

AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA



CITIZEN CARD
- SECURITY IN ACCESSING eSERVICES -

MAY 2013



AGENDA

1. Where are we?

2. What are we doing?

3. European alignment



WHERE WE ARE



WHAT IS IT?

CARD SECURITY

DIGITAL SECURITY

SECURITY LEVELS IN REGISTRY AND ACCREDITATION

ACCESS

LEGAL FRAMEWORK

WHAT IS IT?



Replaced 5 cards:

- ID
- Taxpayer
- Social Security
- Healthcare
- Voters

Is a citizen certification that assumes the role of a **physical identification document** and as an **electronic document** that allows citizens to identify, authenticate and sign electronically in the normal non-presential interaction with public services

CARD SECURITY

- Several security verification mechanisms (3 control levels)
- Set of information and images identifying the card owner



DIGITAL SECURITY

In-Card applications

IAS

EMV-CAP

Match-On-Card

Legenda

PIN protected
Public access
Not accessible



Citizen's data

Biometric fingerprint

Photograph

Address

All the printed information on the card (front and back)

Personal usage field

Digital Signature certificate

Digital authentication certificate

• In-Card Applications:

- **IAS** – Autentication using STORK platform
- **EMV-CAP** - *one-time-passwords* for alternative channels (e.g., phone)
- **Match-on-Card** biometric fingerprint

REGISTRY AND ACCREDITATION SECURITY LEVELS

Registry

Phase description	Low	Medium	Higher
Non Presential Registry and delivery of credentials	X		
Non Presential Registry and presential delivery of credentials		X	
Presential Registry and delivery of credentials (with citizen's identity confirmation)			X

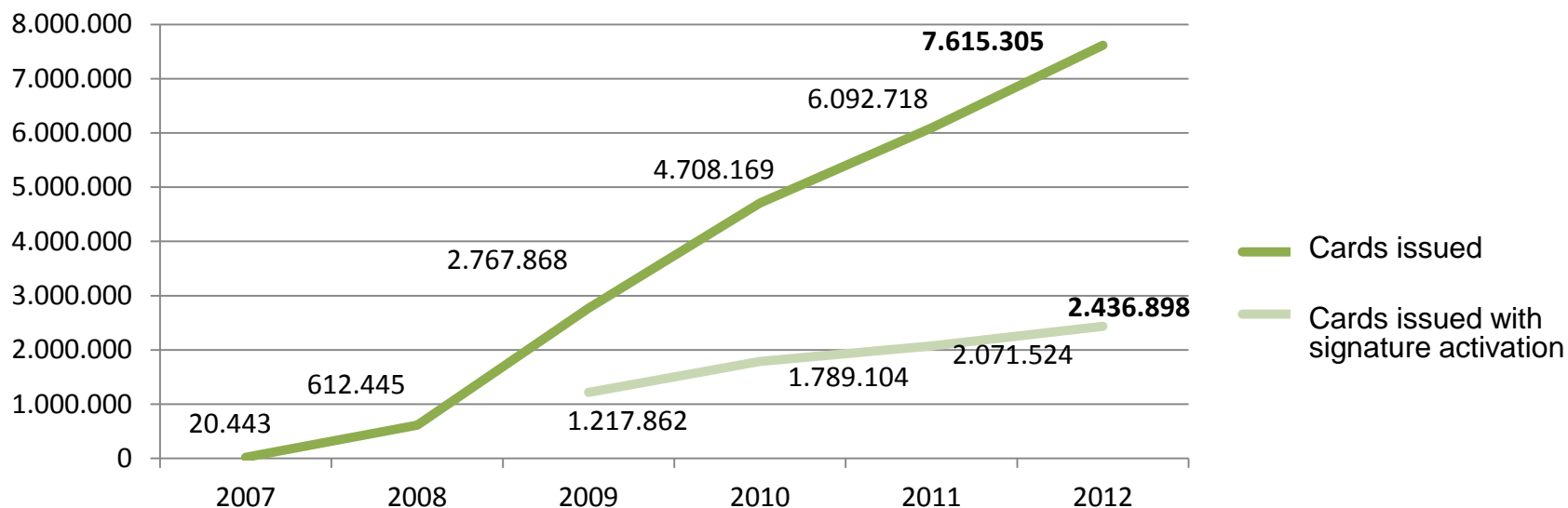
Accreditation

User /Password	X		
Soft Certificates		X	
Digital certificates in safe device			X

ACCESS

+ 7.6 million citizen cards issued

+ 2.4 million with activated signature certificate



LEGAL FRAMEWORK

European

Directive 1999/93/EC from the European Parliament (13th December) – legal framework for digital signatures and authentication services

Portuguese

Law n.º 7/2007, 5th of February – regulates the citizen's card and its emission.

Law n.º 62/2003 3rd of April – transposition of the Directive n.º 1999/93/CE, from the European Parliament.

eGOV - eID -

Minister Council Resolution 109/2009 – approval of the rules regarding identification, authentication and signature signing for the Public Administration.

Minister Council Resolution 12/2012, 7th of February – Global Strategic Plan for rationalizing and reducing costs for IT in the Public Administration

