

e-Government Services Across Borders

- Slovenian approach

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**General manager
GENIS d.o.o.
SLOVENIA**

e-ID Conference

Hradec Kralove, 07.04.2009

SLOVENIA e-Government

2nd in EU

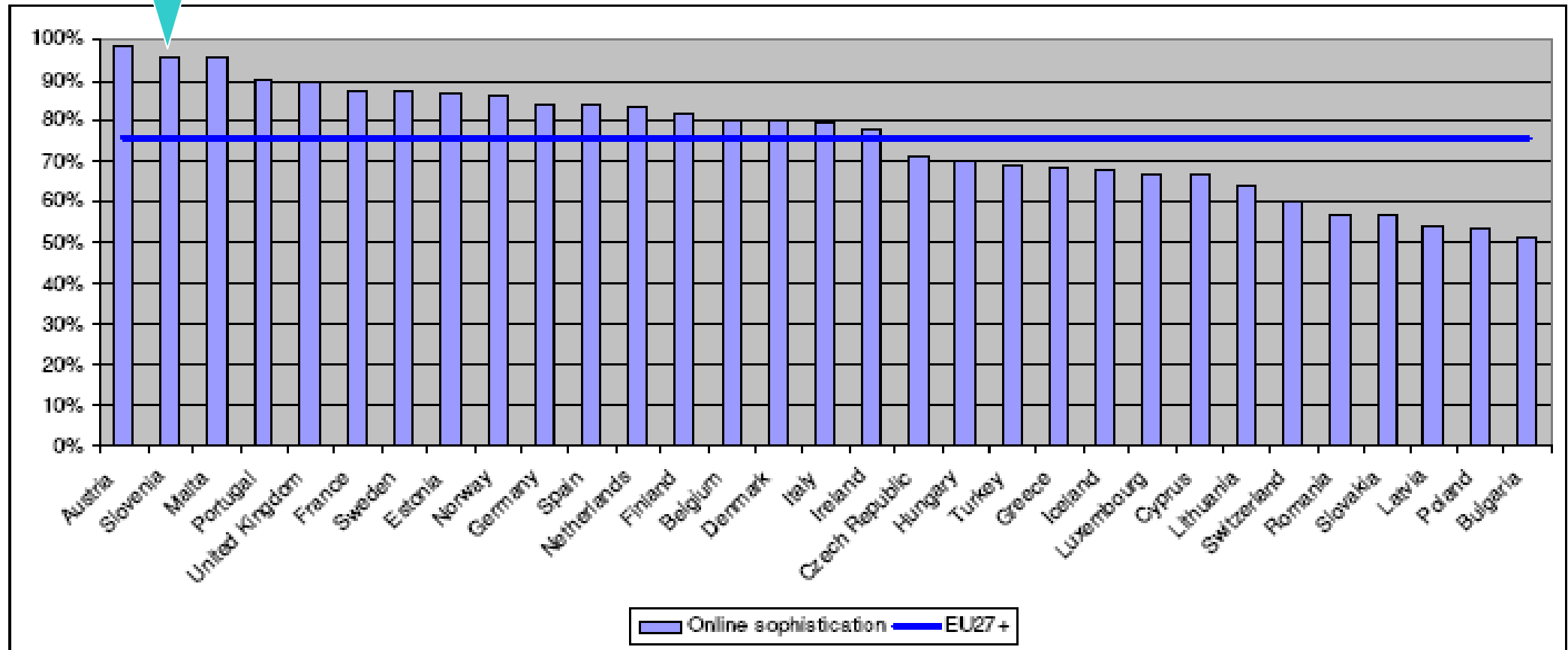


Dušan KRIČEJ

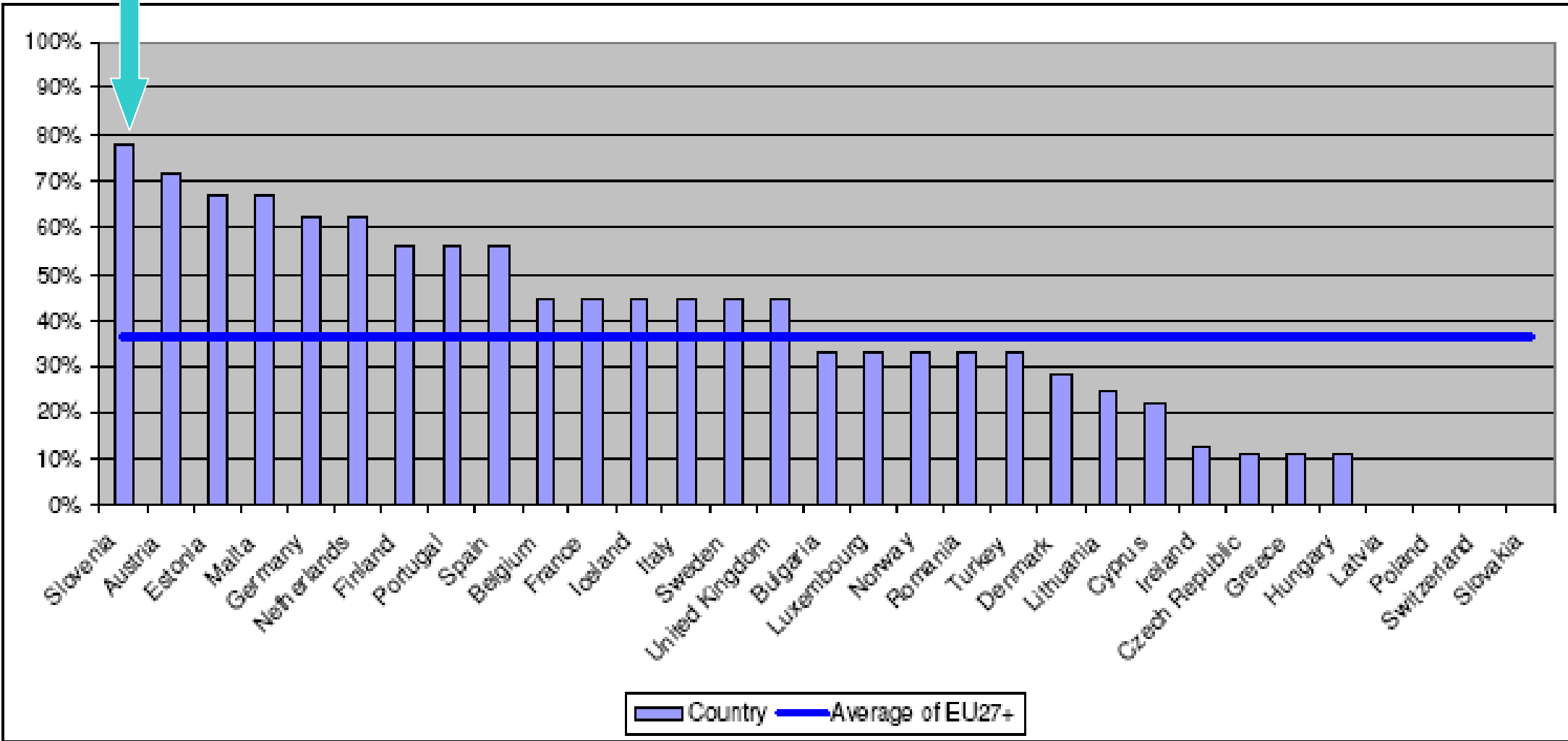
Ministry of Public Administration

2nd place among 31 EU states in 2007

European Commission Directorate General for Information Society and Media
Online Availability of Public Services



1st place among 31 EU states in 2007



Proactive services with personalization of e-Government

REGISTER ORGANIZATION

Orientation has already become organization!

