



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

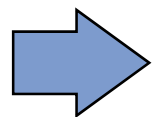
- Decentralized
- Recommendations
- National shared databases (basic registers) on
 - People – Population Register Center (<http://www.vrk.fi>)
 - Real Estate (<http://www.nls.fi>)
 - Companies and corporations (<http://www.ytj.fi>)
 - Registered vehicles (<http://www.ake.fi>)
- Shared Services
 - Citizen 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 payroll system (palkka.fi)
- GSM booking in health care services



Shared Services – what we already have: Suomi.fi

- 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)

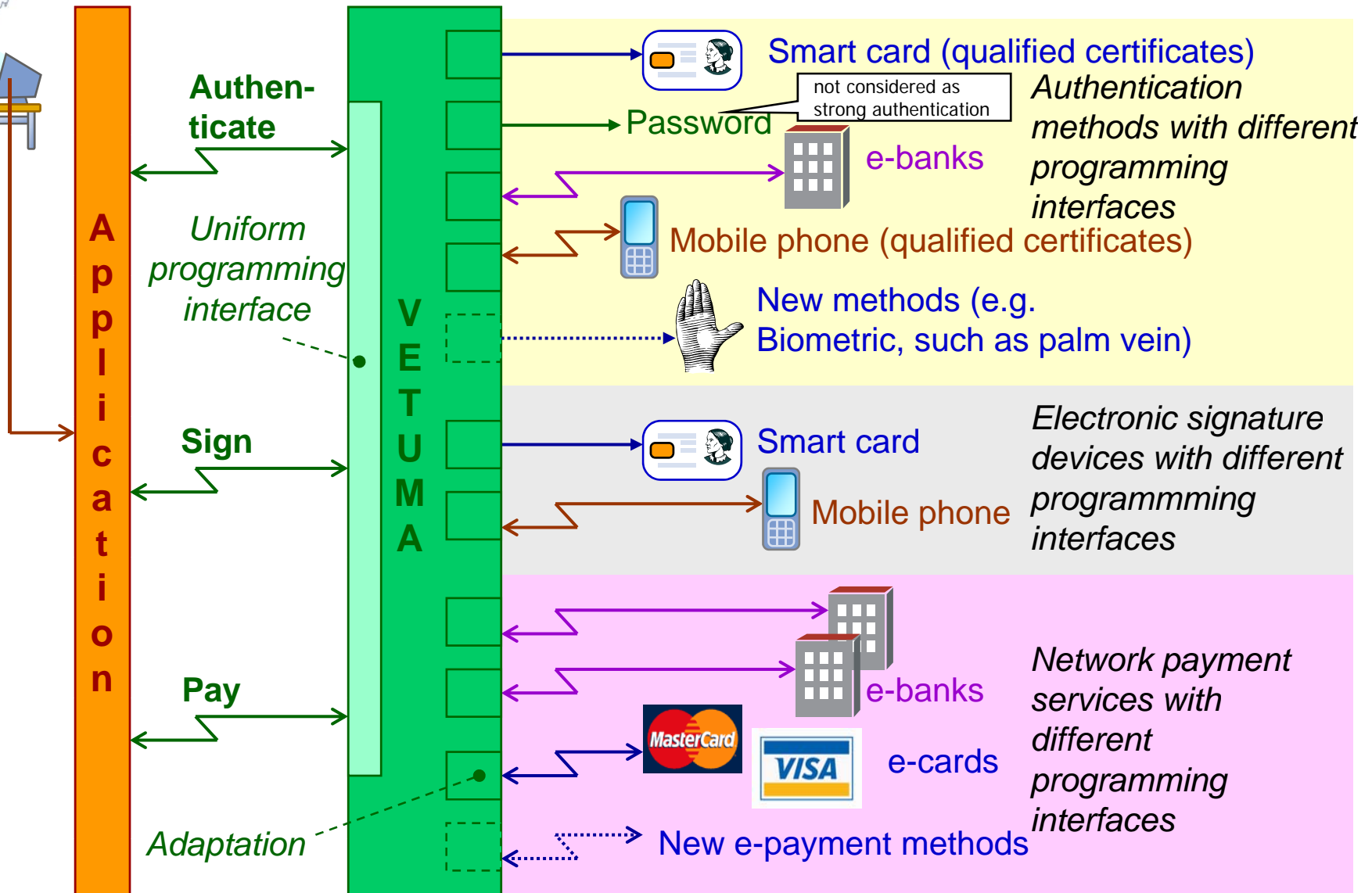


All these services converged into a single Suomi.fi portal in November 2006



Shared Services – what we already have: VETUMA

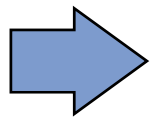
(Electronic authentication and payment service for citizens)





