

Mobile Identification

e-Government services and mobile signature

Government of Moldova, Orange, Moldcell

September 18th , 2012
Nice, France

Short History

AUGUST 10, 2010: The Government of the Republic of Moldova creates the National Commission for e-Transformation and the e-Government Center

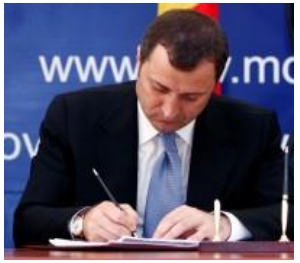
APRIL 29, 2011: The Government creates the Council of e-Transformation Coordinators in Ministries, Agencies and all other Central Public Authorities

JUNE 9, 2011: The Board of Directors of the World Bank approves the $20 million IDA Credit that is to finance the Governance e-Transformation Project

FEBRUARY 2, 2012: Signing of the MoU between the Government and mobile operators on implementation of the mobile eID infrastructure and services.

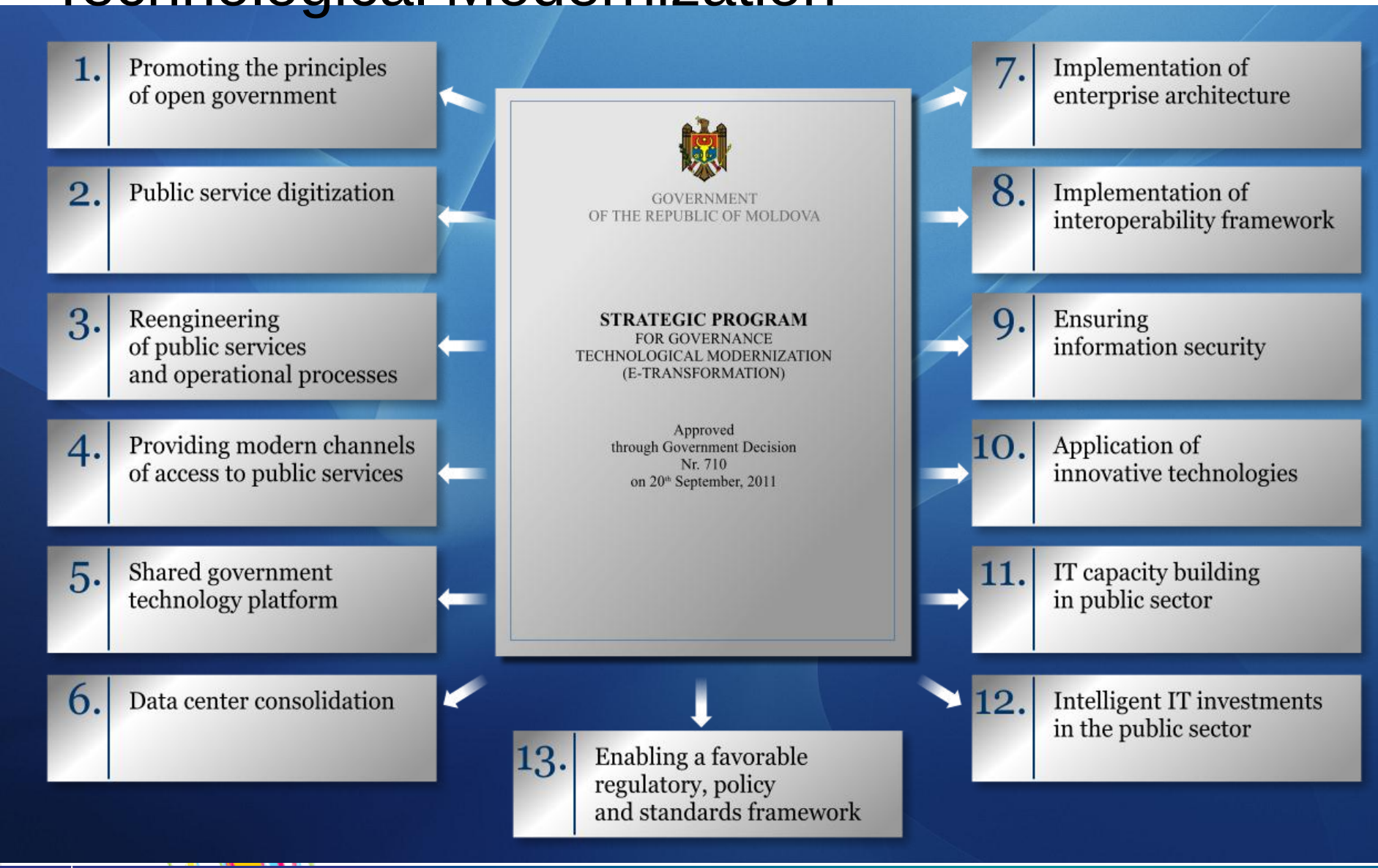
SEPTEMBER 14, 2012: Official launch of the Mobile Signature service.







