

Role Based Identity and Access Management Basic Infrastructure for New Citizen Services and Lean Internal Administration

Horst Bliedung
Director International Sales CEE
Siemens IT Solutions and Services
Munich; Germany

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 ◀



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



A host of users require access to resources in different applications

Employees



Customers



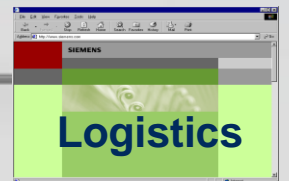
B2B
G2B



Partners

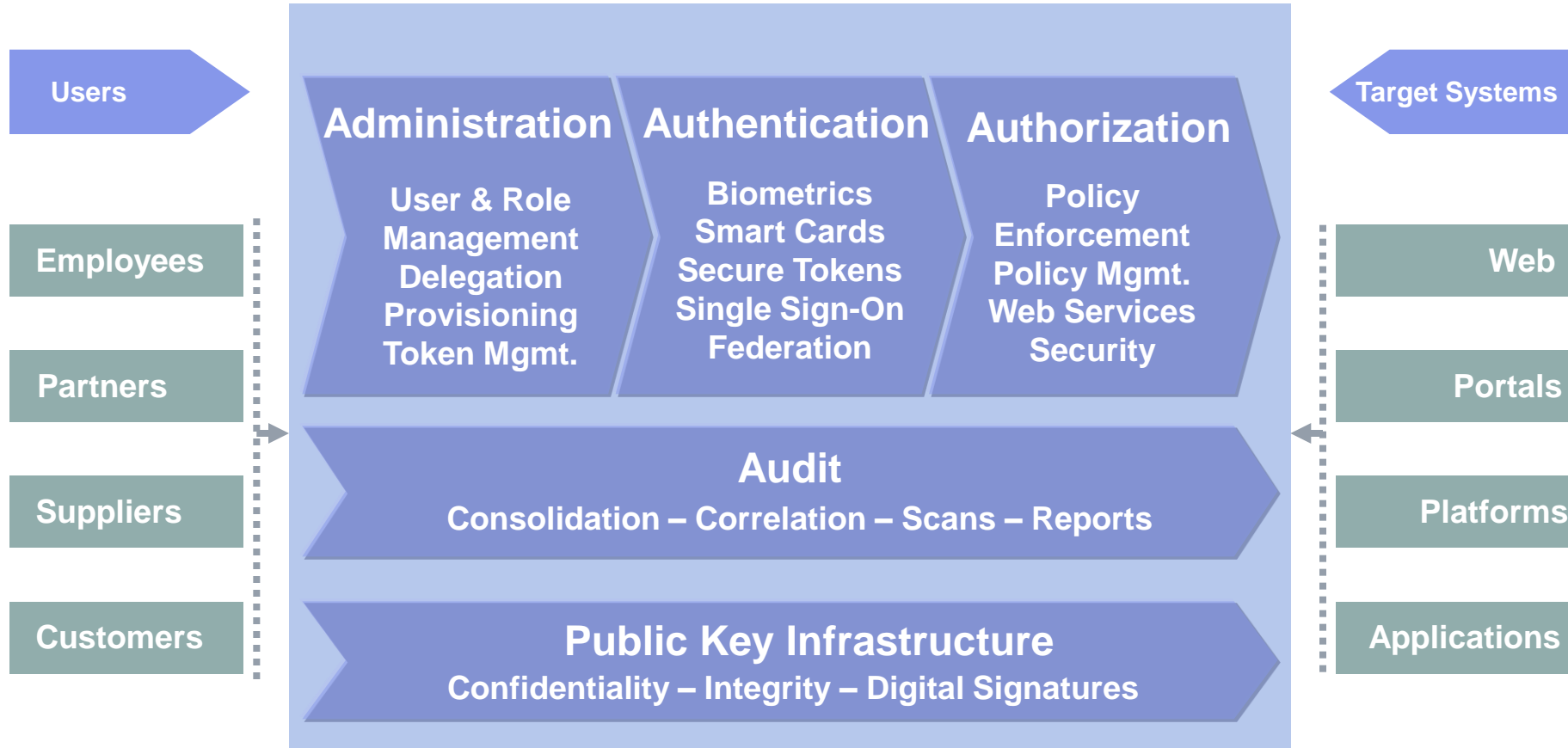


Many administrators are kept busy repeatedly granting and revoking access rights

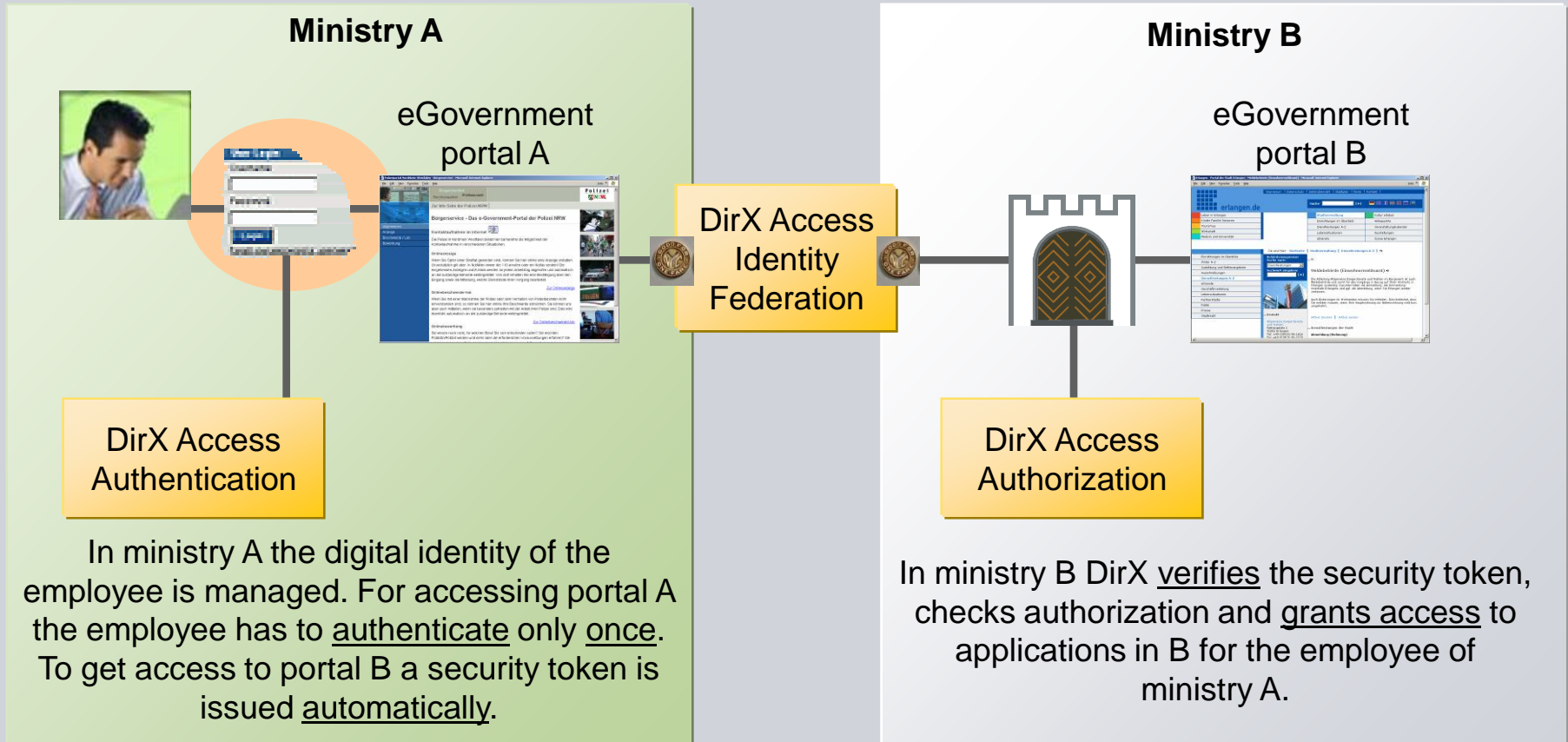


Siemens Secure ID Solutions

IAM, Biometrics, Smartcards, PKI



Use case – DirX Access enables secure eGovernment with Identity Federation



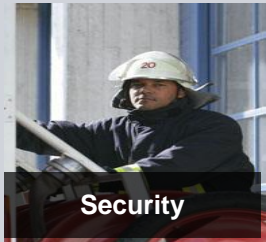
Identity Federation comprises standards and technologies to share digital identities across applications and also organization / enterprise borders

