



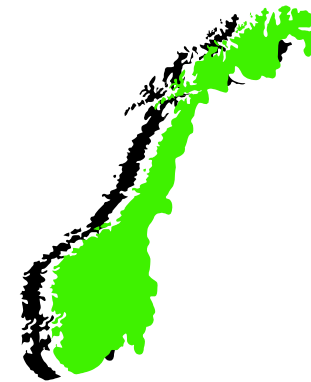
Building a portal for citizens in Norway with secure authentication and single sign on

Dag Efjestad

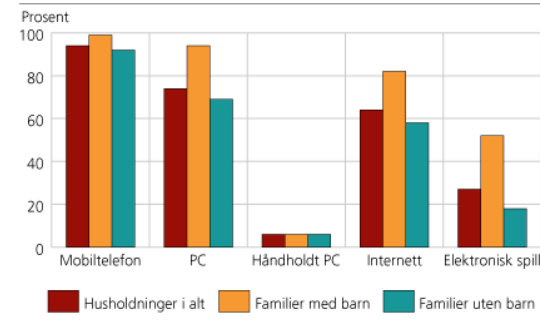


Norway

- 4.600.000 citizens
- Everyone has an unique id
- 75 % has a pc and 60% use it every day
- 60 % has Internet access at home
- 50 % has access to xDSL



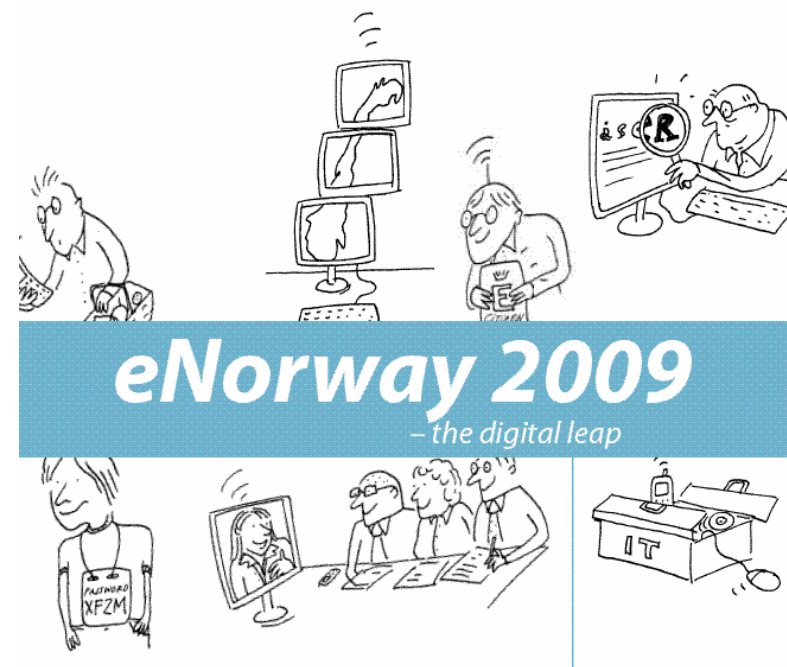
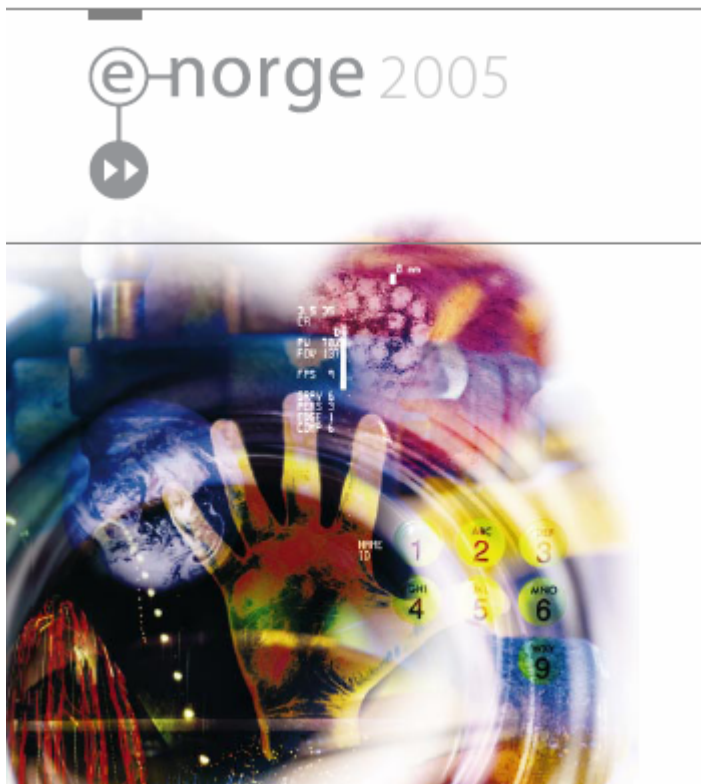
Husholdninger med tilgang til IKT, etter familietype. 2. kvartal 2005. Prosent



