Maximum digitisation of customer interactions and the underlying operational processes

To serve as the driving force behind this digital transformation
Architecture & building blocks

Federal Metropolitan Area Network

Federal Service Bus

Web layer

Security & Privacy

Identity & Access Management

Portal

Access & Application Environment

Transaction Environment

Network Environment

FedMAN

FSB

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Impact and expectations from the environment
Environment and stakeholders

SUPPLIERS & PARTNERS

CUSTOMERS

POLICY-MAKERS

STAFF

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ORGANISATIONAL STRUCTURE

- Internal support services
- Digital transformation
- Service centers
- Budget & Policy reviews

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• Digital (transformation) strategy of the Federal Government
• Monitor and disseminate technological innovations
• Administrative office of the G-Cloud Board & the consultative committees
• Co-ordination of the policy on access to and use of public sector information

• Digital Playbook
• Federal architecture vision and standards
• Customer journeys
• Building blocks
• Knowledge and capacity through central contract repositories

• Digital Communication services
• Operations & Infrastructure Services
• Identification, Authentication & Authorisation Services
• Service integration
• Web Content Management
• Process-led applications
• Life events

• Project/portfolio/program management
• International representation and national relations
• Co-ordination and alignment of the various information channels
• Legal expertise in the area of e-legislation
Strategic objectives
Values

Entrepreneurship & empowerment

Focus on results

Together in confidence
Roles

- STRATEGIC
- TACTICAL
- OPERATIONAL
Strategic thrusts and levers

Gov lab: innovation

Transformation: activist PMO + Digital Playbook

Synergies

Interoperability and standardisation

Communication & marketing

Capacity

Capability

Community
Innovation
Innovation principles

- Efficiency in organising innovation processes ...
- Co-creation with business owners and other parties ...
- Supporting test cases in a “right to fail” culture ...
- Result-driven with a view to answering government challenges ...
- Developing and sharing know-how ...
- No monopoly of innovation ...
Ideation funnel

- Discovery
- Maturation, Scoping
- Selection
- Concept Refinement
- PoC
- Pilot

Implementation <-> Lessons Learned
Management of ‘nano degrees’ for civil servants through e-Badges, ledger technology, ...

Involving chatbot for enhanced service delivery

Next Generation chatbots: reinforcement learning

Semantic analysis of large amounts of unstructured data

Biometric (face) recognition

Blockchain coalition
PRODUCT AND SERVICE CATALOGUE
Existing Fedict services

- Company details
- Custom services
- Digiflow
- Domain Name System (DNS)
- E-mail Relay
- e-Birth
- e-Depot ("electronic Court Registry")
- e-Loket ("e-Counter")
- e-Payment
- Extranet SSL VPN
- Fast2web
- FAS
- FedMan
- User management
- Information Architecture & Usability
- Information security
- Intelligent Web Forms
- Annual statements of account
- Legal advice and support for public procurement contracts
- MyBelgium
- Newsletter
- Open Standards
- Personal details
- Role management
- Search
- Stats
- TESTA
- Token requests
- Fourth Way
- Vulnerability Assessment Monitoring
- WCMS
- Web templating & design
Priority initiatives 2017

- Mobile authentication
- Registration of foreigners (LRA)
- e-Box citizens
- e-Box businesses
- Integrated picture of authentic sources
- FAS and CSAM
- intelligent web forms
- e-invoicing
- open data
- facilitating requests for identification documents (customer journey)
- enhanced communication of life events (customer journey)
- boosting social inclusion (customer journey)
10 BASIC GUIDING PRINCIPLES

- Customer-centered
- Reliable
- Only Once
- Communication
- Open
- Accessibility
- Innovative
- Technology
- Transparency
- Protection
- Reliable
- Communication
- Open
## Transformation (2/3)