Base registers in Slovenia (base entities):

1. **Central Population Register**
2. **Register of Territorial Units**
3. **Register of Businesses**
4. **Property register**

Role of RCS: one of the main data sources

Registers are national intellectual heritage of a nation.

<http://www.mkm.ee/regno>

Interconnection of Public Registers

The Puzzle



Interconnection of Public Registers

The Goal

- To develop a system for **exchange** of data between registers and information systems in public administration, as well as entitled users, which in a secure and standardized way enables to access the data in registers.
- Based on National interoperability architecture

Genis e-Government: architecture of registers

Portals, web applications...
Generic e-government system
G2C, G2G, G2B, EUP-LS
INTEROPERABILITY
e-Payment, PKI, e.Delivery

USER access
to REGISTERS

RCS,
RPP, RF, RC
Ministry of Interior

CPR e-CPR
Ministry of Interior

- Pension
- Health
- Social
- Garant
- Criminal
- Communities
- Certificates
- OTHER

BRS
Agency for Public
Legal Records

RTU
Ministry of Environment

Law register
Ministry of Justice

RPS
Geodetic Adm.RS

VAT
Ministry of Finance

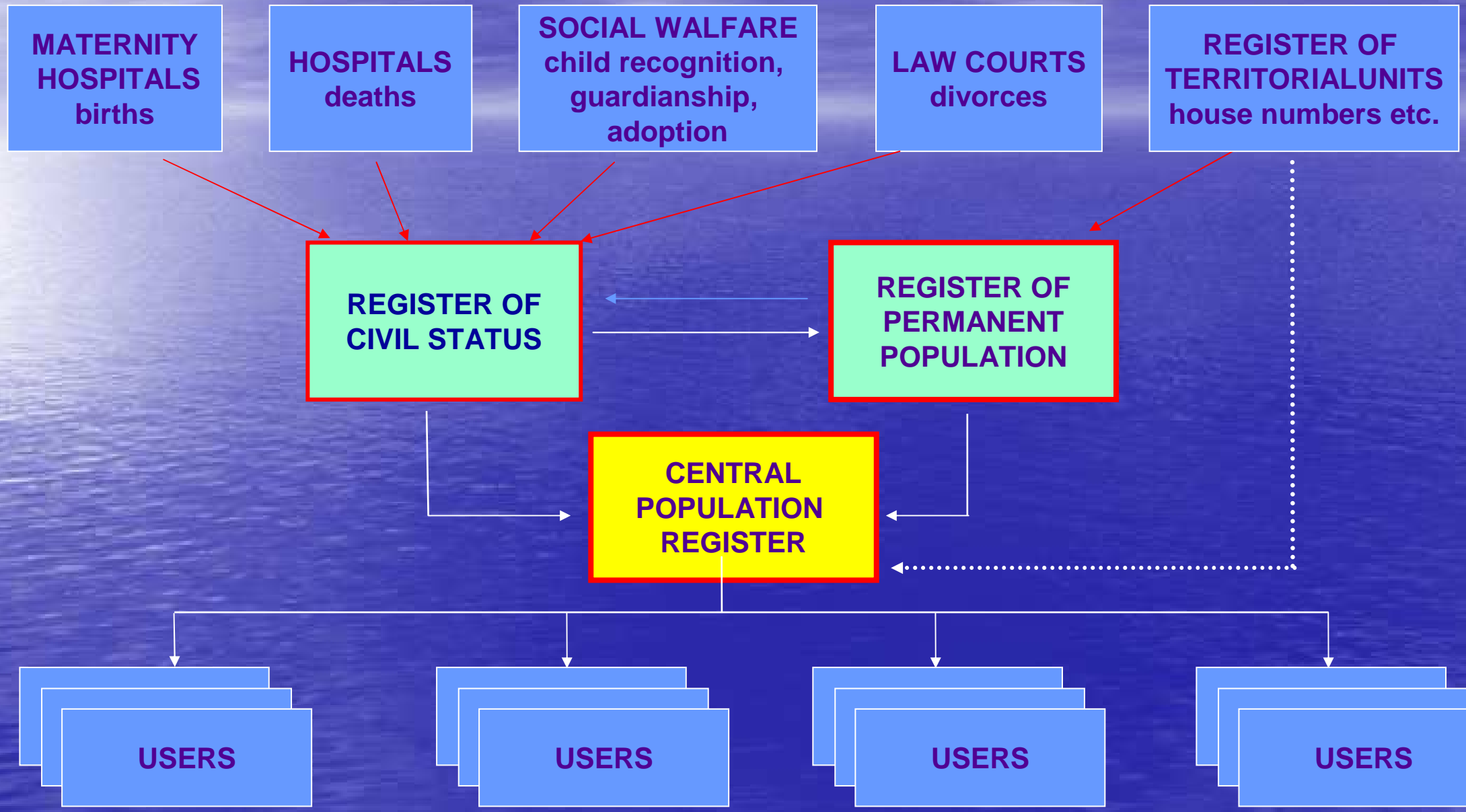
Land books

Cadastre

07.04.2009

e-ID Conference

G2G & G2C – relations



e-Births - Registration of birth



MATERNITY HOSPITAL
(place of event)

