



MINISTRY OF FINANCE
Finland

Public ICT serving security of the Nation

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Public Sector ICT in 2009



ICT expenditure M€

1000 Municipalities
911 Central Government
150 Institutions
2061 Total

Biggest users

1. Social services and health
2. Base IT, HR and accounting
3. Education
4. Defence and security

Expenditure by function

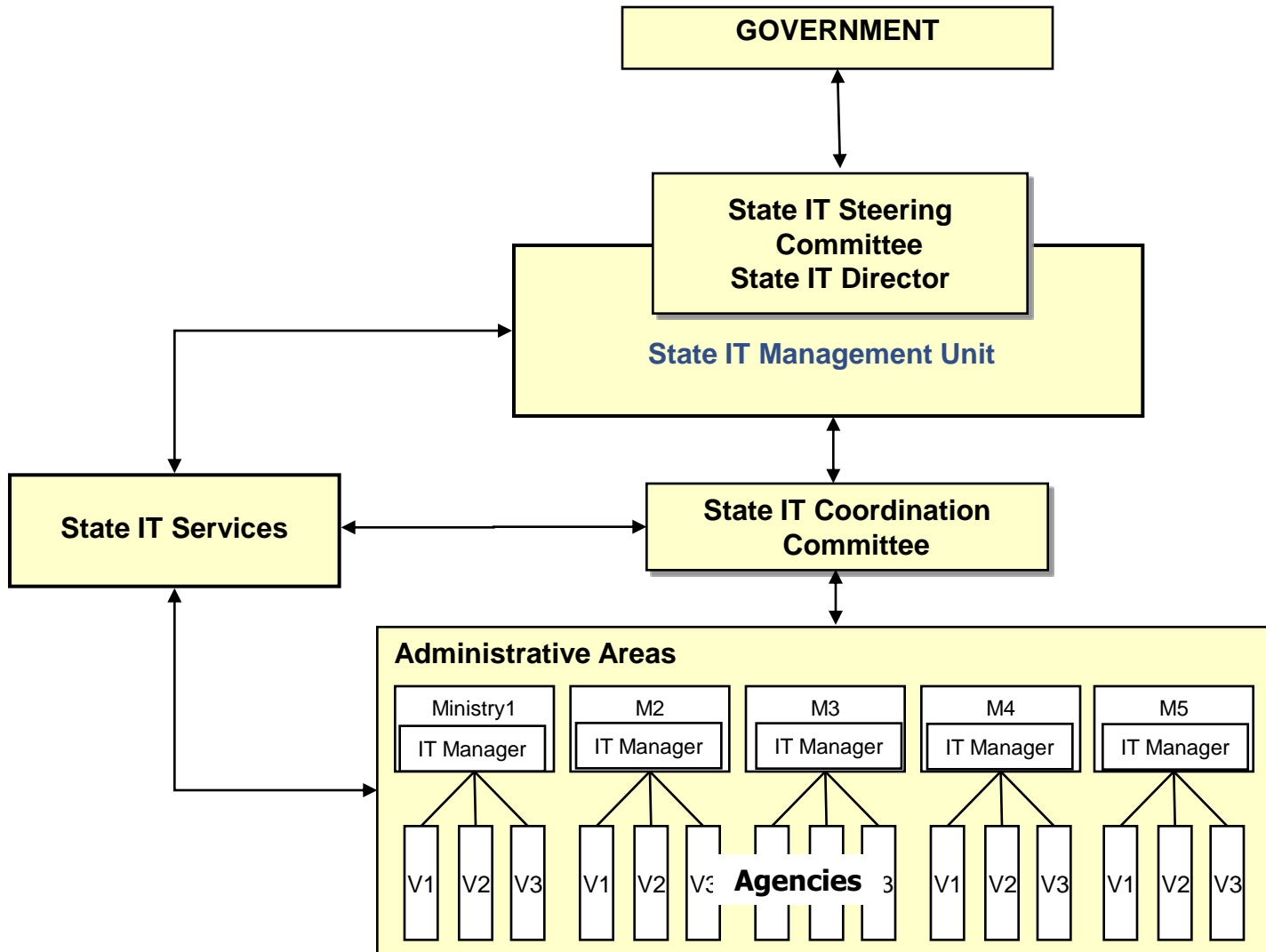
75% Use and maintenance
25% Developing new systems
100% Total

