Suomi.fi-e-Authorizations

Enables users to manage digital mandates and act on behalf of another person or organization

Background: Programme that produced Suomi.fi Services

The National Architecture for Digital Services Programme → Production use and development

Schedule 9.6.2014 - 31.12.2017

Steering *Ministry of Finance* — VALTIOVARAINMINISTERIÖ

Operation *Population Register Centre* — Väestörekisterikeskus

Budget € 100 million

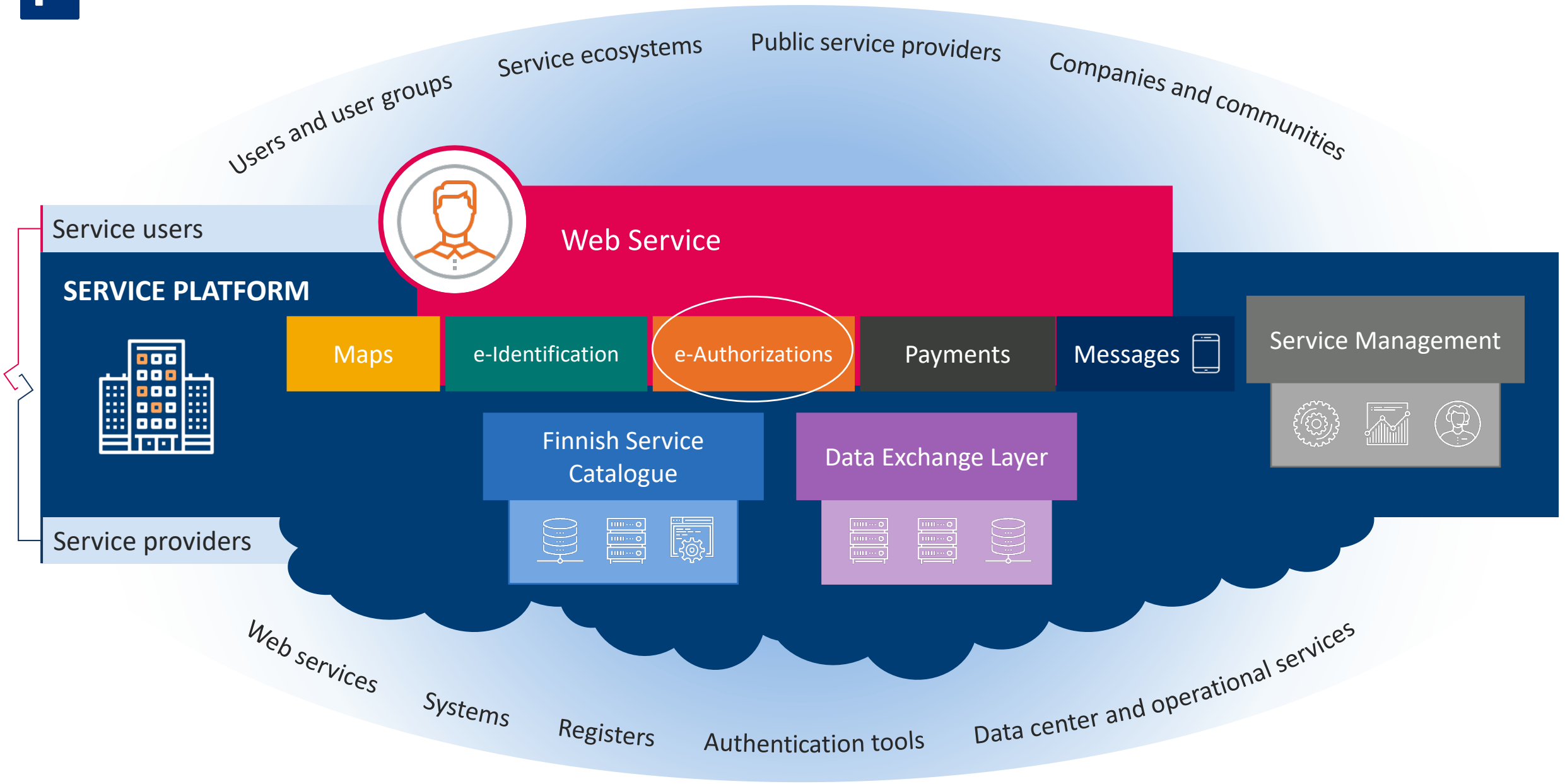
Projects

- Roles and authorizations → e-Authorizations
- Service views → Suomi.fi Web Service, Finnish Service Catalogue
- Data exchange layer → Data Exchange Layer
- Digital authentication → e-Identification