Public sector in Norway

- About 1800 different organizations
- Three main levels
 - Local
 - Region
 - Central
- IT
 - Variations is size/complex/advanced
 - Often very independent institutions
 - Some common portals – Altinn/Region portals

Strategy documents - eGov



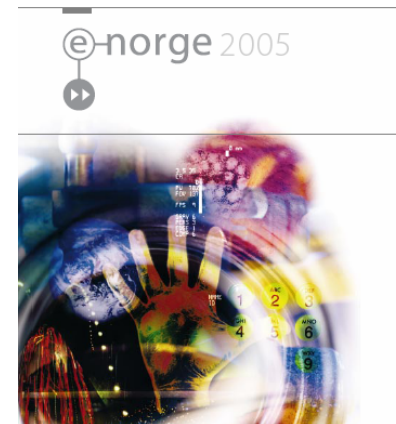
eNorway2005 – focus areas

- Make a good framework for eNorway
- Modernization of public sector
- Accessibility and security
- Attractive contents
- Skill for change
- Creating value in industry



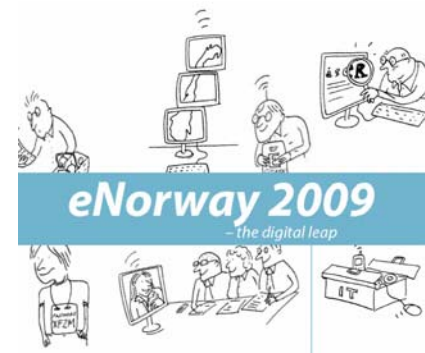
Modernization of public sector

- User orientated digital services
- Coordination of the use of IT in the public sector
- Simplified reporting



eNorway2009 – focus areas

- The individual in the digital Norway
- Innovation and growth in Norwegian business and industry
- A coordinated and user-adapted public sector



The individual in the digital Norway

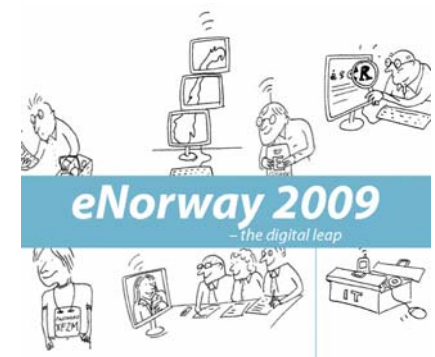
- All relevant public services shall be digital.
- Enable the vision of the digital citizen
 - From 2007 shall everyone be able to choose how to communicate with the public sector
- All services from the public sector shall be based on open standards



A coordinated and user-adapted public sector

- Interaction in the public sector shall be digital
- Public sectors shall use open standards
- Public sector shall use the security portal with a shared pki

