

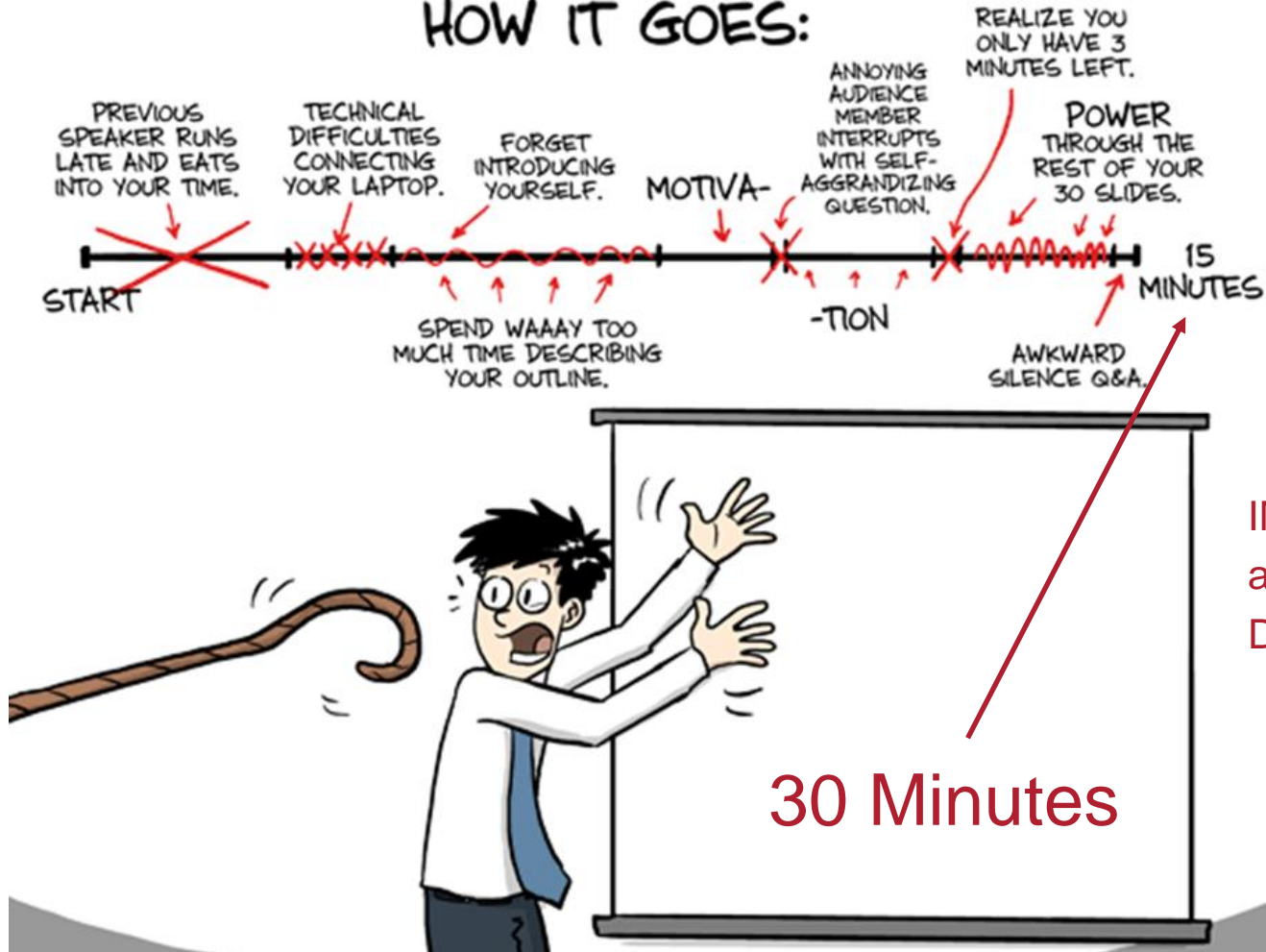
# University SmartCard on e-Government services and USC International Observatory



# YOUR CONFERENCE PRESENTATION HOW YOU PLANNED IT:



# YOUR CONFERENCE PRESENTATION HOW IT GOES:



1. Who are we?
2. A long time ago...
3. e-Government Group
4. Services and Applications at University of Murcia
5. USC International Observatory
6. Future of USC & Student Mobility
7. Summary

