



faster

and more secure access

for the Dutch Ministry of Finance, with Rijkspas and DirX



Government bodies are among the most secure places in the world, yet fast and flexible access is becoming more important than ever to drive efficiency and optimize resources

Dutch government ministries and related agencies face two challenges that are common to most other governmental organizations across the world. The first is the need to balance faultless security with operational flexibility. That means ensuring buildings, facilities and systems can only be accessed by those that have the right to do so, while making authorized access quicker and simpler.

The second requirement is to make on-boarding and exit of staff, faster and more secure. At the moment, new personnel cannot begin work until enrolling processes have been completed, access to facilities is granted and all necessary documentation finalized. On leaving, the same procedures have to be carried out in reverse to ensure that security is not compromised.

A new approach is needed to drive efficiency gains while assuring the highest levels of security. Atos is helping the Dutch Ministry of Finance to achieve this positive outcome by enabling them to use the new government Rijkspas in a fully compliant way, building on experience gained with our proprietary DirX security software.

Driving security and efficiency

Atos has helped the Ministry of Finance to make significant efficiency gains, while measurably improving security performance, setting a strong example to other government bodies.

Since 2010, it has been Dutch government policy to establish a consistent security management approach for all ministries and other government bodies. When this project is completed, it will be possible for authorized personnel to use a single smart card, known as the Rijkspas, to enter all those buildings and facilities taking part in the scheme, and to which they have right of access, while also accessing digital systems in a secure way.

Within this scheme, the Ministry of Finance has been an early adopter and one of the fastest movers. That is almost entirely due to the fact that the Ministry has been working with Atos, using DirX for key aspects of Identity and Access Management (IAM) since 2005: long before the Rijkspas scheme was launched. Our IAM solutions have formed an ideal foundation for moving securely and efficiently to the Rijkspas.

DirX has been used to create a master directory within the Ministry to manage identity information for all employees. This is then used as the source for the card management system, which provides secure access to buildings and systems. The directory is automatically updated so that it presents a true and complete picture of employee status at all times, while the Rijkspas for building and facility access is linked to the identity management directory, using accurate, up to date information at all times. This approach has not simply enabled a major improvement in day to day access management, it has also contributed greatly to making personnel management more efficient.

In the past, new employees or staff members on secondment could not begin work until a series of processes had been completed. These covered everything from issuing of equipment, smart card for entry to the building, opening of email accounts and assignment of a telephone extension. Most of these clearances involved paper-based checking, review and authorization, requiring involvement from several different departments. Until the very last of these activities had taken place, and all inputs were collated, reviewed and authorized, new employees would not have the tools needed to start working.

On leaving the Ministry, of course, the same procedures had to take place in reverse, and it was not possible to guarantee that security clearance had been withdrawn and access to systems cut off until the process was complete. This slow and complex approach had the potential to cause security issues, especially when leaving employment, while making a fast start to working life was all but impossible.

Using the identity capability of DirX has led to a complete change in the efficiency of these processes. The same checks and audit steps are still needed, but providing a single portal for requesting corporate resources (including Rijkspas, network and telephone accounts) and reviewing their subscription status has made the process much more efficient.

By eliminating paper these steps can be run in parallel, leading to a much shorter response time for handling requests. The result has been faster on-boarding and exit, more secure management of data, near faultless running of Identity and Access Management, leading to cost savings and higher levels of user satisfaction.

This is by no means simply our opinion: the employee management system based on DirX and implemented by Atos has been described by Ministry of Finance IT management as being “clear, fast, transparent and user-friendly.” The stage has now been set for the logical next stage of development.



Extending the benefits

Government policy in the Netherlands is to simplify, standardize and improve joint working and interaction between ministries and other government bodies. The Rijkspas scheme, which is now being rolled-out into all ministries, agencies and other relevant organizations, is aimed at improving access to facilities, and especially for employees who need to work at different ministries from time to time, while the different but related IAM project focuses on ensuring that greater flexibility and speed can be supported by higher levels of security.

Rijkspas is a smart card that enables authorized personnel to enter any participating building without the need to stand in line for person by person validation. The strategic vision implemented by the Dutch Government is eventually to use the same smart card for online system access, which will provide a single, integrated systems environment for all government bodies, improving flexibility and reducing costs.

This is a long-term vision, and there are a number of steps to travel before this goal is reached. As in so many aspects of IAM, the Ministry of Finance is again setting the pace, and Atos is acting as trusted partner in driving the project forward.

Rijkspas is designed to be standards-based, enabling different ministries to build on the systems they already have in place, rather than transfer en masse to a completely new platform. This leads inevitably to project complexity and makes integrated collaborative working a must: a process that Atos has played a key role in facilitating.