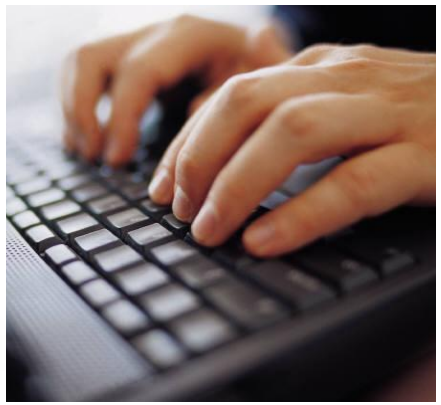
Strategic Program for Governance Technological Modernization



e-Transformation Objectives for e-Services

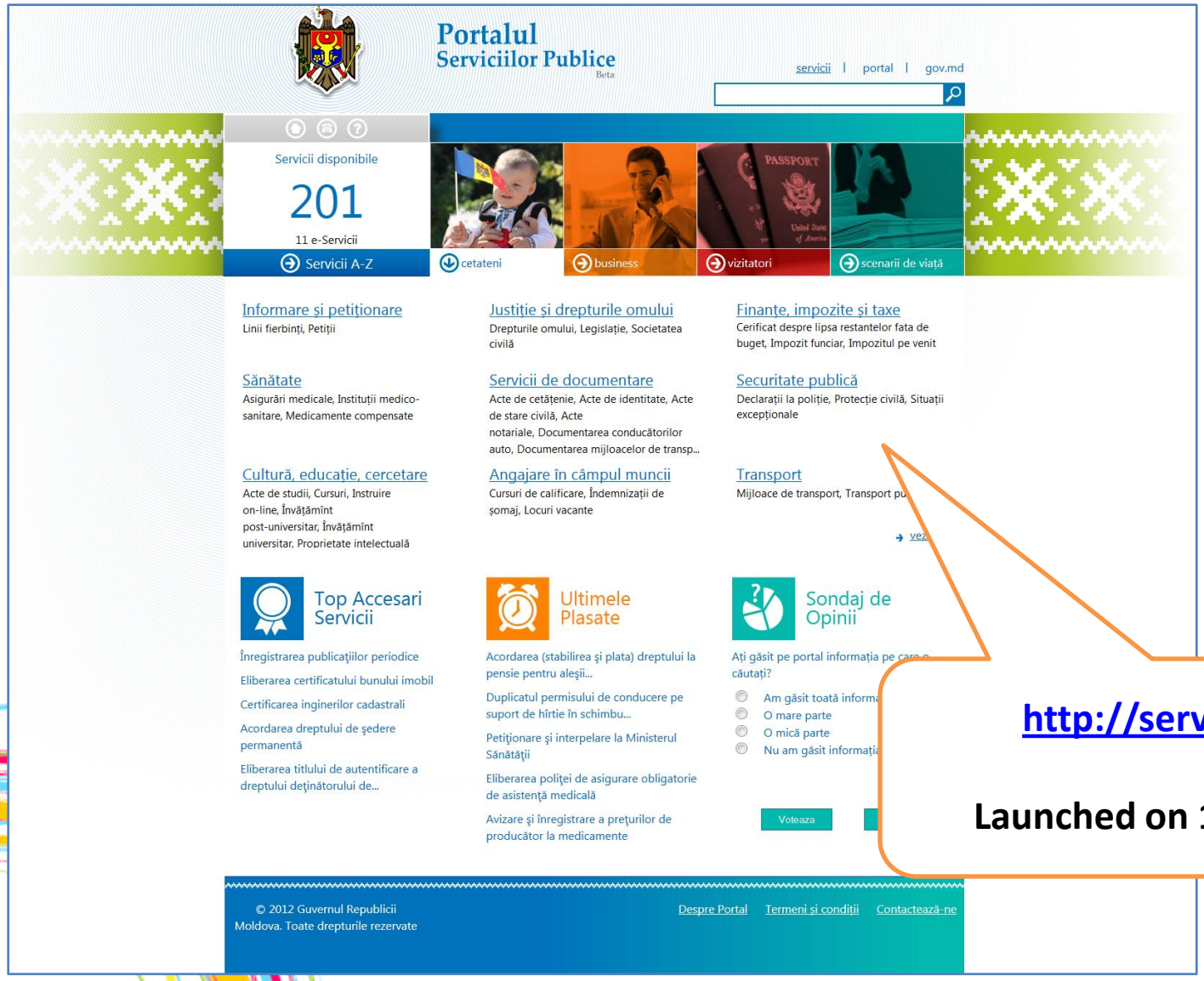
- By **2020**
  - **all public services shall have their electronic counterparts;**
  - An average of 12 new electronic services shall be implemented and launched every year;
  - An average of 8 backoffice processes should be digitized every year;
  - 50% adoption of electronic public services shall be reached;
- Existing information system shall be rationalized and integrated into governmental data interchange framework.







