



Role based Identity and Access Management for Public Sector

Best citizen services with lean internal administration

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Agenda

1 Situation / Key Trends

2 Best Practice Case Studies

3 Siemens Solution offering

4 Benefits



Key trends drive growth in Public Sector

▶ Economic growth, industrial transformation and demographic change must be mastered by matching infrastructures and efficient administration ◀

- **Mobility, migration and growing urbanization**
- **Security**
- **Interoperability**
- **Transformation**
- **Limited budgets**

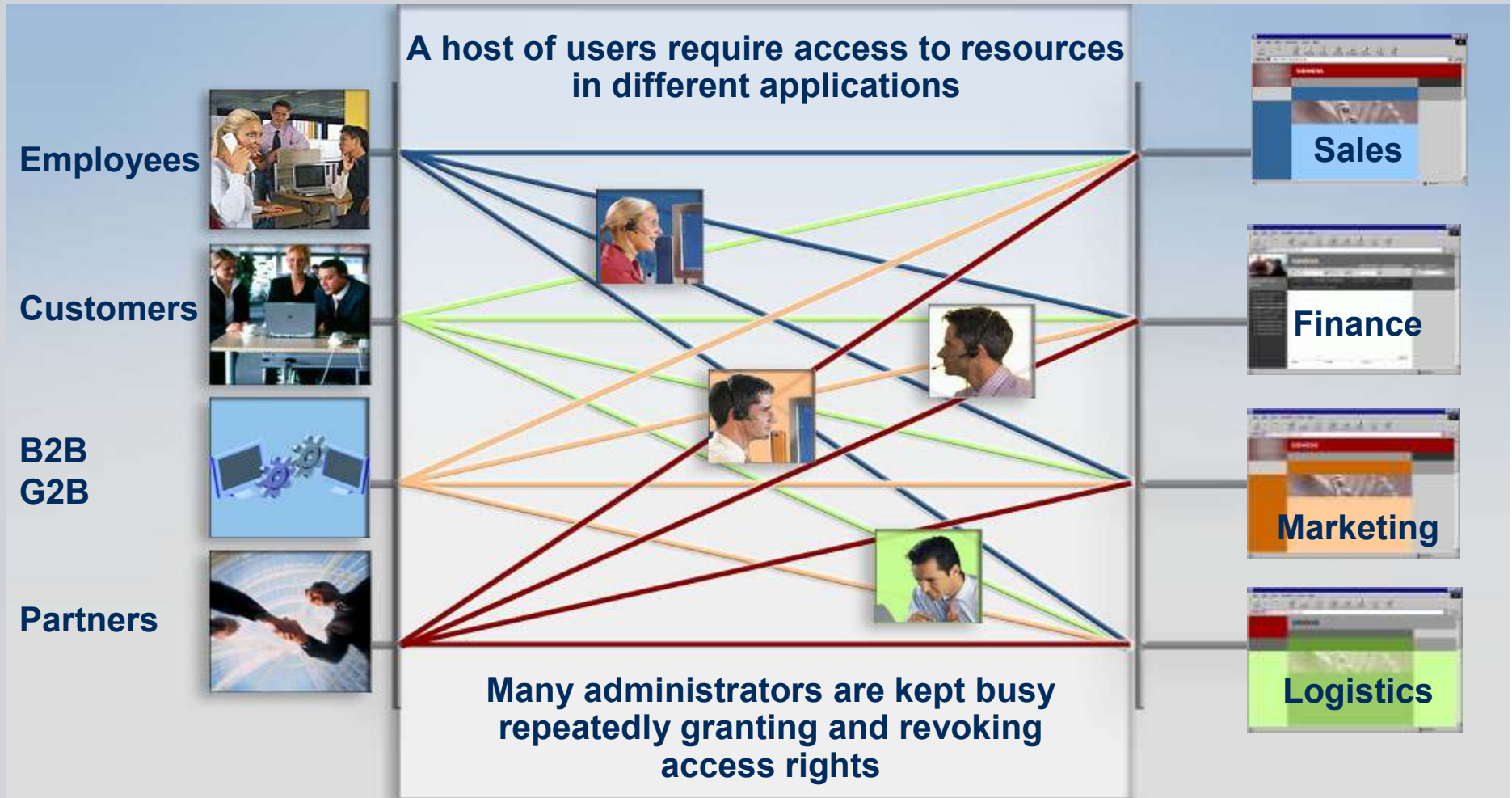
▶ Siemens is an expert partner supporting Governments to cope with their challenges and to allow for innovation and smooth, sustainable transformation ◀



