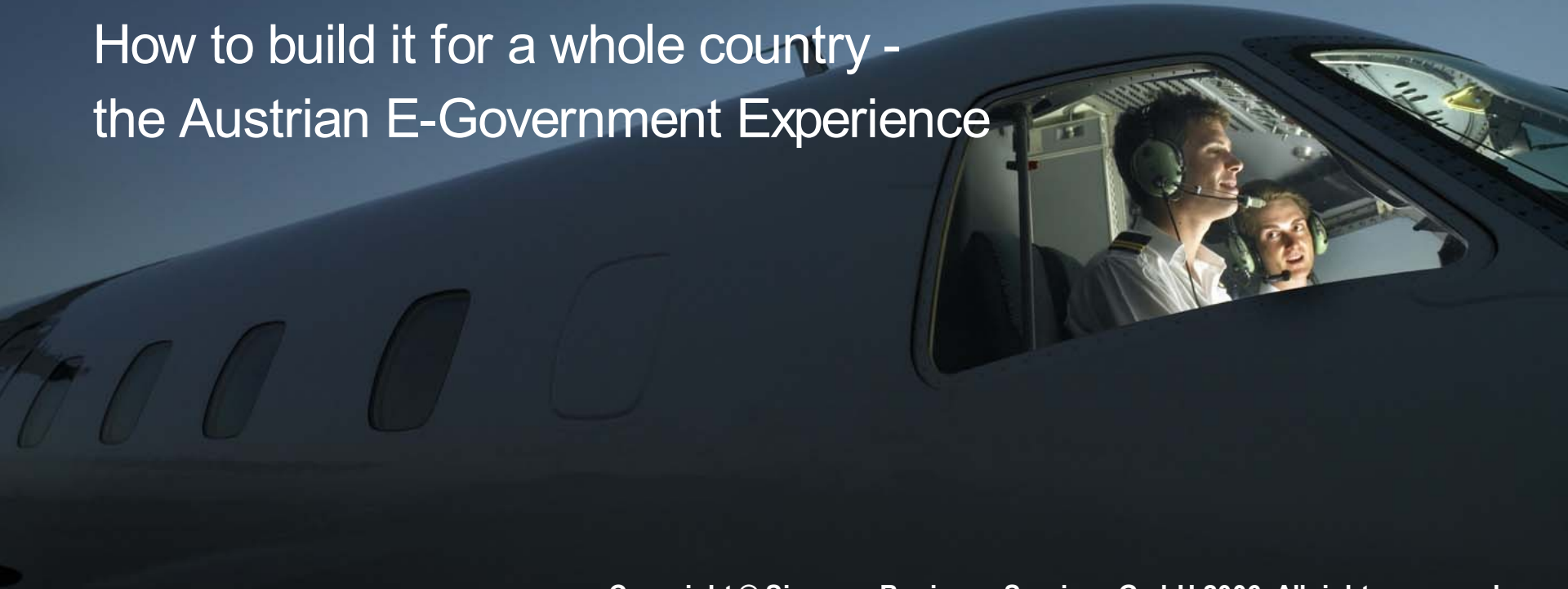


Siemens Business Services – E-Government Strategy