G2C / G2B Portal



http://servicii.gov.md

Launched on 10th May 2012

Sectorial eServices	Shared eServices	Back-office projects
eLicensing	G2C/G2B Portal	Registry of Personal Data Holders
eConstruction Norms and Standards	Document Management System	Civil Status Archive Digitization
eHealth Insurance	Government Reporting on Action Plan	Criminal Record Archive Digitization
eCriminal Record	eAppointment	Registry Management Platform
eVisa	eCertificates	State Registry of Inspections
Electronic Fiscal Invoices	eReporting	State Registry of Agricultural Producers
Integrated Hospital Management System		Registry of Soils
Integrated Primary Healthcare System		
eAdmission		

User identification in public services



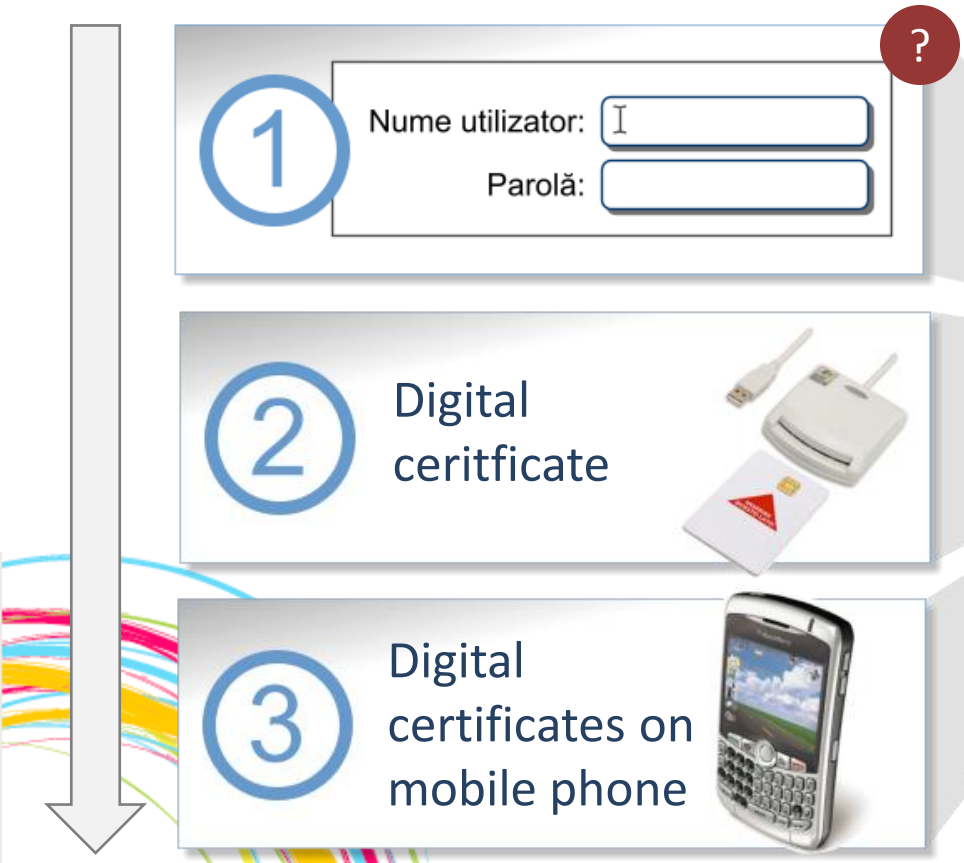
- The official document identifying a citizen of Moldova is national id card;

  Law Nr. 273
  09.11.1994

- On the id card there is a picture of the person which could be used by public officer when identifying the person.