Source: Siemens IT Solutions and Services

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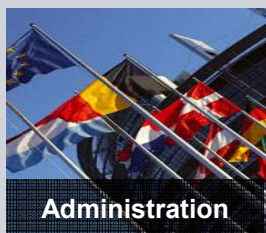
Standalone IT solutions raise administrative costs and prevent a secure and transparent rights management



Public Sector organizations have to deliver – Best external service with lean internal administration



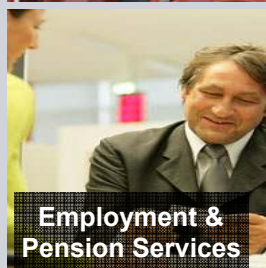
Areas of Application for Identity and Access Management



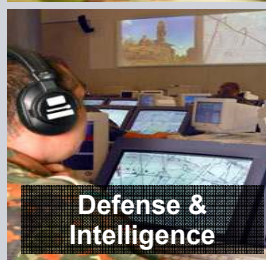
Administration



Security



Employment &
Pension Services



Defense &
Intelligence

Internal Administration Processes

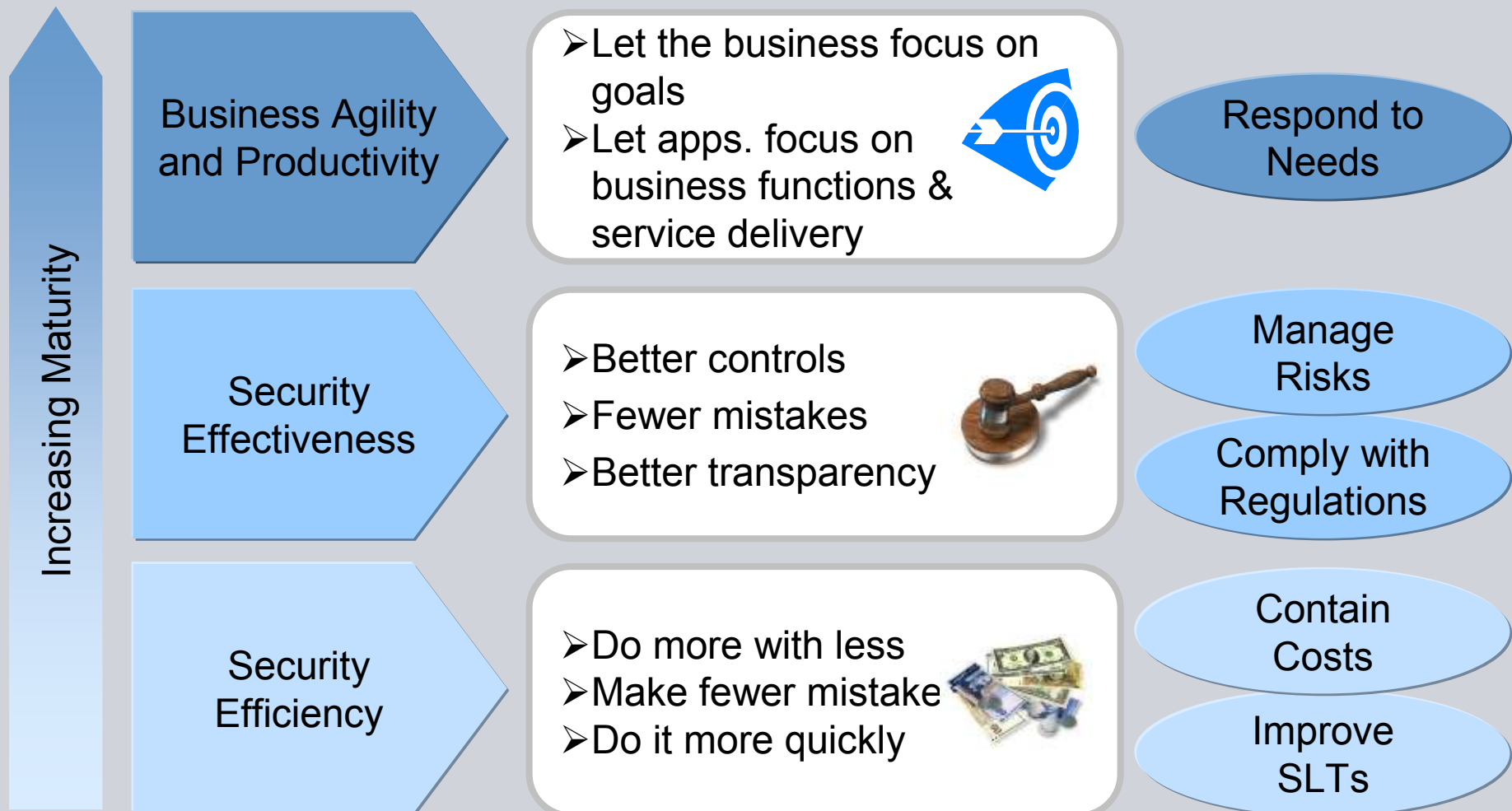
- **Unique electronic ID for employees**
- **Lean and automated administration**
 - for the complete IT landscape (SAP, Microsoft, IBM, Oracle...)
 - Employee self-service
- **Compliant central user, role or system based audit & reporting**
- **Organizational white & yellow pages**
- **Easy and secure Access through**
 - Password management
 - Single-Sign-On for portals & web applications or services
 - for physical and logical Security
 - Biometric Authentication
- **Central repository for PKI (employee card)**