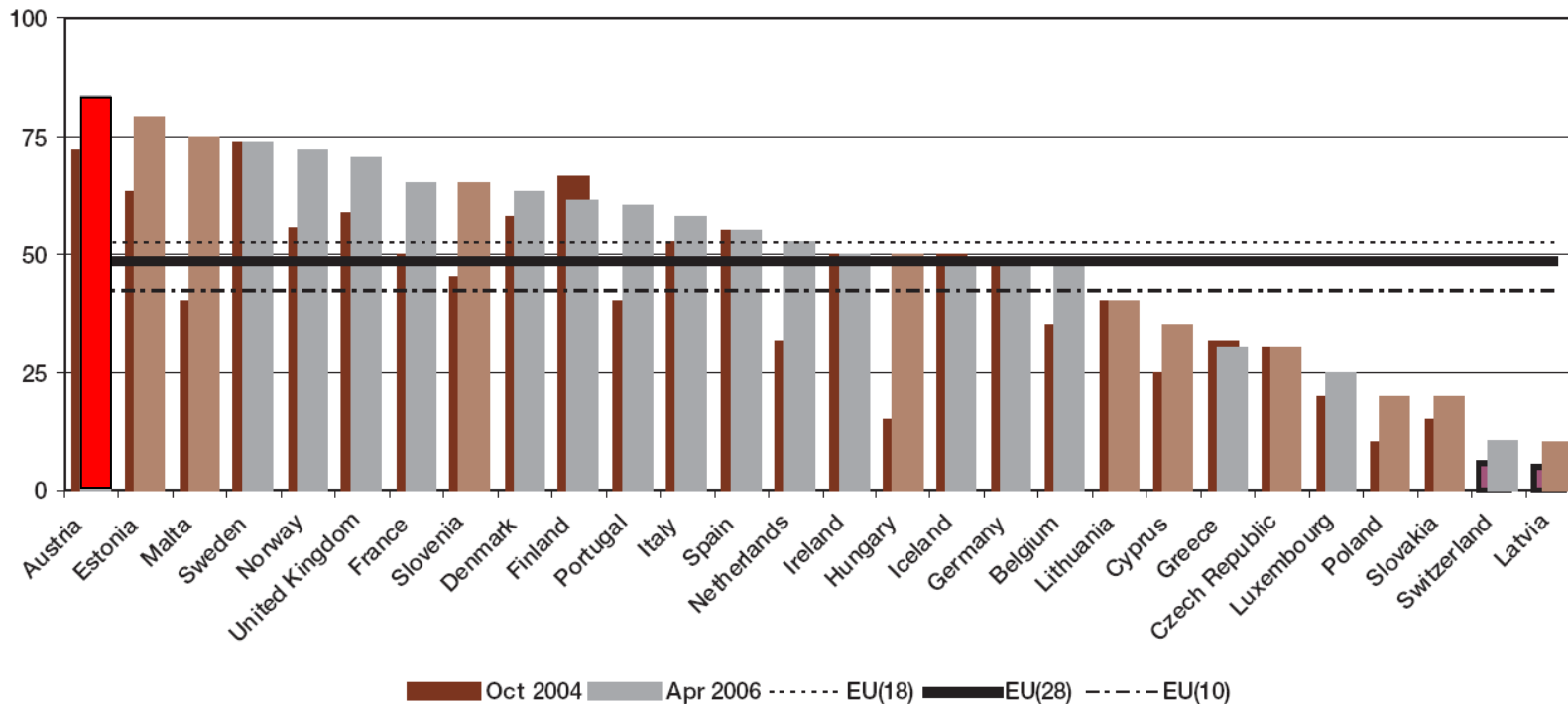
How to build it for a whole country -
the Austrian E-Government Experience