The approach being taken also means that different organizations will move at different speeds towards the ultimate objective, with four major stages currently envisaged and considerable flexibility allowed in the way that later stages are implemented:

Stage 1

Card-enabled building access to employees' own ministry building, using a card that is common to all government bodies, with the same technology and appearance.

Stage 2

Card-enabled building access to those other ministries that are able to participate.

Stage 3

Access to basic systems, such as printing, on a 'follow-me' basis, using smart card access in own ministry.

Stage 4

Access to online systems, as well.

The Ministry of Finance has already reached stage 3 in its own process of implementation, and this again defines them as early adopters in this strategic project: on the front line of progress.

Building on success

The entire Rijkspas scheme has been able to move ahead faster in the Ministry of Finance than anywhere else in government because it is building on strong foundations established by use of DirX. The Ministry of Finance solution has been built for integration and collaboration from the very start, and that makes it comparatively simple to enable fast interoperability across other parts of government, as well.

DirX was originally implemented to provide the metadata needed for effective Identity Management across all key processes in the Ministry. At a later stage in the project, Atos was given the task of building a new online gateway to DirX, replacing the former Webcenter portal with a new .Net application, using the DirX interface to connect directly with the core application. This has proved simpler and faster to operate than the previous Webcenter, and has further enhanced user satisfaction.

We then developed a chain to connect all participating systems, automatically communicating the status of employees to authorized stakeholders. This enables real-time review of IAM status across the ministry, ensuring that flexibility is backed by enhanced security. This approach is likely to be replicated more widely across government in the future.

By using DirX in this way the Ministry of Finance has been able to demonstrate that stringent and robust security systems are enablers of online business, not blockers. Our approach provides both the confidence to collaborate online more widely and the simplicity needed to make this happen.

DirX has ensured that there is no duplication of identity and access data across the system, reducing the potential for hacking or human error and cutting down on wastage

and redundancy. It has also simplified and centralized auditing and monitoring, which normally provides a single version of the truth to stakeholders.

Atos has aligned the existing DirX implementation with Rijkspas, while the new .Net portal has facilitated rapid onboarding. As a direct result, Ministry of Finance employees now have wider and easier access to other ministries than their other government colleagues are able to provide secure access to colleagues from other departments through use of the Rijkspas, and have already moved onto stage 3 of implementation (use of follow-me services). In addition, manual and paper-based administrative procedures have been almost entirely eliminated, thanks in large measure to the .Net portal. This is saving time and cost while making life more convenient for users.

Ahead of the game

A key factor in the success of DirX and therefore of the Rijkspas introduction at the Ministry of Finance has been the hands-on involvement of stakeholders and users in development of the system to date. At every stage of development there has been detailed consultation, analysis and testing, in which stakeholders have been active participants. This has led to a better and more user-friendly design, processes that are solid and mature before being opened for general use and a system that worked, and worked well from day one.

As a direct result of this approach, users have shown real confidence in the system, have used it intensively, given active feedback and watched as continuous improvements have been made. The experience was summarized by the client like this: "Atos is an enthusiastic partner that thinks and acts in alignment with the wishes of the department. Always ready to go the extra mile and projects during the weekend are no problem."

The experience of joint working between Atos and the Ministry of Finance has led to some important lessons for all concerned. These include:

- ▶ This is a business project, not simply a software implementation. The Ministry needs a partner with the ability to understand strategic business goals, provide robust challenge when needed and act as an effective strategic partner all through the process
- ▶ The DirX solution is extremely stable and robust. One of the key benefits of implementation has been the almost complete absence of system-related errors, so users are confident about their IAM system because it is so reliable. This has enabled the Ministry to focus on business functionality, driving fast roll-out and rapid delivery of benefits, rather than wasting time on fixing system issues

- ▶ Effective collaboration across departments and ministries is not possible without completely reliable security procedures in place. Interoperability depends on consistent and trustworthy IAM, and that reinforces our key insight: that security is an enabler of agile collaborative working, not a blocker.

The Rijkspas project and enrolment project continues to evolve, and Atos is playing a higher-profile role than ever as partner and lead system integrator, not just at the Ministry of Finance but at other government bodies, as well, as they seek to profit from the experience and know-how gained in use of DirX to date. Atos is proud to be a key partner in this best practice approach to collaboration in government, and we believe the next stages of development will be both positive and exciting.



About Atos

Atos SE (Societas Europaea) is an international information technology services company with annual 2012 revenue of EUR 8.8 billion and 76,400 employees in 47 countries. Serving a global client base, it delivers Hi-Tech Transactional Services, Consulting & Technology Services, Systems Integration and Managed Services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail & Services; Public sector, Healthcare & Transport; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic and Paralympic Games and is quoted on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Atos Worldline and Atos Worldgrid.

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