Federal Ministry
Republic of Austria
Digital and
Economic Affairs

Mobile first:
From e-Government to m-Government

Peter Kustor

E-Government Conference "Human-Centric Digital
Transformation of Public Sector",
December 10th 2021

From "father state" to "partner state"

PUBLIC ADMINISTRATION

Digital Office App

- Most of the citizens use mobile device for internet access

- Placing the user in the centre asks for mobile first approach

- reduces barriers to public services

- Combined with the "**right to digital interaction** with authorities"

- create a truly integrated digital eco system for the government services

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Mobile Phone Signature/ Mobile eID

– similar to mobile TAN (eBanking (Usability))

– qualified el. remote signature

– Alternative to chipcard-based solutions

– No software installation

– No hardware installation (card reader etc.)

– No need to buy card&reader

– easy-to-use

Newest development: Uses Secure Elements/ TSE

„default" with newer devices

Enables „single device" solutions in mobile Government!
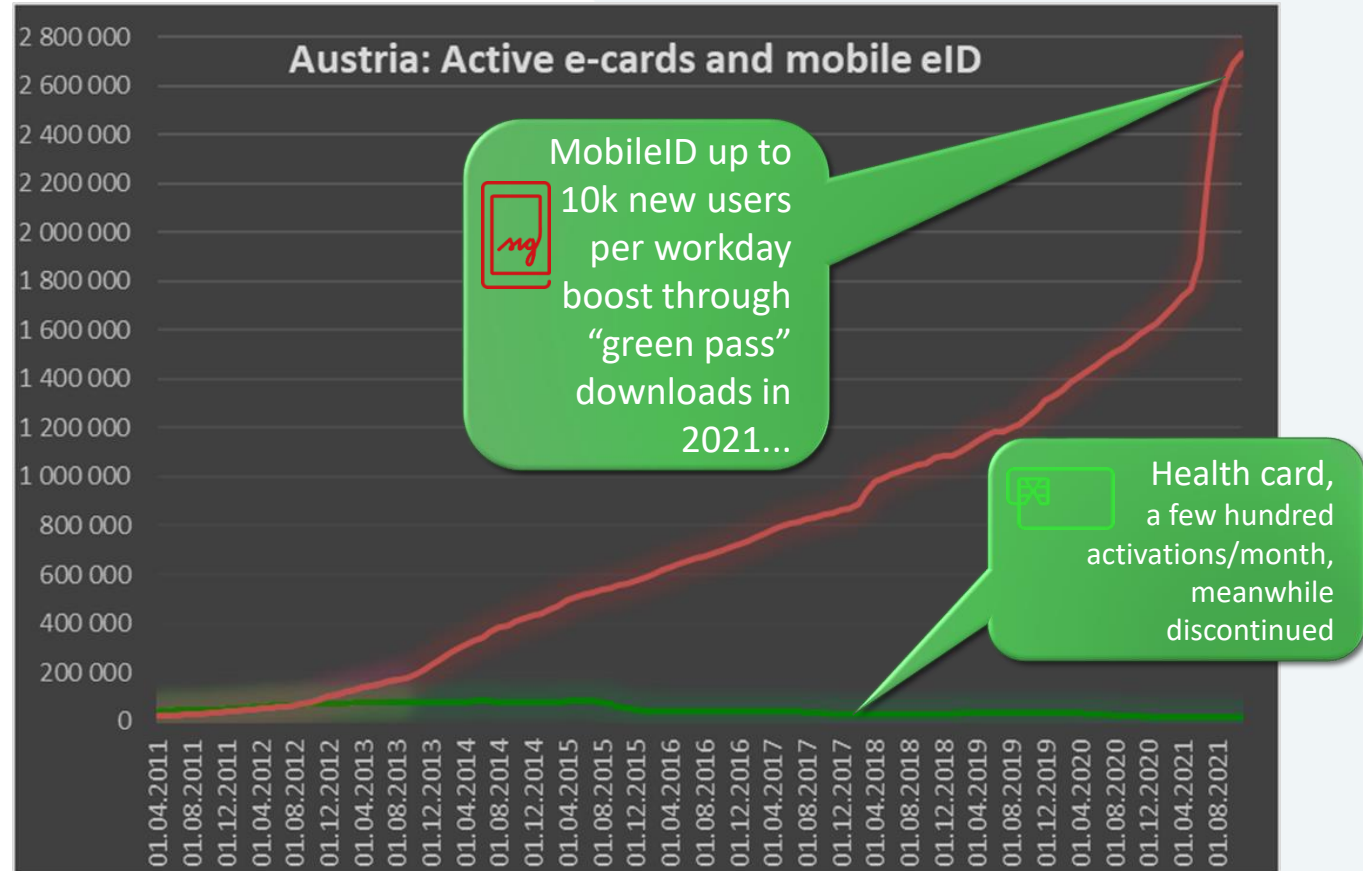
From e-Government to m-Government