http://odin.dep.no/filarkiv/254956/eNorway_2009.pdf



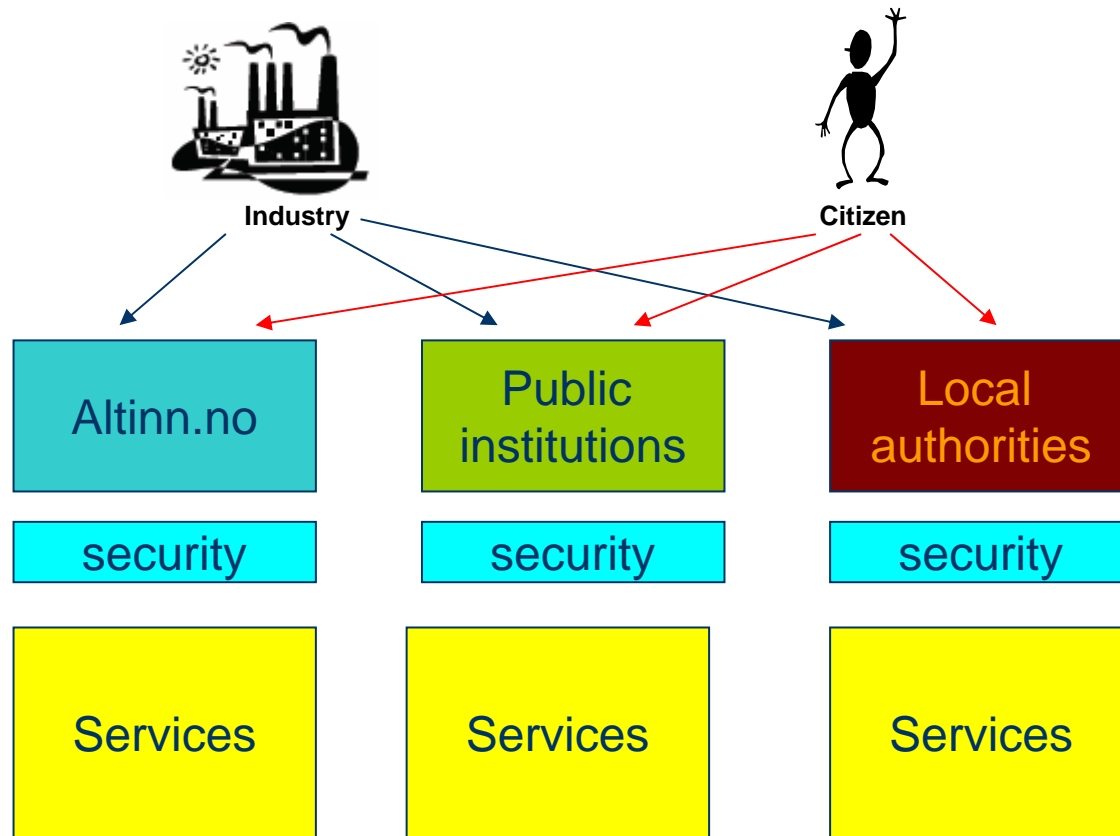
Before MyPage

- Many services are already established and many more is under development
- The organization of the services is product orientated not customer focused
 - You need to know public sector to find the service
- Lack of services where the citizen can get information from public sector
- No infrastructure for sending information
- No infrastructure for signature and crypt.

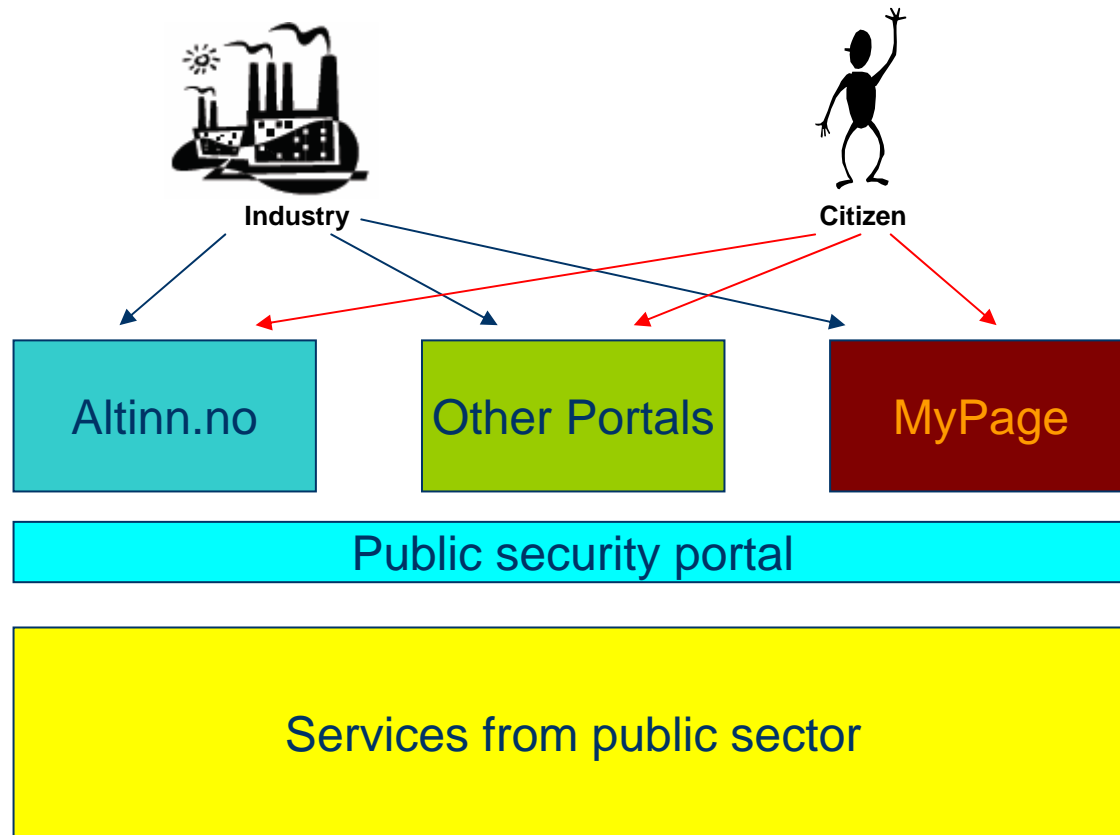
Before MyPage...