### 13 topics

<table>
<thead>
<tr>
<th>Building blocks¹</th>
<th>Citizen ID</th>
<th>Citizen life events</th>
<th>Social Inclusion</th>
<th>Taxes</th>
<th>Police &amp; Justice</th>
<th>Wealth management</th>
<th>Mobility</th>
<th>Internal Mobility</th>
<th>Taxes</th>
<th>Bus. operations</th>
<th>New businesses</th>
<th>Personnel</th>
<th>Assets</th>
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<tbody>
<tr>
<td>e-Box Citizen</td>
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</table>

1. Initial list of main building blocks, which is to be further expanded

Note: First outside-in perspective, which is to be elaborated in further detail based on the specific customer journeys that are put forward for the roadmap.
Transformation (3/3)

Wave 1 2017

- Building blocks
  - e-Box Enterprise
  - Role Management
  - FAS

- Topics and illustrative trajectories
  - Citizen ID
    - eID, driving licence pilot Antwerpen
  - Citizen Life Events
    - Online changes of address & eBirth in some municipalities
  - Citizen Wealth
    - Digital uittreksels kadaster

Wave 2 2018

- e-Box Citizen
  - Mobile Authentication
  - e-Box Enterprise 2.0

- Wave 3 2019
  - Unique access to authentic sources
    - Citizen ID
      - MVP for eID and driving licence
    - Citizen Life Events
      - MVP for births and deaths
    - Citizen Taxes
      - Tax-on-web with questions
    - Citizen Police & Justice
      - Electronic fines
    - Enterprise Operations
      - Digital management van mandates
    - Citizen Mobility
      - Digital handschoenkastje

Wave 4 2020

- Citizen Mobility
  - e-Identified car
- Enterprise Taxes
  - Link with accounting software
- Citizen Wealth
  - e-Identified property
- Enterprise Assets
  - Fast process for buying and selling assets
- Citizen Internat. Mobility
  - Digital ID for foreigners
- Enterprise New Business
  - Fully digital application process open to foreign businesses

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INTEROPERABILITY & STANDARDS

EIS – EIF - EIRA
The revised EIF Conceptual Model

Interoperability Governance
- Legal Interoperability
- Organisational Interoperability
- Semantic Interoperability
- Technical Interoperability

Integrated Public Service Governance
- Integrated Public Services
- Coordination for Integrated Service Delivery
- External Information Sources and Services
- Internal Information Sources and Services

Interoperability Principles
Service integrator

FPS Policy and Support as the federal service integrator: global concept
Exchanges between and within networks of service integrators
Data already or soon to be made available

- Personal details
- Company details
- Central Criminal Records Register
- Cadastral particulars
- Driving licences & vehicles
- Country codes
  - Annual statements of accounts
  - Tax and social security debts
  - ...
  - ...

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The offering for data suppliers

- Generic governance model for access to and management of authentic sources
- Automation process through the combination of the various building blocks tendered
- Separation of technical and substantive management
- Assistance and advice in giving access to and making information available
Identity and Access Management

CSAM
WHAT IS CSAM?

‘CSAM is the result of the co-operation between various government bodies, and is a set of arrangements and rules aimed at organising the identity and access management within e-Government’.

-> Arrangements have been laid down in the CSAM Co-operation Framework.

Scope:

As a citizen, in one’s own name

- Identification
- Authentication
- Authorisation
- Access management
  - Delegation
  - Mandates

As a citizen, in the name of a company
eIDAS
Crossborder Electronic Identification via eIDAS

1. Login into Belgian application
2. Country selection
3. eIDAS Connector
4. eIDAS Proxy
5. Identity/Attr Provider
6. Login into Belgian application
7. Authentication
8. eIDAS Proxy
9. eIDAS Connector
10. Login into Belgian application
11. Login into Belgian application

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eIDAS – functional operation

Project under implementation
G-Cloud

Building blocks for the G-Cloud
Data centres at the Belgian administration
Why G-Cloud?

- **To create economies of scale**: cost-efficiency and greater quality/availability
- Respectful of **privacy** and **data protection**
- Greater **focus on business & flexibility** to accomplish this aim
- **More weight** in relation to suppliers
- **Pooling & sharing** of know-how and resources
- **Technological innovation** more quickly available for all
Thank you

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