# 1. Who are we?

Observatorio  TUI

# 1. Who are we?

## University of Murcia

- Medium/Large University in Spain

- 116 degrees
- 36.000 students
- 4.000 workers (PAS and PDI)



- International Excellence Campus for Higher Education and Research



- Strong technological vocation

[www.um.es](http://www.um.es)

# 1. Who are we?

## ÁTICA

- Information Technology Area of the University of Murcia



- Around 200 qualified technicians
- Above 150 applications developed
- Manage, develop and maintain all technical services of the university
- Support all university community



# 1. Who are we?

## External developments

- Integration of our solutions:

- Electronic Invoice



- Certified scanning



- Portafirmas



- ...

- Custom developments

- e-Governemnt Workflow

- Official Websites

- Process optimization

- ...

- **Last 5 years: ~100 projects for ~50 customers.**

### Some references in e-Government projects :

- ACCV. Agencia Valenciana de Certificación
- Acuamed. Aguas de las Cuencas Mediterráneas
- Asamblea Regional de Murcia
- City hall of Caravaca
- City hall of Cieza
- City hall of Lorca
- City hall of Mazarrón
- City hall of Murcia
- CARM. Government of Murcia
- Comunidad de Regantes del Campo de Cartagena
- Consejo Económico y Social de la Región de Murcia
- CGAE. Consejo General de la Abogacía
- CRUE. Conferencia de Rectores de las Universidades Españolas
- FFRM. Federación de Fútbol de la Región de Murcia
- Fundación Integra
- ICREF. Instituto de Crédito y Finanzas de la Región de Murcia
- INFO. Instituto de Fomento de la Región de Murcia
- Puertos del Estado
- SMS. Servicio Murciano de Salud
- TABIMED. Tasaciones de bienes del Mediterráneo
- Telefónica
- University of Barcelona
- University of Granada
- University of Santiago de Compostela
- University of Jaume I
- ...



# 1. Who are we?

## e-Government Group

- e-Government Group
  - 10 people
  - Support, Engineers, Legal, Mover
  - Public/private employees
- Develop for production
  - Agile development
  - Pilots to services ASAP



**Traveller, there is no path: paths are made by walking**

(Antonio Machado – Cantares)

## 2. A long time ago...

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## 2. A long time ago... ...in a Galaxy far, far away

- First smartcard on **1997**
  - Payment (WG10): Vending, Cash, ATM and more
  - Access Control: TICA/Kron
  - Computer access: GINA
  - Virtual Kiosk
- Our first steps (on Signature):
  - 1999: Our own PKI
  - 2003: A few pilots (Electronic invoice, PocketPC)



**What we had: Identity & some pilots**

## 2. A long time ago...

### From smartcard to signature

- Act on Electronic signature 59/2003
- What it offers
  - Authentication, Signature & Certificate Authorities
- What signature allows
  - e-Government
- What e-Government gives
  - Faster process, Reduce costs, etc.

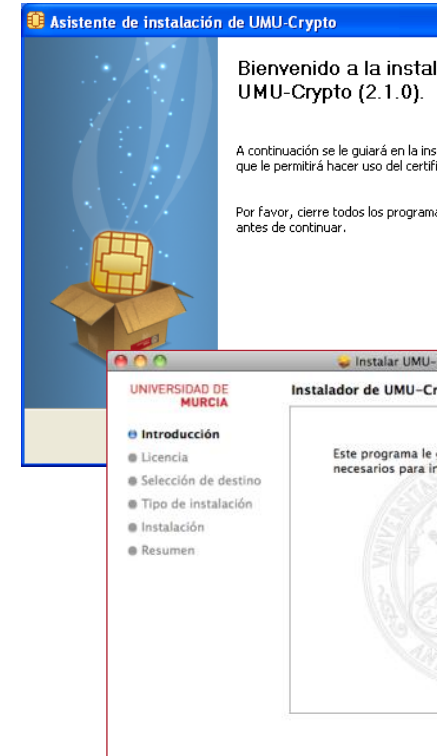


**What we did: Have added a certificate (2KB to 8KB)**

### 3. e-Government Group

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- **The card is the key**
  - Enforce certificate on card
  - **Signature mandatory (Board of directors support!)**
- 2005: Some production applications/services
  - UMU-Crypto (Windows)
    - PKCS#11 and software cryptography
  - firmador.um.es
    - Web application for single-document signing (pdf/xml)
  - Portafirmas (1.0)
    - Applications/Users send documents to be signed