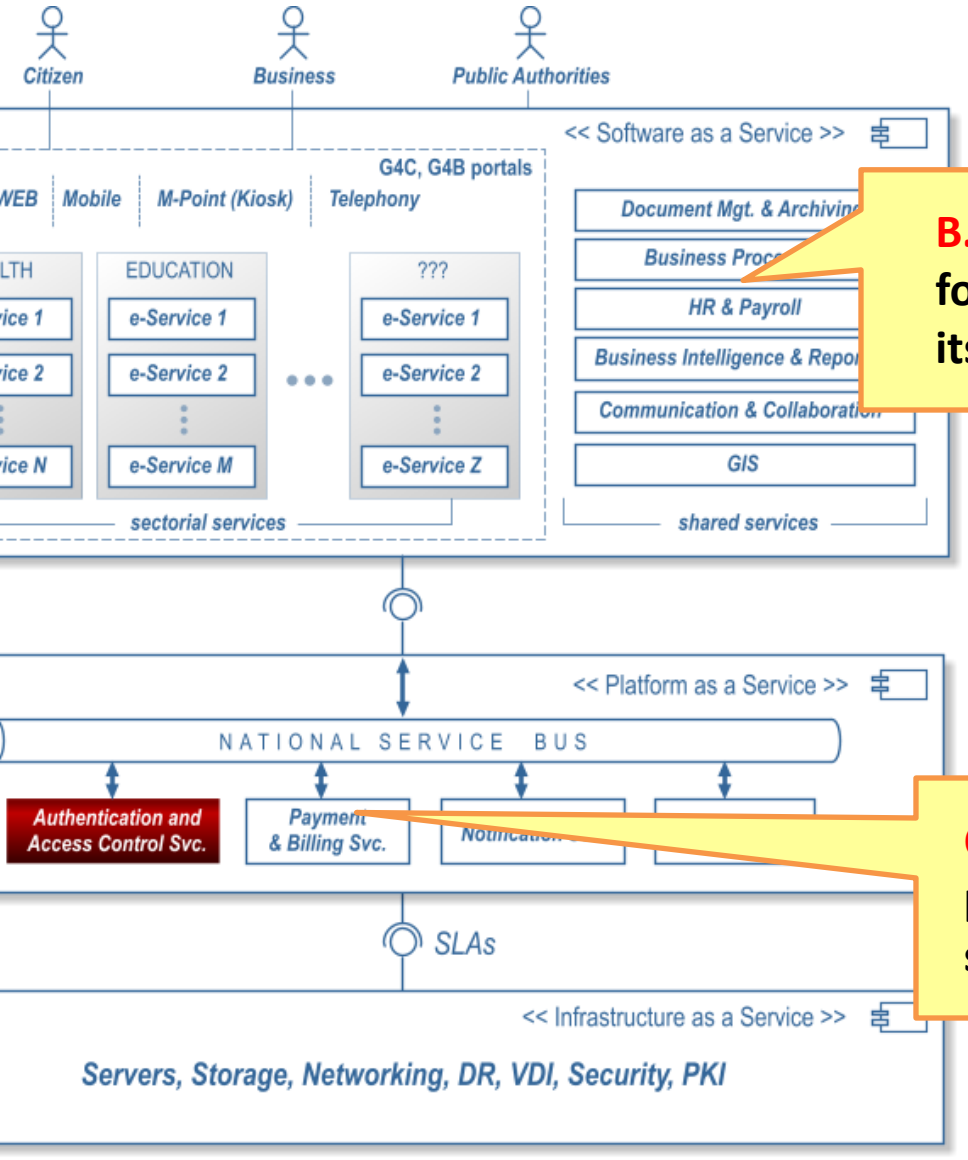
Identification in public electronic services

Access Control Service offers at least three ways to identify in cyberspace:





M-Cloud Platform High Level Architecture

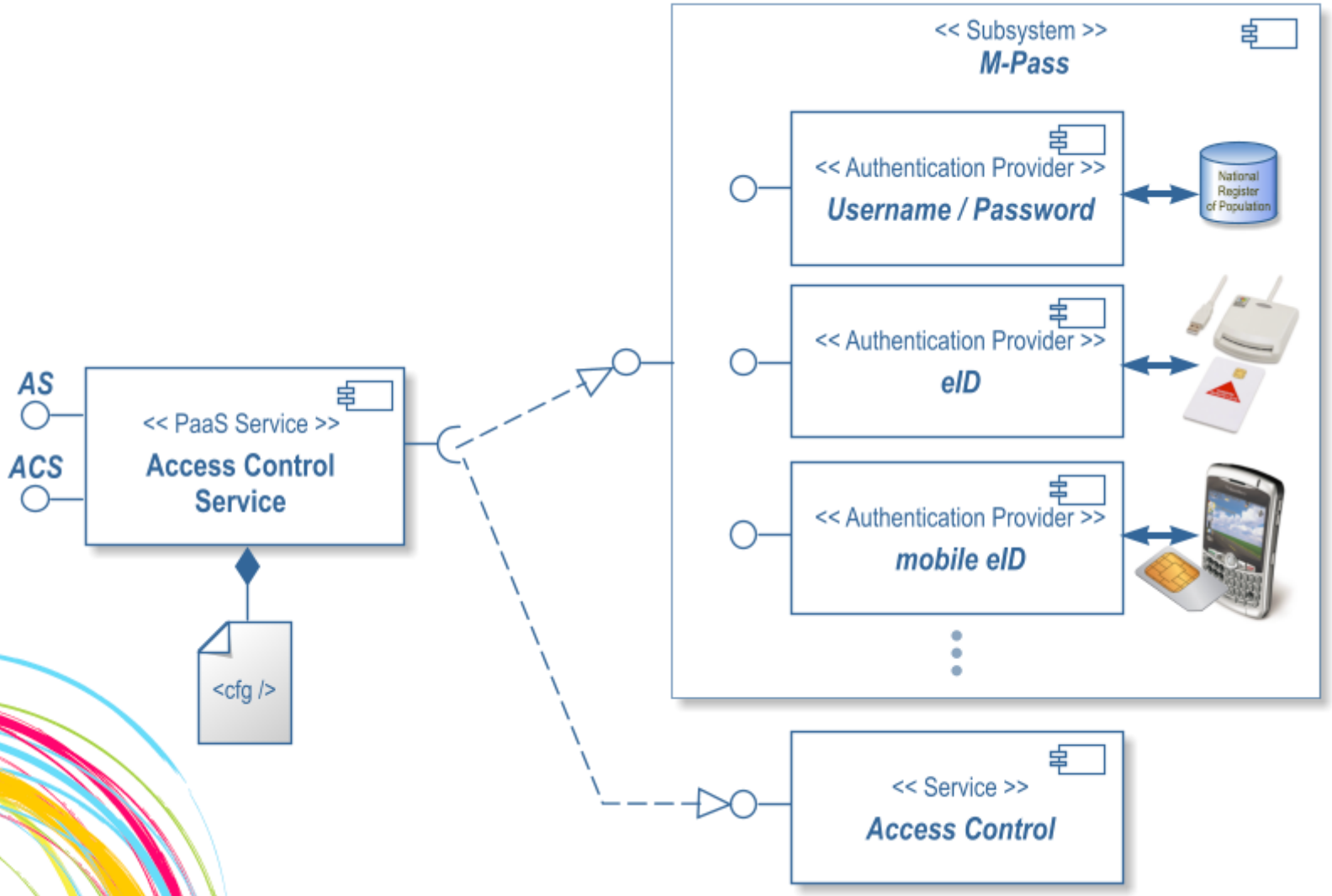


A. **Services for citizens and business**

B. **Services for government itself**

C. **Reusable platform-level services**

Authentication and Access Control PaaS Service



The need for Identity Management Framework

- In order to enable e-services there is a clear need to develop and implement an identity management and authentication framework which is:
  - **Secure & Reliable** – uniquely identifies users and offers highest level of security known as of today;
  - **Efficient** – is highly re-usable, has low total cost of ownership (TCO) and could be implemented and launched in reasonable timeframe;
  - **Accessible** – is affordable for businesses of all types and sizes as well as ordinary citizens.

M-Pass: eID Authentication Provider

- **eID Authentication**
  - is one factor authentication mechanism, based on *possession* of a smart card with unique personalized digital certificate on it;
  - in majority of cases it is combined with *knowledge* factor to obtain two factor authentication (so called strong authentication);
  - provides highest level of security as of today;
  - in most cases requires additional hardware and software components;
  - requires a complex infrastructure (known as PKI) considering technical, organizational and legal aspects, therefore …
  - implementation takes long time.