WHAT ARE WE DOING



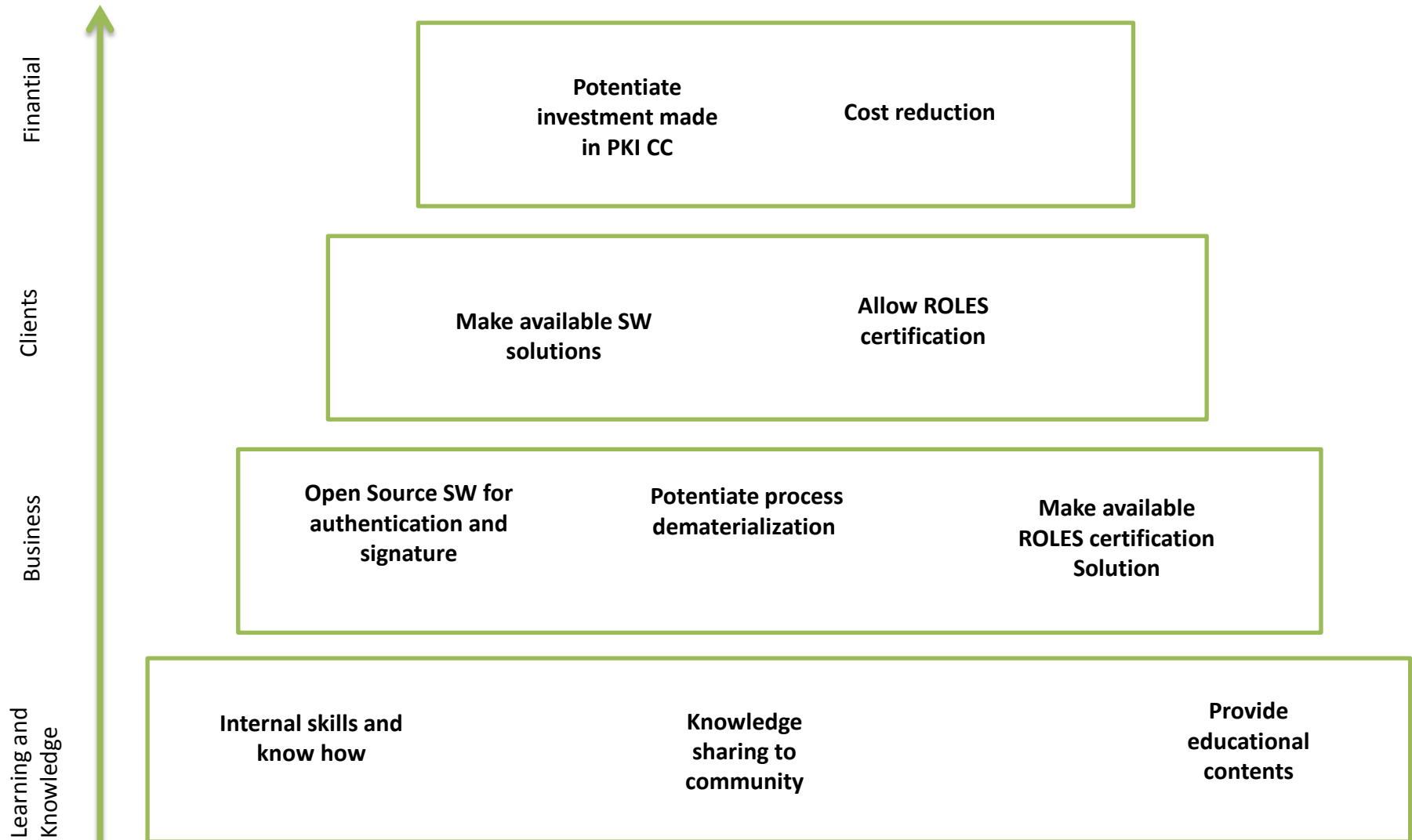
STRATEGY

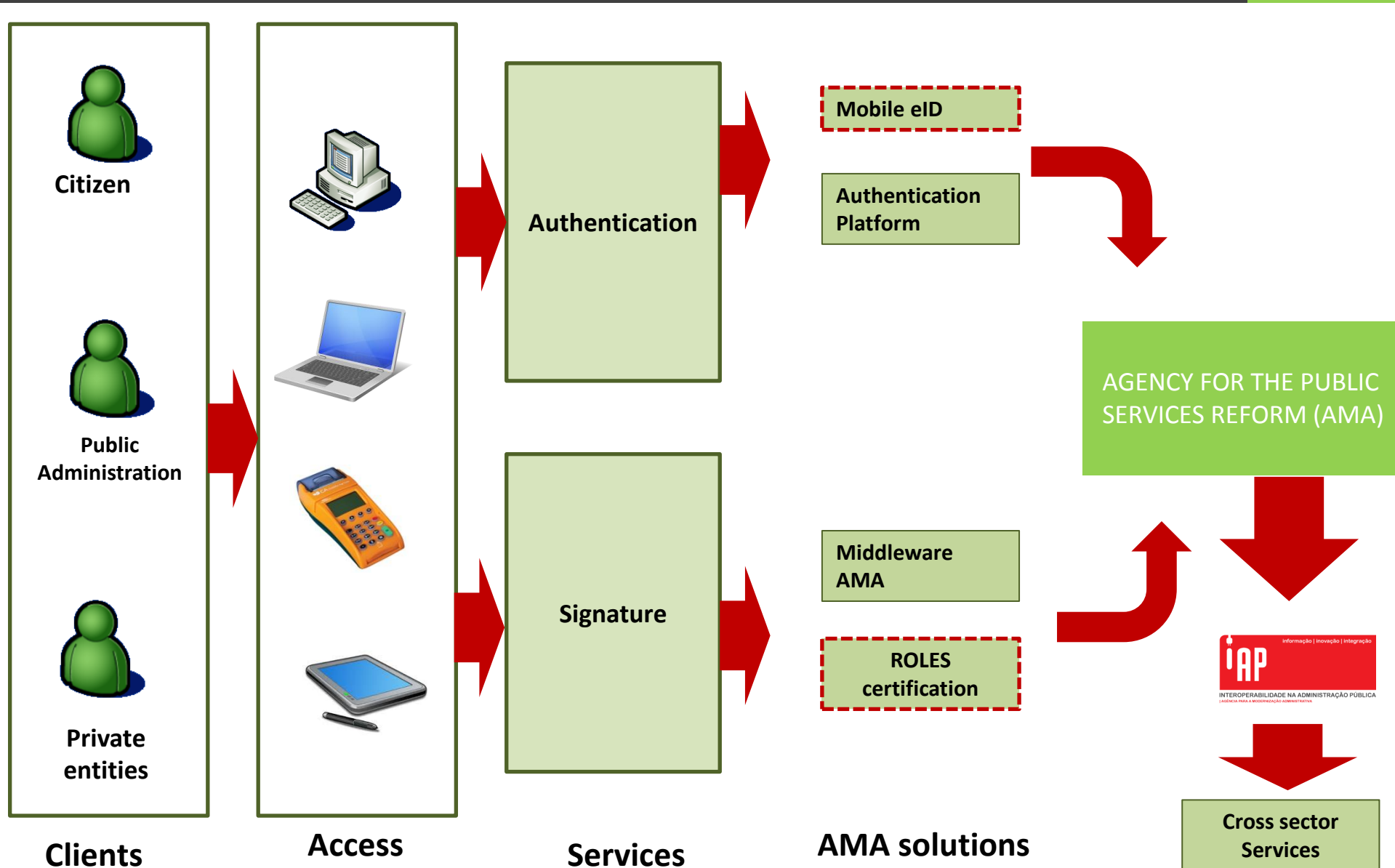
CENTRAL SOLUTION FOR AUTHENTICATION

EXAMPLE

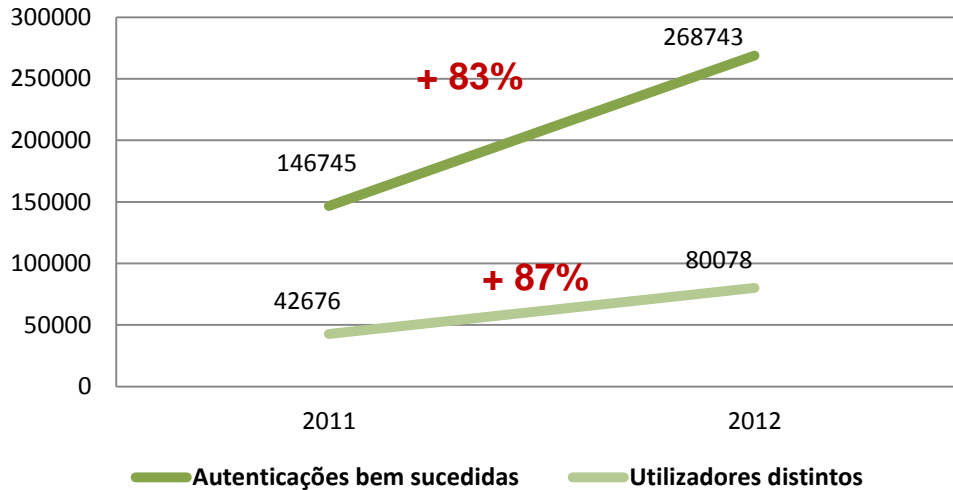
MIDDLEWARE FOR DATA ACCESS AND SIGNATURE METHODS

ROLES – ATTRIBUTE CERTIFICATION WITH CITIZEN CARD

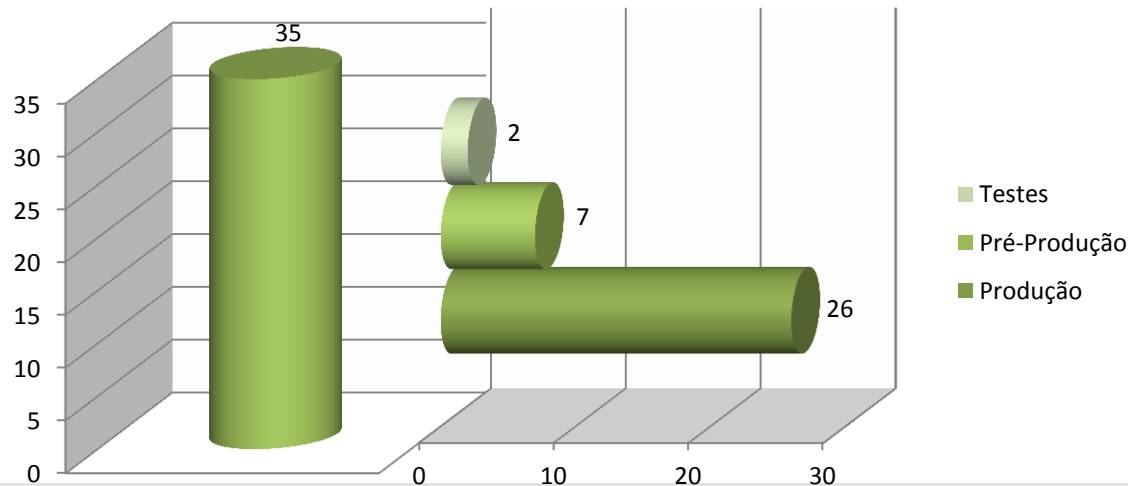




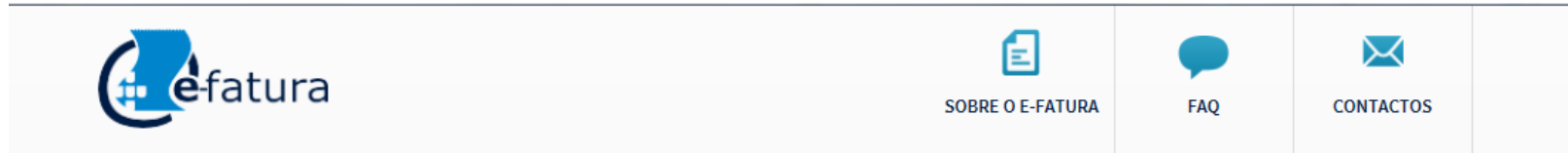
CENTRAL SOLUTION FOR AUTHENTICATION



- On-Going dissemination
- New Public Administration portals, with this solution, as mandatory
- Expectation of high usage of this solution
 - ✓ Central Administration
 - ✓ Local Administration
 - ✓ Private entities



EXAMPLE (1/5)



LOGIN

Acabou de solicitar o acesso a um serviço apenas disponível a Utilizadores registados.

Tenha atenção à configuração do teclado (ter ou não Caps Lock selecionado) no momento do preenchimento da senha, dado não serem visíveis os caracteres que está a digitar e, pode pensar que está a indicar uma letra maiúscula e efetivamente preencher uma minúscula.