REGISTRATION DATA

REGISTRATION OF PLACE OF LIVING

Administration Unit – location of the hospital
RCS

Administration Unit – registration of address
RPP

users
users
users
users

CPR
Ministry of the Internal Affairs

1. PIN
2. BIRTH REGISTRATION

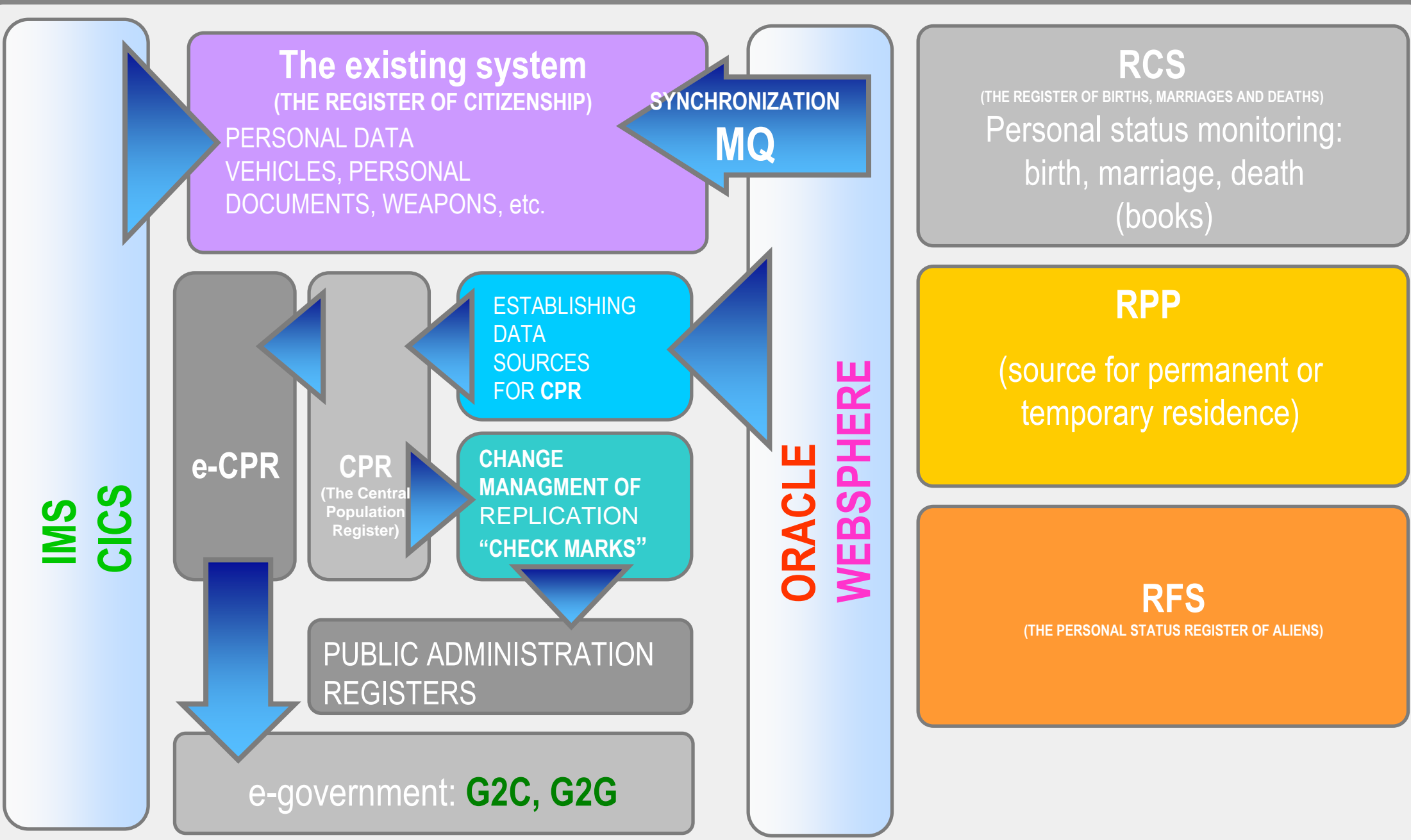
Legend:

- from source to user
- - - - - controls
- future plans

RPP Reg. of Permanent Population

CPR Central Population Register

Integration of Registers



IMS
CICS

The existing system
(THE REGISTER OF CITIZENSHIP)
PERSONAL DATA
VEHICLES, PERSONAL
DOCUMENTS, WEAPONS, etc.

SYNCHRONIZATION
MQ

e-CPR

CPR
(The Central
Population
Register)

ESTABLISHING
DATA
SOURCES
FOR CPR

CHANGE
MANAGEMENT OF
REPLICATION
"CHECK MARKS"

PUBLIC ADMINISTRATION
REGISTERS

e-government: **G2C, G2G**

ORACLE
WEBSHERE

RCS
(THE REGISTER OF BIRTHS, MARRIAGES AND DEATHS)
Personal status monitoring:
birth, marriage, death
(books)

RPP
(source for permanent or
temporary residence)

RFS
(THE PERSONAL STATUS REGISTER OF ALIENS)

Portal at the Administration Office



Republika Slovenija
Ministrstvo za notranje zadeve

Uporabnik: **Testni Genis** UE: MNZ
Petek, 06. junij, 2008 / 15:14:18

[Odjava](#) | [Izbor UE](#) | [Vprašanja in odgovori](#) | [Pomoč](#) | [O aplikaciji](#)

 **Matični register**

 **Register stalnega prebivalstva**

 **Register tujcev**

 **Register državljanstev**

 **Centralni register prebivalstva**

 **Evidenca potnih listin**

 **Evidenca osebnih izkaznic**

 **Upravljanje s prostorskimi enotami**

 **Administracija šifrantov**

 **Evidenca obrazcev**

 **Posebna dokumentacija**

 **Azilni register**

 **Register društev**

Novice

Novice za:

[| Arhiv novic |](#)

- Nova 06.06.2008 Okrožnica **Tehnične težave na Registru potnih listin in osebnih izkaznic**
- Nova 05.06.2008 Okrožnica **VOLILNI IMENIKI: DNE 6.6.2008 – ZAKLJUČEK VNAŠANJA PODATKOV OB 15. URI**
- Nova 02.06.2008 Okrožnica **ZAMENJAVA OI ZARADI SELITVE ALI SPREMEMBE IMENA**
- Nova 02.06.2008 Okrožnica **FOTOGRAFIJE V REGISTRU OSEBNIH IZKAZNIC**
 - 26.05.2008 Okrožnica **Osebnne izkaznice-Navodilo za uporabo transakcij**
 - 21.05.2008 Okrožnica **MR – navodilo za vnos transakcije MR57- Sprememba osebnega stanja - Priznanje očetovstva pred rojstvom otroka**
 - 16.04.2008 Okrožnica **RT - težave pri dostopu do evidence FIO so odpravljene**
 - 08.04.2008 Okrožnica **RT - Težave pri dostopu do evidence FIO**
 - 18.03.2008 Okrožnica **MATIČNI REGISTER – pojasnilo v zvezi z novo transakcijo MR57 – Priznanje očetovstva pred rojstvom otroka**
 - 11.03.2008 Okrožnica **Novosti v buildu MR6.30 in MR6.40**

View in my personal data

WEB services, G2C

Vpogled v lastne osebne podatke - Microsoft Internet Explorer

File Edit View Favorites Tools Help



Back Forward Stop Home Search Favorites Media

Address <http://vpogled-crp.gov.si/> Go Links Norton AntiVirus

mySearch Edit Google AltaVista Ask Jeeves AlltheWeb LookSmart Customize My Button Highlight

Demo also in English

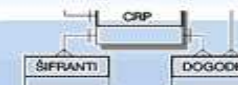
Vpogled v lastne osebne podatke -
Centralni register prebivalstva (CRP)
Vstop za državljane s spletnim potrdilom

Demo   Predstavitev CRP Katalog podatkov Pogoji uporabe Avtorji

Done Internet

start CRP Microsoft PowerPoint ... Regno-2003-paper - ... Vpogled v lastne ose...

22:20



- ▶ Življenske situacije
- ▶ Zakonodaja
- ▶ Informacijska pooblaščenka
- ▶ Pogosta vprašanja

--- Hitri skok ---

Dogodki

P	T	S	Č	P	S	N
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Dodatni portal Republike Slovenije

CENTRALNI KATALOG
INFORMACIJ
JAVNEGA ZNAČAJAMinistrstvo za
notranje zadeve

Dobrodošli...

Nesmiselno je le tarnati nad slabostjo čakati na pobude in poteze drugih ter preizkušati v potrpežljivosti.