G2 Citizen-Enterprise-Government

- **Unique electronic ID for citizens, travelers and foreigners**
 - Large scale ID-repositories (PKI, NHII, ..) for 10s of millions of ID profiles
- **Efficient access management for eGovernment applications & portals**
 - Citizen self service
 - Single-Sign-On
 - Cross organizational ID-Federation
 - Fast deployment of distributed secure IT-applications and services – Identity Federation
 - Web-service security for SOA environments (Service Bus, G2E or G2G)
 - Biometric Authentication
- **Organizational white & yellow pages**

Identity Management Drivers and Benefits

Quelle: Gartner, Inc., 2007



SLT = Service Level Target

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Government of Canada: Identity and access management @ Internet white pages



Challenge

- One global information system
- For the Canadian government offices,
- For the administration units and
- For all citizens



Solution

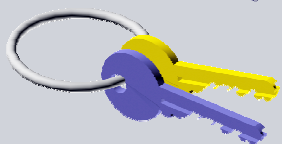
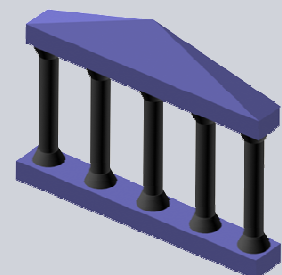
Standards-based directory for

- Public white pages
- E-mail integration
- Printed phone books
- Public Key Infrastructure (PKI)

