"The Belgian eID: THE key towards eGovernment"

Visit delegation OECD – MENA countries
November 21th, 2008

Frank LEYMAN
Manager International Relations
FEDICT – Belgium
AGENDA

08:30 – 09:00 Welcome and Introduction
   - Jan Deprest, General Manager, FEDICT
   - Chris Hoornaert, Ambassador, Permanent Representative of Belgium to the OECD
   - Christian Vergez, Head of Division, OECD

09:00 – 10:00 General overview of the Belgian eID within the Belgian eGovernment context (Presentations by: Frank LEYMAN)

10:00 – 11:30 Overview of technical aspects of the Belgian eID + Certificates, Certification Authorities, Registration Authorities, and security aspects relating to eID (Presentations by: -Frank Cornelis + Sam Van den Eynde)

11:30 – 12:00 transfer towards Cards-Encoding-Company (=production facility of Belgian eID)

12:00 – 13:00 Lunch at C.E.C.

13:00 – 14:30 Visit of the production- and personalization facilities of all Belgian eID cards (Presentations by: Mr Ronny DePoortere)

14:30 – 15:00 Legal aspects relating to eID (Presentations by Mrs. Samoera Jacobs)

15:00 – 16:30 Open discussion (Presentations by: All participants present)

16:30 Close of Joint Learning Study
   - Frank Leyman, Manager International Relations, FEDICT
   - Christian Vergez, Head of Division, OECD
The Belgian context

- Belgium is a federal State
- 3 authorities at the same level
  - federal
  - 3 Communities (language, person)
  - 3 Regions
- 10 Provinces
- 589 municipalities

AIM:

e-government must enable one virtual government consistent to the customers with full respect for every single competency
Pre-agreed “E-Gov Principles”

- Total (E)-service solution around a model
  - (front-office, network, middleware, backoffice, people, skills, processes)
- Transparent
- Limit the administrative formalities
- No extra cost
- Authentic unique Data Source *(Virtual Government)*
- Respect of Privacy
- No digital divide
The role of FEDICT

FEDICT, a ‘horizontal’ Federal Public Service

- Computerization of Belgian State
  - Develop & Implement e-gov strategy
  - Support Federal Public Services in their implementation
  - Develop & Implement Standards - Guidelines
  - Create and operate a common infrastructure
  - Manage the Inter-Gov Relationships
  - Help to develop customer-centric services that last

- Computerization of Belgian Society

- Belgium, ICT knowledge Region
  - Belgian ICT sector = 34.4Bln€ (2008)
Goal eID project

To give Belgian citizens an electronic identity card enabling them to authenticate themselves towards diverse applications and to put digital signatures.
Information on the card

From a **visual** point of view the same information will be visible as on the current identity card:

- the name
- the first two Christian names
- the first letter of the third Christian name
- the nationality
- the birth place and date
- the sex
- the place of delivery of the card
- the begin and end data of the validity of the card
- the denomination and number of the card
- the photo of the holder
- the signature of the holder
- the identification number of the National Register

> Identical functionality to current identity card
Information on the chip

> From an *electronic* point of view the chip will contain the same information as printed on the card, filled up with:

- the identity and signature keys
- the identity and signature certificates
- the accredited certification service furnisher
- information necessary for authentication of the card and securization of the electronic data
- the main residence of the holder

> (Currently) no encryption certificates
> No biometric data (yet)
> No electronic purse
> No storage of other data
Security Aspects

> Outside

- Rainbow and guilloche printing
- Changeable Laser Image (CLI)
- Optical Variable Ink (OVI)
- Alphagram
- Relief and UV print
- Laser engraving
Electronic Identity Card (EID)

- Belgian citizen >12 year
- Children <12 year
- Foreign residents
**eID : statistics around production**

- **National eID:**
  - >7.5 Mio cards issued
  - ~10 000 produced cards/day
  - 2009: end of distribution to all Belgian citizen
    - 8 million cards > 12 year

- **Kids-ID:**
  - 1.3 million cards < 12 year
  - ~300,000 cards/year

- **Cards for foreign residents:**
  - 2007 ~1.5M EU + non-EU

*Source: Fedict, 10/2008*
eID: the main e-functionalities

- data capture
- authentication
- digital signature
Contents of the chip

PKI
- authentication
- digital signature

IDENTITY
- ID
- ADDRESS
- RRN SIGN
- RRN SIGN
Distribution eID: how and where?