- Different passwords and authentication solutions
- Great variation of solutions and quality
- IT in public sector - separated in "silos"
- No common framework for interoperability and corporation
- Lack of coordination
- Marketing for e-services

Before MyPage



After MyPage ...



MyPage – makes the day for the citizen

For citizens:

- Common portal – don't need to know public sector.
- Don't have to deal with different authentication mechanism
- Can get information about themselves that are registered in public sector

For public sector:

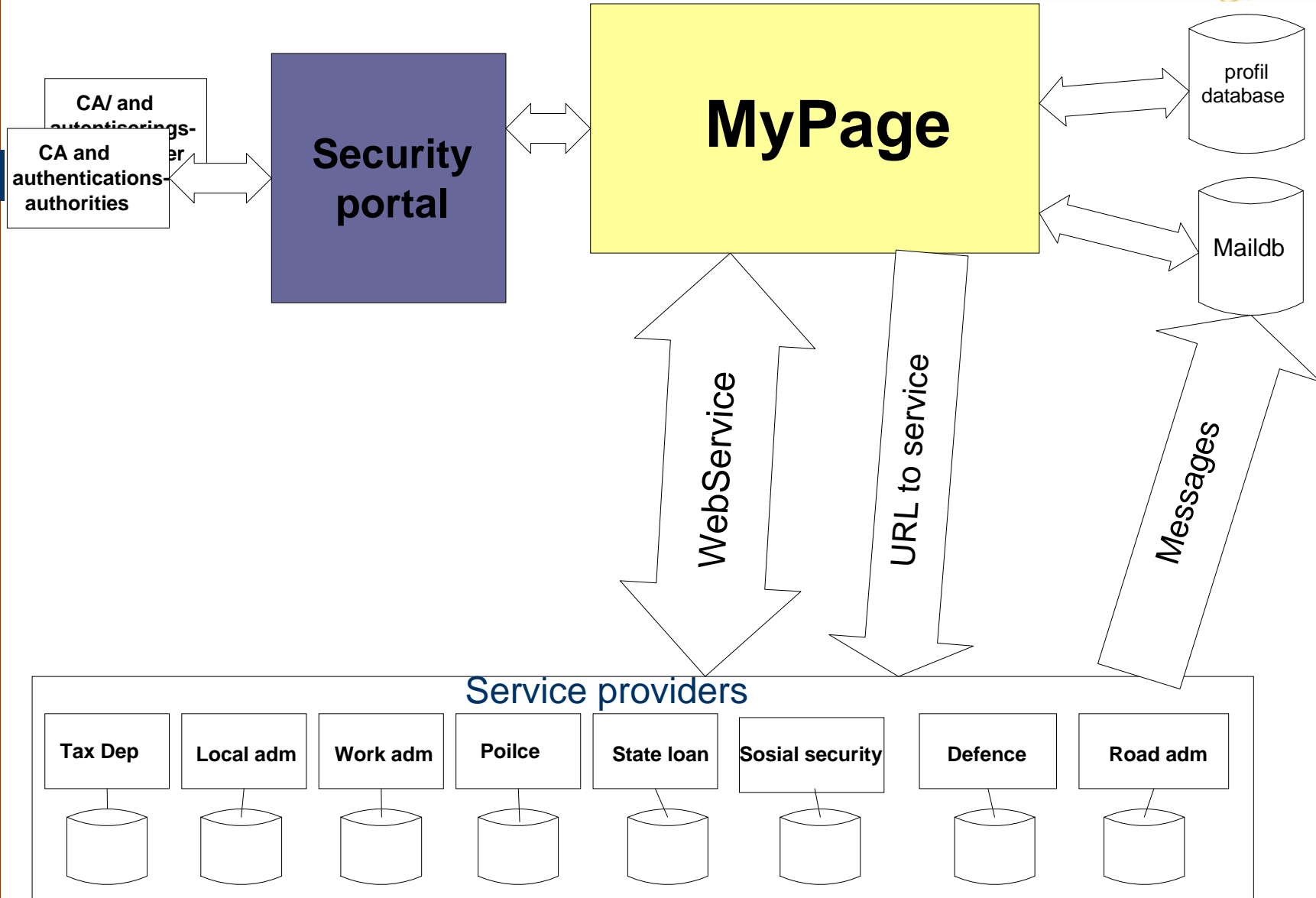
- Get more digital services in public sector and easier marketing against the public.
- Establish common architecture and standards for public sector.