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

Areas of Application for Identity and Access Management



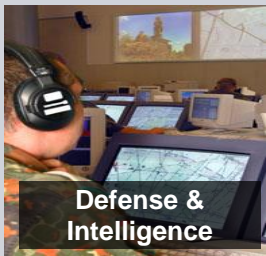
Administration



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 and employee cards**

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

SIEMENS

Challenge

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



Solution

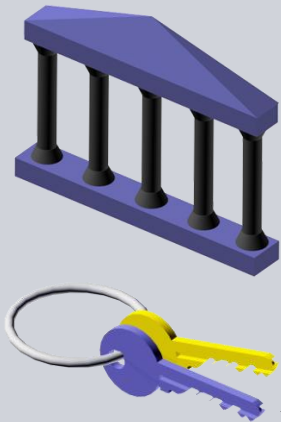
Standards-based directory for

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

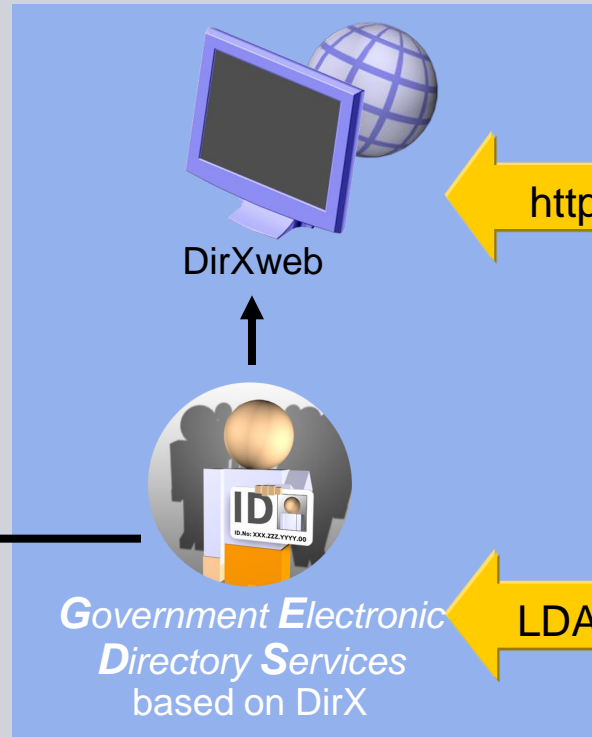
Benefits

- 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**



Public access:
■ via Internet



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

Government of Canada Government Electronic Directory Services

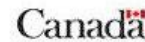


Adresse <http://direct.srv.gc.ca/cgi-bin/direct500/BE>



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada



Français	Contact Us	Help	Search	Canada Site
Search GEDS	FAQ	HOME		

Government Electronic Directory Services

Direct500

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

Enter value to search for:

Select which field to search: Surname, Given name

Select matching criterion to use: begins with

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

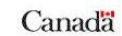
- Agriculture and Agri-Food Canada

Adresse <http://direct.srv.gc.ca/cgi-bin/direct500/BEou%3dRP-PR%2cou%3dEDO-BDE%2cou%3dRS-SR%2cou%3dRCS-SRAC%2cou%3dAGR-AGR%2co%3d>



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada



Français	Contact Us	Help	Search	Canada Site
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Government Electronic Directory Services

Direct500

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

Enter value to search for:

Select which field to search: Surname, Given name

Select matching criterion to use: begins with

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

- Avery, Katie; Program Officer, HQ; (613) 759-1790
- Chagnon, Marie Eve; Student; (613) 694-2684
- Duma, Carol; Regional Program Officer (Man/Sask); (204) 983-8466
- Earle, Heather; Regional Program Officer; (613) 759-7449

