Developing customer-centric online services in Finnish administration

Insight into the Development Program

Brussels 23th April 2007
Mira Nivala, State IT Management Unit
Ministry of Finance, Finland
mira.nivala@vm.fi
Topics of the presentation

- From challenges to action, State IT Development Programs for years 2006-2011
- Shared Services – what we already have
  - VETUMA (Electronic identification, signature and payment service for citizens)
- Common platform for online services – what we are planning to have
  - Areas of development
  - Architecture and concept
  - SSO needs
- What happens next?
- Background and basics
  - Some facts about Finland
  - Current situation in State IT
  - Future Guidelines for State IT
## From challenges to action: State IT Development Programs for years 2006-2011

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Strategic targets</th>
<th>Development Programs</th>
<th>Prioritized projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changing customer needs and expectations</td>
<td><strong>Satisfied customers, flexible services</strong></td>
<td><strong>Customer-centric online-services</strong></td>
<td>Identification of citizens and businesses</td>
</tr>
<tr>
<td>Transparent and trustworthy government</td>
<td></td>
<td></td>
<td>Common platform for e-services</td>
</tr>
<tr>
<td>Globalization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EU-integration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Productivity</td>
<td><strong>Efficient, secure, connected government</strong></td>
<td><strong>Interoperability</strong></td>
<td>Common IT-architecture</td>
</tr>
<tr>
<td>Aging population</td>
<td></td>
<td><strong>Shared IT-systems</strong></td>
<td>Common interfaces to national databases</td>
</tr>
<tr>
<td>Retiring personnel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintaining services in all parts of country</td>
<td></td>
<td><strong>Harmonized basic IT- services</strong></td>
<td>Financial and human resource management systems</td>
</tr>
<tr>
<td>Maintaining services in all circumstances</td>
<td></td>
<td><strong>Information security and contingency planning</strong></td>
<td>Document management and archives</td>
</tr>
</tbody>
</table>

**Prioritized projects**
- Identification of citizens and businesses
- Common platform for e-services
- Common IT-architecture
- Common interfaces to national databases
- Financial and human resource management systems
- Document management and archives
- Identification and rights management for civil servants
- Common, shared, secure communication network
- E-mail, calendar
- Baseline and high-level IT-security
- Contingency planning
- Portfolio management
Shared Services – what we already have:
Electronic identification, signature and payment service for citizens

- Electronic identification, signature and payment service for citizens
- Smart card (qualified certificates)
- Mobile phone (qualified certificates)
- E-banks
- Password
- Authentication methods with different programming interfaces
- New methods (e.g. Biometric, such as palm vein)
- Uniform programming interface
- Electronic signature devices with different programming interfaces
- Network payment services with different programming interfaces
- New e-payment methods

MINISTRY OF FINANCE, FINLAND
Mira Nivala, State IT Management Unit
What we are planning to have: 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 registries) 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
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 dataservices, basic registries
People
Companies and corp.
Real Estate
Vehicles

= Shared Service
= Shared Service and Administration’s own solutions

MINISTRY OF FINANCE, FINLAND
Mira Nivala, State IT Management Unit
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
Background and basics
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.
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
Thank you

Mira Nivala, Project Manager

Public Management Department
Ministry of Finance
Aleksanterinkatu 36 A
P.O.Box 28
00023 Government, FINLAND

Email: mira.nivala@vm.fi
Gsm: +358 400 902 934