Services on MyPage

- Access to information like: My Vehicles, My properties...
- Access to services like: apply for health card, apply for child support, apply for driver license.....
- Information about my community
- Messages from public sector
- Important dates

Service types on MyPage

- Transaction service
 - Url to a service on another site with SSO.
- Data retrieval service
 - Webservice which retrieve data of the citizen
- Message service
 - A citizens mail box on Internet for public sector
- Calendar service.
 - Public and personal events



MyPage – software

- Sun JES 2005Q1
 - Portal server
 - Access manager
 - WebProxy med SSL
 - Application Server
 - Mail server
 - Calendar server
 - Directory server
- Fatwire Spark Web Content management

Web service

- Standardized web service call.
 - WS-I Basic Profile 1.1
 - Secured by VPN
- Next version
 - Liberty ID-WSF?
 - Not secured by VPN but WS-S
 - WS-I Basic Security profile 1.0
 - Also transactions
- Common registry UDDI/ebXML
- Use of a common tool and repository for creating schemas

Messages

- Based on ordinary e-mail
- Secured by VPN
- May use SSL for transport
- SMS and e-mail alerts
- Future:
 - web service based?
 - Secure enough for sensitive data

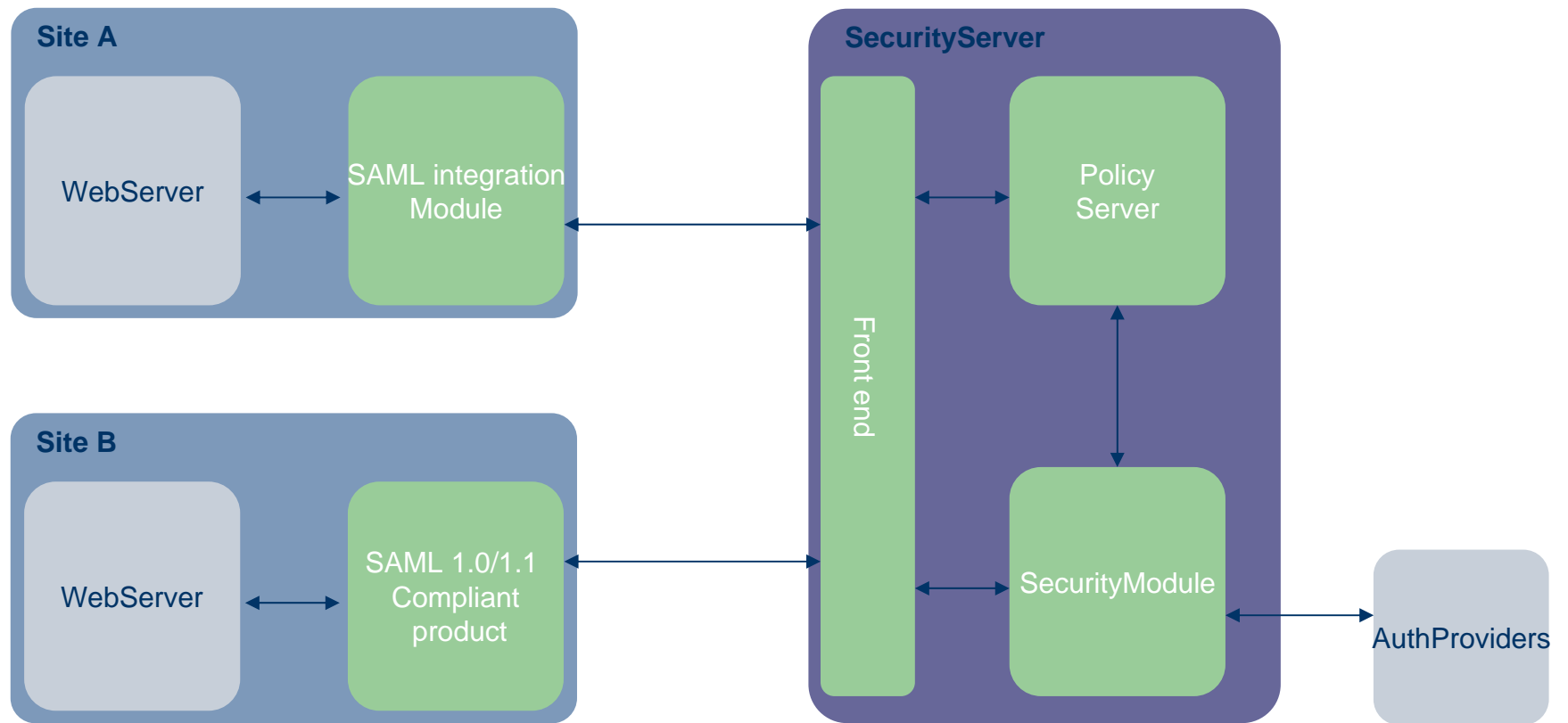
Transaction service

- Url to another web site
- Must use the security portal
- Language support
- WAI requirements
- Future:
 - Transaction services with webserices
 - From schemas to web based transaction services
 - Combination of messages/calendar and transaction services.

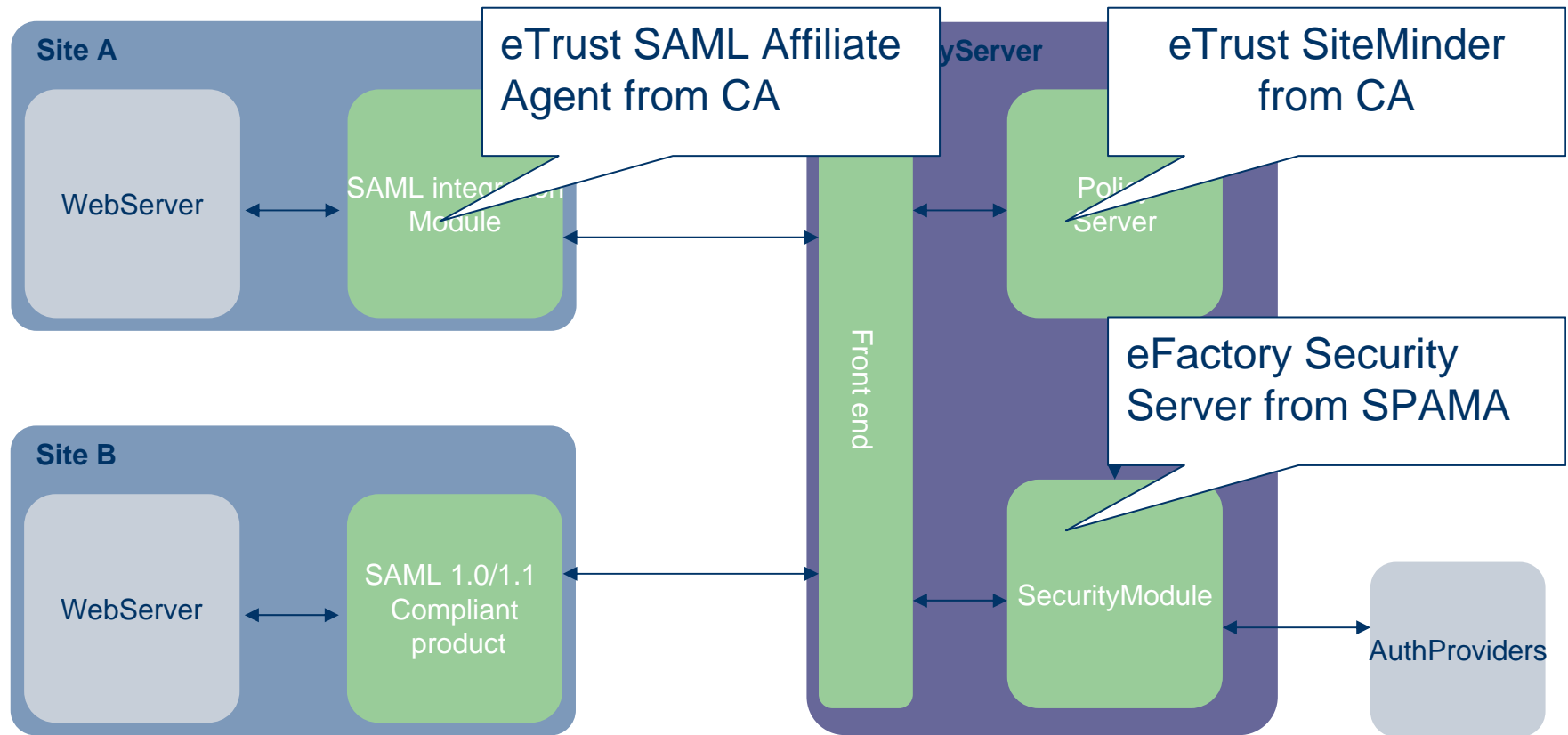
Security portal

- Established as a service exclusive for public sector.
- User based or transaction based pricing
- Not only for MyPage
 - Altinn
 - Education
 - Portals for Local authorities/administrations
 - Gambling
- Need to have at least 5 million authentications pr year to succeed.

