Comprehensive integration of the Regional authority of Hradec Králové region

Case study of company TESCO SW a.s.

Customer introduction

RA of Hradec Králové region performs tasks in its sovereign competency ordained by law through its representative body and its Council, and facilitates the activities of committees and commissions. It also manages and methodically leads allowance organizations established by the region, including those from the fields of education, health, culture, transportation, environment and social affairs. Regional authority also exercises state administration defined by law (devolved responsibility) with the exception of the things that are by-law-entrusted to the regional representative body, council or a special body. The regional authority is divided into sections and departments, and it is headed by its director.

Original state

With the ever increasing pressure on the efficiency of office's communication with a citizen, the efficiency of agendas running and the availability of trusted information, the Ministry of Interior of the Czech Republic came out of the e-Government project, whose goals include connecting information systems of the public executive bodies and the information systems of the public administration in general (esp. Information system of basic registers - ISZR) and also the maximum efficiency of internal integrations of the regional authority and allowance organizations established by the region.

Since the Information system of basic registers contains sensitive personal data, based on the law On basic registers No. 111/2009 Coll. it is necessary to record all accesses to the data. This places requirements on the unification of user data across the Agenda information systems (AISes) and monitoring of accesses to the Information system of basic registers.

The IT department of the regional authority, in terms of systems and agendas, operates several flagship applications, which the department needs to administer on systematic basis and assign permissions and accesses for employees of the RA and employees of allowance organisations established by the region. In the original state, the integration of applications and centralized identity management for such applications has not been addressed at all.

Customer requirements concerning the parts supplied by Tesco SW

Based on these facts, the Hradec Králové region started the public tender "Comprehensive integration of the Regional authority of the Hradec Králové region", whose aim was to modify the internal environment of the authority in order to create the necessary links to Basic registers, integrate all internal SW components optimally into one coherent whole including the delivery of needed information integration platform (integration bus) and delivery and implementation of the single user account management (Identity Management).

The public tender was implemented within the framework of the project "IV. Internal integration of public office and the integration with ISPA", Reg. No. CZ. 1.06/2.1.00/08.07380 co-financed by the European

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Union from the European Regional Development Fund under the Integrated operational programme, priority axes 2 ICT implementation in regional public administration – Target of Convergence, area of support 2.1 ICT implementation in regional public administration.

Within the scope of this public tender, the company TESCO SW a.s. implemented for Hradec Kralove region the following partial performances:

- delivery and implementation of the single user account management for the **management of identities** (identity management - **IDM**) of users inside the Regional authority of Hradec Králové region, the organizations founded by Hradec Králové region, municipalities and external entities and its integration with current and newly acquired information systems
    - o MS Active Directory (AD),
    - o Personnel information system (KS Personalistika),
    - o MS Exchange,
    - o DMS EZOP
    - o FaMa+ Energy management
    - o Resolutions and tasks of elected bodies,
    - o Official's Portal
    - o JIP/KAAS etc.,
- delivery and implementation of the integration platform that would link and provide the communication among individual application and system services,
- implementation of **single sign-on** to AD for all systems integrated with the **IDM**,
- the integration of the delivered systems with the Basic registers – ISZR and the Portal of the public administration - ISVS.

Solution

The main supplier of the solution, based on winning the public contract, became the company **O2**, which for the implementation of selected processes used the services of subcontractors – TESCO SW a.s. was one of them.

The company TESCO SW a.s. has implemented in the environment of the Regional Office the following SW solutions:

- **FaMa+ EAI** – the solution for both internal and external data and process integration, including the integration interfaces of IDM,
- **FaMa+ ITSM** – the comprehensive solution of IDM and IT service management, based on ITIL methodology, which covered, among others, the following requirements:
    - o Implementation of business rules, business roles.
    - o Audit of changes to accounts and roles.
    - o Automation of the processes of identity lifecycle management.
    - o Reconciliation of identities with the AD.
    - o Reporting tool for administering accesses and roles in integrated systems.
    - o Processes of password management and personal identities management

The implemented solutions fully met the requirements of the RA of Hradec Králové region defined in the public tender "Comprehensive integration of the Regional authority of Hradec Králové region". The delivered solutions were modified according to the specific requirements of the RA of Hradec Králové region and the existing processes have been optimized in order to make the work with integrated systems user friendly.

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Project schedule

1st phase – Analysis (02/2014 – 05/2014).
2nd phase – Solution implementation (06/2014 – 09/2014).
3rd phase – Training and comprehensive documentation (10/2014 – 12/2014).

Project benefits

The main benefits of the implementation of the contract "Comprehensive integration of the Regional authority of Hradec Králové region" in the environment of the Regional authority of Hradec Králové region include:

- the unified management of identities and provision of their distribution to the end systems,
- the improvement in safety of registration and distribution of personal data and accesses,
- the improvement of the quality and availability of the services provided,
- the increase in transparency of the public administration,
- the option to share information and services,
- the reduction in costs of operating services, (Reducing the cost of manual entry of all the roles and rights in all the individual systems, workload tied to searching information in individual systems during audits, effort during exports of users, rights, roles and competencies, etc.)
- the ability to collect and analyze data about the performance of the public administration for the purpose of raising its quality (Summary of integration data from logs – the utilisation of individual systems in integrations, detection of communication problems between systems, optimizing and balancing speed of system communication during integrations, checking correctness of data transmitted between systems in integration, etc.).