SE JÁ POSSUI A SENHA DE ACESSO INTRODUZA OS SEUS DADOS:

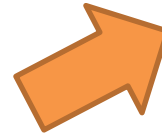
Nº CONTRIBUINTE

SENHA

Continuar

Cancelar

Também pode utilizar o seu



EXAMPLE (2/5)

 **CARTÃO DE CIDADÃO**

 **AT**
autoridade
tributária e aduaneira

[? Ajuda](#)

Acesso
com Cartão de Cidadão

Para continuar com o processo de autenticação, **é necessário ter inserido no leitor o Cartão de Cidadão.**

A entidade **Autoridade Tributária e Aduaneira** solicitou alguns dos seus dados para realizar o serviço *online* pretendido

Dados obrigatórios
para prestação de serviço *online*

Identificação Fiscal (Cifrada)

Nota: Para realizar o serviço *online* pretendido, necessita de autorizar que a entidade responsável pela sua prestação recolha estes dados.



☒ e não realizar o serviço

☒ Prosseguir utilizando o novo *middleware* do Cartão de Cidadão em versão Beta

Linha de Apoio 707 20 11 22

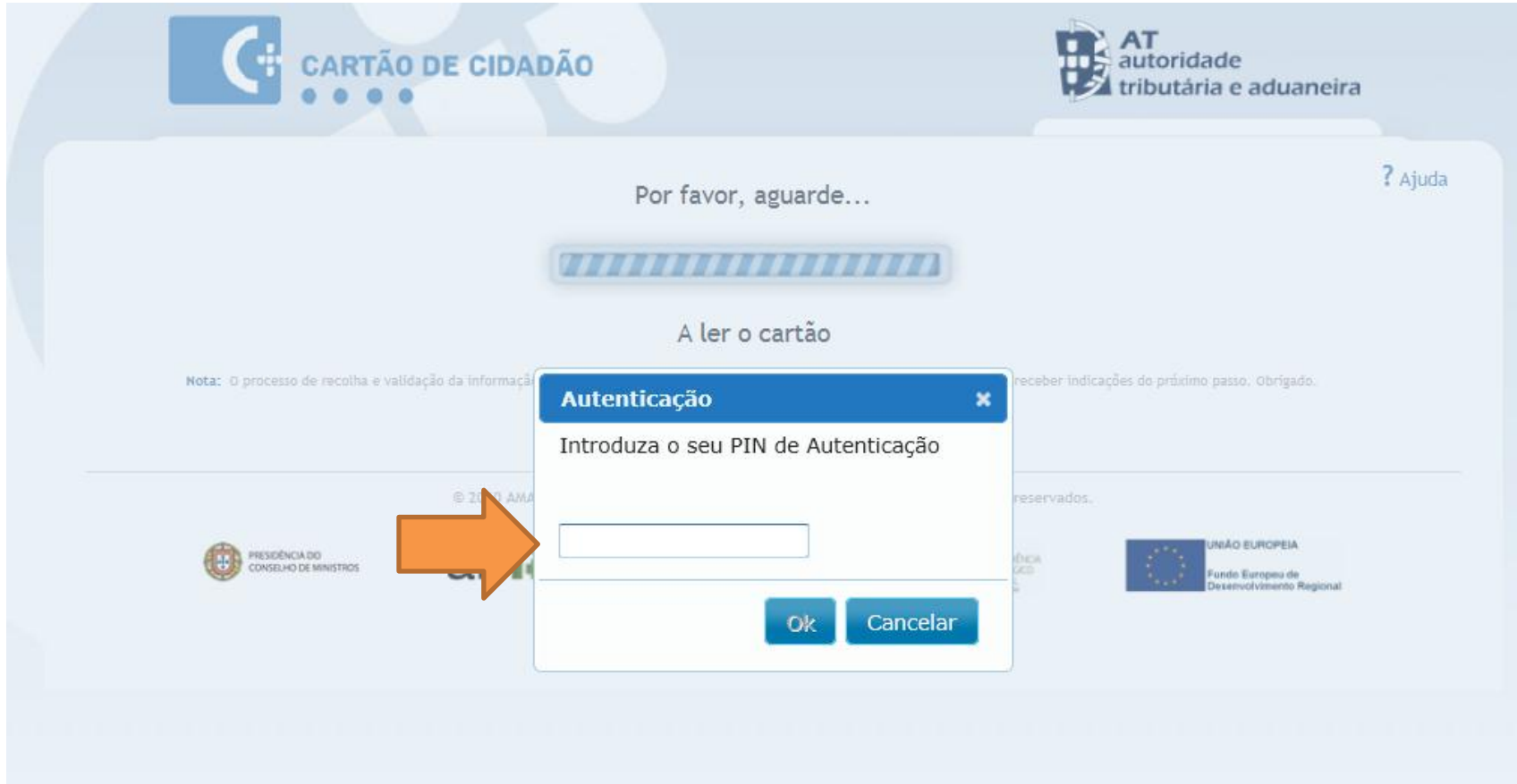
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EXAMPLE (3/5)



EXAMPLE (4/5)



EXAMPLE (5/5)



MIDDLEWARE FOR DATA ACCESS AND SIGNATURE METHODS (1/2)

Cartão do Cidadão

CARTÃO FERRAMENTAS ASSINATURA DIGITAL IDIOMA AJUDA

Identificação Civil Outros Dados Morada Certificados Códigos PIN Bloco de Notas

Apelido[s] / Surname

Nome[s] / Given Name

Sexo / Sex Altura / Height Nacionalidade / Nationality Data de Nascimento / Date of Birth