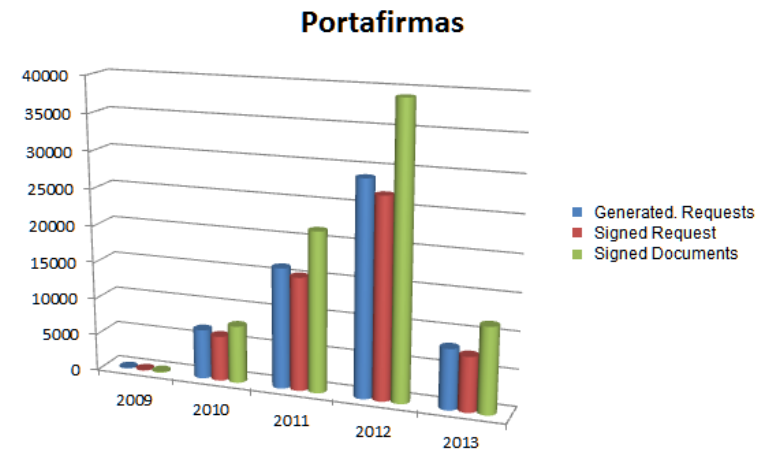
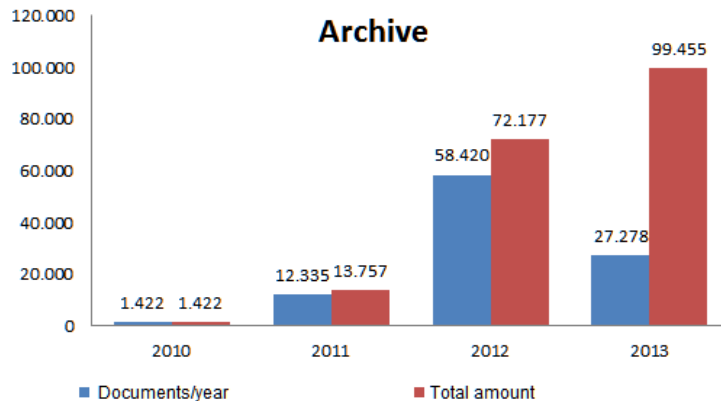
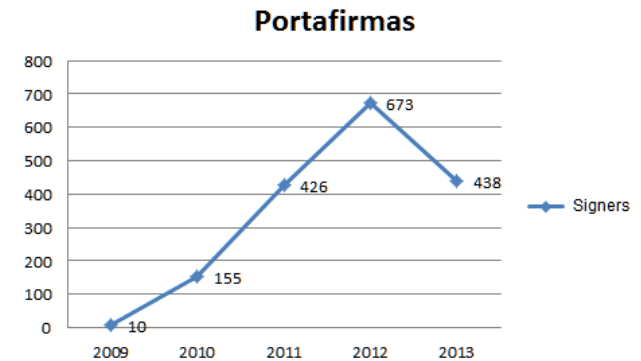
### 3. e-Government Group Maturity

- Act on Citizens' Electronic Access to Public Services 11/2007
  - Services are a must!
- So we created
  - A bunch of services & applications
- And focused on:
  - Windows, Linux, OSX
  - Internal management
    - Students
    - PAS/PDI (Staff)



# 3. e-Government Group Statistics

- 150.000 Signatures/month
  - 100.000 of them made from card
- 180.000 Validations/month
- +10.000 Signed documents/month
- **And growing!**