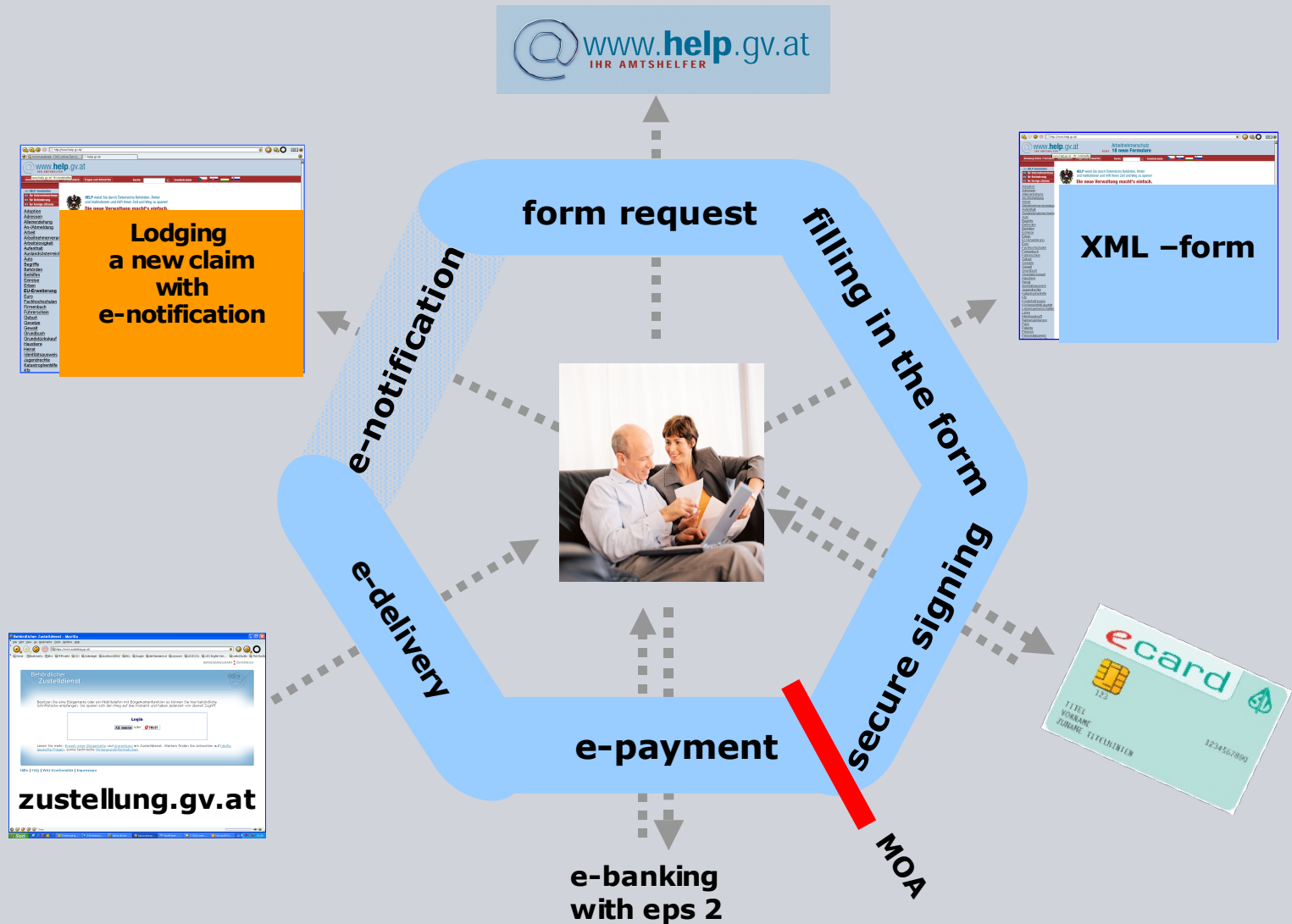
EU eGovernment Benchmarking – Austria # 1

The core team of the Austrian eGovernment initiative joined Siemens Business Services

Figure 8: Country Results – Full Availability Online



Austrian eGovernment model



Help.gv.at – the single point of access

The screenshot shows a web browser window with the URL `http://www.help.gv.at/Content.Node/sk/HELP-SK.html`. The page header includes the logo for `www.help.gv.at` with the tagline "IHR AMTSHELPER" and a language selection menu with options for "deutsch", "english", "italiano", "čeština", "slovenčina" (highlighted), "magyar", and "slovenščina". A search bar contains the text "SCD V3 SCD Suche".

The main content area features a red navigation bar with the text "Rakúsky úradný asistent" and a link "cez www.help.gv.at". On the left, a sidebar lists navigation options: "Pobyt", "Prihlásenie/ Odhlásenie", and "Zamestnanie". The main text area includes a breadcrumb "Ste tu: Úvodná strana", the title "Help.gv.at", and a description: "Help.gv.at – Váš internetový pomocník a sprievodca úradnými cestami Vám ponúka informácie potrebné pre život a prácu v Rakúsku." Below this are five highlighted feature boxes: "More than 1000 forms", "Transaction services", "175 life situations", "FAQs, Dictionary for administrative terms", and "7 languages". On the right, a search box titled "Hľadanie" contains the text "Hľadaný pojem" and a "Hľadať" button.