Other digitalization development → Messages, Maps, Payments

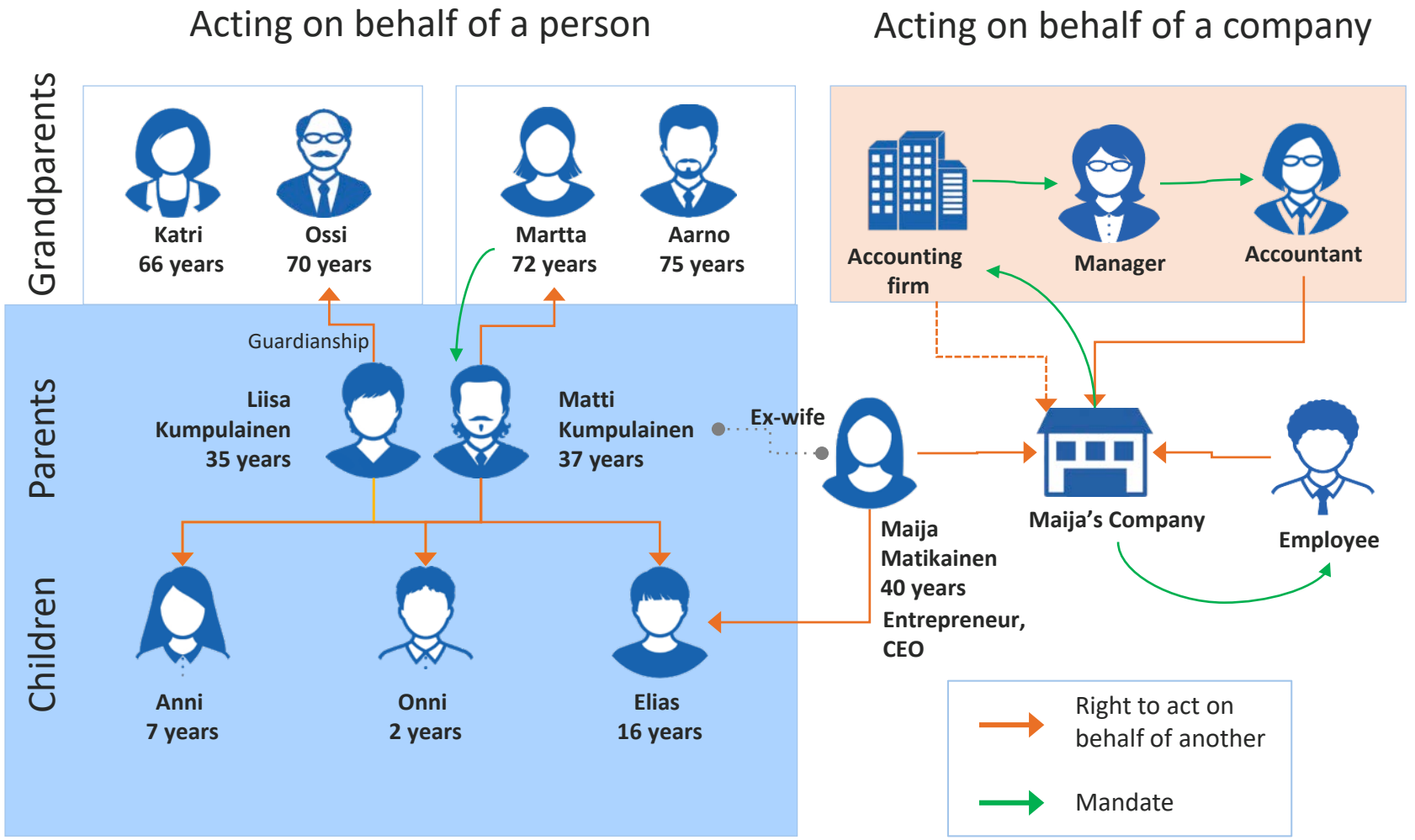
Suomi.fi Services for organizations

Producing and maintaining the services is a statutory task of Population Register Centre and other service producers.