Expenditure by source

52% Outsourced services
27% Personnel costs
21% Hardware & software
100% Total

Public sector ICT is about 23% of the total ICT market in Finland

State IT Governance



State IT Management



- The Ministry of Finance is responsible for the development and steering of common State IT operations.
- The Ministries are responsible for IT management in their own sectors.
- The State IT Management Unit operates in co-operation with the administrative sectors. The Ministry of Finance arranges and promotes the joint production of IT services that are common to all administration.

State IT Strategy 2006-2011



Challenges	Strategic targets	Development programs	Flagship projects
<p>Changing customer needs and expectations</p> <p>Transparent and trustworthy government</p> <p>Globalization EU-integration</p> <p>Productivity</p> <p>Aging population Retiring personnel</p> <p>Maintaining services in all parts of country</p> <p>Maintaining services in all circumstances</p>	<p>Satisfied customers, flexible services</p> <p>Efficient, secure, connected government</p>	<p>Customer-centered e-services</p> <p>Interoperability</p> <p>Common IT-systems</p> <p>Harmonized basic IT- services</p> <p>Information security and contingency planning</p>	<p>Identification of citizens and businesses Common platform for e-services</p> <p>Common IT- architecture Common interfaces to national databases</p> <p>Financial and human resource management systems</p> <p>Document management and archives</p> <p>Identification and rights management for civil servants</p> <p>Common, shared, secure communication network</p> <p>E-mail, calendar</p> <p>Baseline and high-level IT- security Contingency planning</p>

Public Sector ICT success stories



Tax Proposal

- Tax form was not computerized, the whole process was removed
- Less Government burden for citizens
- Much less work at the tax offices

No birth and marriage certificate

- The certificate was not computerized, the form was removed
- Government agencies share and exchange data in the back office

Real time marine picture of the sea area

- Several public and private authorities from several counties share real time marine data from the Gulf of Finland and North Baltic Sea
- Unique international success story

Police in social media

- 2008: 3 full-time IRC-galleria police officers: fobba, mane & jutta
- 2009: 80 000 fans in Facebook
- 2009: Police YouTube
- 2010: Police portlet

Public Sector ICT challenges



- **Top-down governance**
 - Not strong in the Central Government
 - Very weak among Local Governments
 - Central and Local Governments' ICT are not effectively linked
- **Health IT**
 - No centralized patient and treatment data base
 - Several development projects that are not well enough integrated
- **Overlapping data collection**
 - Name, address etc. are frequently asked, although they are available in well-managed central online data base
- **Process development vs. technology implementation**
 - Too often ICT is implemented without improving the underpinning processes and practices

Focus Areas



- Civil servant's ICT services
- Citizen Account and Citizen's home page
- Reuse of public data (PSI)
- Government network
- Identification and electronic signature
- Information security and ICT contingency planning
- Programme management and life cycle model
- Architecture