Nº de Documento / Document n° Data de Validade / Expiry Date

Filiação / Parents

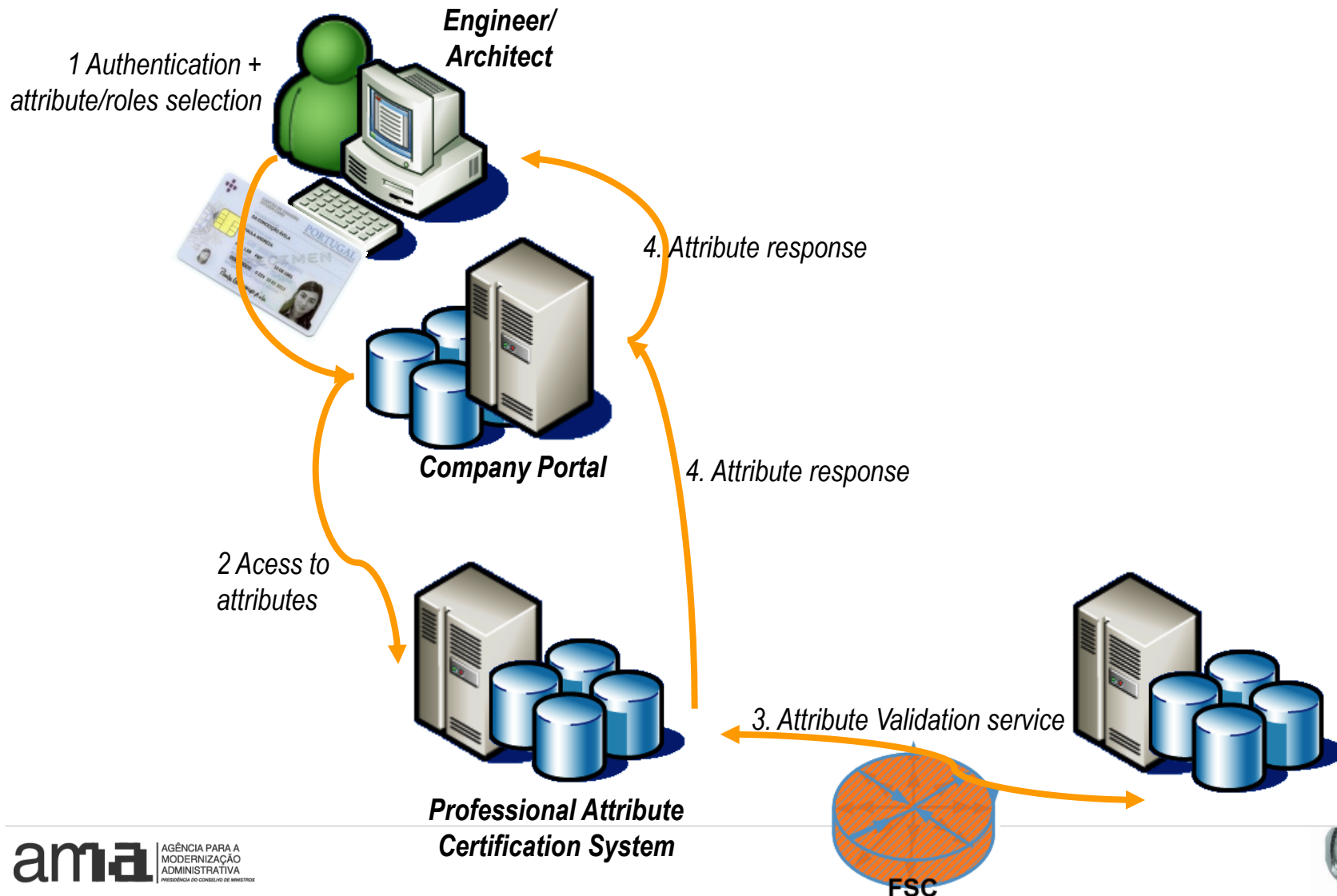
Indicações Eventuais / Notes

- Open Source
- Online and Off-line version
- Multiple documents signature
- Signature verification solution
- *Timestamp*
- Visible signature

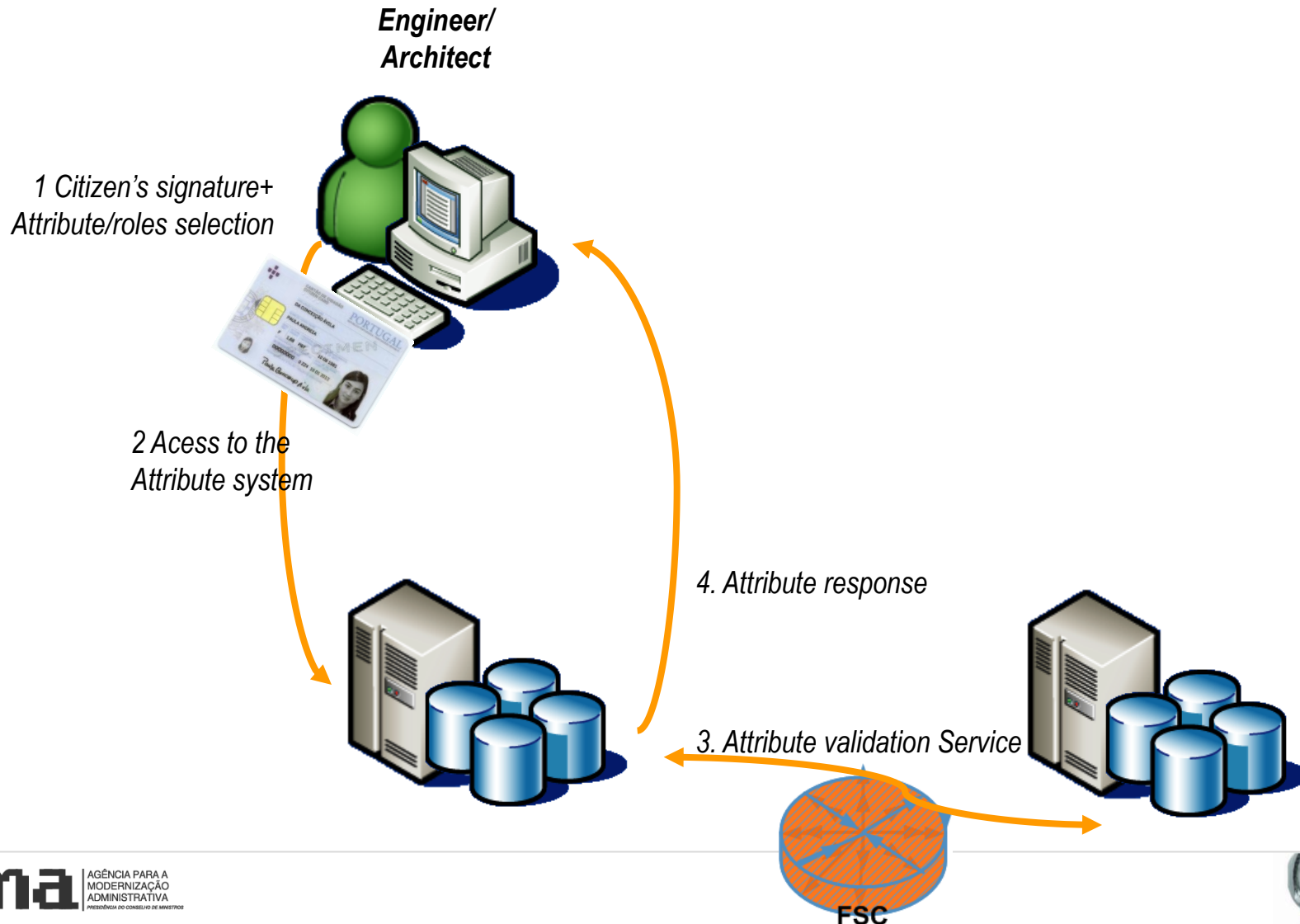
MIDDLEWARE FOR DATA ACCESS AND SIGNATURE METHODS (2/2)