## 4. Services and Applications at University of Murcia

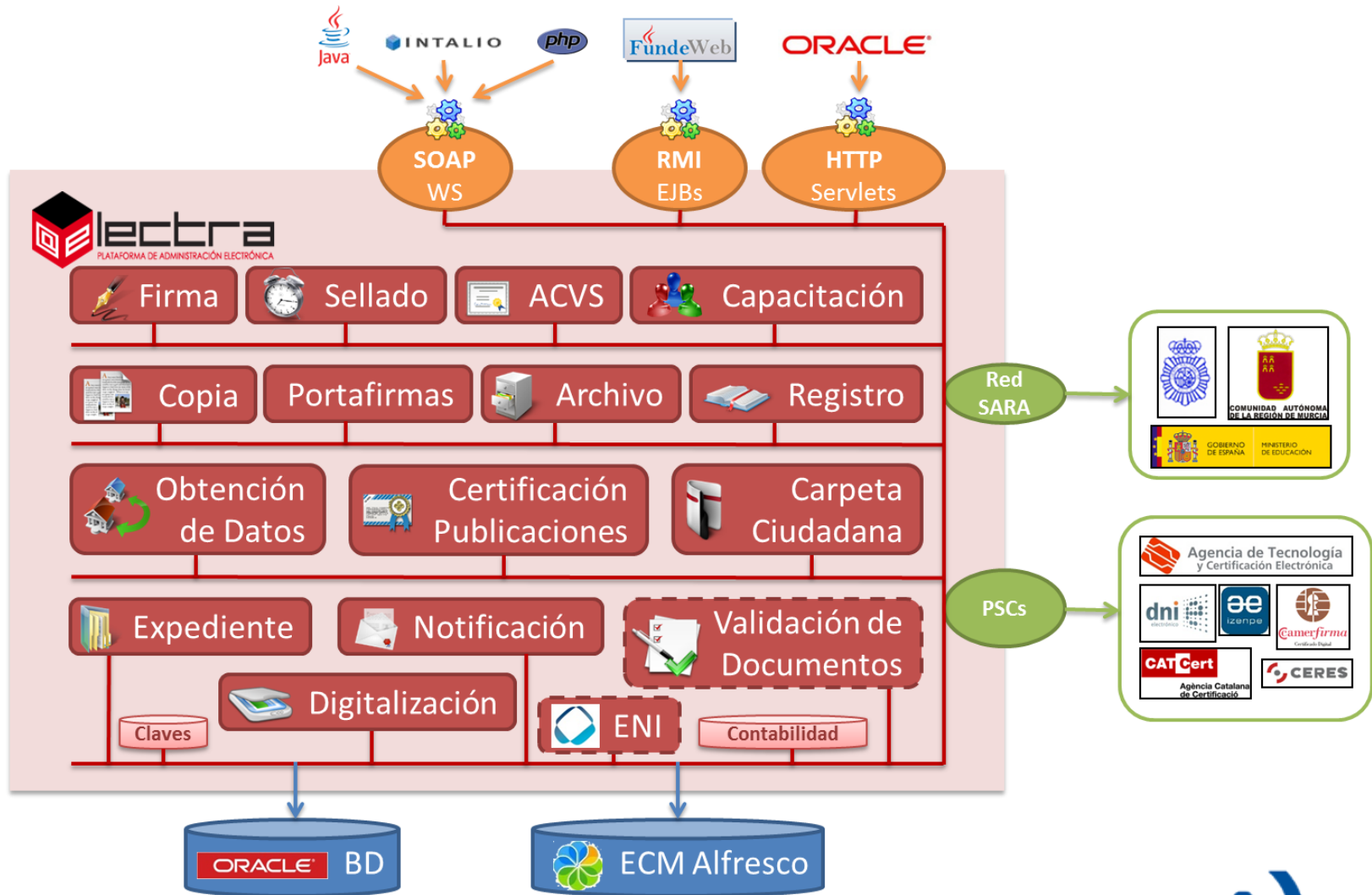
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## 4. Services and Applications @ UMU Official Electronic Website

- Sede Electrónica de la Universidad de Murcia **sede.um.es**
  - Point of entry for citizen/user services
  - Electronic registry (Application forms)

