

eGovernment Framework

enabling an integrated eGovernment vision



mygov.mt

Our eGovernment Framework

“Working at the core of Government to deliver a unified citizen-centric complete eGovernment Framework”

- Built on the latest technology platforms
- Developed in partnership between Ministry of Industry, Investments and Information Technology and Exigy
- Registered under EU Best Practice
- Key Driver for Malta's Achievement of 2nd Place in EU ICT Awards
- Modular, Multi-Lingual, Scalable and Secure



Challenges

- **Drive to implement eGovernment Services at different levels of Government**
 - Government Entities have a disconnected approach
 - Implementing different technologies and processes to achieve the same goal
 - Different authentication mechanisms throughout government
 - Multiple Electronic Credentials per user
 - Inefficient duplication of effort and cost
 - Disconnected Islands of Information
 - Government centric
 - Digital divide
- **Drive to enable on-line Identity**
 - Proof of physical identity on-line
 - Proof of Organization Representation
 - Electronic Identity is disconnected from Physical Identity



Our Solution

- **Citizen-Centric Model**
- **Unified Electronic Identity for the Citizen**
- **Verified Credentials for all his roles in the real world**
- **Secure environment with Digital Certificate authentication**
- **Single eServices access point**
- **Reduced costs for integrating new services**
- **Reduction of Digital divide through delegation**
- **Flexible workflow in a centralized environment**
- **Full Integration between Physical Identity and Electronic Identity**
- **Creation of an Identity Management Framework**
 - One Citizen Identity stored centrally
 - All Identity based documents are derived from the central Citizen Account
 - Citizen Identity is managed centrally



User Profiles Solution Key Players

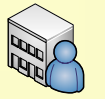


Citizen

Organisation



Organisation
Manager



Organisation
Employee

Registration Authority



Registration
Authority
Administrator



Registration
Authority
Officer

Certification Authority



Certification
Authority
Administrator

Service Provider Authority



Service
Provider
Administrator



eGovernment Framework Our Solution

Portal

- User Profiles
- Multi-Lingual
- Interactive Help
- Accessibility
- Content Management

Citizen Management

- Citizen Registration
- Citizen Verification / Approval
- Citizen Delegation

Organisation Management

- Organisation Registration
- Organisation Verification / Approval
- Organisation Types
- Employee Management
- Organisation Delegation

eService Management

- eService Creation / Configuration
- eService Subscription
- eService Verification / Approval

Certificate Management

- Multiple Certificates
- Digital Certificate Request
- Certificate Lifecycle

Core Framework

- Integration
- Auditing
- Notification
- Reporting



Citizen Management

Citizen Registration

- Enable Citizen Registration for Electronic Identity
 - Utilise Multiple Registration Offices (ex. Embassies)
 - Collect Citizen Information
 - Load Citizen Photo
 - Integrate with existing Government Systems
 - Generate Citizen eID Agreement

Citizen Management
Organisation Management
eService Management
Certificate Management
mygov.mt Portal



Registration Authority Officer



Citizen Management

Citizen Verification / Approval

- Manage the Citizen's Electronic Identity
 - Verify Citizen eID Account through Information retrieved from Government Systems
 - Approve Citizen eID Account
 - Disseminate Authentication Credentials and PIN via multiple delivery channels
 - Suspend / Terminate / Resume Citizen eID Account
 - Modify Digital Certificate Status according to Citizen eID Account Status
 - Notify Citizen of Account Status Modifications



Registration Authority Administrator



Citizen Management

Citizen Delegation

- Enable Citizen to delegate an eService Function
 - Delegate to another Citizen
 - Delegate to an Organisation
 - Allow only one delegation for each eService
 - Manage eService Delegations
 - Notify Citizen of Delegation Status
 - Enable Multiple Approvals for eService Delegation
 - Approval by Citizen or Organisation receiving Delegation
 - Approval by Service Provider



