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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"



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PUBLIC ADMINISTRATION

- 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

eID as key enabler - Austrian Citizen Card concept



Technology-neutral approach allowed for different implementations

From e-Government to m-Government

Defines functions, not the technology

- Identification, sector-specific to enhance privacy
- Qualified signatures, for written form
- Electronic mandates, representation



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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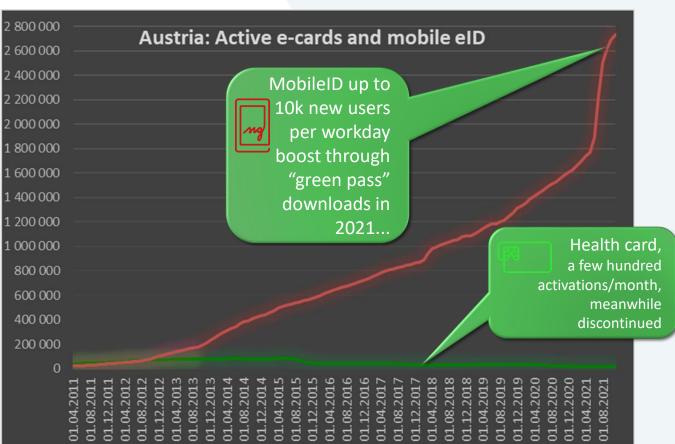
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eID in AT:

Cards vs mobile ID active users

> 2.8 Mio active mobile ID users

Usage equally high: > 4 Mio usages/ month



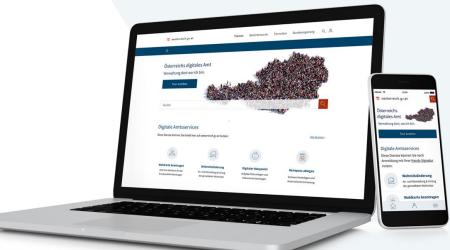
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eGov/mGov App Oesterreich.gv.at

- 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

Erleben Sie Österreichs digitales Amt

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Digitale Amtsservices

Diese Dienste können Sie nach	Anmeldung mit Ihre
Handy-Signatur nutzen.	

Vohnsitzänderung kn- und Abmeldung & Umzug der temeldeten Wohnsitze

Wahlkarte beantragen

Jetzt Ihre Wahlkarte für die

"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... From e-Government to m-Government

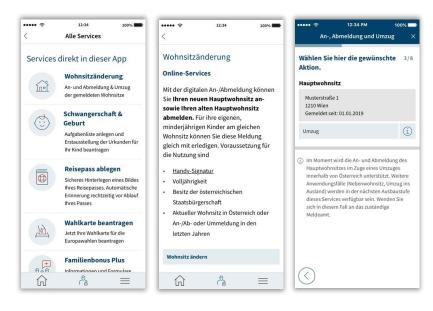
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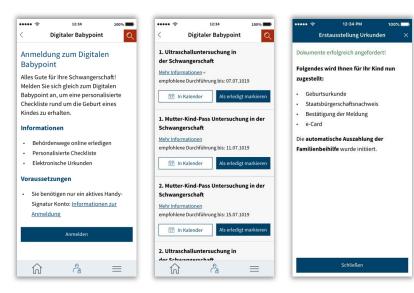
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Example: Change of address



- Connected to Central Population Register and Central Address Register
- De-register previous residence, register new residence
- Confirmation after submission

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

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
 From e-Government to m-Government



Challenges and lessons learnt

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

Federal Ministry

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Republic of Austria

- 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, ...
 From e-Government to m-Government







Thank you very much for your attention

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