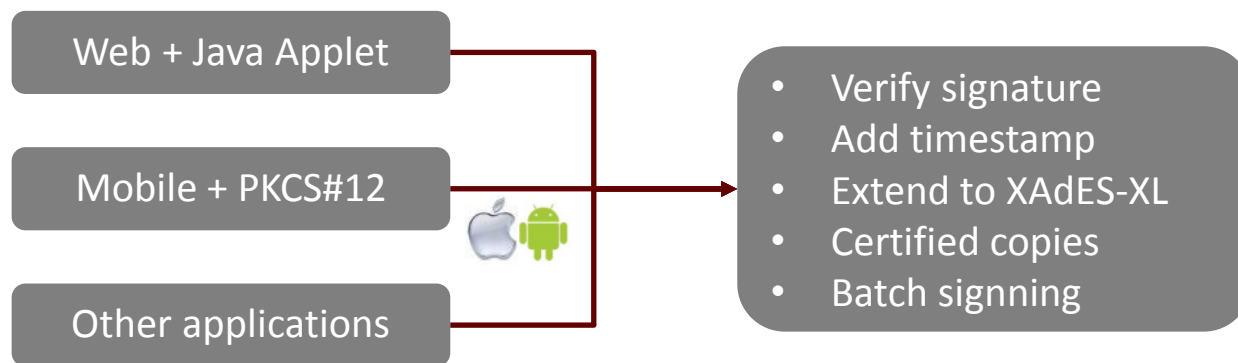
The screenshot shows the homepage of the 'Sede Electrónica de la Universidad de Murcia'. At the top, there is a header with the university's name and logo. Below this, a red banner reads 'Sede Electrónica de la Universidad de Murcia'. The main content area features a navigation menu on the left with a clock showing '10 Abril de 2013 13:42 h.' and a search bar. The central part of the page displays a grid of service icons: 'Perfil de contratante', 'Carpeta Ciudadana', 'Tablón Oficial', 'Registro Electrónico', 'Validador de Documentos', 'Catálogo de Procedimientos', 'Soporte técnico a usuarios', and 'Normativa Universitaria'. At the bottom, there is a footer with contact information and a small logo for 'W3C WCAG 1.0'.

# 4. Services and Applications @ UMU ELECTRA

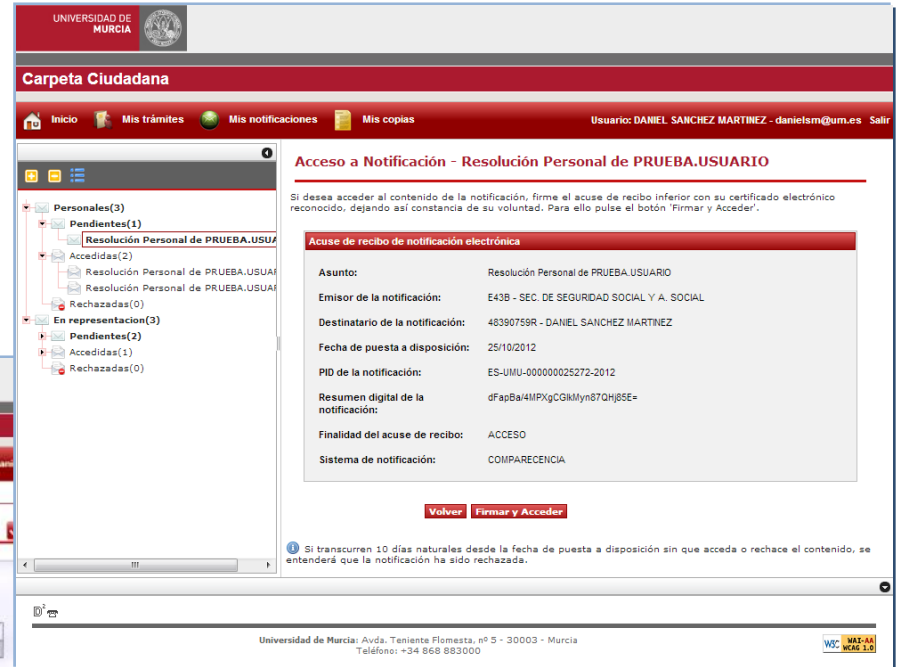
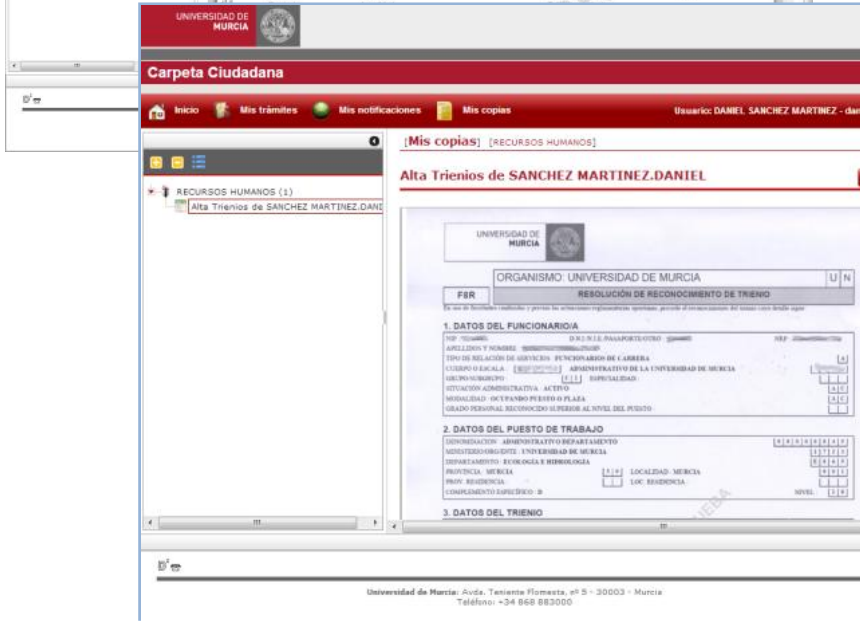