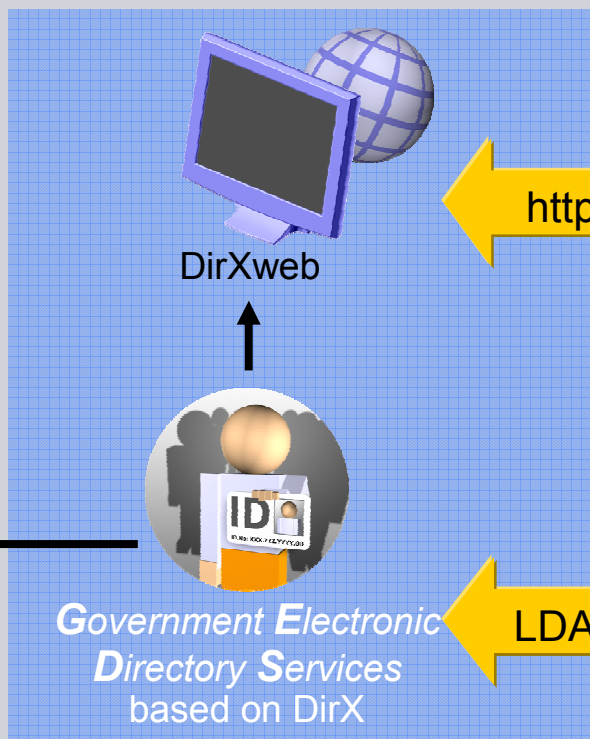
Benefits

- Improved internal and external communications
- Improved processes in public services
- Saved 1.5 mil \$ within the first two years by reduction of printed phone directories
- Reduced calls in the call center

Government of Canada: Identity and access management @ Internet white pages



Secure Application for Key Management Services:
Integrated PKI with Entrust CA



- **280,000 objects:** Employees, departments, e-mail, phone numbers, postal addresses, etc.
- **100,000 hits / day**

<http://direct.srv.gc.ca/cgi-bin/direct500/BE>



Public access:
■ via Internet



- Internal access**
- LDAP clients
 - English and French GUI's
 - E-mail integration
 - Local administration by departments

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Government of Canada Government Electronic Directory Services



Adresse <http://direct.srv.gc.ca/cgi-bin/direct500/BE>

Public Works and Government Services Canada / Travaux publics et Services gouvernementaux Canada

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Direct500

Search in: **Government of Canada** or select a specific organization below.

Enter value to search for:

Select which field to search:

Select matching criterion to use:

Examples: (1) Smith (2) Smith, John (3) 613-999-0101 or (613) 999-0101.
[Click here for more help.](#)

Government of Canada

Organizations

A B C D E F G H I J L M N O P Q R S T V W

A

- Agriculture and Agri-Food Canada

Public Works and Government Services Canada / Travaux publics et Services gouvernementaux Canada

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Direct500

Search in: **Rural Programs** or select a specific organization below.

Enter value to search for:

Select which field to search:

Select matching criterion to use:

Examples: (1) Smith (2) Smith, John (3) 613-999-0101 or (613) 999-0101.
[Click here for more help.](#)

Move upwards to

- Government of Canada
- Agriculture and Agri-Food Canada
- Rural and Co-operatives Secretariats
- Rural Secretariat
- Executive Director's Office

Rural Programs

People

- Avey, Katik, Program Officer, HQ, (613) 759-1750
- Chagnon, Marie Eve, Student, (613) 694-2694
- Duma, Carol, Regional Program Officer (Manitoba); (204) 963-8466
- Eiale, Heather, Regional Program Officer, (613) 759-7445

Dutch Tax Office

Challenge

- Efficient support of
 - User Management
 - Authentication Management
 - Authorization Management
 - Monitoring and Auditing

