

CL@VE, ELECTRONIC IDENTIFICATION FOR ADMINISTRATIONS

Organisation: Directorate of Information Technologies and Communications

Country: Spain

Level of government: Central government

Sector: General public services

Type: Communication, Digital, Public Service

Launched in: 2014

Overall development time: 3 year(s)

Link to the innovation's website

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Description

The Cl@ve system is a shared platform used by the Public Sector in Spain for identification, authentication, and electronic signing purposes. It has been created to enable citizens to access electronic public services.

Currently, when accessing electronic public services, citizens must use different systems for electronic identification and authentication. Systems based on electronic certificates are universally used, but their usage sets up unnecessary barriers and difficulties for some citizens when accessing simple services. For this reason, Administrations have turned to other systems of identification and authentication based on the use of agreed codes, inputting information known by both parties, and other non-cryptographic methods. These systems have not been interoperable with one another, causing inconvenience to citizens who then have to know and apply different systems depending on the Administration, body, service, or procedure they wish to access.

Cl@ve is a system designed to unify and simplify electronic access to public services for citizens. The primary aim is to enable citizens to identify themselves to the Administration using agreed codes (username plus password) without having to remember different codes to access different services. It can be used by the whole of the State Administrative Public Sector, and can also integrate other Public Administrations.

This project has been developed as part of a raft of measures proposed by the Administration Reform Committee (CORA), which seek to reduce administrative burdens and increase the efficiency of all administrations in Spain.

Why the innovation was developed

- The need to develop this innovation was detected when it was noted that several Administrations were already developing or about to develop their own identification solutions.
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Objectives

Enhance public trust, Improve effectiveness, Improve service quality, Improve user satisfaction

- The purpose of Cl@ve is to equip Public Administrations with a shared infrastructure for citizen authentication and electronic signing, complementing current access systems with systems of agreed codes, and offering the possibility of providing electronic signatures through the cloud, with personal certificates safeguarded on the server.
 - The aim is to bridge the gap between electronic administration and citizens, making these services easier to use whilst at the same time standardising citizen relationships with Public Administrations.
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Main beneficiaries

Businesses, General population, Government bodies, Government staff

- Citizens and companies.
 - Public Administrations in general.
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Results

Efficiency

- Over a million users registered in just 6 months.
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Service quality

Reliability:

- High level of platform availability.
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User satisfaction

- High rate of user migration from old identification systems over to Cl@ve.

Development

Design

Frontline staff, policy planning staff; consulting with users.

Design time: 6 month(s)

Testing

- Pilot project with services offered by the Directorate General of Traffic.

Testing time: 1 year(s)

Implementation

Tools used:

- Distributed services, services on the cloud, open standards.

Implementation time: 1 year(s)

Diffusion

- Informative events and presentations.
- Publication of articles in specialist journals.

Diffusion time: 6 month(s)

Partnerships

Other Government of Spain Departments

Other

The partnership with the Social Security IT Management, State Taxation Agency, General Directorate of Policing, General Directorate of Traffic helped with collaborative development.

Lessons Learned

Lessons Learned

- Collaborative work.
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Conditions for success

- New approaches that tackle real problems.