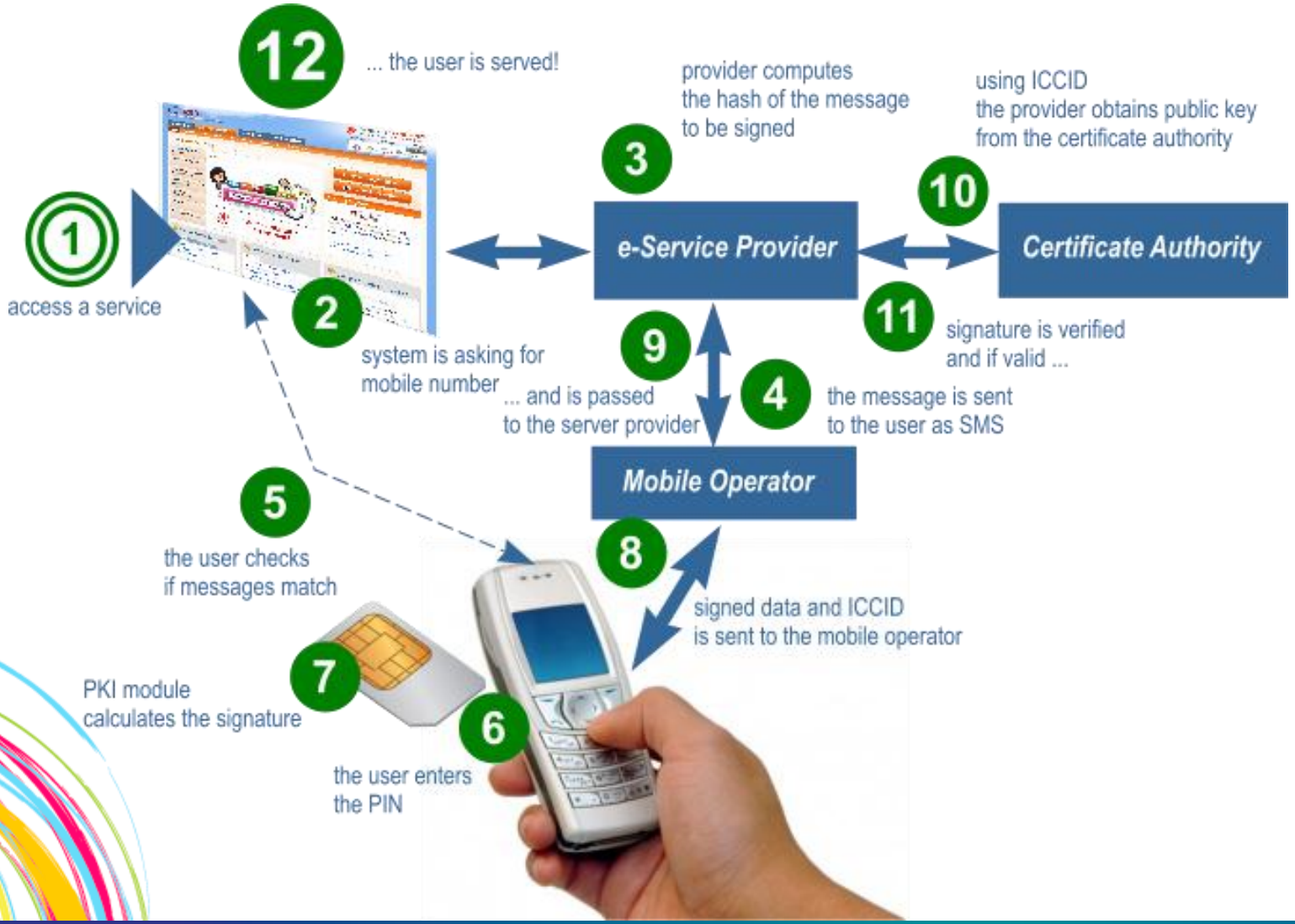
M-Pass: Mobile eID Authentication Provider

- Mobile eID works on the same principles as eID, but:
  - it does not require smart cards and card readers, instead it uses mobile phones;
  - In mobile eID infrastructure the cryptographic material is stored on the Subscriber Identity Module (SIM) card which contains PKI functionality.



Mobile penetration in Moldova is close to 109%, and there are more than 3 million subscribers to mobile services

M-eID: Usage Scenario



M-eID: Implementation Model - Key Rationale & Objectives

Past experience demonstrated low adoption of the traditional digital signature solution due to:

- lack/limited number of e-services
- High costs/ need to deploy client side infrastructure (reader, drivers, SC)
- Lack of mobility

Accordingly, a sustainable model responding to above mentioned challenges was developed to ensure:

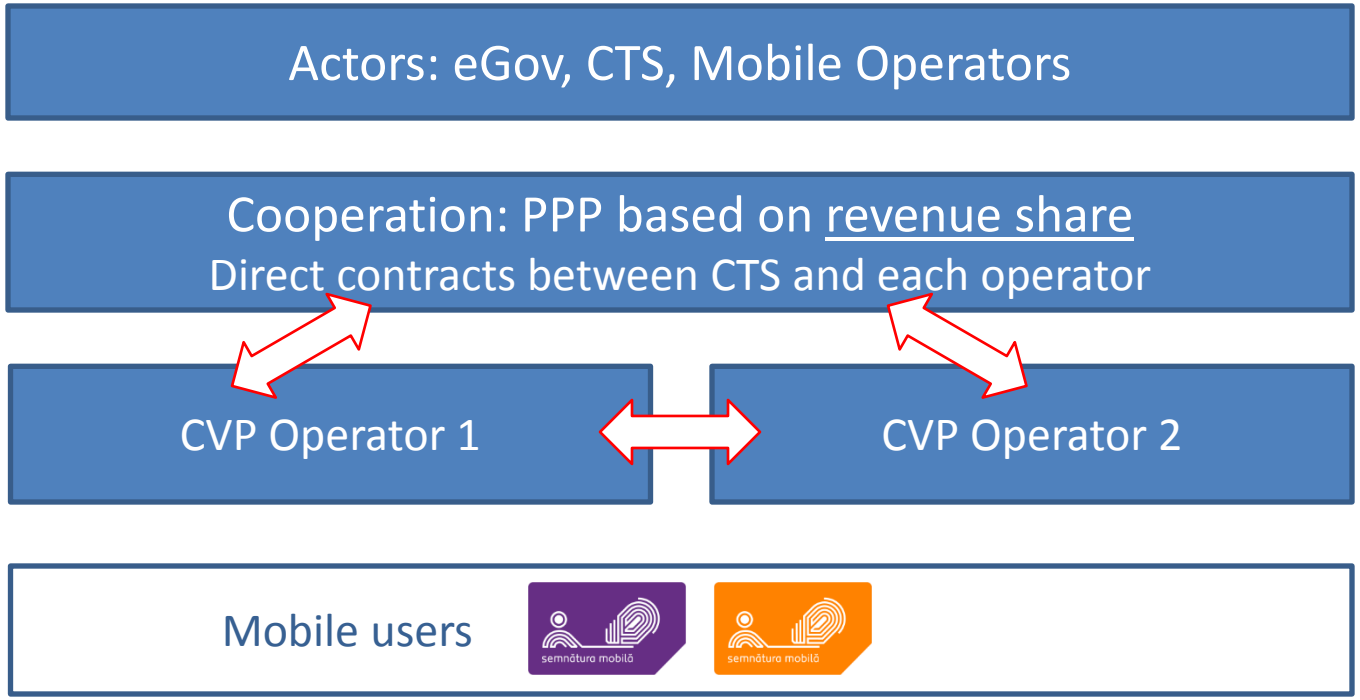
- Financial sustainability of the deployment and operations
- large scale deployment capability
- Multidimensional adoption of services (both governmental and commercial)

M-eID: Implementation Model

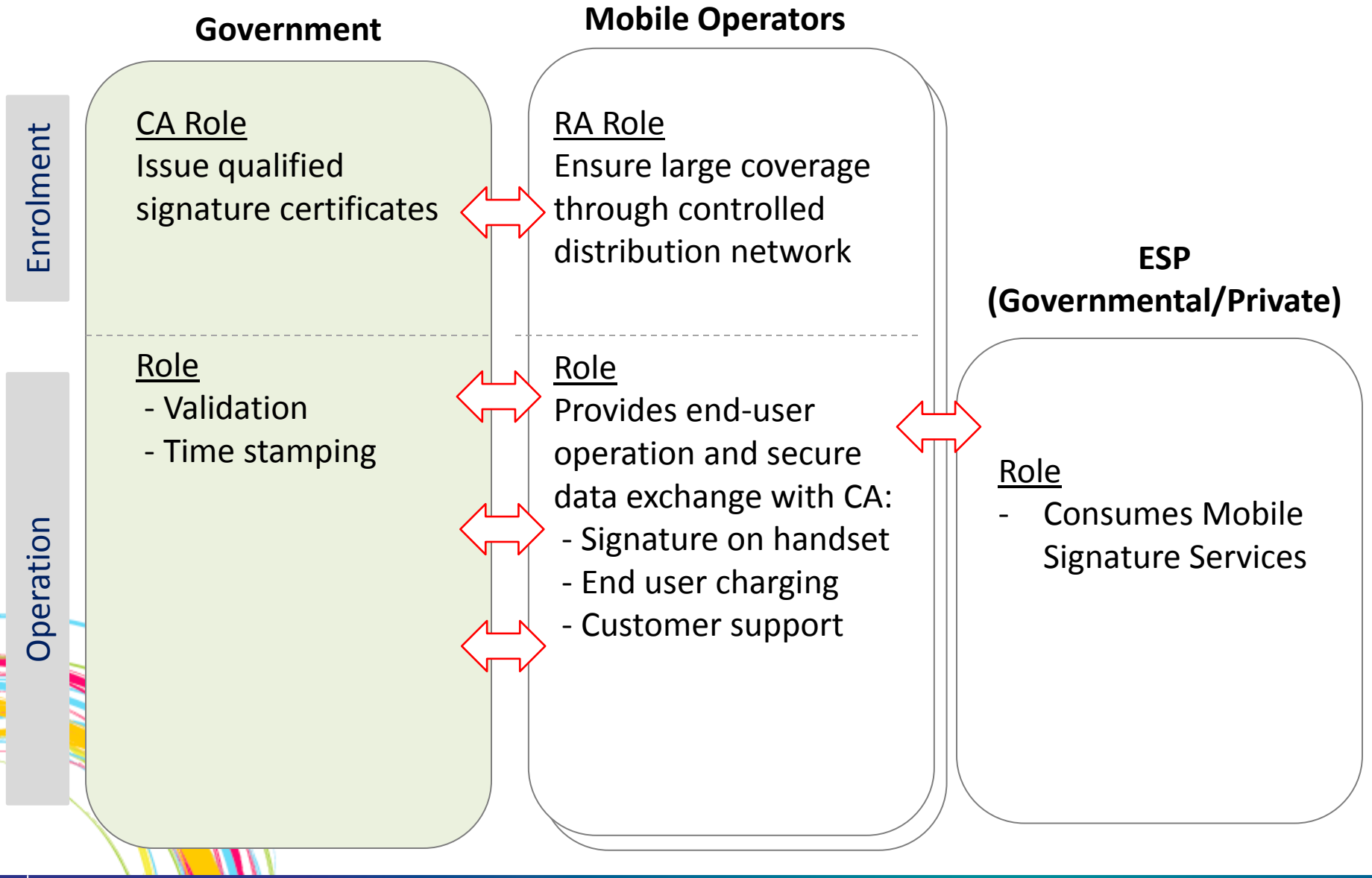
What is that sustainable model ???