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

| Challenges | Strategic targets | Development Programs | Prioritized projects |
|---|---|---|--|
| <p>Changing customer needs and expectations</p> <p>Transparent and trustworthy government</p> <p>Globalization EU-integration</p> <p>Productivity</p> <p>Aging population Retiring personnel</p> <p>Maintaining services in all parts of country</p> <p>Maintaining services in all circumstances</p> | <p>Satisfied customers, flexible services</p> <p>Efficient, secure, connected government</p> | <p>Customer-centric online-services</p> <p>Interoperability</p> <p>Shared IT-systems</p> <p>Harmonized basic IT- services</p> <p>Information security and contingency planning</p> | <p>Identification of citizens and businesses Common platform for e-services</p> <p>Common IT- architecture Common interfaces to national databases</p> <p>Financial and human resource management systems</p> <p>Document management and archives</p> <p>Identification and rights management for civil servants</p> <p>Common, shared, secure communication network</p> <p>E-mail, calendar</p> <p>Baseline and high-level IT- security Contingency planning</p> <p>Portfolio management</p> |



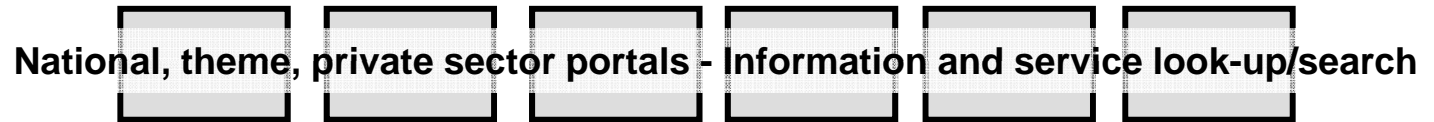
Common platform for online services

- 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 to 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 registeries) 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