eGovernment interoperability law



§ Enterprise Architecture

- Process, information, information systems and technology architectures

§ MoF's statement

- over 5 M€ IT projects or wide operational purpose

§ Interoperability descriptions and definitions

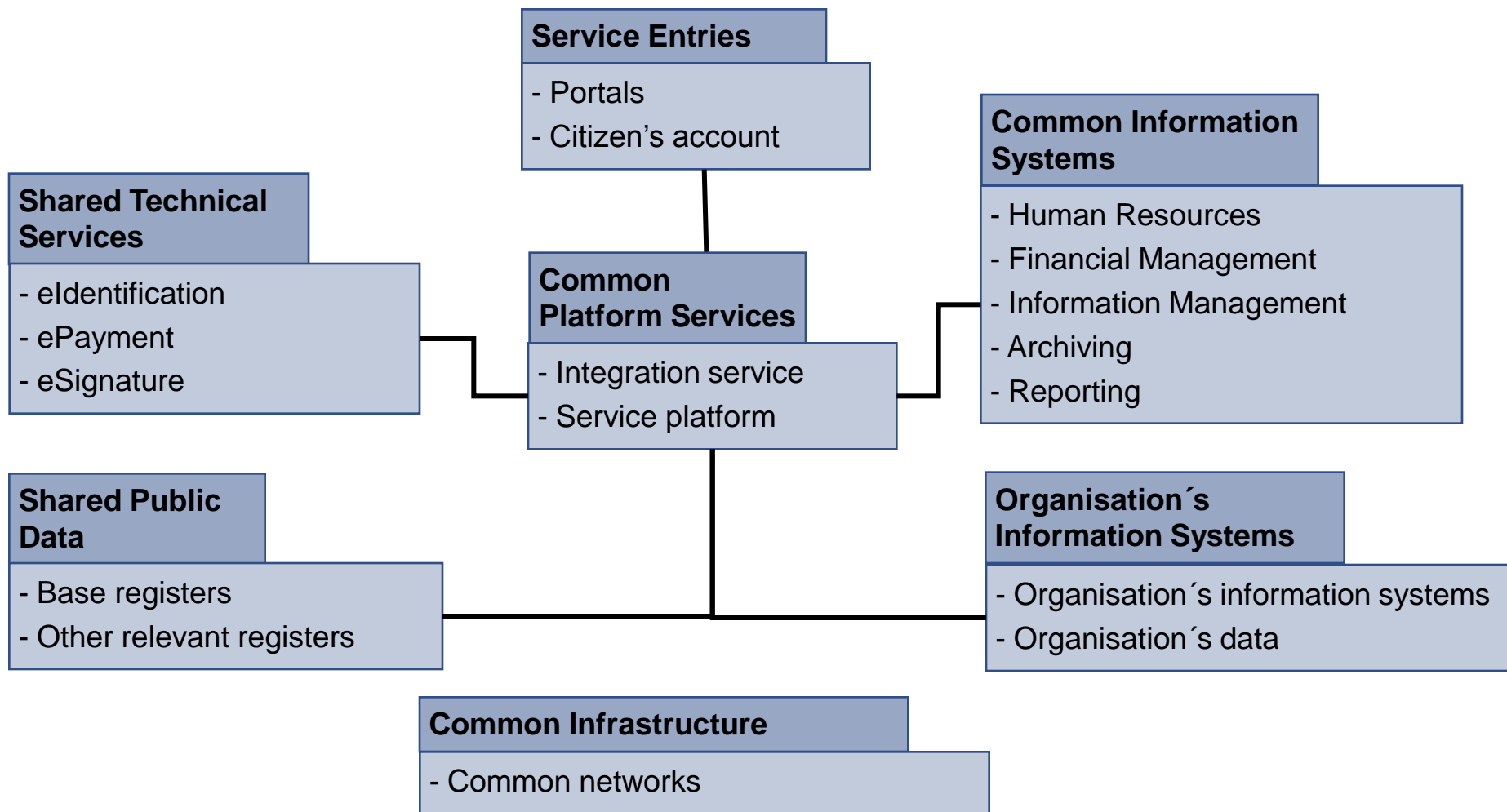
§ Utilization of common data

§ Shared services

Common ICT architecture



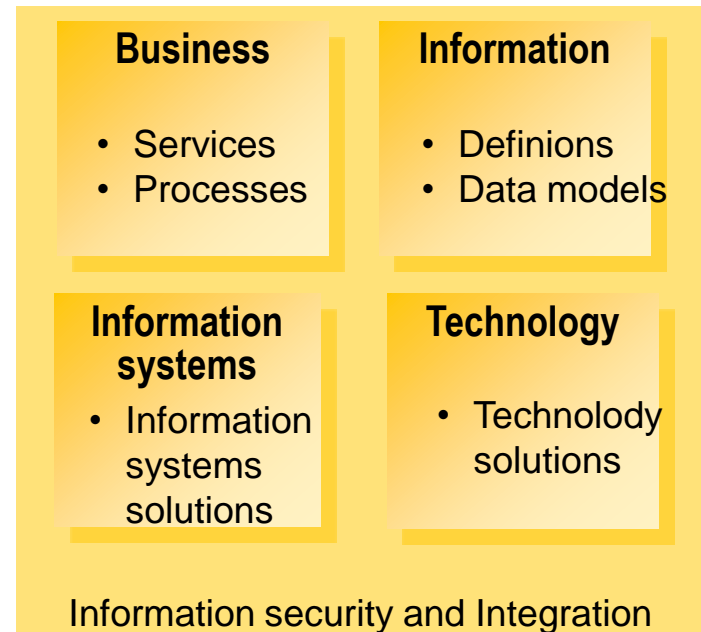
Customers



Enterprise Architecture (EA)



- EA describes organisation's business processes, organisational units, information and information systems as a functional entity.
- Development should be business driven and based on strategic goals.
- Enterprise Architecture is
 - **Planning Method**, which produces descriptions of business and IT solutions.
 - **Descriptions** of as-is and to-be and a road map from former to latter.
 - **Management Model**, which manages designing, recognises and eliminates redundancies and provides quality assurance.



Architecture is structured view of an entity including its relations and dependencies, and principles and guidelines to design and develop them.

Evaluation Function for Government IT projects



- IT Portfolio Management mandatory in all agencies
- Agencies shall inform ministries of their IT system projects
- Feasibility study on common IT system for whole-of-government IT portfolio management
- Ministries are responsible of arranging evaluations to significant IT projects
- Relevant ministry and MoF can ask to see evaluation reports of any IT project and issue a statement of the project
- Evaluation function is founded in MoF or a pool of evaluators for significant IT projects is founded and ministries must nominate experienced civil servant from their administrative branch

New Guidelines and Action Plan 2009 – 2014



Strategy and Action Plan for the whole of Public Sector in eGovernment, eServices and eDemocracy 2009-2014 was issued in 2009. Basic guidelines are:

- Multi-channel public service development