Partnership with mobile operators with proper distribution of roles and responsibilities with a healthy business model

M-eID: Implementation Model – Partnership principles



M-eID: Implementation Model – actors and roles



M-eID: Key success factors – Operator view

- Partnership between the State and Mobile Operators:
  - State and operators are not competitors = same goals and priorities

- Proper Project Management:
  - Open-minded, compromise seeking, focused on final result project leadership by the E-Government Center

- Support and Commitment of Project Stakeholder
  - The Prime Minister, Government, CA, operators

- Mobile Operators' openness for collaboration & financial support

M-eID: Lessons learned – Operator view

- Before the start of the RFP by the Mobile Operators there was a need of a tighter dialogue between the CA and mobile operators for more clear requirements definitions for CA
  - A lot of important details of the CA technical requirements were revealed after the technical solutions were already purchased by the operators
  - The Mobile ID solution requirements should have been approved by CA before the RFP

- Mobile ID based service elaboration should have been started much prior on both the E-government and operators side for the service better and quicker up-take

Government Ordinance 80-d (14.09.2012)

GUVERNUL REPUBLICII MOLDOVA

DISPOZIŢIE Nr. 80-d
din 14 septembrie 2012
Chişinău

În temeiul art. 30 din Legea nr. 64-XII din 31 mai 1990 cu privire la Guvern, pentru asigurarea realizării Programului strategic de modernizare tehnologică a guvernării (e-Transformare), aprobat prin Hotărîrea Guvernului nr.710 din 20 septembrie 2011, Planului de acţiuni pe anul 2012 pentru implementarea Programului strategic de modernizare tehnologică a guvernării (e-Transformare), aprobat prin Hotărîrea Guvernului nr.44 din 26 ianuarie 2012, precum şi pentru eficientizarea utilizării serviciului de identificare electronică mobilă ca parte componentă a infrastructurii de semnătură digitală:

1. Serviciul de identificare electronică mobilă, ca parte componentă a sistemului de semnătură digitală, este lansat şi promovat de Cancelaria de Stat, cu suportul Centrului de Guvernare Electronică (E-Government), Î.S. "Centrul de Telecomunicaţii Speciale" şi a partenerilor din domeniul privat.

2. Ministerele şi alte autorităţi administrative centrale, inclusiv structurile subordonate acestora, vor:
   a) întreprinde măsuri pentru promovarea serviciului de identificare electronică mobilă în domeniul public;
   b) asigura ca la elaborarea serviciilor publice şi integrarea lor în portalul guvernamental al serviciilor publice să utilizeze serviciul de identificare electronică mobilă.

3. Controlul asupra respectării prezentei dispoziţii se pune în sarcina Cancelariei de Stat.

PRIM-MINISTRU **Vladimir FILAT**

Semnătură validă
Digitally signed by Filat Vladimir
Date: 2012.09.14 16:00:57 +03:00
Reason: Mobile eID
Location: Guvernul Republicii Moldova



semnătura mobilă

semnătura mobilă

semnătura mobilă



thank you

for your attention