ROLES – ATTRIBUTE CERTIFICATION WITH CITIZEN CARD - AUTHENTICATION



ROLES – ATTRIBUTE CERTIFICATION WITH CITIZEN CARD - SIGNATURE



EUROPEAN ALIGNMENT



EUROPEAN STRATEGY ALIGNMENT

LARGE SCALE PILOTS

STORK 2.0

EU STRATEGY DRIVERS

(informal Ministerial meeting in Poznan on 17 November 2011)

Identity

- **Mobility between Member States – Change of address in all public entities of a given Member State with the eID of the citizen's origin country;**

Businesses

- **Create and manage the administrative duties of a company along its life cycle, in any Member State, through a Single Point of Contact;**

Procurement

- **Consult and submit a proposal to a tender issued in any Member State, as well to allow services from the award to the invoice transportation;**

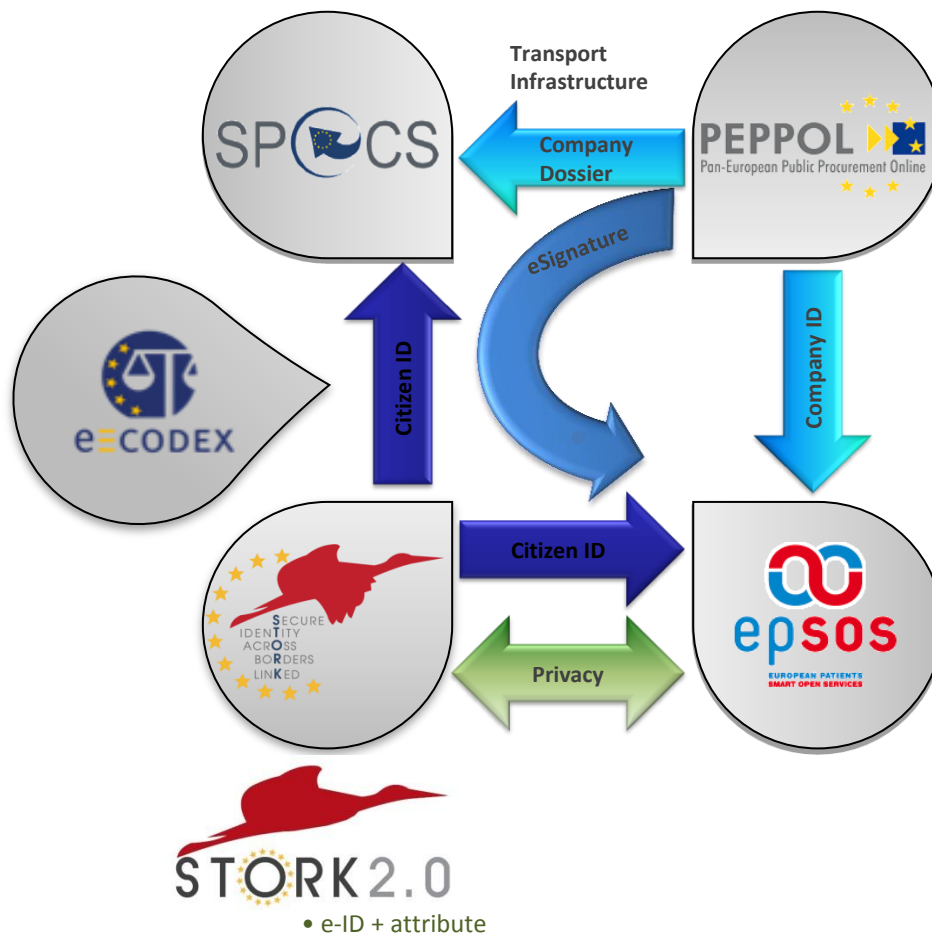
Health

- **eHealth cross border services such as access to the patient summary or prescriptions access in any Member State;**

Employment

- **Apply for a job in any Member State**

LARGE SCALE PILOTS



✓ STORK

- e-ID
- e-Transport

✓ PEPPOL

- Virtual Company Dossier/e-Attestation
- e-Catalogues
- e-Delivery/Transport
- e-Catalogues
- e-Ordering
- e-Invoicing

✓ epSOS

- Identification Service
- Patient Service
- Order Service
- eDispensation Service
- Consent Service
- Taxonomy Manager

✓ SPOCS

- Content Syndication
- e-Delivery
- e-Documents
- e-Safe
- Service Directories
- e-CODEX

STORK 2.0

- **Secure idenTity acrOss boRders linKed 2.0** will contribute to the realization of a single European electronic identification and authentication area. It does so by building on the results of [STORK](#), establishing interoperability of different approaches at national and EU level, eID for persons, eID for legal entities and the facility to mandate.