- Extensiveness - entire public sector in point of view
- High development degree of eServices
- Customer orientation
- Life situation based service entities/categories
- Minimizing administrative burden
- Coherent visibility in national portals
- Development of IT management as a part of public management
- Improved productivity and profitability
- Common services for whole public sector
- Boosted steering, development of steering methods
- Developed interoperability
- Citizen participation and eDemocracy
- Utilization and development of public sector IT markets.



Subjects

Information and public services necessary in everyday life in Finland.

- [Housing and construction](#)
moving home, population
- [Families and social services](#)
children, disability, inheritance
- [Health and nutrition](#)
intoxicants, rehabilitation
- [Law and legal protection](#)
elections, citizenship, consumers
- [Public safety and order](#)
emergency, insurance
- [Transport and travel](#)
maps, passport, vehicles
- [Migration](#)
residence permit, working abroad
- [Teaching and education](#)
financial aid, research
- [Library and information services](#)
link collections
- [Culture and communications](#)
religions, associations
- [Work and pensions](#)
job vacancies, unemployment
- [Taxation and financing](#)
deposits, debt, public finances
- [Nature and the environment](#)
weather, environmental protection
- [Sports and outdoor activities](#)
hunting, hiking

In Focus

Information for specific groups along with general information about Finland.

- [Businesses](#)
- [Young people](#)
- [The elderly](#)
- [Functioning of public administration](#)
government agencies
- [Finland essentials](#)
nature, population, history, economy

[Quality to the web](#) – Quality criteria, recommendations, guidelines, network

E-services and forms

Public sector eServices and printable forms.

- ▶ [Search e-services and forms](#)
- ▶ [How to use e-services](#)

A–Z index

Keywords, public sector organisations and municipalities.