“Portafirmas de Documentos Electrónicos” is an electronic signature tool for electronic documents, this tool allows users to sign, in a single step, all outstanding documents, manage them and print certified copies.



# 4. Services and Applications @ UMU Carpeta (Citizen's portfolio)



# 4. Services and Applications @ UMU

## Gesta (Process Management)

**Solicitud Ayuda Social de JESUS DAMIAN JIMENEZ RE**

**SOLICITUD DE CONCESIÓN DE AYUDAS MÉDICO-FARMACÉUTICAS**

**SOLICITANTE**

DNI:	4842670K	Nombre:	JESUS DAMIAN
Apellidos:	JIMENEZ RE	Categoría:	PROFESORES TITULARES DE ESCUELAS UNIVERSITARIAS
Correo:	jimenez@um.es	Centro de trabajo:	Facultad de Informática
Extensión:	4644		

**Datos laborales**

Afiliado a:	Murcia	Extensión:	4644
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**Domicilio particular**

Tipo de Vía:	CALLE	Ampliación:	2ª A	Código Postal:	30020
Nombre de la vía:	MAYOR	Teléfono particular:	96885126		
Localidad:	ALCANTARILLA				

**PERSONA POR LA QUE SOLICITA LA AYUDA**

**Estado actual de los expedientes de ayuda social abiertos**

**Expedientes de ayuda social por estado de tramitación**

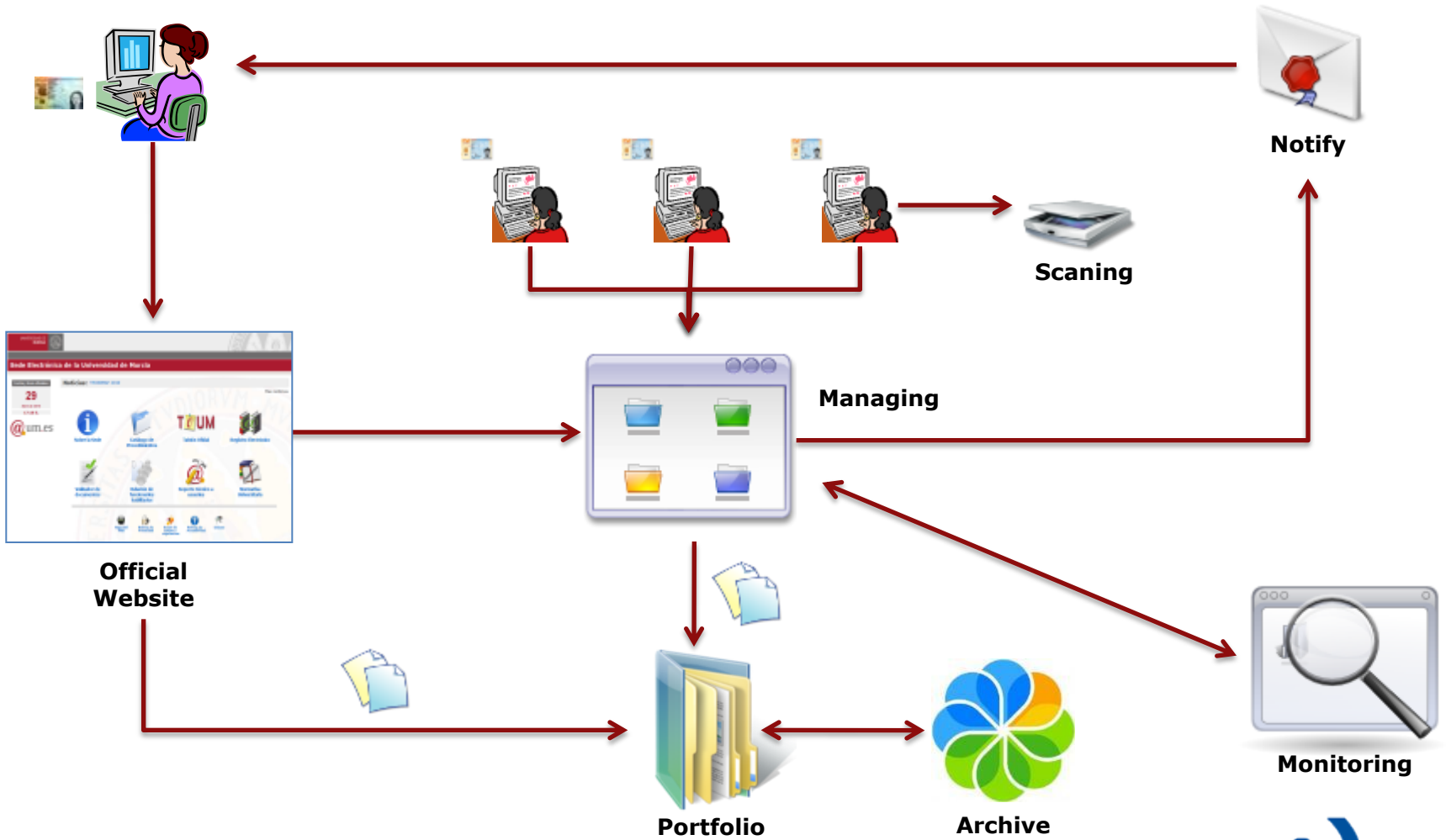
Estado	Cantidad	Porcentaje
CONCEDECIA	157	18,84%
DENEGADA	126	15,39%
ENTRADA	179	21,85%
FISCALIZADA	345	42,13%
PENDIENTE DE REVISIÓN POR C...	139	17,04%
PENDIENTE DE SOLICITACIÓN	187	23,09%
REVISADA	444	54,47%
SOLICITADA	187	23,09%

**Flujo de Fiscalización de solicitud**

```

    graph TD
