

## De-Mail

**Published On:** 17 June 2014

**Organisation:** Federal Ministry of the Interior

**Country:** Germany

**Level of government:** Central government

**Sector:** General public services

**Type:** Digital, Public Service

**Launched in:** 2012

**Overall development time:** 5 years

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# Description

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De-Mail is a secure e-mail service used to improve common email usage and make it possible to exchange legal electronic documents between citizens, agencies, and businesses over the Internet. Users of De-Mail need to be registered and must prove their identity. De-Mails are encrypted during the transmission process to ensure data security. De-Mail is open for competition between different accredited service providers, who are subject to accreditation by the Federal Office for Information Security.

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## Why the innovation was developed

The main driving factor was the need for a secure and data protection friendly online submission of messages including attachments.

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## Objectives

Enhance public trust, Improve access, Improve efficiency

- Improve security and data protection for online communication.
  - Improve cost efficiency in the long run.
  - Provide a 24/7 solution to send and receive official documents and messages.
  - Provide eGovernment with high security and data protection standards adapted to ongoing worldwide developments.
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## Main beneficiaries

Civil Society, General population, Government bodies, Government staff

- Citizens.
- Administrative authorities.
- Online commercial entities.

# Results

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## Service quality

### Reliability:

De-Mail will improve online service security and data protection.

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## Results not available yet

It is too early to evaluate the overall user or employee satisfaction as the number and coverage of eGovernment and eBusiness applications with De-Mail is still growing.

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## Evaluation

- To evaluate the innovation, interviews and operation analysis as well as media analysis were conducted.
- Security and data protection cannot be subject to cost/benefit analysis. De-Mail is a commercial service regulated by law. The service providers are responsible for cost efficiency.

# Development

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## Design

The innovation was developed by the Federal Office for Information Security and the Federal Ministry of the Interior.

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## Testing

- Laboratory and field testing.
  - Pilot project.
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## Implementation

### Tools used:

Service provider action.

### Resources used:

- Human resources.
  - Budget.
  - Legal costs.
  - Costs for De-Mail service providers.
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## Challenges and solutions

- Ensure security and data protection.
  - Concept and logistics.
  - Service provider action.
  - Adjustments vs. costs/efforts.
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## Partnerships

### Federal Office for Information Security

Other Public Sector

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### Administration

Other Public Sector

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### Parliament

Other Public Sector

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### De-Mail service providers

Private sector

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# Lessons Learned

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## Lessons Learned

- With regard to high quality, reactive and sustained communication to the citizens, the administration and the service providers are key to enable a fast growing sector of secure and data protection friendly online services on the basis of De-Mail. A much bigger budget would be desirable next time.
  - The De-Mail concept may be interesting for other States. The Federal Ministry of the Interior should be contacted if a reuse is planned. Already today several service providers are in the market.
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