1. Municipality
2. Face to face identification
3. National Register
4. CM/CP/CI
5. ZETES
6. (1)
7. ECA
8. BELGACOM
9. (2)
10a. group 4
10b. PIN & PUK1-code
11. steria
12. The municipalities
13. (3)

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Multiciplity of eID applications

Healthcare

Driver's license

Home banking

Student cards

SSO,...

Proof of membership

e-commerce
What can we do with the eID today?

Federal e-gov Applications:

- Social Security: declaring employees status
- Mobility: requesting car license plates
- Online consultation of your National Register file (https://mijndossier.rrn.fgov.be)
- VPN (teleworking)
- Online tax declaration
- e-notary: signing and deposit of purchase acts
- e-procurement
- e-invoicing for public sector
- …
The LIMOSA-project

Monitoring foreign activities on Belgian territory and lessening the administrative burden
LIMOSA Objectives

- Mandatory declaration for foreign employees, self-employed persons and trainees when coming to Belgium
- Collecting all relevant information in one central database
- Coordination of dataflows between Belgian competent institutions
- Lessening the administrative burden for foreign employers and self-employed persons
- Statistical information about cross-border employment on Belgian territory
- Consultation tool for social inspection services
Declaration Certificate

Preceding declaration of a foreign employee

Time of the declaration: 08/02/2006 08:14
Declaration number: TIC00251
Posting period: 19/01/2007 - 04/02/2007

Employee
Identification
Name: Heinz
Identification: Belgian Social Security: 09110210306
First name: Franz

Company
Identification
Identification no.: 1234567-89
Name: Popov Plumbing

Address
Street: os. Stalowe
No.: 12
Postal code: 30-059
Country: Poland

Belgian client
Identification
Identification no.: BE0.234.567.890
Name: Solid Construct NV

Address
Street: Wetstraat
No.: 87
Postal code: 1000
Country: Belgium

Municipality: Kraków
PO Box: Municipality: Brussels
Regional Applications:

- Flemish parliament: submitting and electronically signing of decretes, questions and resolutions
- Academy of Fine Arts Flemish Region: enrolment via eID
- Vlaamse Huisvestingsmaatschappij: enrolment via eID
What can be done with the eID?

- **Local Applications:**
  - **e-loket:**
    - Requesting attestations (vb. mariage, birth..)
    - Requesting change of address
    - ...
  - School enrolments
  - Enrolment/access to libraries
  - Access to swimming pools
  - Access to container parks
  - Electronic declaration of death
  - ...

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Algemene voorwaarden

Opdat ik aangifte zou kunnen doen via het Internet, aanvaard ik volgende voorwaarden:

- Het misdrijf vond plaats in één van volgende gemeentes:
  - Politiezone Brussel West: Ganlshoren, Jette, Koekelberg, Sint-Agatha-Berchem, Sint-Jans-Molenbeek,
  - Politiezone Druivenstreek: Hoeilaart, Overijse
  - Politiezone Gent
  - Politiezone La Louvière
  - Politiezone Lommel
- De dader(s) van de feiten is (zijn) onbekend.
- Er werd geen geweld gebruikt tegenover mezelf of anderen.
- Er werden geen bedreigingen geuit.
- Er zijn geen gewonden.
- Ik ga akkoord met de hoger vermelde voorwaarden om via Internet aangifte te doen, alsook de algemene gebruiksvoorwaarden.
MyMINFIN

'My Minfin', uw elektronisch fiscaal dossier
De FOD Financiën biedt u via 'My Minfin' de mogelijkheid om op een eenvoudige en snelle manier uw persoonlijk fiscaal dossier te beheren.

Wat biedt 'My Minfin'?
Via beveiligde pagina's hebt u rechtstreeks toegang tot Tax-on-web en kunt u de status van uw aangifte in de persoonbelasting opvolgen. U krijgt ook een historiek te zien van uw voorgaande elektronische aangiften in de persoonbelasting met de daarbijhorende documenten.

Toegang tot de beveiligde sessie
Via uw elektronische identiteitskaart of token hebt u toegang tot de beveiligde sessie.
Vraag uw token aan.

Mijn Tax-on-web
De status van uw aangifte in de personenbelasting en een rechtstreekse toegang tot Tax-on-web.

Mijn documenten
Raadpleeg de documenten die de FOD Financiën ontvangen en verstuurd heeft in verband met uw fiscaal dossier.

Algemene & persoonlijke gegevens
Op zoek naar de contactgegevens van uw controle- of ontvangstkantoor? Hebt u een nieuw telefoonnummer of e-mailadres?

Fiscale agenda
Een handig overzicht met enkele fiscale sluitendagen.