        Inicio([Inicio]) --> Validacion[VALIDACION]
        Validacion --> Conceccion[CONCEDECIA/COMISIA]
        Conceccion --> Fiscalizacion[FISCALIZACION]
        Fiscalizacion --> Entrada[ENTRADA SOCIEDAD]
        Entrada --> Fin([Fin])
        
        Conceccion --> Denegada[DENEGADA]
        Denegada --> Entrada
        
        Conceccion --> Revision[REVISIÓN]
        Revision --> Conceccion
        
        Conceccion --> Revisada[REVISADA]
        Revisada --> Conceccion
        
        Conceccion --> Solicitada[SOLICITADA]
        Solicitada --> Conceccion
    
```

# 4. Services and Applications @ UMU Overview



## 5. USC International Observatory **Observatorio TUI**



# 5. USC International Observatory

## Introduction

- Santander Universities
- TUI = USC
- USC International Observatory
  - Established in December 2012
  - 15 people
  - Specialization:
    - e-Government
    - Mobile and Mobility



[www.observatoriotui.com](http://www.observatoriotui.com)

- National competition for USC use cases ideas
- National (and International) USC survey.
- 1st USC International Congress
  - 168 people, 61 universities, 10 countries
  - On site card printing

**Know what universities need**

- Proposal to improve the USC
  - USC must be open: its a key to services
  - Real multiapplication: Universities are personalizers
  - Student mobility
- e-Government
  - SSCD for any CA
  - HSM Qualified signature
- Share experiences, reduce costs and increase reusability