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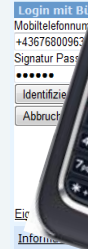
eID in AT:

Cards vs mobile ID

active users

> 2.8 Mio active

mobile ID users

Usage equally high:

> 4 Mio usages/ month

From e-Government to m-Government

eGov/mGov App Oesterreich.gv.at

- Digital single point of contact

- Desktop version or smartphone app

- Mobile first approach

- eID integration (ID Austria)

  – Server-based mobile eID
    (drop smartcard-eID)

  – Enable single device use (SE or TEE)

- Thereby building a convenient and accessible bridge between Government and Citizens/ Businesses

- Basis for digital drivers license and other digital evidences starting 2022!
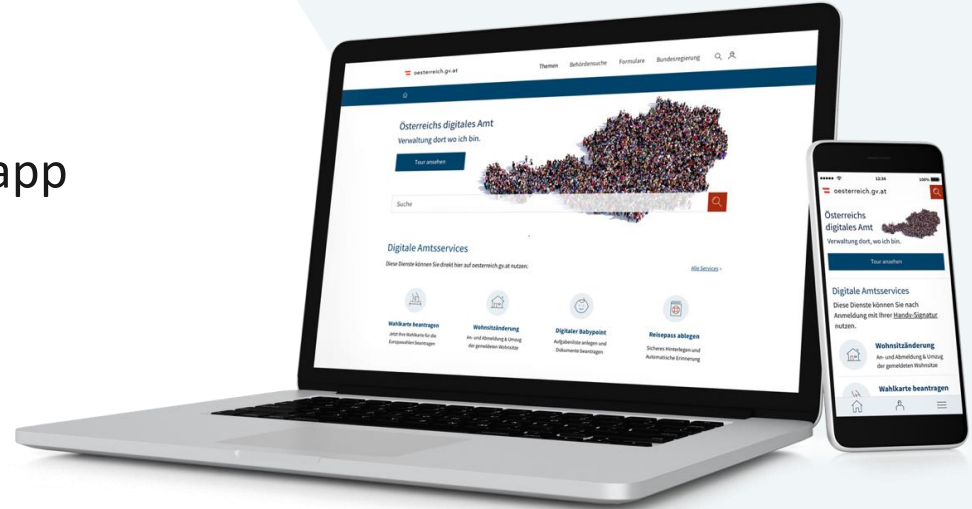
Digital Office App functionalities – demand driven development

- **„Passport"**

  850.000 passports expire p.a.

- **„Babypoint"**

  80.000 births p.a.

- **Change** main residence address

  800.000 changes of address p.a.

- Ordering of **election cards**

  > 1 Mio orders at general elections...