▶ Preberi več

Javna uprava

Vstop za občinske uradnike oz. člane občinskih odborov Republike Slovenije.



▶ Registracija

Zasebni sektor

Vstop za notarje, odvetnike in detektive v Republiki Sloveniji.



▶ Registracija

Državljeni

Vstop za državljane omogoča vpogled v lastne osebne podatke.



▶ Vstop

Mednarodno sodelovanje

Vstop za mednarodne sodelavce, uradnike v tujini in odposlance.



▶ Registracija

Iskanje



Najdi

Novice

12.01.2006

Napovedi ministrstva

Ministrstvo je glede na pretekle dogodbe uvedlo nove ukrepe glede trženja osebnih ... [več](#)

12.01.2006

Napovedi ministrstva

Ministrstvo je glede na pretekle dogodbe uvedlo nove ukrepe glede trženja osebnih ... [več](#)

12.01.2006

Napovedi ministrstva

Ministrstvo je glede na pretekle dogodbe uvedlo nove ukrepe glede trženja osebnih ... [več](#)

▶ Arhiv novic



INTEROPERABILITY Projects Across Borders

✓ ECRN

✓ European Civil Registry network

✓ Pan-EU

✓ Registration of EU citizen



EUROPEAN COMMISSION ICT CIP 2007-2013



ECRN is a part of the ICT PSP (Information and Communication Technologies Policy Support Programme) initiative under the Competitive and Innovation Programme (CIP) which support projects with innovative value for advanced technological solutions.

Sectors : eGovernment & eInclusion



Pilots

ECRN is a pilot service for cross-border transfer of information related to a citizen's Civil Status at a European level.

- Birth certificate
- Death certificate
- Marriage licence

Project consortium:

- 12 participants
- 6 countries





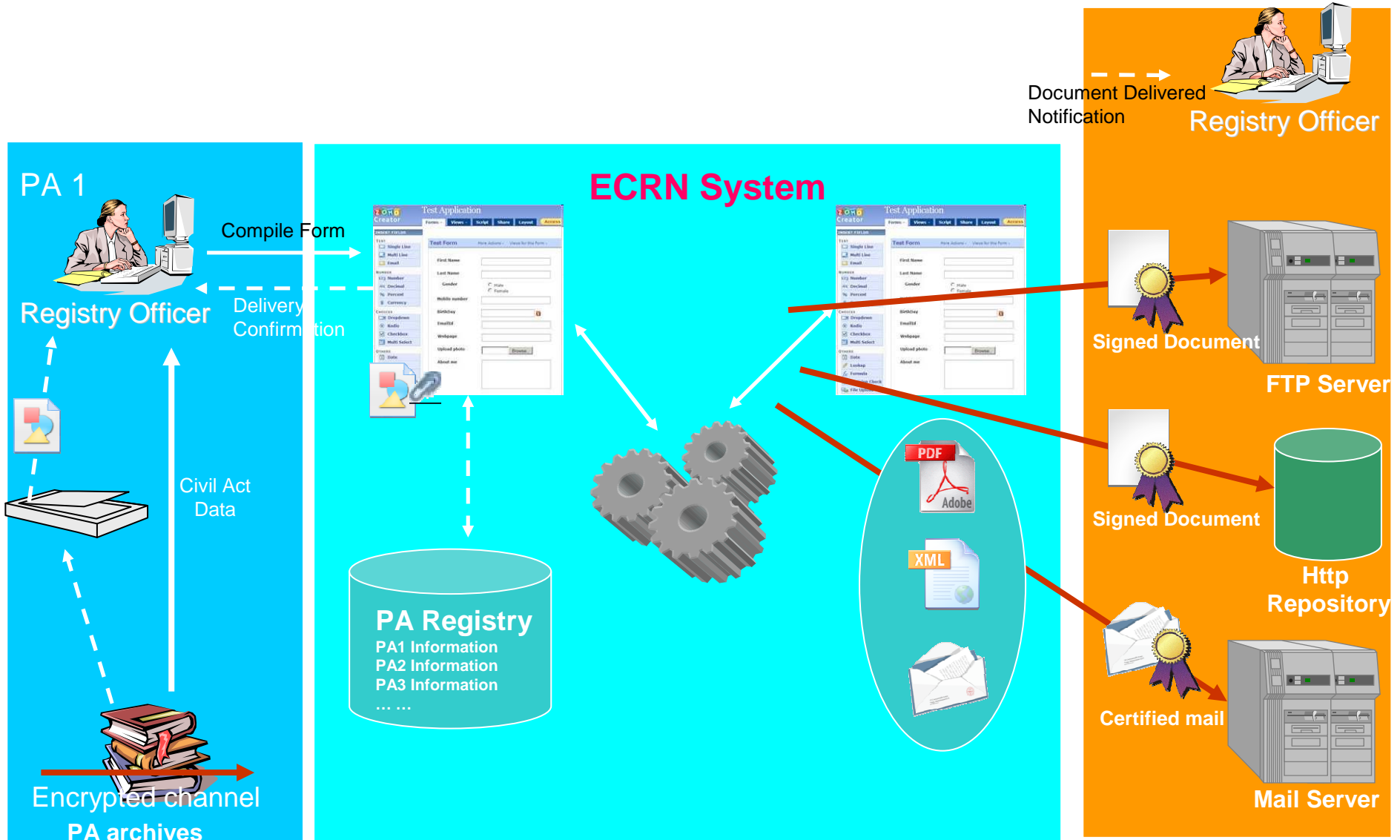
Focus : a real life scenario: a marriage in Belgium

- Alberto is an Italian citizen of Bologna who currently lives in Gent, Belgium.
- Alberto will marry Kathleen, who is a Belgian citizen.



A public official in Gent will use the ECRN system to inform the Register authorities of Bologna of the following:

- Identification of Public Services
- Authentication of credentials
- Selection of the receiving Public Administration
- Preparation of information to be transferred
- Digital signature for sending Information
- Transfer using the certified electronic e-mail





ECRN PILOT B

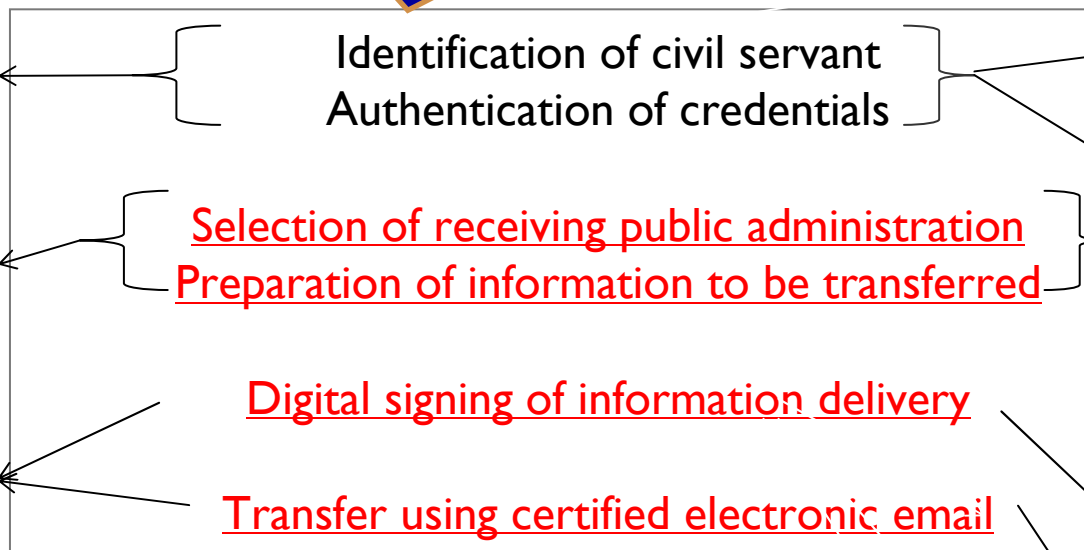


Challenges:
How can public administrations be sure that they are dealing with the claimed person or her proxy (Other PA)

