

Interoperability as an improvement factor of the relationship between government and users: the French case

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The political context

- ❑ Strategy for the State reform launched in 2007 and based on the Public Policies General Review (RGPP)
- ❑ Development of e-government in the framework of the administrative simplification
- ❑ Two major directions :
 - ❑ A decisive widening of the range of services online for citizens, businesses and administrations (improve the interaction between public services and users, tailor the e-services, support the « once data provision »);
 - ❑ A deep improvement of the performance of the administration : optimize the productiveness of the information systems, rationalize the horizontal activities (human resources management, e-procurement, payment)

The structuring systems

- ❑ The personalized portal for citizens : Mon service public
- ❑ The platform for a development on a large scale of services online related to life events
- ❑ The system of mediation between the government and partners / users enabling them to communicate in a trustable way

Mon.service-public.fr My public service online



A single account for the electronic procedures

[Mon.service-public.fr](#) provides the user with a secure and single key which enables him to make his procedures online with complete confidence. The user can drop the passwords of his different : within the network of [mon.service-public.fr](#) partners, he can reach the services online through his single account.



An easy follow-up of the different steps

[Mon.service-public.fr](#) offers the user an overall view of his on-going administrative procedures. At any time, he can decide to receive notifications upon the progress of his dossier.



Tailored informations

In order to be directed towards the rights and procedures domain the user can through [mon.service-public.fr](#) store his chosen practical sheets. The user can select as well national or local administrative contacts and find out about opening hours of local public bodies.



An e-safe permanently under the control of its owner

[mon.service-public.fr](#) account, the user owns a confidential storage space. In complete safety, he registers once only all his common personal data (name, address etc.) in order to simplify the administrative forms filling up. He can store in this trusted space as well the supporting documents exchanged with the administration

The deployment of Mon.service-public.fr

- Council of ministers on 9 December 2009 :
«Regarding the users reception, the one stop shops online will be reinforced : all the public websites will be connected to Mon.service-public by the end of 2011 »
- A this stage, Mon.service-public.fr enables users to reach almost all the entities of the social area (health insurance, family allowances, retirement pensions)
- Amounts of users growing rapidly
 - 400 000 accounts open
 - 12.000 visitors en moyenne per day et over 1,5 million visitors since the opening of the service
- The extension to other partners is under way
 - The main ministries providing a wide range of services online and having high potential of users (Ministry of finances, Home office....)
 - Local authorities having a large e-services offer available and willing to be connected to Mon.service-public.fr (Paris, Lyon Marseille...)
- Our ambitious goal is to reach **3 millions of users** by the end of 2010 !

My procedure online (MDEL)

- *Factory of administrative procedures digitization*

- **Based on :**
 - A *Citizen Relationship Management* reasoning focussed on user life events
 - An industrial and scalable approach of digitization
 - A way to analyse the administratives procedures related to a life event
 - A way to think up the Administration-User interaction
 - A way to create services online
 - A services oriented architecture (SOA), based on capitalized, mutualized and re-used building blocks

- *Access point in order to start and to deal with administrative procedures.*
 - *Multichannel front office* (internet, phone...).
 - MDEL sends administrations the data required by the procedures related to the life event concerned
 - MDEL provides the user with an overall view of his on-going procedures and allows a tracking. The user can ask to receive notifications on the progress of his dossier.

The data trustable exchange platform (PEC)

- **Securing electronic exchange**
 - Strong Identification and Authentication
 - Integrity and confidentiality
 - Tracking
 - Acknowledgment of receipt
 - Non repudiation
 - Proof
- **Our solution : PEC security components**

Different security levels, bottom up:

 - Secure email : .courriel.gouv.fr (75% of needs)
 - Third parties (10% of needs)
 - Signature server (15% of needs)

The PEC use cases

■ courriel.gouv.fr

- MDEL (my procedure online) :
 - Registration on polling lists
 - Declaration of documents loss
 - Disability
- Exchanges between people
- Exchanges entities/users

■ [third-party solutions](#)

- Professional exchanges

■ [Signing server](#)

- MDEL
 - Request for Criminal Record
- European projects: SPOCS
- Digital Identity: supplied by registered organizations
- Electronic ID card
- Compatibility PRIS V1 (old French standard certificates)

The PEC building blocks

Middle Office

Trustable exchange platform

Portal



Electronic Signature

Time stamping

certificates validation

Sécurité of exchanges

Strong Authentication

Data encryption

Administration

Directory

Supervision

Proof management

Messaging services

Flows sorting

Connectivity and médiation

Tracking and audit

available

Partly available

target

Référence frameworks



Front Office
Simplify the administrative procedures using new services online