Users and user groups
Service ecosystems
Public service providers
Companies and communities
Service users
Web Service
SERVICE PLATFORM
Maps
e-Identification
e-Authorizations
Payments
Messages
Service Management
Finnish Service Catalogue
Data Exchange Layer
Service providers
Web services
Systems
Registers
Authentication tools
Data center and operational services

Suomi.fi-e-Authorizations

Suomi.fi-e-Authorizations is a service for managing and reliably verifying a person's or organization's authorization, mandate or right to use digital services on behalf of another person or organization regardless of time or place.



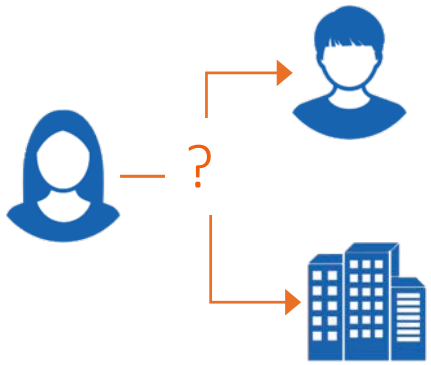
What Suomi.fi-e-Authorizations offers? 1/2

Examples:

- A parent can book a dentist appointment for their child.
- CEO, employee or an accountant of a accounting firm can make a seasonal tax return to the Tax Administration on behalf of the company.
- The basic registers are e.g. Population Information System and Trade Register.

Verifying the authorizations

- Custody information
- Procuration
- Guardianship information



e.g.

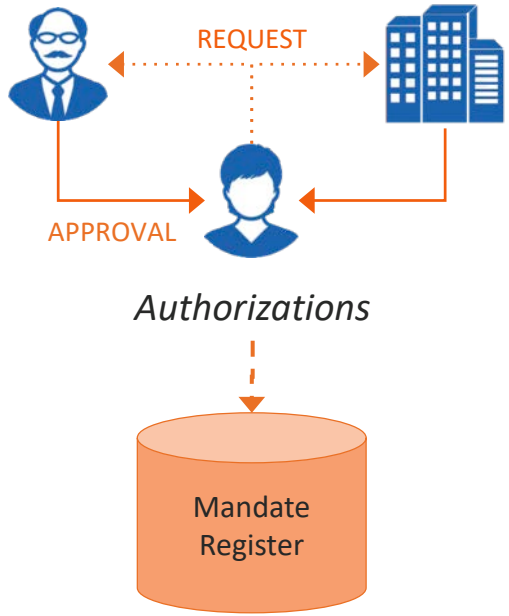
Has this person the right to act on behalf of my client?
Has this person the right to act on behalf of my client's company?

What Suomi.fi-e-Authorizations offers? 2/2

- The digital mandates are saved in the Mandate Register, where the verification of the authorizations is done
- The validity of the mandate is verified on-line from the Mandate Register and base registers every time the mandate is used
- Enables making authorizations within the organization (e.g. the CEO can authorize the CFO or an employee or even an accounting firm).

Suomi.fi-e-Authorizations – Mandate Register:

- We do the verification for you
- No more management of the authorizations
- Easy to authorize within the organization
- The principal can authorize the delegate to act on one's behalf



