



# Developing customer-centric online services in Finnish administration

Insight into the Development Program



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# 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

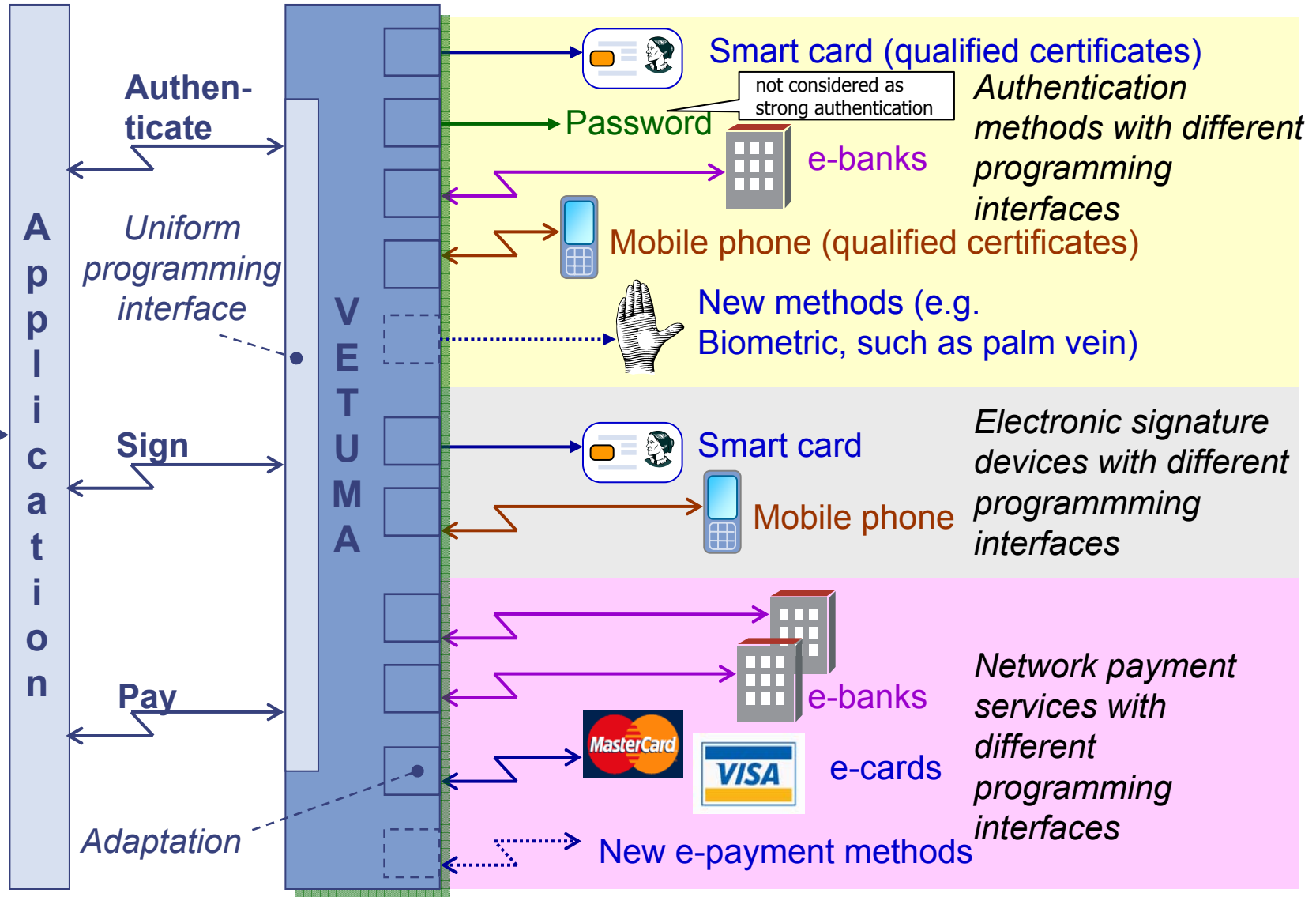


# From challenges to action: State IT Development Programs for years 2006-2011

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><b>Satisfied customers, flexible services</b></p> <p><b>Efficient, secure, connected government</b></p>	<p><b>Customer-centric online-services</b></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 <b>Common platform for e-services</b></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>