- ▶ [Browse A-Z index](#)
- ▶ [Browse municipalities on the map](#)

Newsroom

Public sector news:

[Consumer Advisory Services has moved from municipalities to the state](#)
16.01.2009

[Finnish representations processed 2008 more visa applications than ever before](#)
13.01.2009

[Research institutions have a new role in relation to the immigration of researchers](#)
09.01.2009

- ▶ [Newsroom](#)

News from Finland:

The latest Finnish news at Virtual Finland.

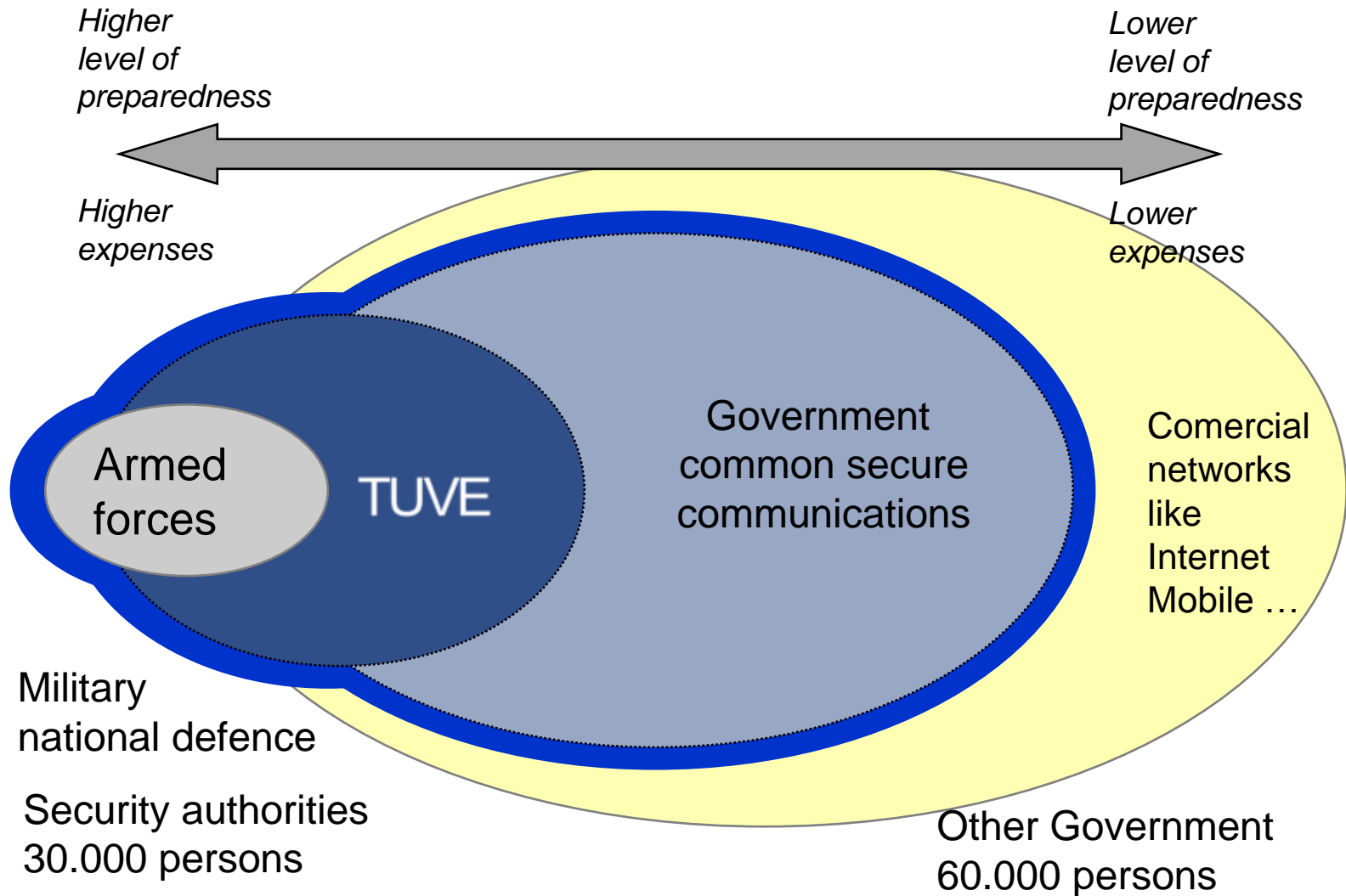
- ▶ [NewsRoom Finland](#)
virtual.finland.fi