Easy access for everyone

eGovernment forms style guide

- standardized look and feel across administrative borders
- standard guidelines for forms
- easy recognition for citizen
- continual improvement by usability tests

Stadt **GRAZ** E-Government

Ansuchen um Gewährung eines Zuschusses zur Förderung von Solaranlagen

Info Bitte beachten Sie: * Feld muss ausgefüllt sein Hinweis auf Fehler Information und Hilfe zum Ausfüllen Zutreffendes ankreuzen oder Δ auswählen

Antragsteller/Antragstellerin
 Familienname * Akademischer Grad Bitte auswählen
 Vorname * Geschlecht Bitte auswählen

Adresse
 Straße * Hausnummer *
 Postleitzahl * Ort *

Kontakte
 Telefon Mobiltelefon
 E-Mail Fax

[Zwischenspeichern](#)

[zum Seitenanfang](#)
Seite 2 von 6

WAI – Web Accessibility Initiative

Government and citizens need extended security when interacting

Requirements for identifying citizens:

Easy to handle

- Represent identity by a unique number

High quality

- Based on a central identification register

Constant over life time

- Citizen integration hub to ensure data harmonization and consolidation

Privacy and data protection

E(asy)-Government

The Password is dead (Bill Gates, Feb. 2006)



e-card Austria: Nationwide eHealth and eGovernment Card Infrastructure & Application

Challenge

- Implementation of complete Infrastructure (HW & SW) and a central computing environment for Health Insurance Card.
- SW for Doctors environment
- Running of 2 operations centers
- Design, Build an Operate approach in close cooperation with end customer

Benefits

- Replacement of 42 Million paper vouchers per year
- Reliable verification of entitlements
- Lower administration costs
- Efficient use of IT
- Easier Access to medical Assistance
- Protected Privacy
- Platform for further projects

Solution

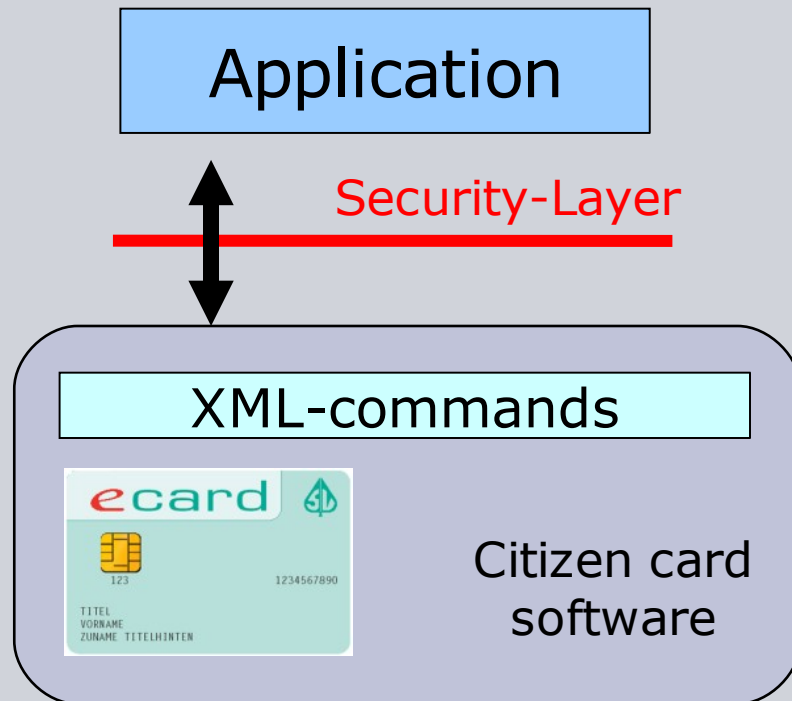
- Reliable, high performing and high available web based architecture for central server computing
- Secure PKI based application platform (login, signature, encryption) plus operational platform (sw-distribution, integration with other systems)
- Electronic signatures based on ECC
- Applications:
 - Entitlement for benefits
 - Drug Approval Service
- Open for:
 - eGovernment applications
 - integration of hospitals and pharmacies
 - Portal-integration of Social Security Institu



Security Layer Interface

Separate your technology (client / server)

- Infrastructure is expensive
- Technology evolves rapidly



Security-Layer Interface

- Technology independent interface (XML)
- High level of abstraction
- Easy request / response scheme
- Especially suited for use by web browsers
- Accepts all smart cards based on modern standards