# Shared Services – what we already have:

## Electronic identification, signature and payment service for citizens

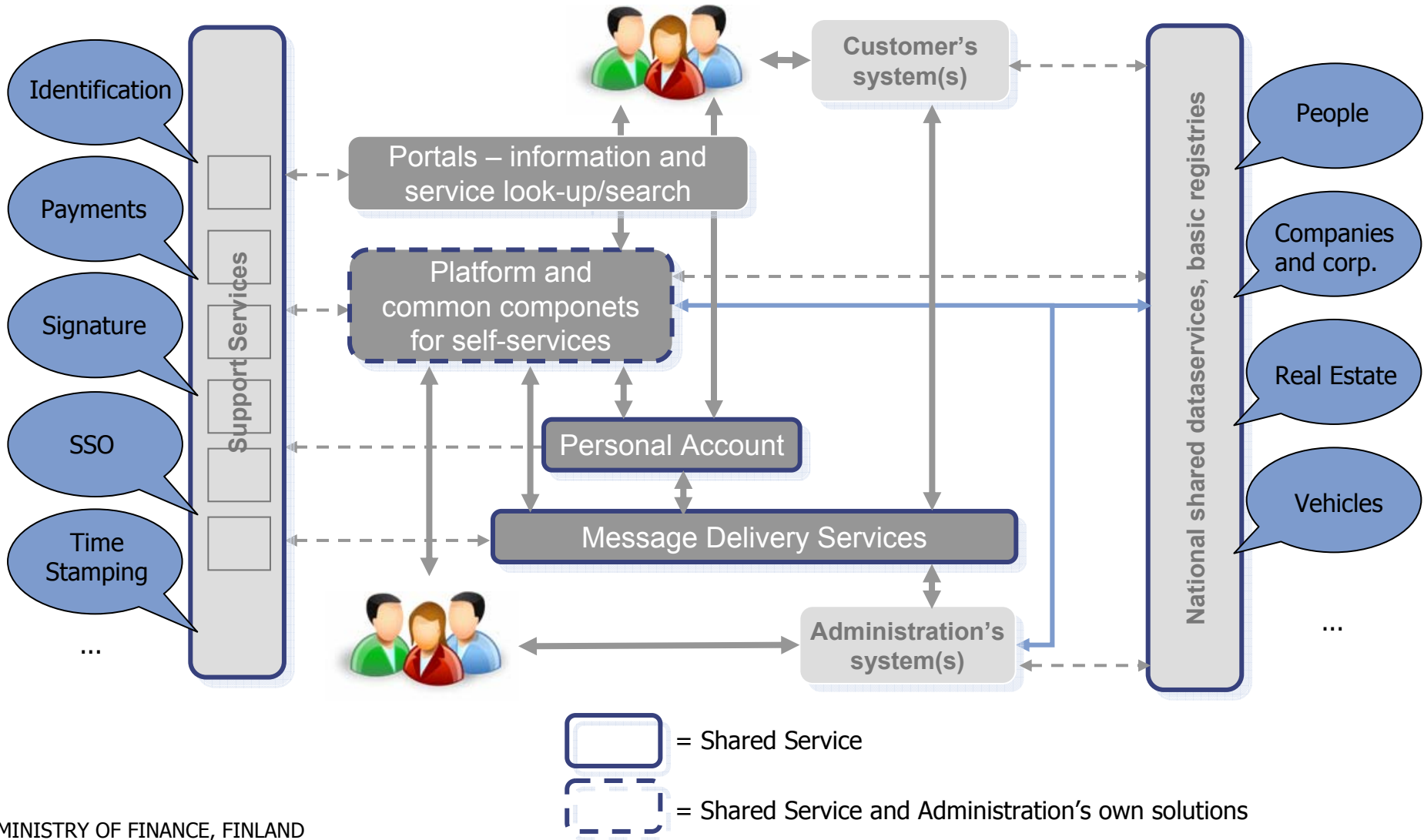




# What we are planning to have: Common platform for online services

- 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 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

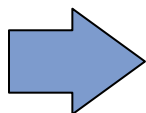
# High level Architecture and Shared Service Concept





## 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






# Background and basics



# Some facts about Finland

- 5,2 million people, 337 000 km<sup>2</sup>
  - 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
- 



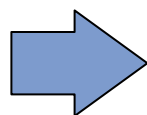
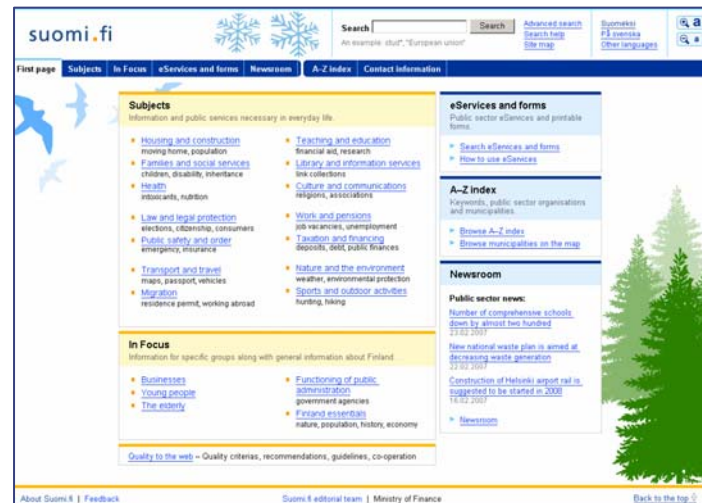
## Current situation in State IT

- 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](http://suomi.fi)
      - includes electronic form service [lomake.fi](http://lomake.fi)
    - Enterprise portal [yritys-suomi.fi](http://yritys-suomi.fi)
    - Collection of data from enterprises and organisations [tyvi.fi](http://tyvi.fi)
    - Online identification and payments (citizens) [vetuma.fi](http://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](http://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)

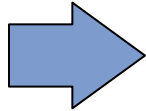


All these services converged into a single Suomi.fi portal in November 2006



# 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

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