Benefits

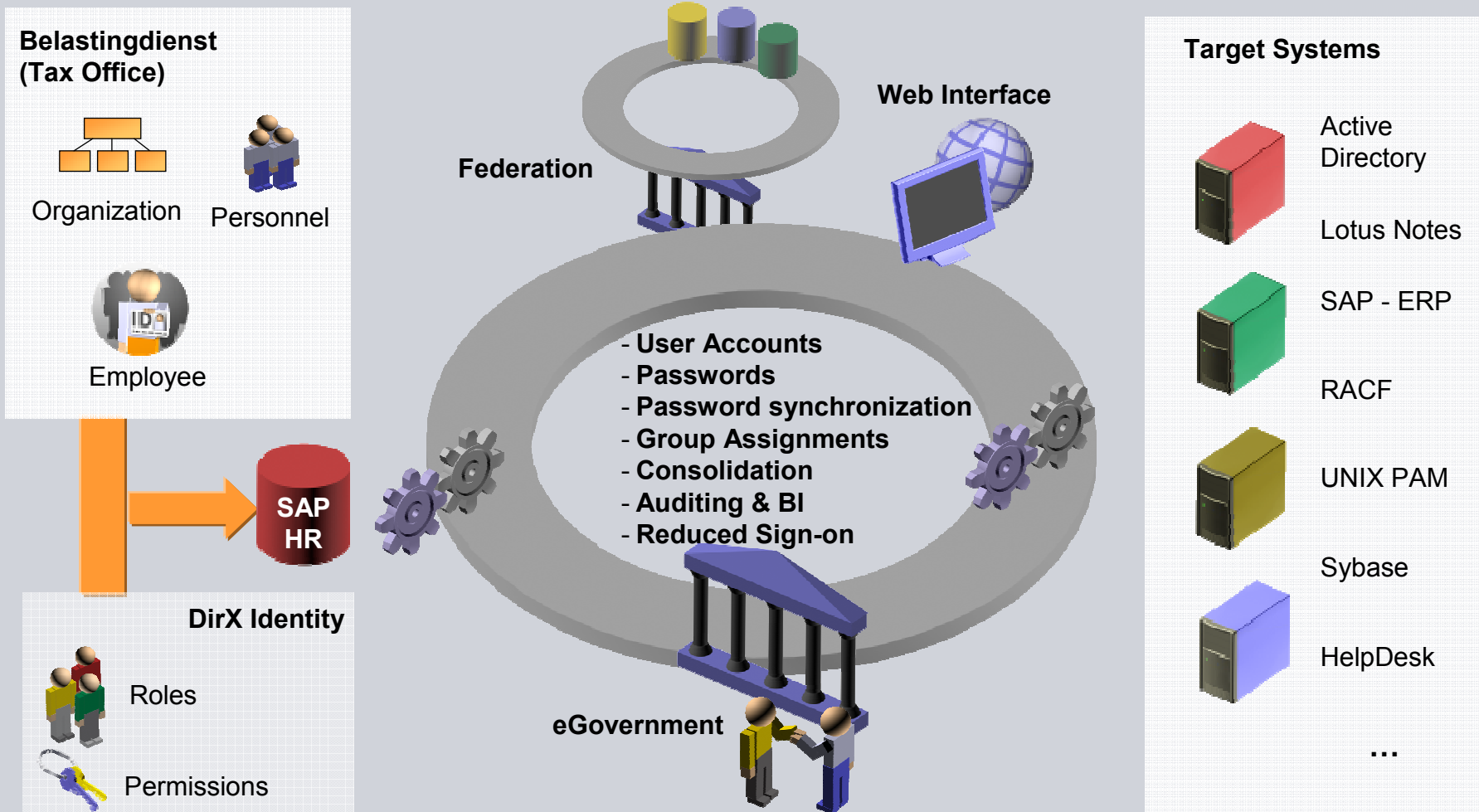
- Efficient administration
- Reduced help desks costs
- Higher security

Solution

- DirX Directory und DirX Identity Professional
- Synchronization using automated workflows
- Central administration of user accounts and passwords
- User self services
- Role-Based Access Control



Dutch Tax Office Architectural overview



City of Braunschweig



Challenge

- Simplification of user administration
- Up-to-date and consistent data
- Higher security
- Improved competitiveness
- Basis for the configuration of new, **innovative eGovernment services**
- Automated updates of user data

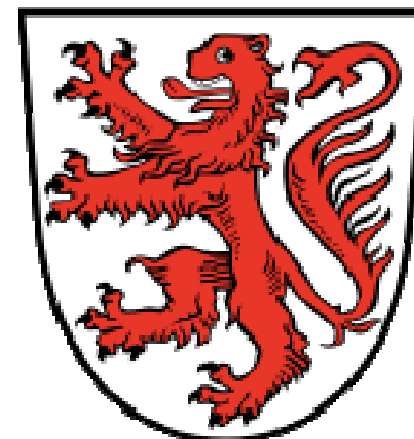
Benefits

- Automated data update from local authorities
- Employee data always up to date
- Better service for the citizens
- Cost savings
- Logically consistent, globally available directory