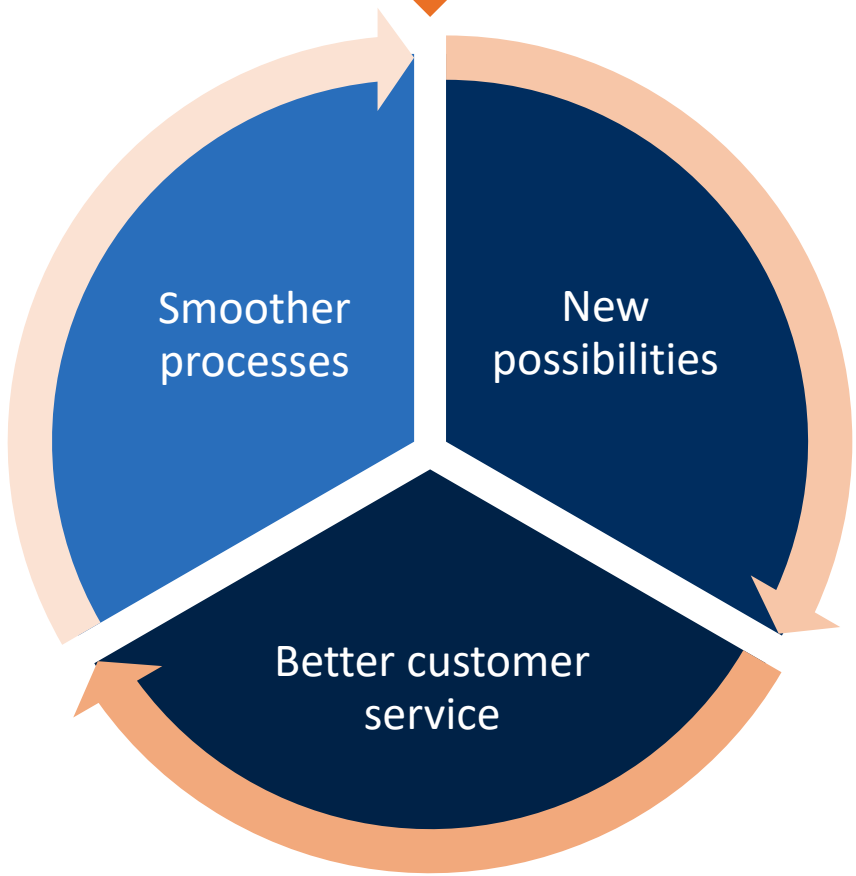
Mandate Register

1. A citizen or a company can create and save authorizations in digital form
2. e-mandates can be checked digitally

Benefits of Suomi.fi-e-Authorizations: **Organizations**

- Significant cost savings for all public and private organizations
- Cost **savings** estimated for organizations **in Finland are 6-10 € per single transaction,** compared to paper based acting on behalf of citizens or organizations.
- Smooth self-service 24/7
- Reliability
- Smaller risks for misdemeanor

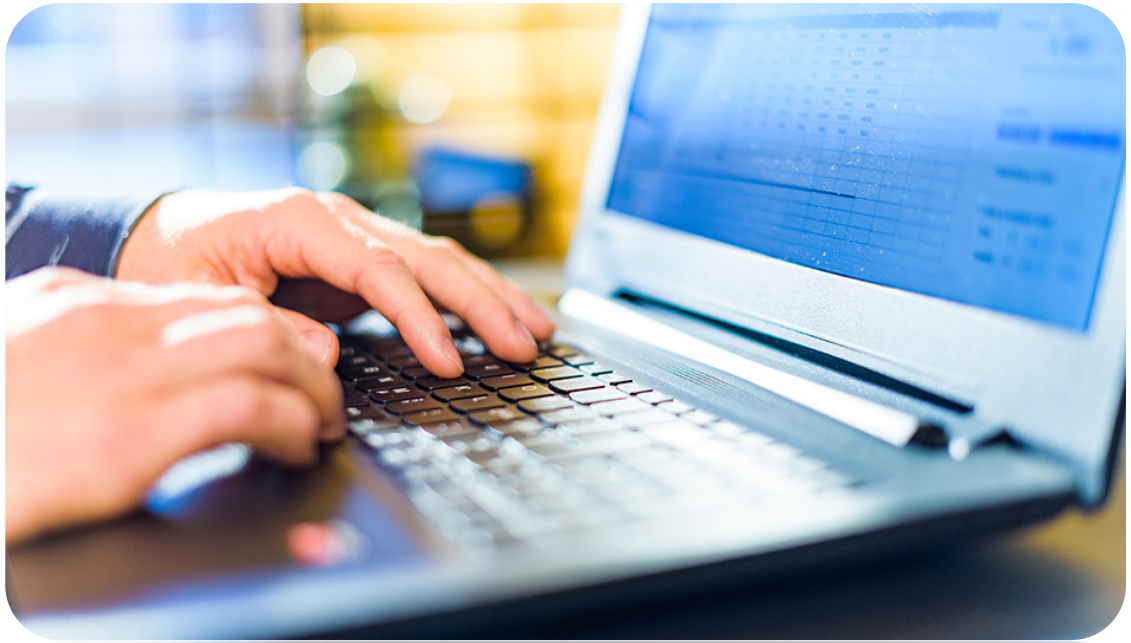
Savings, good user experience, better service, rapid deployment