Security Portal



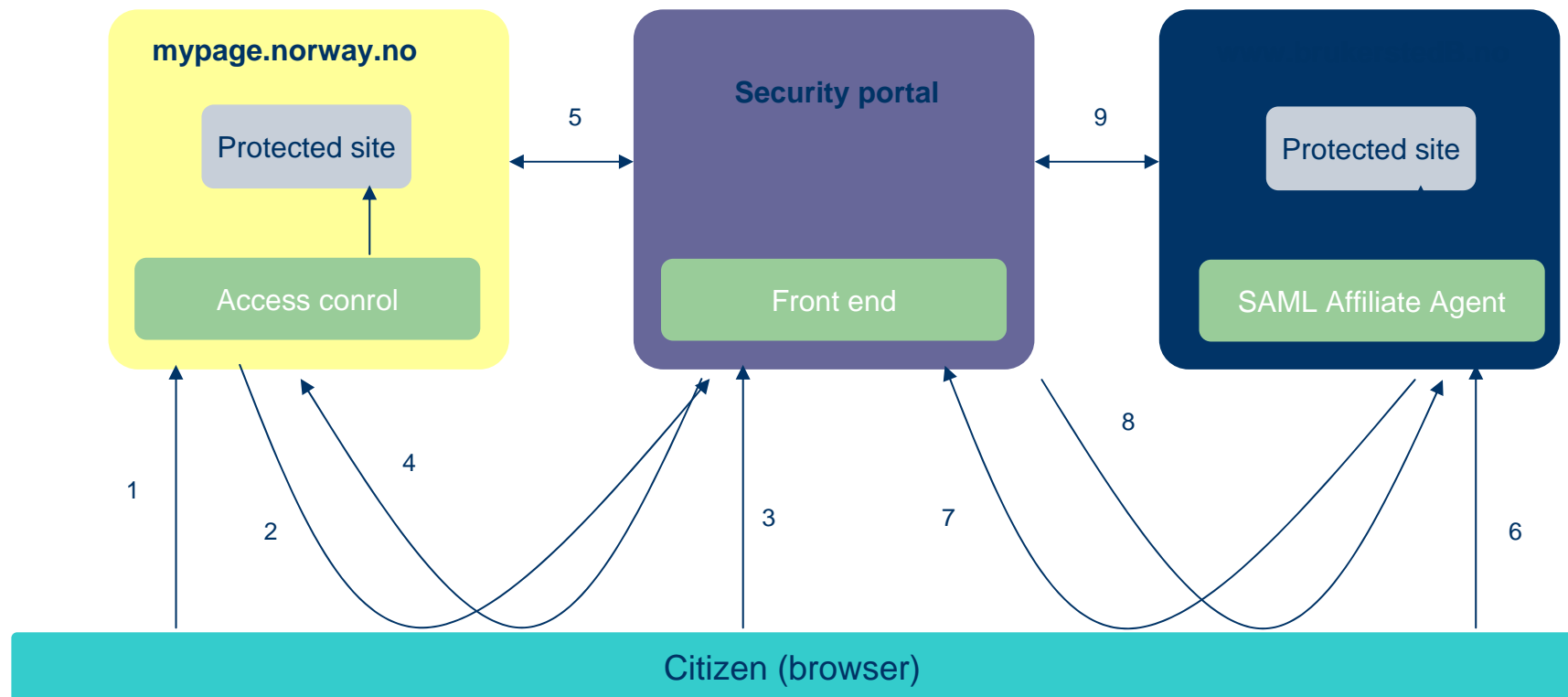
Security Portal



Authentication providers

- Certificate based authentication
- Certificate shall also be used for signatures
- Use existing certificates and authentication providers.
 - From Bank sector. Almost everyone with Internet access use banking solutions on Internet.
 - From public game company.
 - Soft certificates that you can download for free.
- Certificate types:
 - Person standard
 - Person high
 - Company
- All Authentication providers are qualified by a independent control institution.