User Name
Password

ECRN
Infrastructure
Core Task

ECRN
Infrastructure
Core Task



REAL LIFE: Production Environment



Results coming from
Stork Project

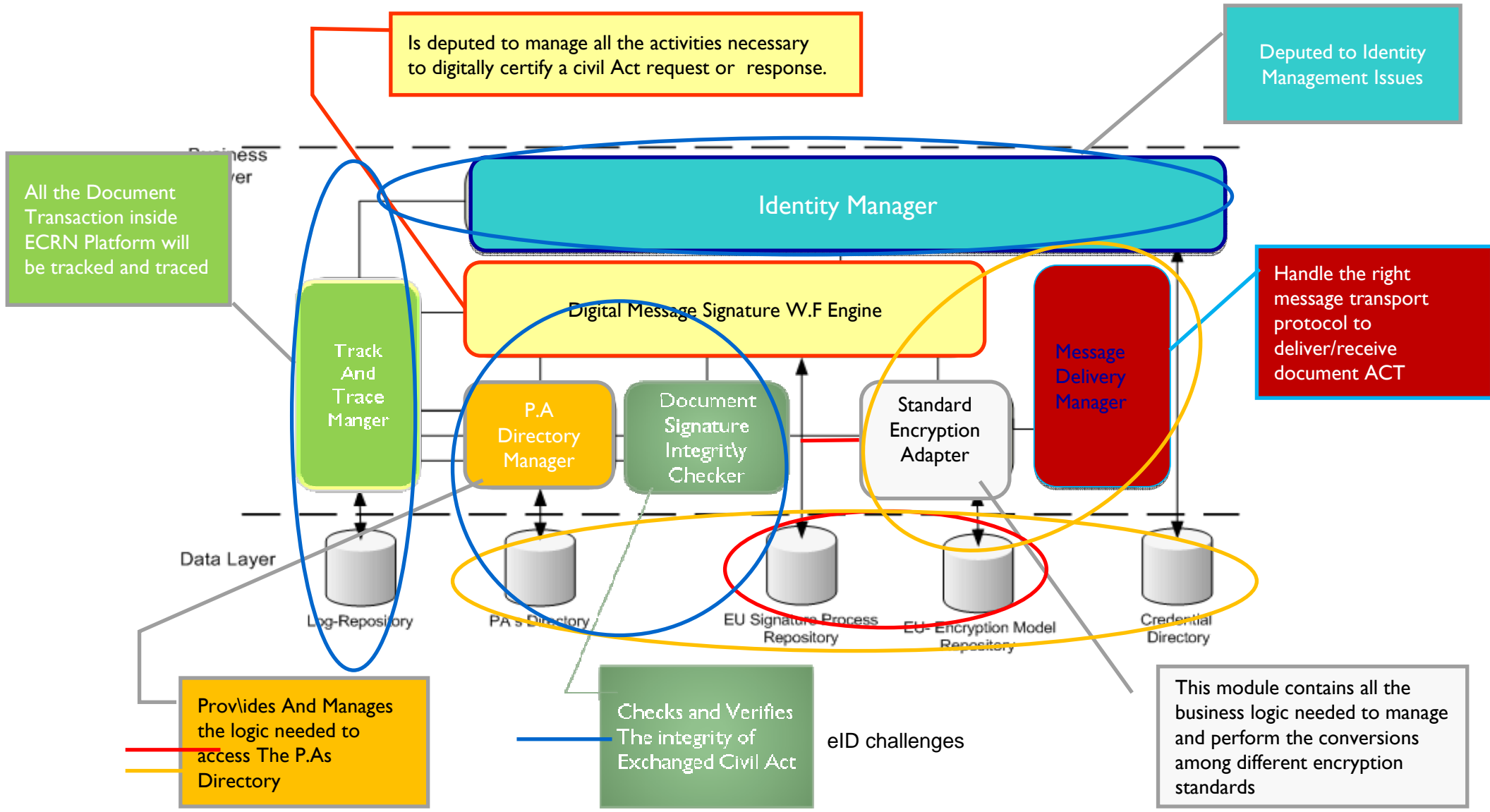
Results coming from
W-Spes Project

ECRN
Infrastructure
Core Task

Results coming from
W-Spes Project

ECRN
Infrastructure
Core Task

ECRN Core Tasks





eID challenges ...

Application levels

How to...

- Identify the civil servant
- Authenticate credentials

• Identification

– will be defined developed in cooperation with STORK (ICT PSP Pilot A)