Information security

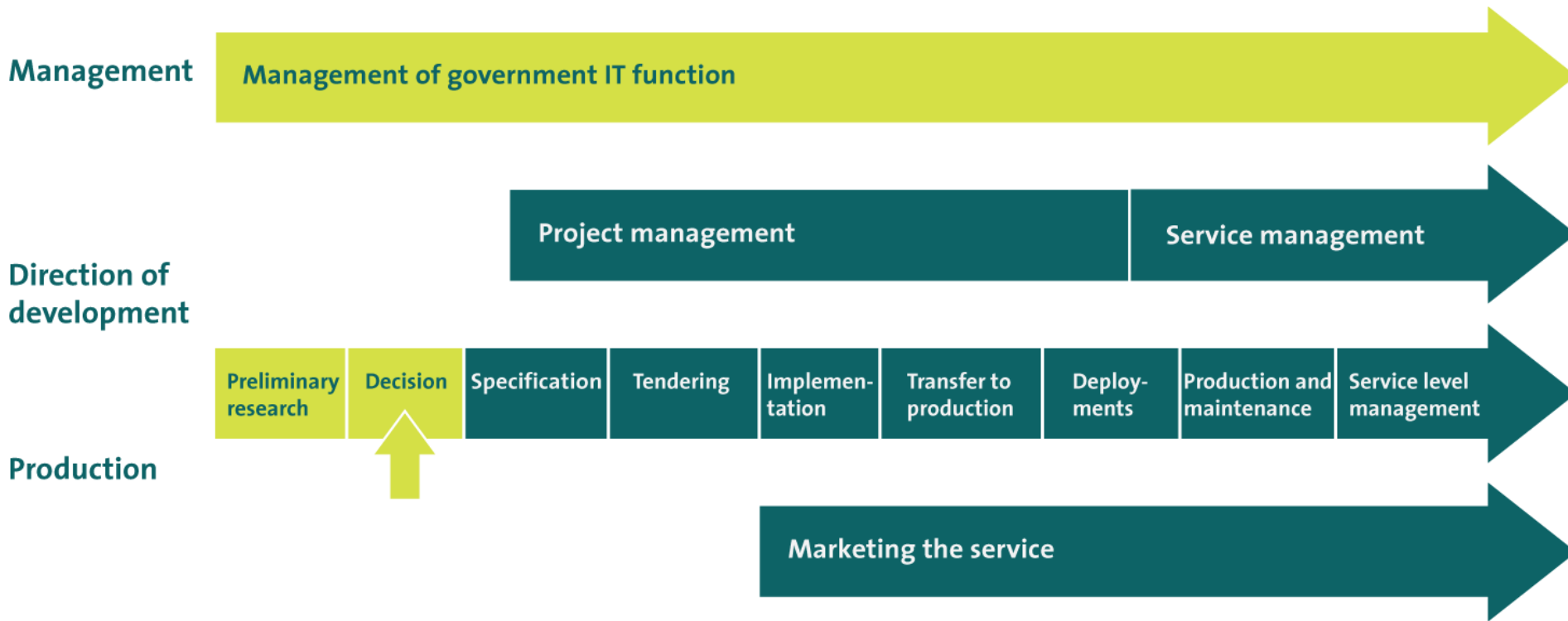
Government Resolution of Enhancing Information Security in Central Government on 1.12.2009
Information Security Degree on 1.10.2010

- The government resolution sets out guidelines for central government to enhance information security as a key aspect of leadership and management, competence, risk management, and administrative reforms and activities.
- Information Security Degree came into operation in October 2010
 - classification of national materials
 - basic information security levels
- Government information security development programme for 2011 – 2015