Dutch Tax Office

Challenge

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

Benefits

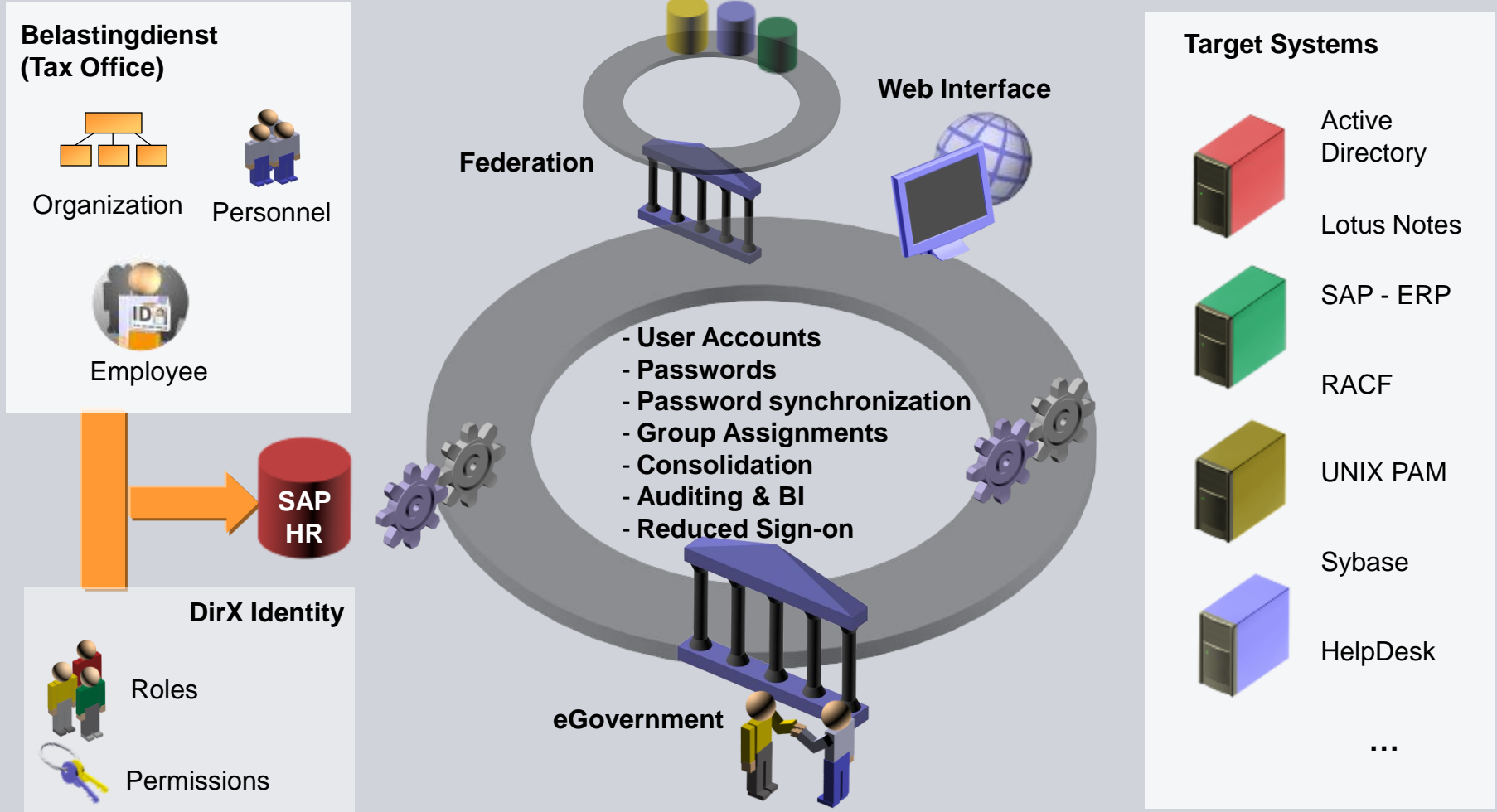
- Efficient administration
- Reduced help desks costs
- Higher security