Organisation Management

Organisation Types

- Manage different Organisation Types
 - Assign different Organisation type to any Organisation
 - Organisation
 - Service Provider Authority
 - Registration Office
 - Registration Authority
 - Certification Authority
 - Assign / Remove Profiles to / from Employees based on Organisation Type

Citizen Management
Organisation Management
eService Management
Certificate Management
mygov.mt Portal



Organisation Management

Organisation Registration

- Enable Organisation Registration
 - Utilise Multiple Registration Offices (ex. Trade Departments)
 - Collect Organization Information
 - Register different Legal Status Organisations (Configurable)
 - Sole Trader
 - Registered Organisation
 - Unregistered Organisation
 - Define Official Documentation Requested based on Legal Status of Organisation
 - Generate Organization Services Agreement
 - Integrate with existing Government Systems
 - Enable Organisation Registration by Citizen OnLine



Citizen



Registration
Authority
Officer



Organisation Management

Organisation Verification / Approval

- Manage the Organisation Association
 - Verify Organisation details and Organisation Manager association through information retrieved from Government Systems
 - Approve Organisation
 - Assign / Remove Organisation Manager Profile
 - Assign multiple Organisation Managers for the same Organisation
 - Suspend / Terminate / Resume Organisation
 - Notify Citizen of Organisation Status and Association Modifications



Registration
Authority
Administrator



Organisation Management Employee Management

- Manage the Organisation Employees
 - Associate other Citizens as Organisation Employees
 - Create and manage Employee Groups within an Organisation
 - Assign and Manage eServices to Groups or Employees
 - Assign and Manage Delegated eServices
 - Assign / Remove Profiles to / from Employees based on Organisation Type
 - Organisation Manager (Organisation)
 - Service Provider Administrator (Service Provider Authority)
 - Registration Officer (Registration Office)
 - Notify Citizen of Employee Profile Assignment



Organisation
Manager



Registration
Authority
Administrator



Organisation Management Organisation Delegation

- Enable Organisation Manager to delegate an eService Function
 - Delegate to a Citizen
 - Delegate to another Organisation
 - Allow only one delegation for each eService
 - Manage eService Delegations
 - Notify Citizen / Organisation Manager of Delegation Status
 - Enable Multiple Approvals for eService Delegation
 - Approval by Citizen or Organisation receiving Delegation
 - Approval by Service Provider



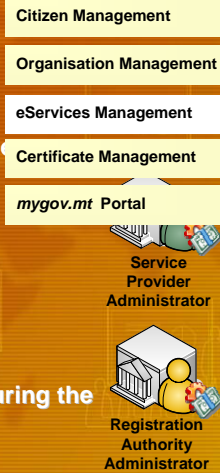
Organisation
Manager



eService Management

eService Creation / Configuration

- Enable eService Creation and Configuration
 - Define new eService
 - Configure eService Parameters
 - Configure Additional Information for eService Provider
- eService Configurations
 - Define an eService as Default within a User Profile
 - Define the Security Level to Access the eService
 - Level 1 – Username Password
 - Level 2 – Digital Certificate
 - Define the ability to delegate the service
 - Define additional information attributes requested during the application for the eService



eService Management

eService Subscription

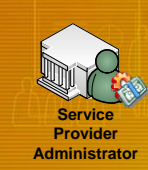
- Enable Citizen / Organisation to apply for an eService
 - Apply for eService under different profiles
 - My Services (Citizen)
 - Exigy Services (Organisation)
 - Local Football Club (Organisation)
 - Subscribe for eServices published by Service Providers
 - Submit additional eService Information not in existing profile
 - Manage eService Subscriptions
 - Unsubscribe / Delegate / Assign
 - Notify Citizen / Organisation Manager of eService Subscription Status



