





BAHRAIN eKEY

"The eKey system has helped the eGovernment Authority to improve online services by enabling users to obtain eServices through a secured, unified account. Citizens can utilise the available eServices more efficiently by removing the need to create multiple accounts with different government departments, eliminating repetitive data entry.

The one-stop-shop has advance features delivered to simplify the government processes for citizens and residents by creating a personal account with a single sign-on for a range of government eServices.

The initiative was impelled by our strong belief in heightening the protection of information and user rights, as well as achieving a higher performing, collaborative, integrated and efficient government." SUMMARY

Client: Kingdom of Bahrain eGovernment Authority

Challenge: In 2011, the Kingdom of Bahrain had over 200

(and growing) eServices offered by different government agencies. Citizens and businesses were required to register different sets of Identity (ID) and password to access a multitude of eServices. Each agency had to maintain their own ID databases, ID lifecycle and access rights

in their respective system.

Solution: CrimsonLogic's Nationwide Authentication

Framework manages and safeguards user identities across multiple service delivery channels. It allows users to conveniently access a wide range of eServices through a single

electronic identity.

Benefits: With a single electronic identity, users can view

and carry out government and non-government transactions through various service delivery channels ranging from eGovernment portal, mobile portal to kiosks. Information such as the latest transaction details and recently browsed

services can also be accessed securely.

Mr Mohammed Ali Al Qaed Chief Executive Officer eGovernment Authority Kingdom of Bahrain

BACKGROUND

Prior to 2012, the Kingdom of Bahrain has already achieved leading position in the UN Global eGovernment Readiness Report 2010, taking top spot in the Middle East category.

The eGovernment Authority (eGA) of the Kingdom was providing over 211 eServices, covering all stages of an individual and business life cycle through various delivery channels such as the national portal - 'Bahrain.bh', Mobile portal, eService Centre, National Call Centre and eKiosks in various commercial complexes and government premises.

In the Kingdom's quest for service excellence, the proliferation of eServices has led to the deluge of passwords, inundating users with different sets of passwords for disparate web applications on a daily basis. Adding to the complexity, all the existing government eServices was running on different interfaces. There was also duplication of resources as individual government agencies have to maintain their own ID repositories, and also ensuring the IDs' validity and currency.

SOLUTION

The Three-Factor Authentication (3FA) eKey system provides a secure, nationwide authentication platform for managing and safeguarding citizens' IDs across disparate eServices and multiple service delivery channels. With a single authentication profile to access multiple eServices from various agencies, users can now complete all government transactions online conveniently without the need to remember numerous passwords.

The eKey authentication system re-directs users to a central authentication system, where multi-factor credentials are submitted and validated securely. The platform supports agency provisioning and multiple authentication mechanism via:

- Smart cards issued to individuals and corporate users
- Bio-Metric data captured upon smart card issuance
- Digital Certificates generated by the system

Due to the extensive nature, the eKey System can cater to the needs of different users, such as individuals, corporation and government officials:

- Individual PassBio
- Corporate Pass
- Government Pass
- Visitor Pass

Scalability is assured through the deployment of a self-contained, private, virtual cloud environment. The system supports identity federation using open standards and has the capability to provide customised response payload.

To ensure information security, sensitive credentials are only known to users and they are encrypted during processing, transmission and storage.

Not all eServices require the same level of authentication assurance or extent of profile information. Different assurance levels are mapped to each eService to ensure that the need for security does not prohibit user-friendliness.

Balancing Security Needs with User Friendliness

Nature of eService	Registration Security Level	Authentication
Information Search	Basic	1FA
Moderate Risk Transaction	Advance	1FA
High Risk Transaction (e.g. the provision of personal information)	Advance	2FA
Critical Transaction (e.g. ePayment)	Advance	3FA

Basic : Online self-registration with basic information Advance : Requires ID Card and fingerprint verification, usually

done at Service Centres

Currently three ministries are using eKey system - Ministry of Health, Ministry of Human Rights and Social Development, and Electricity and Water Authority; more agencies are expected to come on board in the future.

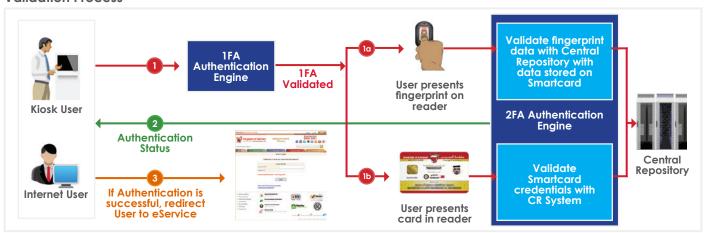
By end of 2013, a year after the launch, the eKey service was successfully rolled out to 75% of all transactional eServices.

BENEFITS

Citizens can use their eKey (obtained from the Bahrain's eGovernment portal) to access multiple eServices. By mandating the use of eKey, users can transact online using a common identity and credentials, lowering the service failure rate (due to credential mismatch) of every eService. In addition, the agencies need not invest in separate authentication solutions, thereby lowering cost of operations (such as costly license fees).

An integral enabler of the new National eGovernment Strategy (to be implemented by 2016), eKey helps the Bahrain government cut administrative operating expenses, enhance service-delivery efficiency and user experience.

Validation Process



For more information on this case study, please contact us at sales@crimsonlogic.com

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