Browser/artifact



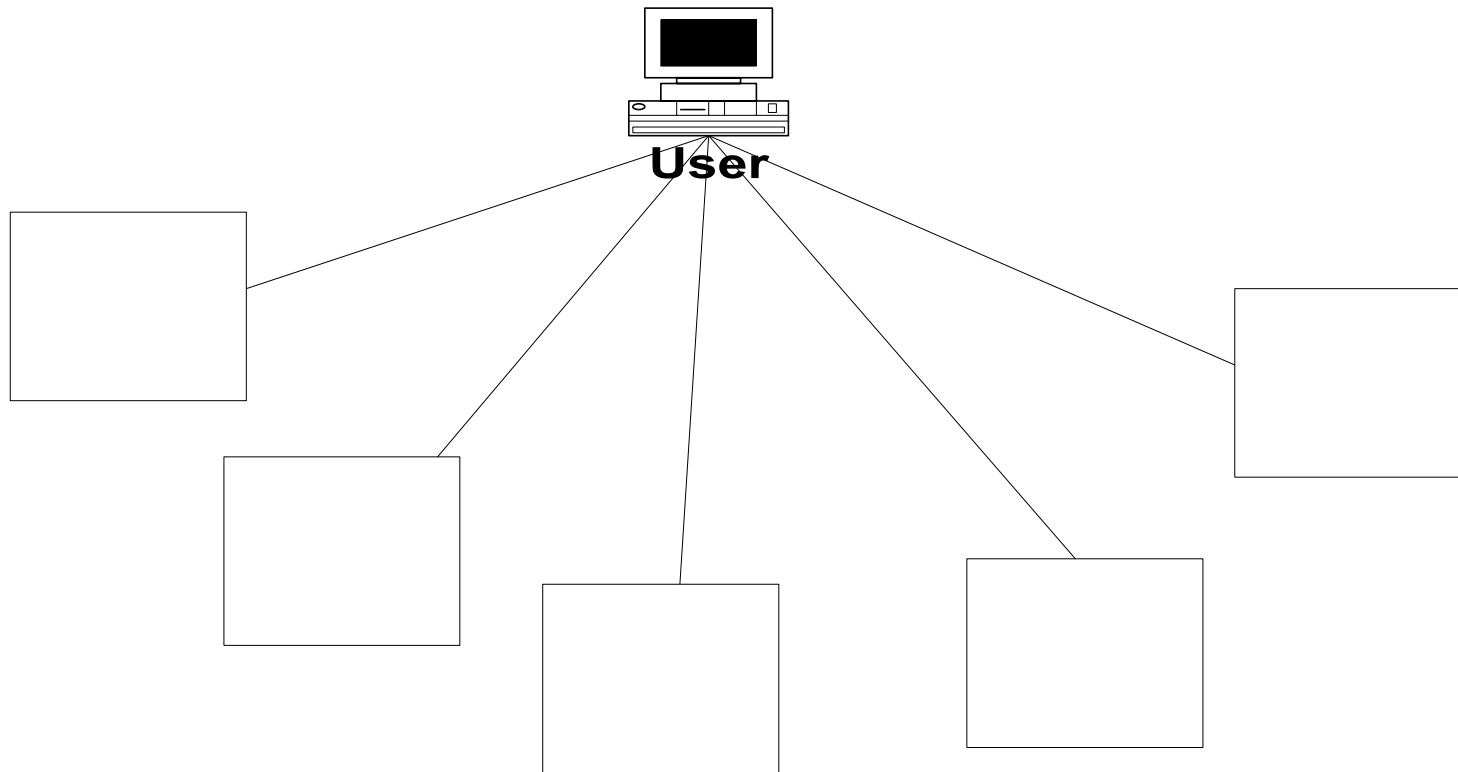
Session maintenance

- eTrust siteminder expose to web services
 1. Session validation (every 20 sec)
 2. Session notification. Keep-a-live
 - No push to the Service providers
- Not an option for non-affiliate agent sites.
 - Common idle and session timeout

Singel logout

- No notification from Security portal
- Confusing for the user:
 - What happens when I close a window?
 - What happens if I do a logout from site X?
 - What is the difference between local and "global" logout?
- User has to close all browser windows to kill all sessions

Cookies and sessions





Solution...

- Affility agent sites use "shared session"
- "Global" logout page with frames with individual logout pages for the others like MyPage
- Plan for upgrade to SAML 2.0 and Liberty ID-FF v 1.2 is in progress.

Questions