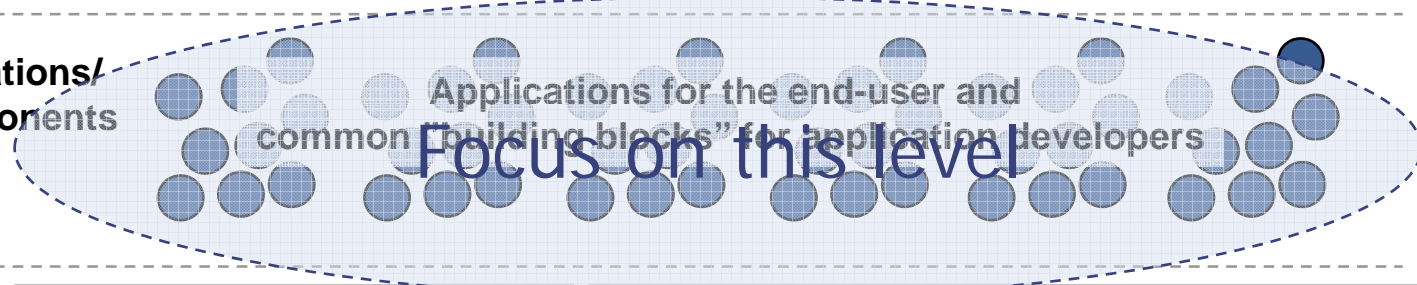


Logical layers of e-service implementations

Portals

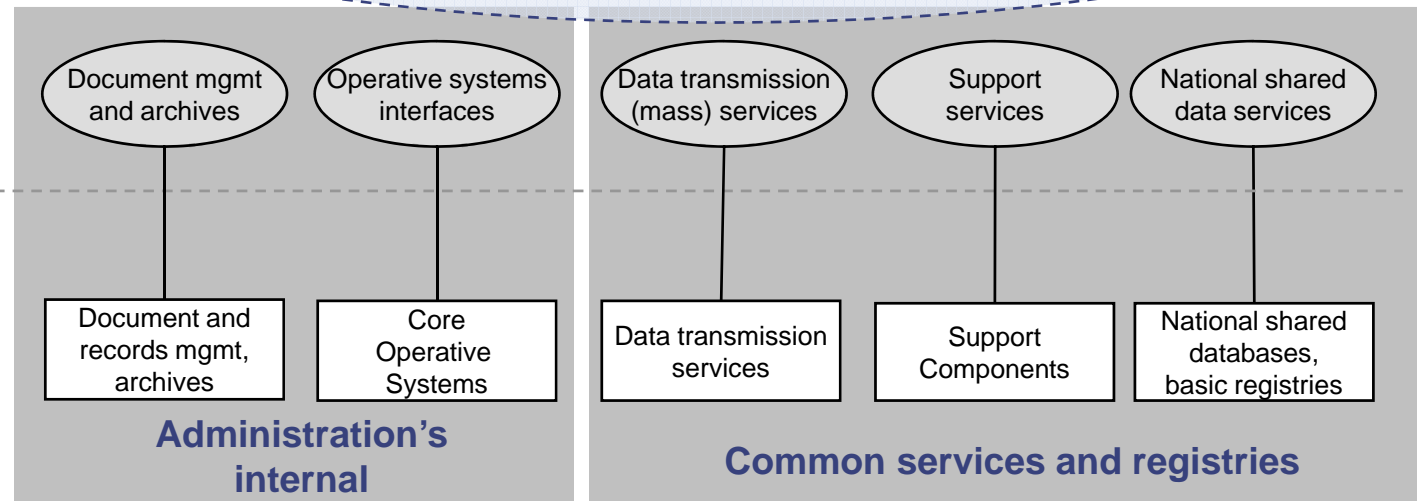


Service applications/ common components



Interfaces

Agencies' core operative and back-office systems

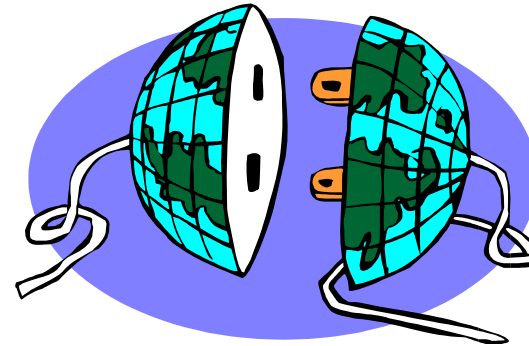




Two ways for using e-services



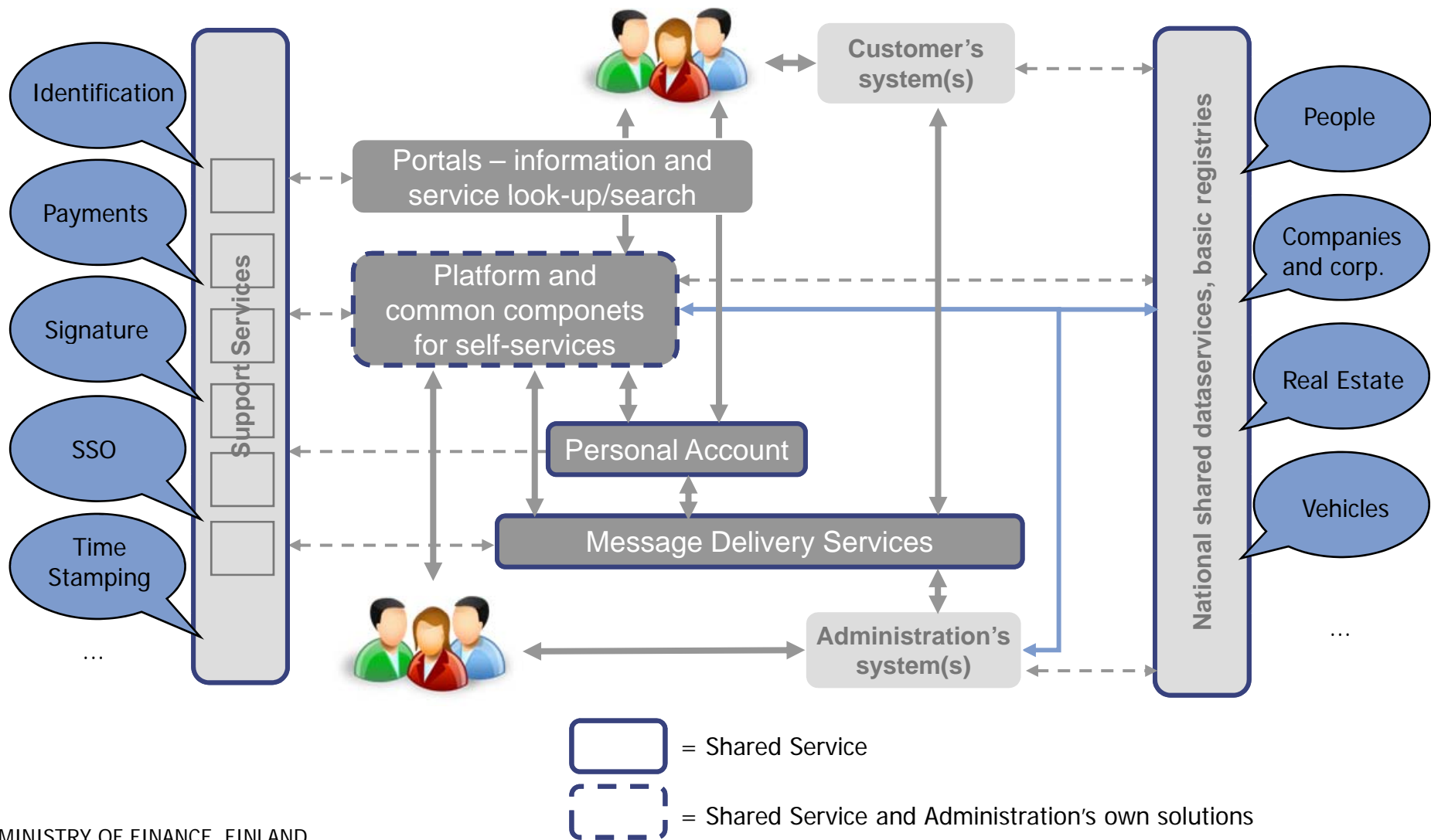
- Using user interface – “self-service”
- Users are typically citizens and smaller organisations



- System-to-system based use – open and standardized interfaces
- Users are typically large companies, “big business”



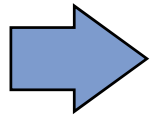
High level Architecture and Shared Service Concept





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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