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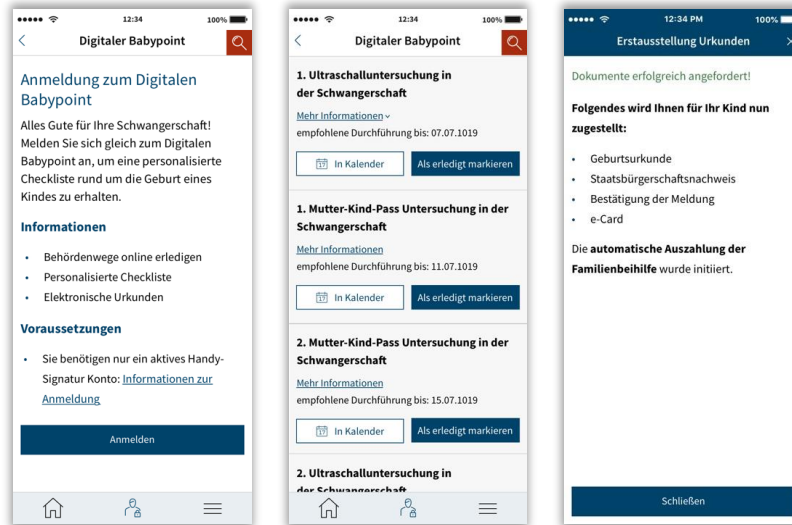Republic of Austria
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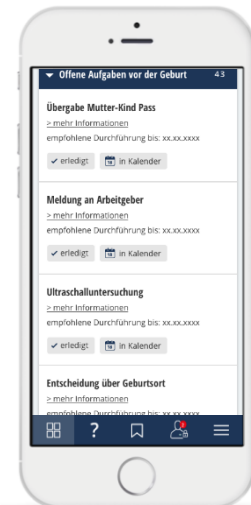
Example: Change of address
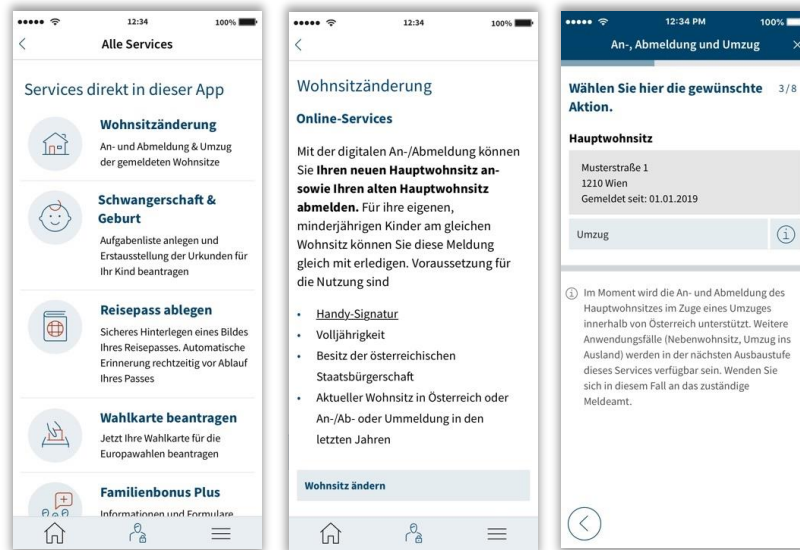
- Connected to Central Population Register and Central Address Register

- De-register previous residence, register new residence

- Confirmation after submission

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Example: Digital Baby-Point

- Single point for a applying for
  – Birth certificate
  – Certificate of citizenship
  – Residence certif. at parent home address
  – Delivery of health insurance card

- Information services
- Suggestions and reminders for medical checks

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Further services …

- Single Sign On (SSO) to major portals

    - Business Service Portal

    - Social Security Portal

    - Tax Online

    - Transparency Portal

    - Electronic delivery

    - Electronic support of petitions

    - etc.

- Life-event structured information platform
- overarching search (Legal Information System…)
- El. signature of PDF-documents and el. verification
- Chatbot integration

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Challenges and lessons learnt

- **Mobile asks for re-thinking the service**
  - Avoid using forms, use registers and once-only

- **Mobile gives paradigm shifts**
  - similar user experience – clear differences in technology
  - Transaction-based, not session-oriented
  - Strategy to keep authentication / re-authenticate
  - mGovernment leads to single device – security challenge must be tackled
  - 3rd party app integration, app-app communication
  - Services must be offered via standard devices with high security standard – otherwise there will be no takeup

- **But mobile also brings major security advantages**
  - highly "personal device", Sandboxing, SE/TEE, app permissions, …

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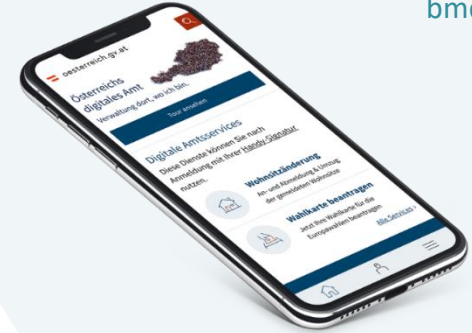
Thank you very much
for your attention

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International and Legal Affairs; eGovernment
Strategy

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