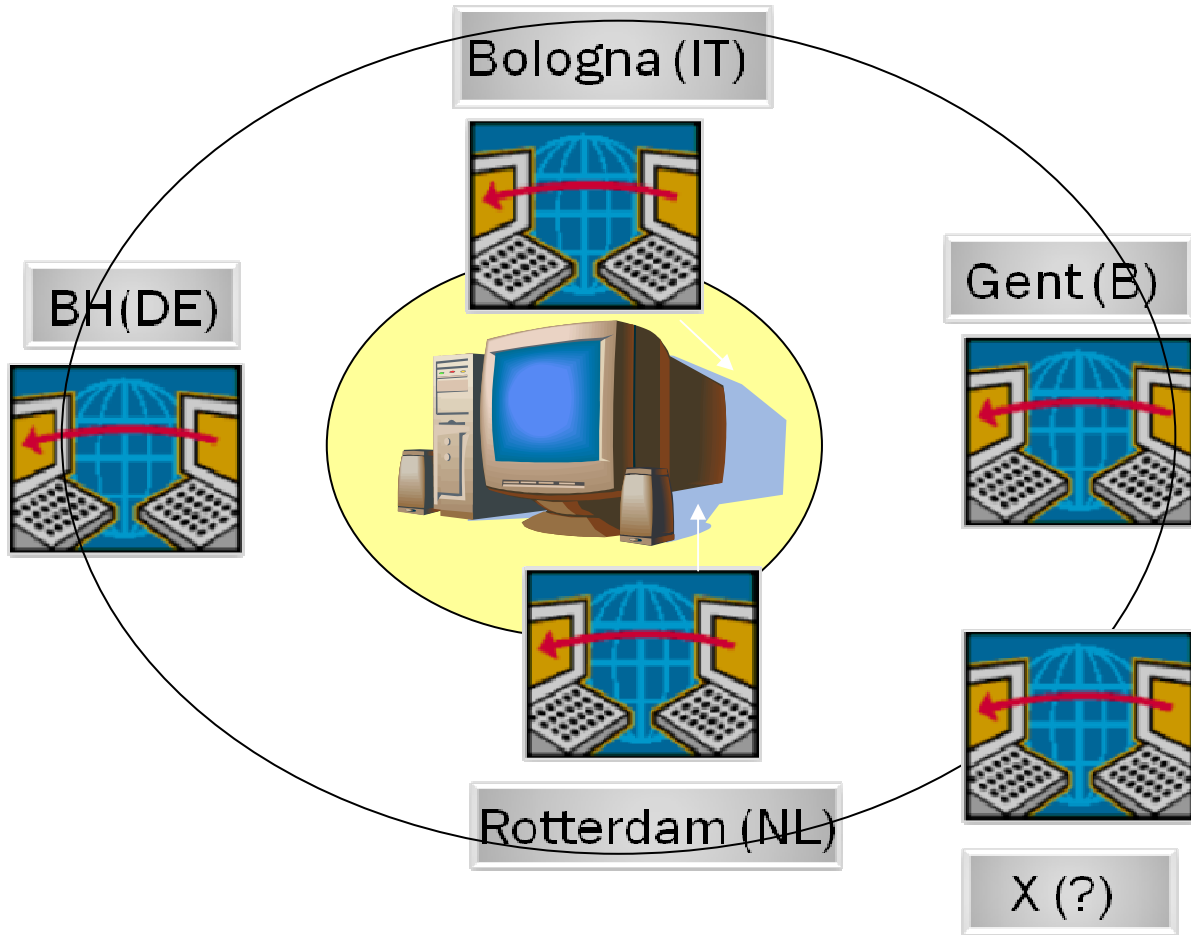
• Authentication

– will build on experience from W-Spes (eTEN)





Pilots



Pilot B Objectives:

Standardization
Civil Act- multilingualism
Vienna 1976

Electronic transfer of
digital documents
Among A - B - C - D - X

Management
of the
Public Administration
Registry

Interoperability European
Standard

Expected series of pilots with effective document transactions of a total of about 500 in the 4 sites



Pilots

Four pilot sites involving registry offices:

- Municipality of Rotterdam (NL)
- Municipality of Bologna (IT)
- City Council of Gent (BE)
- Bremerhaven (DE)

Two observer sites (eventually becoming pilot):

- Ministry of Interiors (SI)
- Ministry of Communication and Technology (RO)

ICCS Convention of 1976

Convention on the issue of multilingual extracts from civil status records

Article 5:

- Dates shall be ...
- Name of any place ...
- Identity number shall be...
- Indication of sex ...
- Indication of marriage, legal separation, divorce
- Etc...

ECRN Expected results

Civil Act document transfer	Current situation	ECRN
Request and response	Via ordinary mail or citizen moving	Electronic transmission
Time for obtaining document	2-3 months	2-3 working days
Errors in transmission	10%	0,10%



[FAQ](#) | [sitemap](#)

[HOME](#) | [PROJECT DESCRIPTION](#) | [CONSORTIUM](#)

Menu Principale

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Project logos



Recommended service:
[online dating site](#)

ECRN

European Civil Registry Network

Main purpose

The ECRN project deals with the establishment of a pilot among the Civil Acts Registry of National Administrations to allow safe transmission and certain identification of the Civil Acts exchanged among European administrations. Due indeed to the growing number of European citizens living in countries different from their countries of origin, cooperation regarding the Civil State has become today a high priority for national administrations. The project aims at strengthening the administrations' ability to use new technologies, with a view to a major efficiency/effectiveness and inexpensiveness of the local administrative action in the European context. The main target concerns the establishment of an experimental system for the transmission of Civil State and information of the Civil Acts Office among the EU Local Governments.

Major objectives

- For the Administrations, gaining in efficiency in terms of immediate knowledge that a citizen has had a son abroad, or got married, or died in another Country, to manage in a very short time the information on benefits, changes, etc., connected to the events of the civil acts.
- For the Citizens, the possibility to obtain in a very short time Civil Acts. This will allow to European citizens to reply on time to the request of documentation for inscription to schools universities, employment opportunities, public administrations duties, etc.
- Effectiveness of the relationship Citizen-Administration. The request of certification of civil acts from a citizen of a country A, who lives in a country B, should be satisfied in a efficient way and adequate time lap, what is a appreciable improvement of the relation Citizen-Administration.

Information on the service

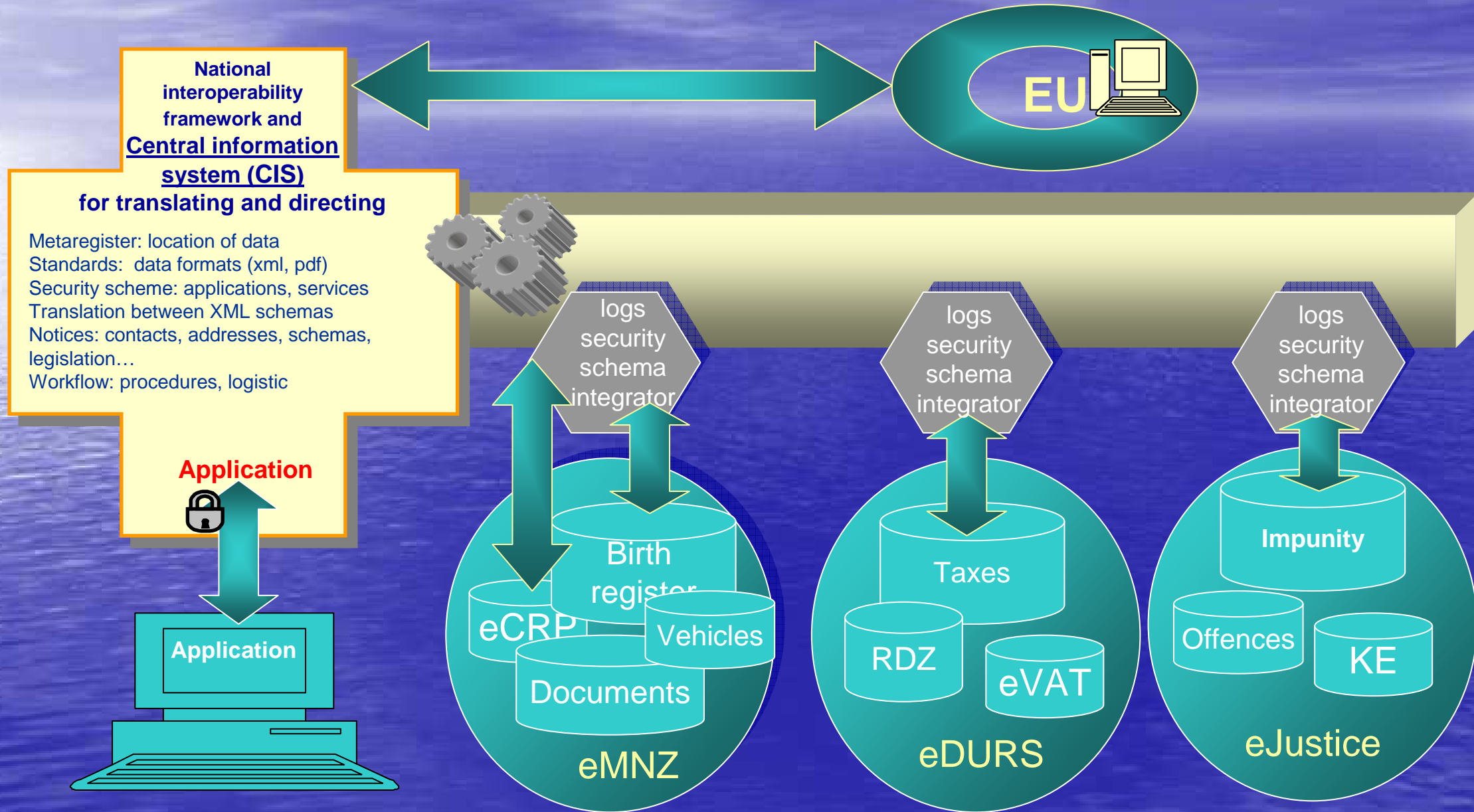
The project deals with the establishment of a pilot among the Civil Acts Registry of National Administrations to allow safe transmission and sure identification of the Civil Acts exchanged among European administrations (Bird, Death, and Marriage). Due indeed to the growing number of European citizens living in countries different from their country where they were born, the cooperation at the subject of Civil Acts Registry is become today an high priority for the national administrations. The project aims at strengthening the administrations ability to use new technologies, with a view to a major efficiency/efficacy and inexpensiveness of the local administrative action in the European context. Starting from a pilot below indicate, the project, using dissemination instruments selected on the way, will broadening his experience and enlarging his possible usage. The main target concerns the establishment of an experimental system for the transmission of Civil State and information of the Civil Acts Office among the EU Local Governments.