eLearning and Academic Qualifications

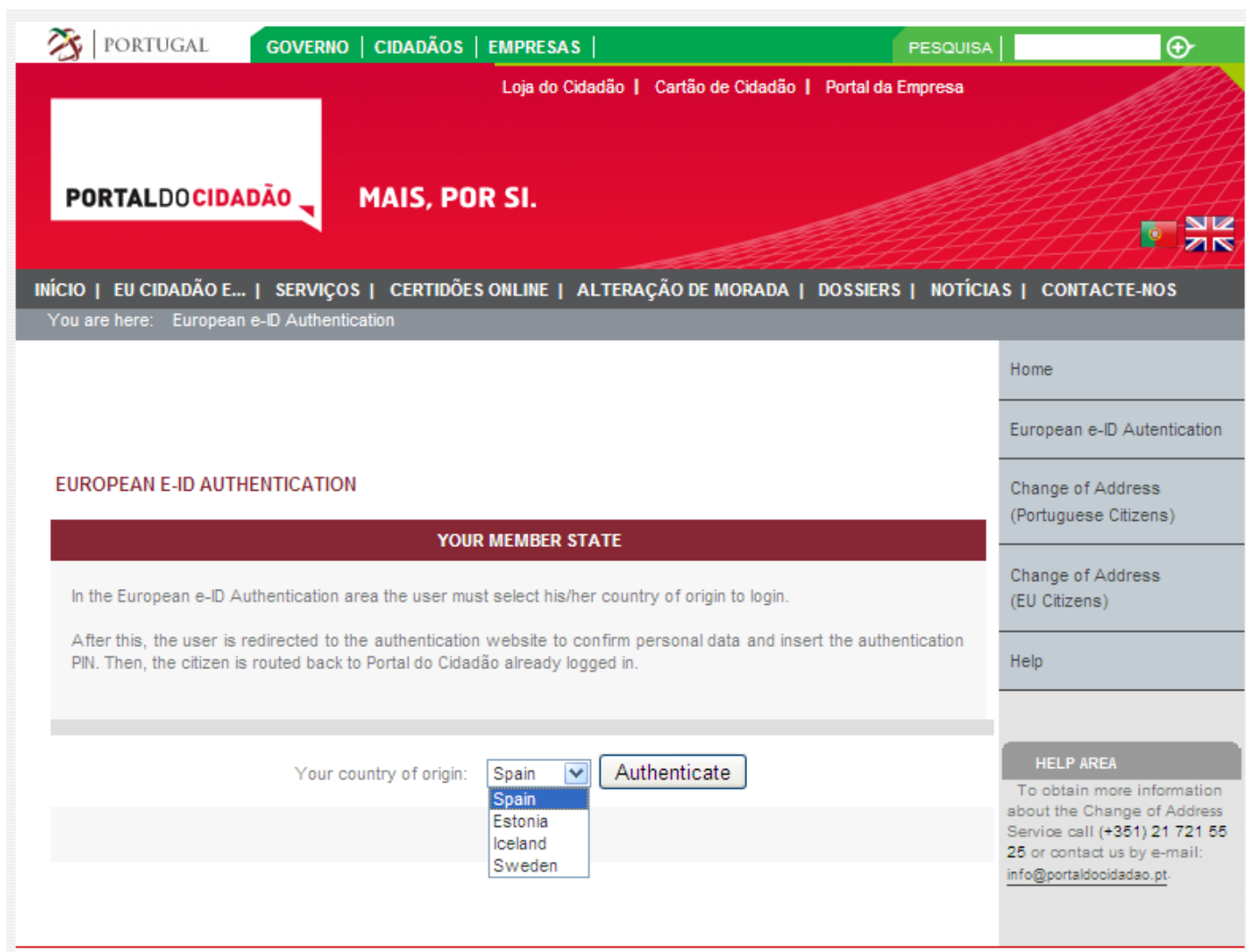
Public Services for Business

eBanking

eHealth

**TOWARDS A SINGLE EUROPEAN
ELECTRONIC IDENTIFICATION AND
AUTHENTICATION AREA**

EXAMPLE STORK (1/3)



The screenshot shows the 'Portal do Cidadão' website. The header includes the Portuguese government logo and navigation links: GOVERNO, CIDADÃOS, EMPRESAS, PESQUISA, and a search bar. Below the header, there are links for 'Loja do Cidadão', 'Cartão de Cidadão', and 'Portal da Empresa'. The main banner features the text 'PORTAL DO CIDADÃO' and 'MAIS, POR SI.' with flags of Portugal and the United Kingdom. A navigation bar lists various services: INÍCIO, EU CIDADÃO E..., SERVIÇOS, CERTIDÕES ONLINE, ALTERAÇÃO DE MORADA, DOSSIERS, NOTÍCIAS, and CONTACTE-NOS. Below this, a breadcrumb trail indicates 'You are here: European e-ID Authentication'.

The main content area is titled 'EUROPEAN E-ID AUTHENTICATION'. It contains a section 'YOUR MEMBER STATE' with the following text:

In the European e-ID Authentication area the user must select his/her country of origin to login.

After this, the user is redirected to the authentication website to confirm personal data and insert the authentication PIN. Then, the citizen is routed back to Portal do Cidadão already logged in.

Below the text, there is a form with the label 'Your country of origin:' and a dropdown menu. The dropdown menu is open, showing the following options: Spain (selected), Estonia, Iceland, and Sweden. To the right of the dropdown is an 'Authenticate' button.