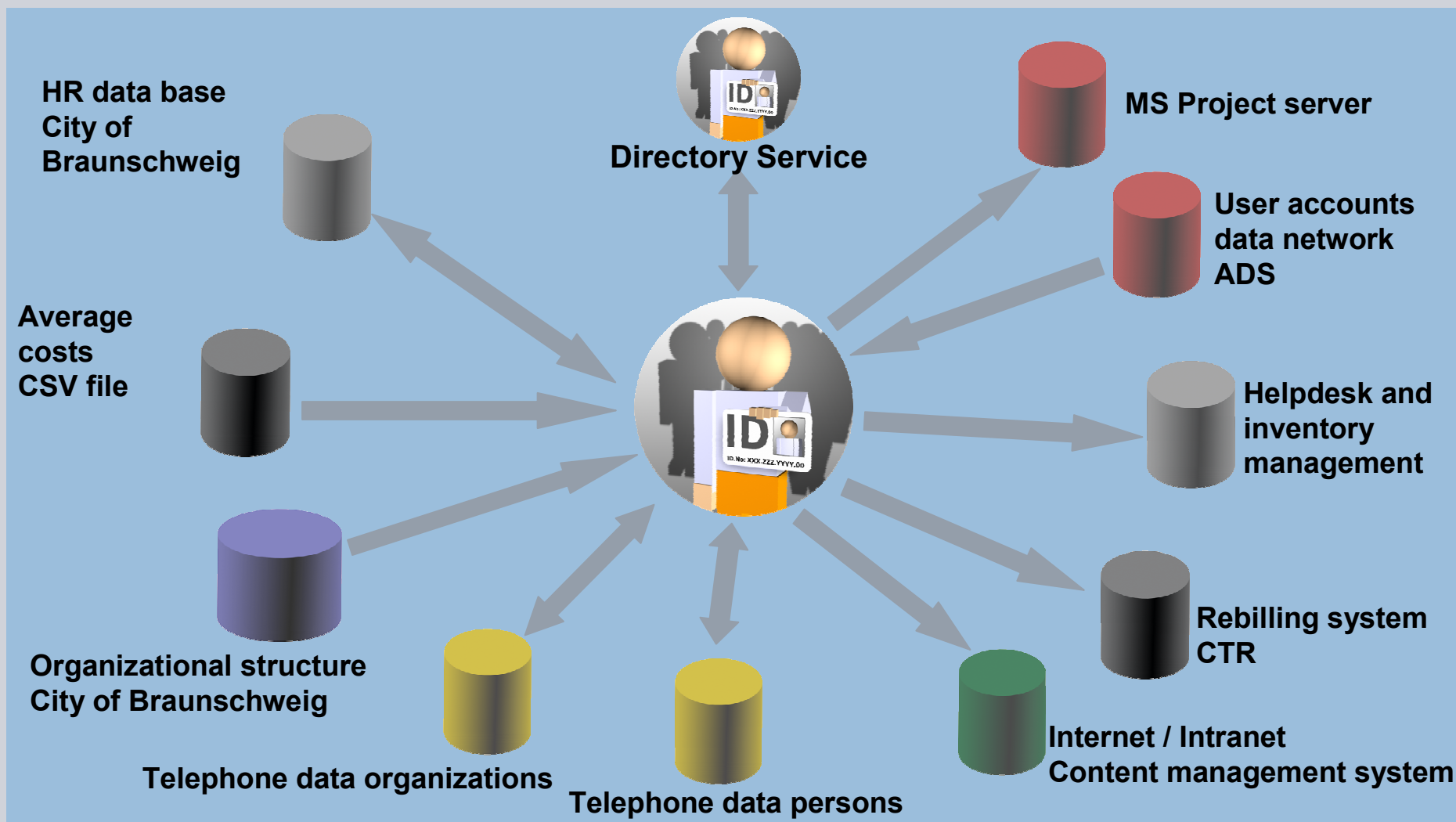
Solution

Metadirectory as the central data platform

- Data synchronization from various sources: e.g. HR data bases, user administration of telephone systems, PC network or building management system
- Synchronization and replication tools






City of Braunschweig Architectural overview



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City of Braunschweig Citizen Portal



Startseite

Rat & Verwaltung

Oberbürgermeister

Rat der Stadt

Stadtbezirksräte

Was? Wo? Wie?