The Communications concept of the Government

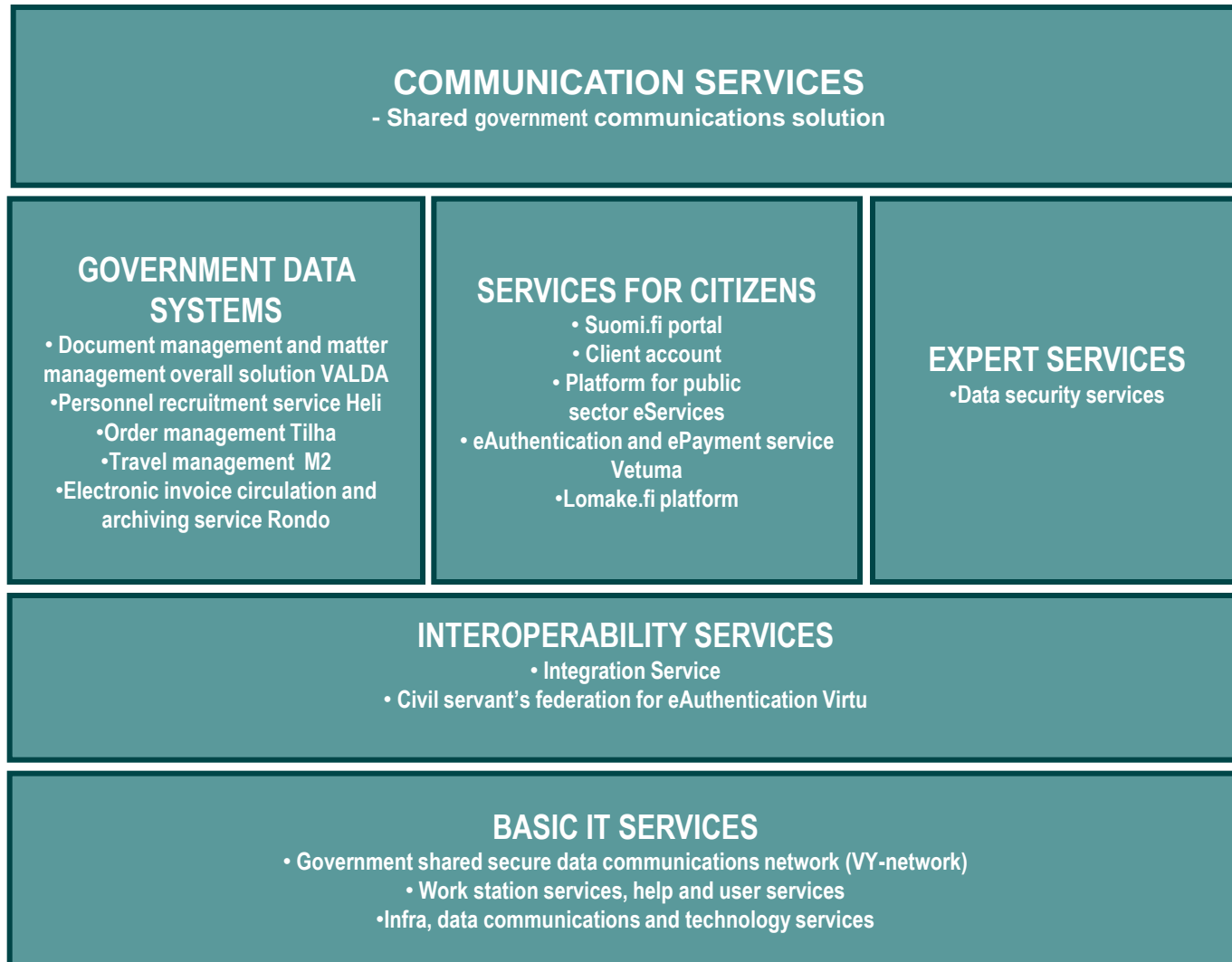


Division of duties between State IT Management Unit and Government IT Shared Service Centre



- State IT Management Unit function
- Government IT Shared Service Centre (VIP) function

Government IT Shared Service Centre Services





Thank You!

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