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Belgian situation today: statistics
eID: statistics around usage

- 60% of Belgian households have a PC (*EU average = 52%*)
- 80% of the Belgians have an eID card (*28% uses it online*)
- 15% of the Belgian internet users have an eID card reader

Source: Indigov, 2007
The top four of motivations for adopting internet in house are:

- To get fast access to information: 83.3%
- To be able to e-mail or chat: 73.3%
- To do electronic banking: 50.2%
- Because it has become cheaper & easier to get internet inhouse: 45.6%

Reasons for non-adoption of internet in house:

- I don’t need internet: 57.9%
- I cannot work with internet: 43.5%
- Internet is too expensive: 36.9%
- I have access to internet somewhere else: 26.1%
### Remarks:

- 1/3 of the internet users consults information about public services on the internet minimum 1x/month.

- Only 10% uses regularly down- or uploadable forms to request and obtain services; 50% of the internet users never did this.

- Despite the popularity of e-mail as a communication channel with public sector, less than half of the internet users has ever made contact via e-mail with an administration.

- 30% of the Belgian internet users used Tax-on-Web, and appreciated it strongly.

### % of usage of public websites

<table>
<thead>
<tr>
<th></th>
<th>never or almost never</th>
<th>1 or a few times/year</th>
<th>1 or a few times/month</th>
<th>1 or a few times/week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website of municipality</td>
<td>13,3</td>
<td>46,9</td>
<td>34,8</td>
<td>5</td>
</tr>
<tr>
<td>Website of province</td>
<td>51</td>
<td>37,7</td>
<td>9,9</td>
<td>1,3</td>
</tr>
<tr>
<td>Website of Regional authorities</td>
<td>36,3</td>
<td>46,9</td>
<td>14,1</td>
<td>2,7</td>
</tr>
<tr>
<td><a href="http://www.belgium.be">www.belgium.be</a></td>
<td>31,1</td>
<td>49,4</td>
<td>16,3</td>
<td>3,2</td>
</tr>
</tbody>
</table>

What are citizens asking us?

> service delivery of 24/7 **electronic counter.** (70% of internet users)
  * realise complete transactions
  * possibility to do and receive direct payments.

> a **central website or digital (forms)counter**, with all information and forms available

> a personalised service, management and control of personal data and files via a site “mijnoverheid.be” (**digital safe**)  
> get more **proactive forms of service delivery** from the public authorities (**within certain privacy limits**).

> **Short overviews** of procedures, steps and timelines

> public authorities to **fill in all forms in advance**  
  (2/3 of internet users & 80% of non-users)

> **grants should be allocated proactively** (80% of population)
Pillers
eSOCIETY initiatives

- Peeceefobie
- cardreaders for <12-year
- Safe Chat
- IVI packet (Internet for All)
- Logo “Internet voor Iedereen”
- www.cardreaders.be
- Kids-ID
- Suske en Wiske (comics)
International interoperability
A citizen living in Country A will be able with the eID...

... to make the **tax declaration on line** in country B where s/he is currently working (Country B is not far from Country A so s/he is commuting)

... to get automatic and paperless reimbursement of **health expenses** incurred during the holidays in Country C

... to get the **pension rights** from Country D (where s/he was working before for some years) on line

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**A business** established in Country A will be able with the eID...

... to participate electronically in public tenders published in country B (eProcurement)

... to make safer electronic transactions with clients and suppliers in **Country C** (eCommerce)

... to get the repayment and refund of VAT expenditures in Country D more easily (eID key enabler of the future pan-EU VAT « one-stop-shop »)
Main tendencies (Europe)

- **Belgian & Co Model**
  - Based in eID smart card

- **Austrian, Slovenian Model**
  - Based on virtual identification

- **Anglo-Saxon Model**
  - Based on other identification tools like passport
S.T.O.R.K. Consortium

> 15 Member States
  • Austria
  • Belgium
  • Estonia
  • France
  • Italy
  • Iceland
  • Germany
  • Luxembourg
  • Malta
  • Netherlands
  • Portugal
  • Slovenia
  • Spain
  • Sweden
  • UK

> 29 Participants

Work Package Proposal

WP1 Overall Project Management
WP2 eID Inventory, Trust and Application Groups
WP3 eID and upcoming Technologies
WP4 Definition of Sample Process Flow for eID
WP5 eID and Common Specifications
WP6 Pilots:
  - Giant portal
  - Safer Chat
  - eID Student mobility
  - eID electronic delivery
  - eID enabling administrations
  - eID private sector
  - EU citizen change of address
  - evaluation and feedback
WP7 Communication and Sustainability
Thank you!

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