Zentrale Anschriften

Fachbereiche und Referate

Formularservice

Pressestelle

Stadtporträt

Wirtschaft, Wissenschaft, Bildung

Stadtplanung, Bauen, Wohnen

Kultur

Veranstaltungen

Tourist-Service

Umwelt & Naturschutz

Freizeit & Sport

Gesellschaft & Soziales


Frauen

RAT & VERWALTUNG

Was? Wo? Wie?

Die Stadt Braunschweig bietet Ihnen auf den folgenden Seiten vielfältige Informationen zu ihren Serviceleistungen an.

Sie finden hier Allgemeines, Kontaktadressen und detaillierte Informationen zu den verschiedensten Themen - vom BAföG, über den Fischereischein und die Lohnsteuerkarte, bis hin zum Führungszeugnis, Rentenantrag und der Begründung einer Lebenspartnerschaft. Darüber hinaus können Sie, falls nötig, auch dazu gehörende Anträge auf Ihren Rechner laden und das Formular bequem zu Hause ausfüllen.



Der Bürgerservice

Das Informationssystem der Stadtverwaltung

SUCHE NACH STICHWÖRTERN

Alphabetisch:
A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z

Was? Wo? Wie?


Organigramm

Übersicht (Sitemap)

Stadtplan

English

Ihr Ansprechpartner



Bürgertelefon

Rufnummer 0531 470-1

Die Dezernate der Stadtverwaltung

Die Fachbereiche und Referate sind in sieben Dezernaten mit verschiedenen Themenschwerpunkten organisiert:

- I Dezernat des Oberbürgermeisters
- II Organisations-, Personal-, Finanz- und Ordnungsdezernat
- III Bau- und Umweltschutzdezernat
- IV Schul-, Kultur- und Sportdezernat
- V Sozial-, Gesundheits- und Jugenddezernat
- VI Wirtschaftsdezernat
- VII Stadtwerkddezernat

Weitere Institutionen

Neben den Dienststellen der Stadtverwaltung finden sich in dieser Rubrik Informationen zu weiteren Institutionen in Braunschweig:

- Städtische Gesellschaften
- Andere Behörden und Institutionen in Braunschweig

Ein Hinweis zur Sprachregelung:

Im Sinne einer leichteren Lesbarkeit wurde zumeist auf die Unterscheidung in weibliche und männliche Schreibweise verzichtet und jeweils die männliche Form verwendet. Das betreffende Wort bezieht sich jedoch auf beide Geschlechter. So sind beispielsweise mit "Mitarbeiter" sowohl Mitarbeiterinnen als auch Mitarbeiter gemeint.

LINKS ZUM THEMA

- Adressen & Rufnummern von Behörden und Institutionen in Braunschweig
- Service-Portal der niedersächsischen Landesverwaltung

© Stadt Braunschweig (Innovativ)

E-Mail
Empfehlen
Drucken
Selbstwartung

IAM Solutions at work for public sector



Public Sector

Defense & Intelligence	Public Security	Public Administration	Employment and Pension Services
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Sample Key Customers

<ul style="list-style-type: none"> ▪ BWI ▪ Ministries of Defense: Germany, Switzerland, Denmark ▪ Department of National Defence, CA 	<ul style="list-style-type: none"> ▪ Metropolitan Police London, UK ▪ Ministry of Interior Italy ▪ Department of Justice, NL 	<ul style="list-style-type: none"> ▪ Dutch Tax Office, NL ▪ City of Braunschweig ▪ HZD, Germany ▪ GTZ, Germany ▪ Canadian Government ▪ Canton St. Gallen, CH 	<ul style="list-style-type: none"> ▪ AMS Sweden ▪ Deutsche Rentenversicherung
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Selected Enterprise Customers



