personopplysningsloven, hadde glemt å legge ved svarbrevet slik at eleven kun ble sittende med et følgebrev.

- Enkelte aktører opptrer nedlatende overfor elevene. For eksempel fikk en elev beskjed om at "for fremtidige besvarelser må ferdig frankert svarkonvolutt legges ved" - selv om innsyn i følge personopplysningsloven skal være gratis.

(Også omtalt i Digis: [http://www.digi.no/php/art.php?id=104035](http://www.digi.no/php/art.php?id=104035))
Have rights – need tools …

- MyPage is a tool
  - Can be enhanced by including other parts of Liberty
    - Discovery Service could be a reference list – who stores what?

- Additional requirements
  - Who else accesses my data?
    - Who has the right?
    - Who has done it? (Actual access, when, what purpose)
  - With what right do they access my data
    - Consent (when and where did you give it) [Requires us to store more information, though.]
    - Reference to the rule that grants the right [Lovdata]
    - Reference to the notifications sent to the Data Inspectorate
      - "Meldingsbasen" – that the use of the data has been reported to the Data Inspectorate
    - Reference to the permission for use of sensitive data, given by the Data Inspectorate
Example – Reference to rule

- Lånekassen (student loan) has the right to access information about for example the income of students (tax authority), and whether they have registered themselves as unemployed (NAV).
- These rights are given in a regulation (forskrift); "Forskrift om innhenting av opplysninger"
- This regulation is available at a persistent URI, at Lovdata: http://www.lovdata.no/for/sf/kd/kd-20050708-0826.html
- The above link, ideally including additional information to identify the rule itself, not the regulation as a whole [Xpointer?], could be used to help the user know who, and for what purpose, access their personal information
Improved services and help to those who need it most?

- "If the Government knew what the Government knows ..."
- Reuse of existing personal data – analyse it ...
- I’ve become a father – what rights do I have?
- "if [parent] then ..." – many services becomes relevant through this "life event"
- What services are relevant?
  - If my income is high enough, it is easy to find them – they are all at NAV
  - But if my income is low ...
- Could Mypage "even the odds"?
- If [parent] and [low income] then ...
  - Husbanken – allowance for appartement-rent
  - Student loan – put the loan on hold
How?

- Liberty?
  - ID-WSF

- Semantic Web?
  - Semantikkregisteret for elektronisk samhandling (SERES) – unique identification of personal data types
  - Ontologies and rules -- inference
    - (?person seres:hasChild ?child, ?child seres:age < 18, ?person seres:incomeZ < 100.000) → [relevant services]

- Changes to privacy law?
Thank you!

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