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

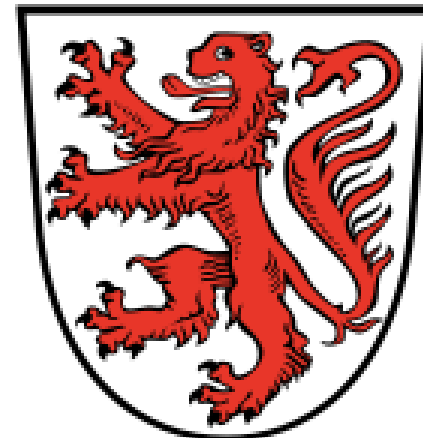
Benefits

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

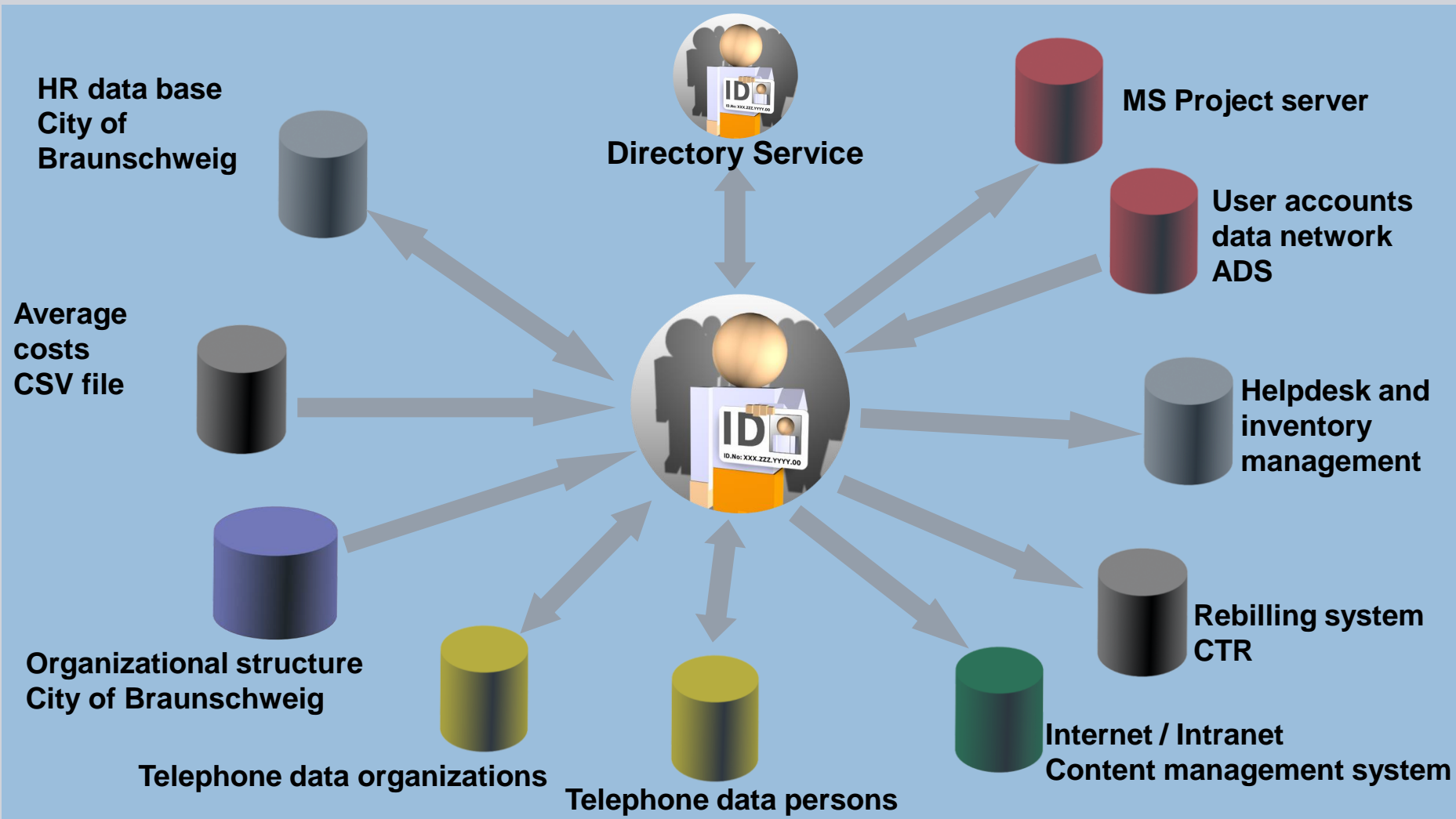
Solution

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





- 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

Stichwort

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

Suchbegriff

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 Stadtwerkdezernat

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

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E-Mail Empfehlen Drucken Seitenanfang

IAM Solutions at work for public sector

Public Sector

Defense & Intelligence

Public Security

Public Administration

Employment and Pension Services

Sample Key Customers

- BWI
- Ministries of Defense: Germany, Switzerland, Denmark
- Department of National Defense, CA

- Metropolitan Police London, UK
- Ministry of Interior Italy
- Department of Justice, NL

- Dutch Tax Office, NL
- City of Braunschweig
- HZD, Germany
- GTZ, Germany
- Canadian Government
- Canton St. Gallen, CH

- AMS Sweden
- Deutsche Rentenversicherung

Selected Enterprise Customers



Deutsche Telekom



Volkswagen AG



Contact

Austria/CEE:

Horst Bliedung

Director International Sales CEE

Identity Management and Biometrics

Telephone: +49 (89) 636 31039

Internet: www.siemens.com/iam

Thank you for your attention