On the right side of the page, there is a sidebar with a 'HELP AREA' section. It contains the following text:

Home

European e-ID Autentication

Change of Address (Portuguese Citizens)

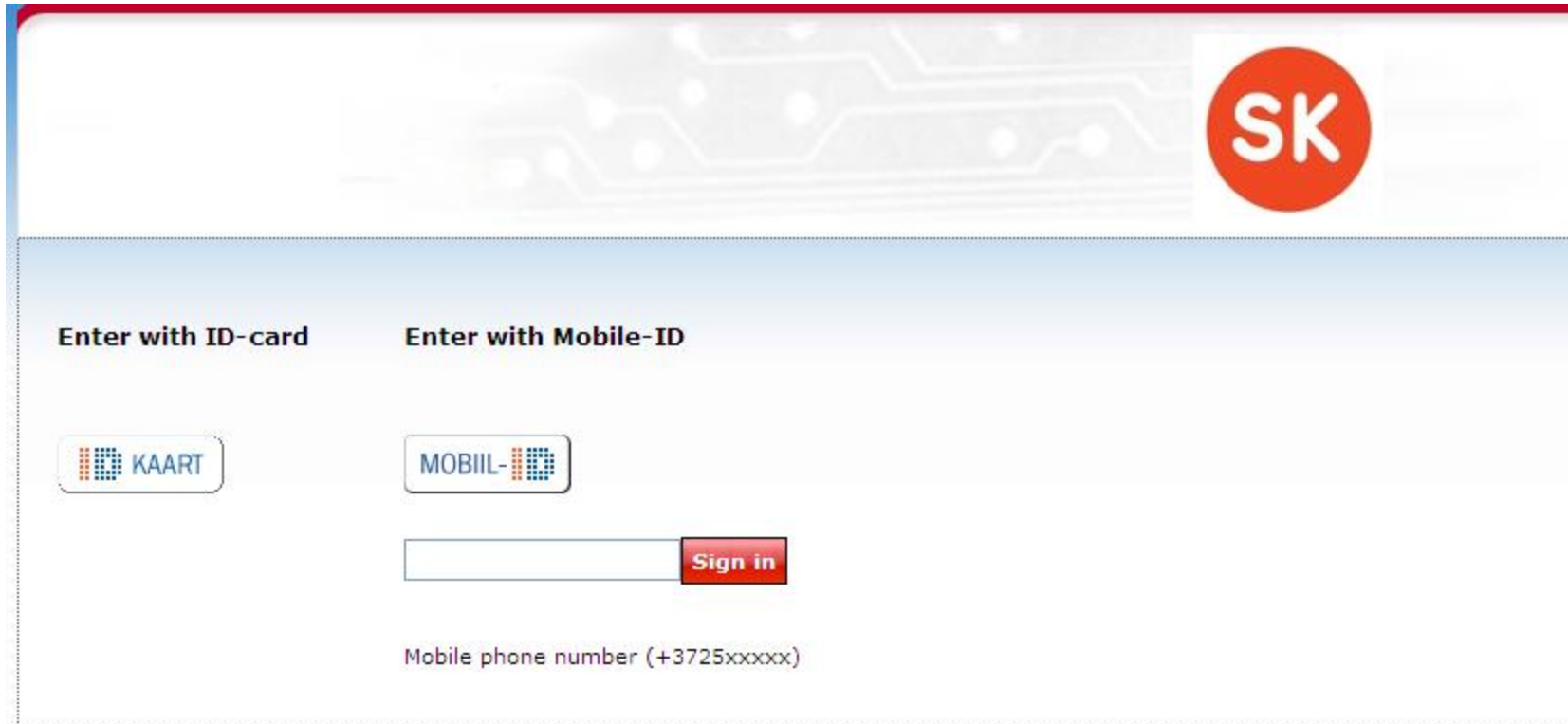
Change of Address (EU Citizens)

Help

HELP AREA

To obtain more information about the Change of Address Service call (+351) 21 721 55 25 or contact us by e-mail: info@portaldocidadao.pt.

EXAMPLE STORK (2/3)




The screenshot shows a login interface for the SK system. At the top right is a red circular logo with the letters 'SK'. Below it, there are two main authentication options:

- Enter with ID-card**: This option features a button with the 'KAART' logo, which consists of a blue and orange grid icon followed by the word 'KAART'.
- Enter with Mobile-ID**: This option features a button with the 'MOBIIL-' logo, which consists of the text 'MOBIIL-' followed by a blue and orange grid icon.

Below the Mobile-ID button, there is a text input field and a red 'Sign in' button. Underneath the input field, the text 'Mobile phone number (+3725xxxxx)' is displayed.


EXAMPLE STORK (3/3)


PORTUGAL



GOVERNO | **CIDADÃOS** | **EMPRESAS**

PESQUISA

[Loja do Cidadão](#) | [Cartão de Cidadão](#) | [Portal da Empresa](#)


PORTAL DO CIDADÃO

MAIS, POR SI.

[INÍCIO](#) | [EU CIDADÃO E...](#) | [SERVIÇOS](#) | [CERTIDÕES ONLINE](#) | [ALTERAÇÃO DE MORADA](#) | [DOSSIERS](#) | [NOTÍCIAS](#) | [CONTACTE-NOS](#)


You are here: [Change of Address](#) > [Change of Address - Select Entities](#)

Change of Address


1. Select Entities
2. Fill Identification Data
3. Fill Specific Identification Data
4. Fill new Address Data
5. Confirm Data
6. Register Request

Select Entities

Before selecting the entities that you wish to communicate your new address, you should verify the requirements of each entity for the change of address. While some allow the change of residence address, others only allow the change of billing or correspondence address.


☐

Address change for Citizens enrolled in Employment Centres
 Instituto do Emprego e Formação Profissional
 Address change for Citizens enrolled in Employment Centres in order to send correspondence from IEFP.


☐

Change of Address for Users of CGA (Pensioners and Others)
 Caixa Geral de Aposentações

[Home](#)

[European e-ID Autentication](#)

[Change of Address \(Portuguese Citizens\)](#)

[Change of Address \(EU Citizens\)](#)

[Help](#)

HELP AREA

To obtain more information about the Change of Address Service call (+351) 21 721 55 25 or contact us by e-mail: info@portaldocidadao.pt.

QUESTIONS

BRUNO.FRAGOSO@AMA.PT (CONTENT RESPONSIBLE)
PAULO.J.RODRIGUES@SIBS.PT (PRESENTER)

AGÊNCIA PARA A
MODERNIZAÇÃO
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