### **Collaboration**

# Collaboration

## 5. Future of USC and Student Mobility

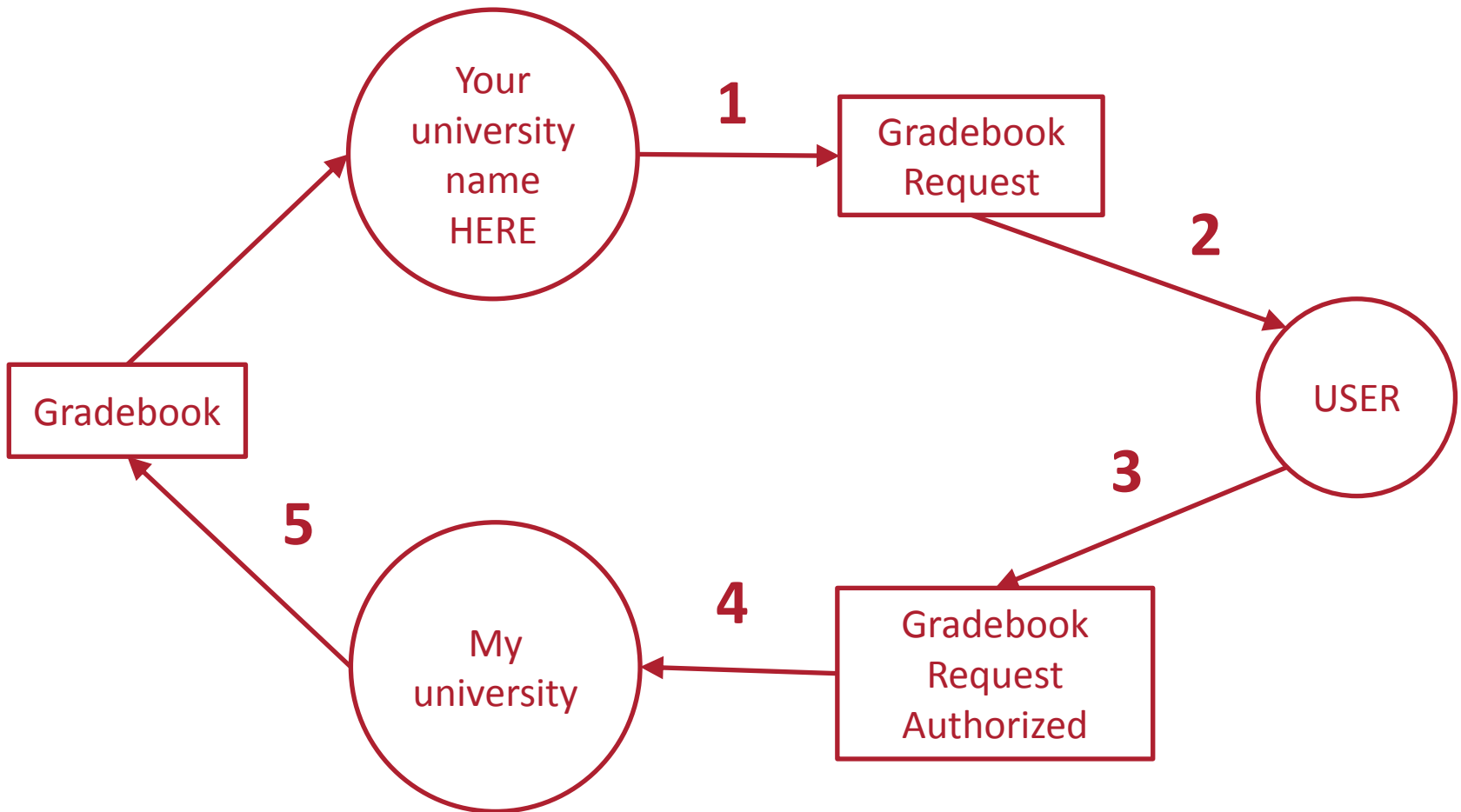
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- Future
  - Mobile: NFC, MicroSD, SIM(?)
  - HSM: ETSI TS 14167-5
- **How to achieve Mobility / Interoperability?**
  - Certificates? Minimum attributes? EECS? STORK?



A lot to discuss/work, we can do something in the meantime

## 6. Future of USC & Student Mobility Another Approach



## 7. Summary

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- e-Government is an advantage
  - Even for northern countries!
  - Spain is quite advanced (9th United Nations e-Government Survey 2010)
    - Even technically: @firma, MITyCXadesLib, etc.
- We **know** legal environments differ
  - Portugal, Brasil
- NFC is the future, smartcards are the way, USC is our bet

**Collaboration is the only way**

# Observatorio TUI

Observatorio Internacional de la Tarjeta Universitaria Inteligente

**TODA LA UNIVERSIDAD**  
EN UNA SOLA TARJETA