INTEROPERABILITY=

Elimination of Administrative Burdens

- Extension of Integration to application level
- Innovation of business/process models
- Interactive information
- Standardization of services

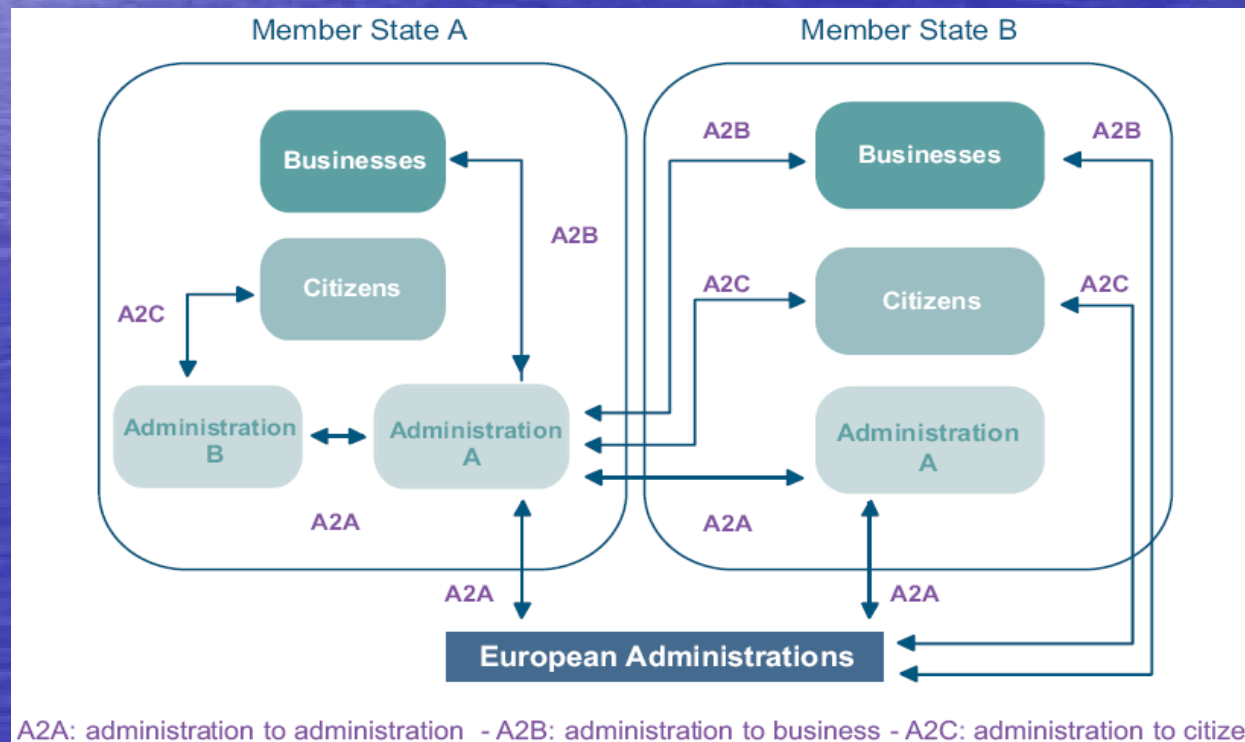
Genis National interoperability framework Central information system - CIS



Pan-European e-Government Services

- Definition:

- *PEGS are cross-border public sector services supplied by national public administrations or EU public administrations provided to one another and to European businesses and citizens, in order to implement community legislation, by means of interoperable networks between public administrations.*



Pan-EU services as pilots

The two services developed as pilots are:

- **Residence report** in Slovenia,
- **Registration of new single member company** in Slovenia

Both services are composed of:

- **preliminary procedure** and
- procedure of carrying out **service itself**

Preliminary procedure is common to both services.

slovensko - italiano - magyar Useful information - Notices and news - Cooperate with us Home - Site map - Contact us


State Portal of the Republic of Slovenia

→ About Slovenia ↓ Individuals → Businesses

State Portal › Individuals › Life events for individuals

@ uprava

Nedelja, 10. februar 2008



Search

Advanced search

My State Portal

Life events

- › Entry into and exit from the country
- › Citizenship and asylum
- › Residence in Slovenia
- › Education
- › Work and employment
- › Personal finance
- › Family and children
- › Health and social affairs
- › Death and mourning
- › Security
- › Traffic, vehicles
- › Travelling around Slovenia

New e-services for individuals

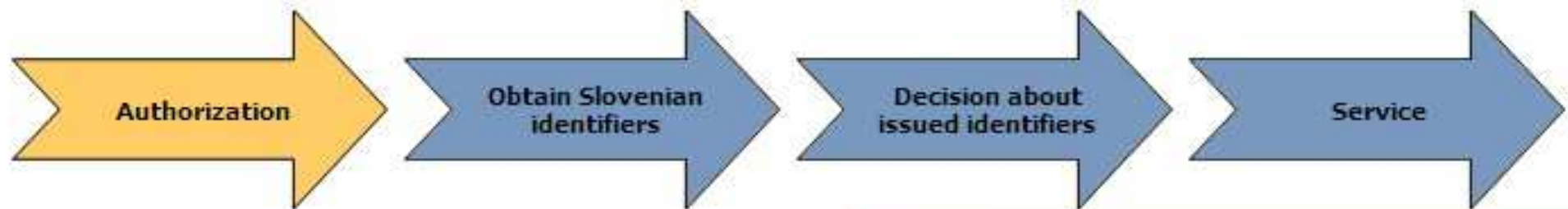
Residence report

I am from EU MS (Austria, Estonia, Finland, Portugal) and I would like to report the residence in Slovenia. [enter here](#)

Establishing a company

I am from EU MS (Austria, Estonia, Finland, Portugal) and I would like to establish a new company in Slovenia [enter here](#)

Authorization



Service availability

The service is available only to holders of digital certificates issues by:

- **A-Trust** (Austria)
- **ECEE** – Entidade de Certificacao Electronica do Estado (Portugal)
- **ESTEID-SK** (Estonia)
- **VRKCA** (Finland)

Proceed with registration with one of the above listed certificates.

