The Project.

The CERTISERV project enables public authorities to interact with all their counterparts electronically in a secure, trusted and seamless way.

Supported by the European Union within the eTEN programme, CERTISERV is based on existing products and open standards.

A customized system is piloted at three European sites (Bremen, Bologna, Sheffield) – being open for other sites to join.

The system consists of a common middleware ("Governikus") that connects different service providers and is responsible for central functionalities:

The second part of the system is a client application that enables secure message handling:

- The CERTISERV system can be linked to existing certified emailing services.
- The CERTISERV client application serves as a messaging tool for secure communication based on the OSCI standard ("Govello").
- A broad range of applications for online services (HTTP, Java, XML) can be realized – whereas data collected via web-forms either are transmitted to the addressed public unit or directly processed automatically.

The services to be validated do have the potential to provide a comprehensive European-wide system architecture for secure communication and transaction with digital signatures.

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CERTISERV
CERTIfied communication for secure eGovernment SERVices in Europe

Solution Description

Open Standard Solution for Your eGovernment Services

The Internet is considered by governments as a tremendous opportunity to provide services and information in a more cost-effective and convenient manner to citizens and companies alike. New legal frameworks in many European countries allow customers to communicate with their public authorities by simple electronic mail, but email is generally considered as a potentially unsecure channel for communicate via the Internet, especially when authentic data is needed. This is where CERTISERV comes in:

Who should use CERTISERV?

Between companies and PA (Public Authority):
- Need to increase competitiveness.

Between citizens and PA:
- What is available, quality and usability of services, true needs of the citizens.

Inside the PA:
- Increase efficiency towards companies and citizens
- Reduce costs

Example for possible Services

Using the CERTISERV middleware different types of eServices (applications) can be realized:

Companies
- Relationship with the chambers of commerce (IT)
- Filling application forms for call for tenders
- Authorization for import/export of protected animals and plants (DE)
- Trading of emission certificates (DE)
- Legal reminder proceeding

Citizens
- Request of certificates to the PA
- Completing forms for the electoral register (UK)
- Replying to consultation

Inside PA
- Electronic data management

CERTISERV
Solution Description

CERTISERV
solves requirements from existing and evolving legislation including:

Europe
- Directive 1993/93/EC
- Directive 1995/46/EC
- Directive 2002/58/EC
- eEurope Action Plan 2005

National (excerpt)
- Electronic signatures (DE, I, UK)
- Privacy (DE, I, UK)
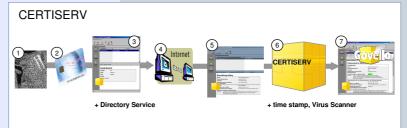- Long term archiving (I only)
- Certified email services (I only)

Selected References
(Germany)

- Various federal states incl. Baden-Wurttemberg, Bavaria, Berlin, Bremen, Hamburg, Hesse, Lower Saxony, North Rhine-Westphalia, Thuringia

- Various municipalities incl. Düsseldorf, Hanover, Ulm, Wolfsburg

- Federal institutions incl. Ministry of the Interior, Department for Economy and Labour, Administration Court, Finance Court, Patent and Trademark Office, Aviation Office

Governikus

The "Governikus" middleware as integral part of the CERTISERV will eventually replace the conventional postoffice when it comes to communication with public authorities (PA):

Conventional

CERTISERV

+ Directory Service   + time stamp, Virus Scanner

How does it work?

Conventional	CERTISERV
1. Original message to PA	1. Original message to PA
2. Signature Authentication	2. Smartcard Authentication
3. Dispatch via letter	3. eMail dispatch
4. Postal delivery (days)	4. Delivery via internet (seconds)
5. Return receipt	5. Return receipt via secure email
6. Post office	6. CERTISERV middleware
7. Hardcopy data management of receipts	7. Electronic data management of receipts

Services

The CERTISERV partners offer the following services:

- Consulting (e.g. requirements analysis or technical specifications)
- Implementation of eGovernment solutions
- Operation and Maintenance of eGovernment solutions
- Application Development and Customizing