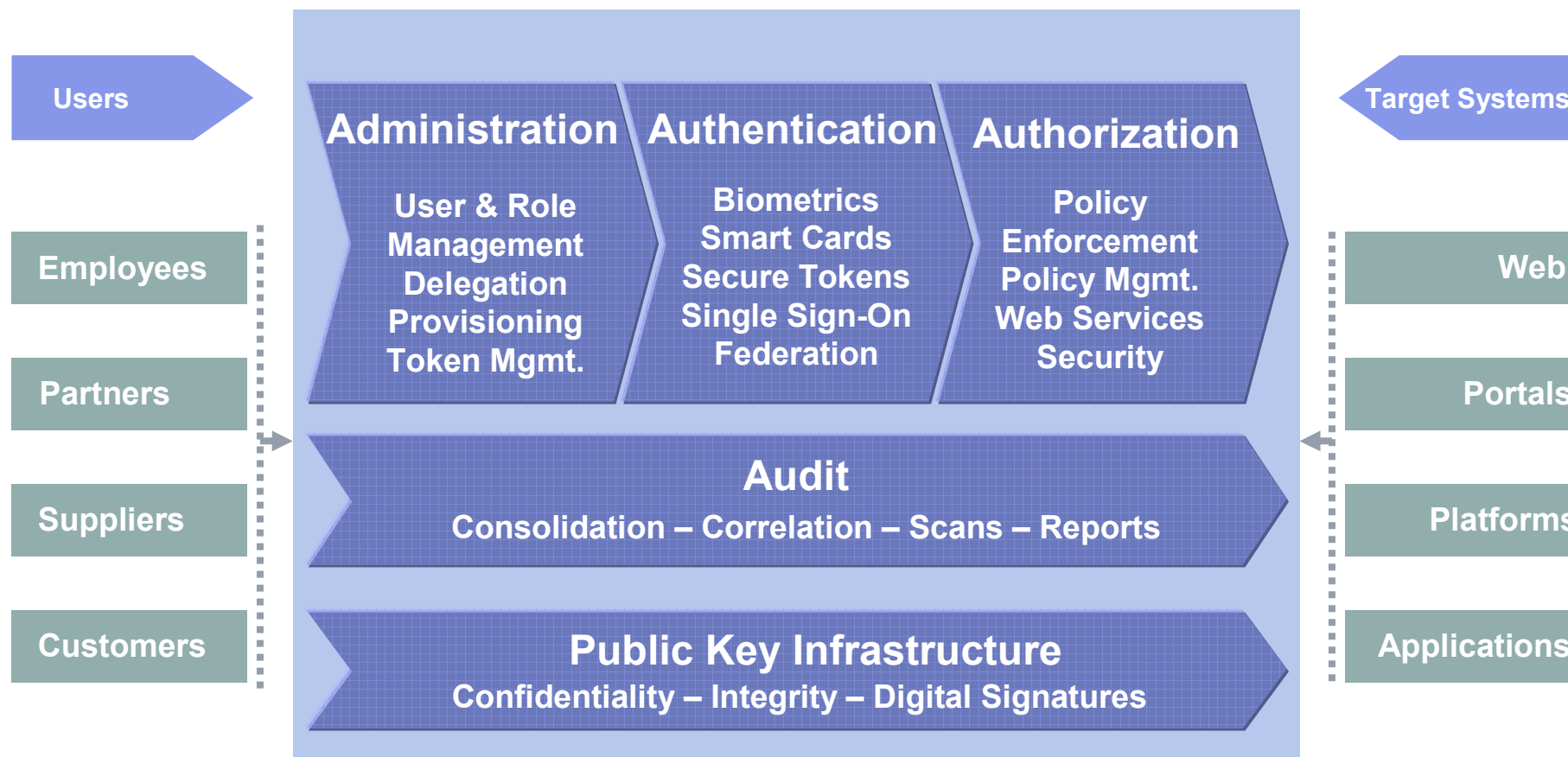
Deutsche Telekom

Volkswagen AG



Siemens Secure ID Solutions

IAM, Biometrics, Smartcards, PKI





Contact

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Thank you for your attention



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