Stop

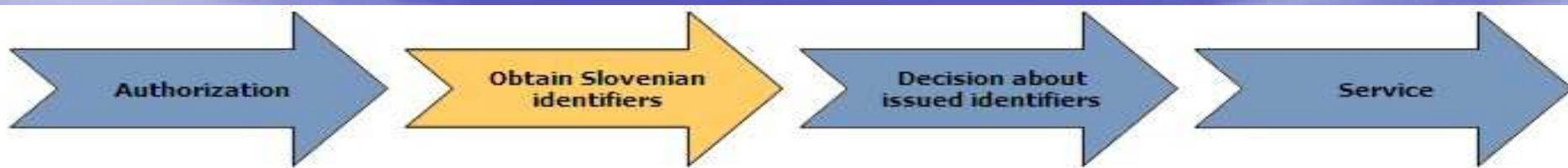
Choose a digital certificate ? X

Identification

The website you want to view requests identification. Please choose a certificate.

Name	Issuer
Ales Sustarsic	ACNLB
ALES SUSTARSIC	sign-ca

Obtain Slovenian identifiers



Enter personal data

Certificate Authority:*

Certificate Serial Number:*

First Name 1:*

First Name 2:

Family Name 1:*

Family Name 2:

Email address:*

Gender:* Male Female

Date of birth:* (dd.mm.yyyy)

Place of birth:*

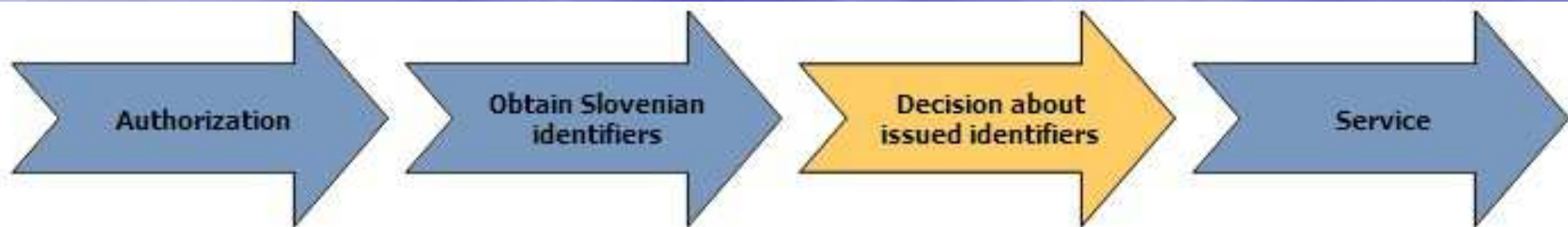
Country of birth:*

Foreign address:*

Country:*

Fields marked with * are required

Decision about issued identifiers



Issued identifiers

Based on your application we have issued personal identification number **2601977500932** and tax number **10007121** to you.

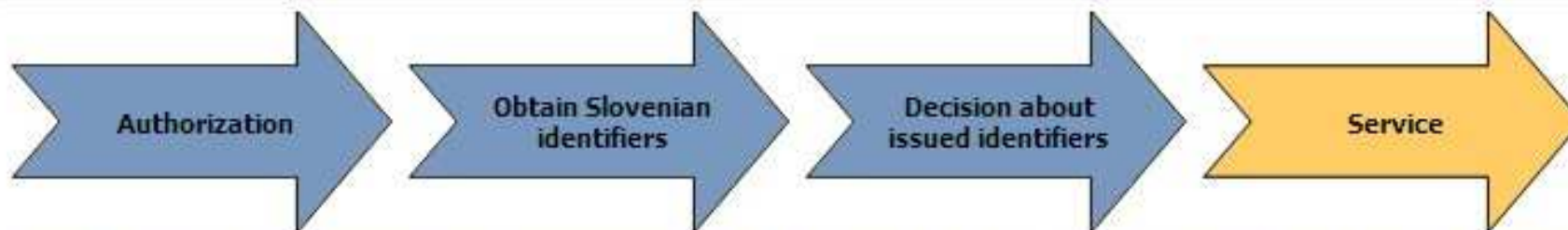
In conformity with the Central Register of Population Act, Official Journal of RS, Nº 1/99, we have assigned you the EMŠO. The EMŠO is a personal identification number in the Republic of Slovenia, therefore, we ask you to keep this note. The EMŠO shall be entered in official records and other data collections if thus provided by law, and the administrator shall be liable to quote legal grounds. Unless the EMŠO collecting is provided by law, it may be acquired only from you and by your written approval, but such an administrator shall be liable to acquaint you with the purpose, and allowed to apply data only for this purpose, and he shall not be allowed to communicate them to another person. On the contrary, this can be fined as an offence.

(DECREE on Keeping and Maintaining the Central Register of Population and on Data Acquisition and Communication Procedure, Article 9.)

Please save/print this information for future reference.

Continue Stop

Residence Report



Application form for issue or renewal of the certificate on the registered residence of the EU citizen

Personal Data of the Applicant

Personal ID Number:*	<input type="text" value="2601977500932"/>
First Name:*	<input type="text" value="ALES"/>
Family Name:*	<input type="text" value="SUSTARSIC"/>
Name Before the Marriage (if different):	<input type="text"/>
Date of Birth:*	<input type="text" value="26.01.1977"/> (dd.mm.yyyy)
Place of Birth (Country, Town):*	<input type="text" value="Tallin"/>
Gender:*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Citizenship:*	<input type="text" value="REPUBLIC OF ESTONIA"/>
Attach Personal Photo:	<input type="text" value="U:\My Pictures\bow 052"/> <input type="button" value="Browse..."/>

Effects of interoperability in e-Government

- Faster processing and data management
- Better quality of services
- Better organization
- Lower costs
 - Costs of procedures
 - Cost of paper
 - Costs of operation

Genis as your PARTNER

- o 15 years of successful IS development
- o top 15+ IT solutions
 - e-Procurement process
 - e-Archive electronic ARCHIVING
 - e-Government solutions
 - Public registers: CPR, RCS, RPP, RF, RC
 - Public documents: Biometric passports, ID cards
 - Voting: local-municipalities, presidential, parliament
 - Interoperability: e-Births, ECRN, PanEU



Thank you for your attention!

stane.stefancic@genis.si