MOA – Toolbox for eGovernment

OPEN SOURCE - available for administrations as well as for enterprises

- Server side security modules
 - Written in Java
 - Access through API or SOAP/HTTP/XML

- Functions
 - Login with smart card (MOA ID)
 - verify signatures (MOA SP)
 - create signatures (MOA SS)
 - electronic delivery (MOA ZS)

Electronic Delivery – the killer application of modern e-government

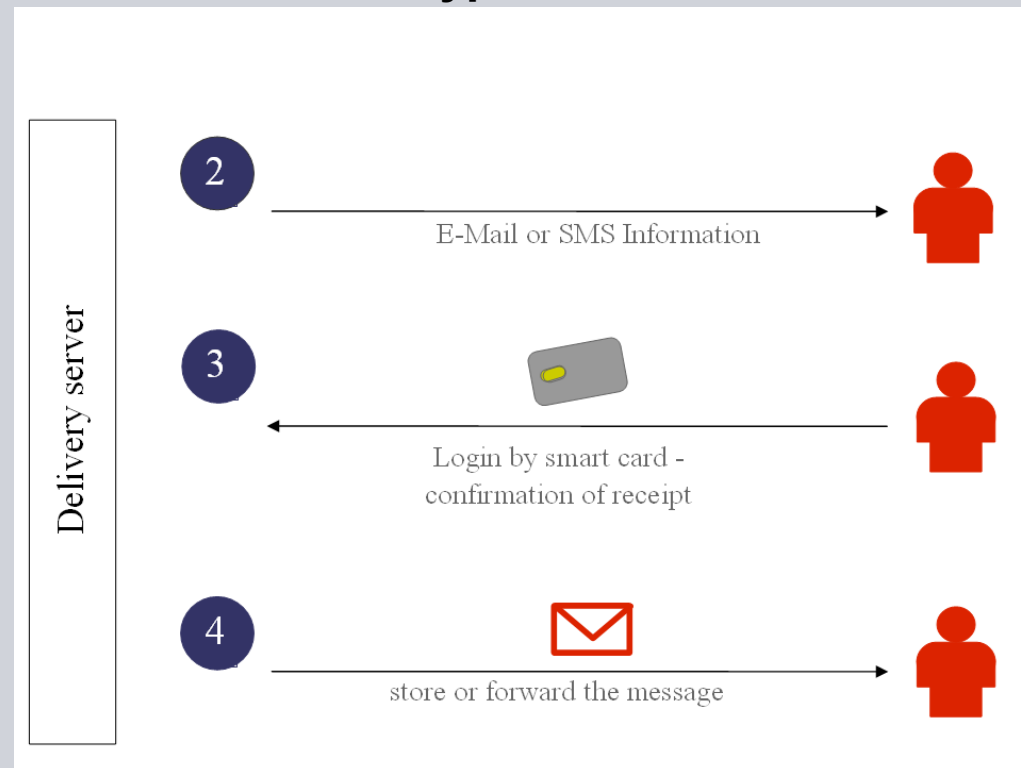
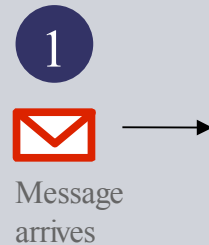
Comfortable

Secure

- Proof of delivery
- Confidential because of smart card based encryption
- Integrity

Reduces costs

- Costs of delivery
- Media mismatch



Lessons learned by the Austrian eGovernment Team

- Include all relevant participants
- *Legalize* e-government
- Establish a nation wide interoperable infrastructure
- Establish a secure identification concept
- Without Public Relations, citizens won't use eGovernment
- Focus on power users
 - administration related professions
 - companies have high potential to use eGovernment



Siemens Business Services – eGovernment for champions

SIEMENS

What we offer:

Strategy consulting by a team with proven experience in designing a successful strategy for a whole country

Process analysis

Citizen oriented, user friendly eGovernment portals including transactional services as well as payment solutions

Smart Card Solutions and PKI

Security Solutions by integrating the Austrian Open Source building blocks (cost efficient!)

Design, Build and integration of modern interoperable interfaces and applications

Register solutions



Thank you for your attention!

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Segment Responsible E-Government
Siemens SBS/PS

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