eService Management

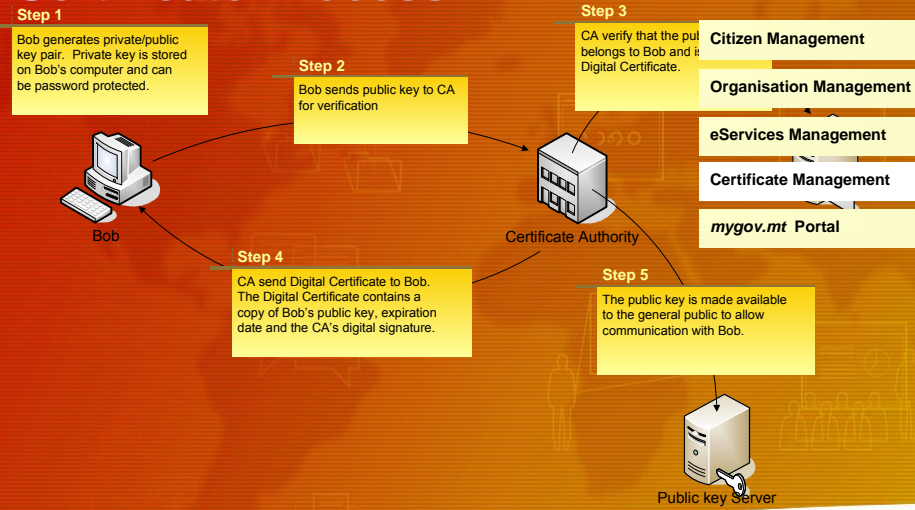
eService Verification / Approval

- Manage the eService Subscriptions
 - Verify the eligibility of the applicant for the eService based on additional information provided
 - Approve eService Subscription
 - Activate eService in myGov under specific profile
 - Suspend / Unsubscribe / Resume eService Subscription
 - Notify Citizen / Organisation Manager of eService Subscription Status



Digital Certificate Management

Certificate Process



Digital Certificate Management

Digital Certificate Request

- **Requesting Digital Certificate**
 - Simplified process for non-technical Citizen
 - Digital Certificate is tied to a Citizen
 - Choose Certificate Template to apply for
 - Enable citizen to generate Public and Private Keys within myGov (Browser)
 - Submit Information to request Digital Certificate
- **Distributing Digital Certificate**
 - Notify Citizen of Digital Certificate Issuance
 - Enable Citizen to download Digital Certificate via myGov
 - Utilize Activation PIN for additional security during download



Citizen



Digital Certificate Management

Certificate Lifecycle

- **Managing the Digital Certificate Lifecycle**
 - Review Digital Certificate Requests
 - Issue Digital Certificates
 - Suspend / Resume / Revoke Digital Certificates
 - Renew Digital Certificate via myGov
 - Review Certificate Audit Trail
- **Additional Security Features**
 - Cached Digital Certificate Requests, to handle CA Downtime
 - Digital Certificates which are suspended for a period of 14 days, will be automatically revoked.



Registration Authority Administrator



Digital Certificate Management

Multiple Digital Certificate

- Integrate fully with Microsoft Certification Authority
- Handling Multiple Digital Certificate
 - Current Certificate Templates
 - Citizen Certificate
 - Registration Authority Administrator Certificate
 - Certification Authority Administrator Certificate
 - Create Additional Certificate Templates and associate to a specific user profile



mygov.mt Portal

User Experience

- Managing Profile Information
 - Enable Citizen to modify Profile Details
 - Enable Organisation Manager to modify Organisation
- Citizen Centric User Experience
 - Enable Single Sign-On across eServices
 - Manage easily Multiple Profiles
 - Carry complex tasks based on Step-by-Step Wizards
 - Provide Interactive Help
 - Provide Multi Language Support
 - Compliant with WAI for Accessibility

Citizen Management
Organisation Management
eServices Management
Certificate Management
mygov.mt Portal



Citizen



Organisation Manager



mygov.mt Portal Content Management

- Managing myGov Content
 - Manage multiple language content
 - Enable authorised user to create Content Pages
 - Enable authorised user to modify layout and templates
 - Utilise various Components in Content Pages
 - Announcement / News
 - HTML
 - Images
 - Documents
 - Links
 - Others



Questions

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