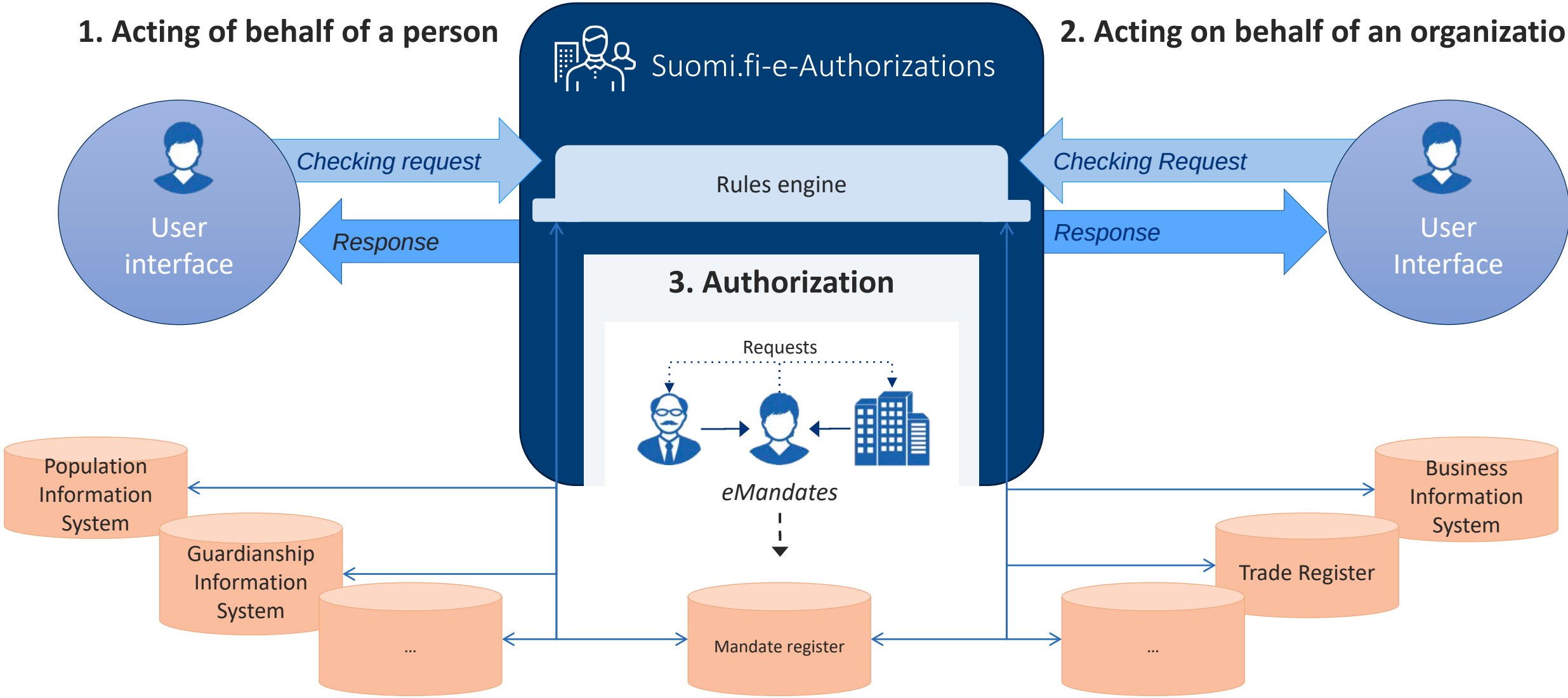
Benefits of Suomi.fi-e-Authorizations: **Citizens**

- Not need to see a public servant in person to act on behalf of someone else
- Flexibility
- Ease of use
- Time savings
- Secure

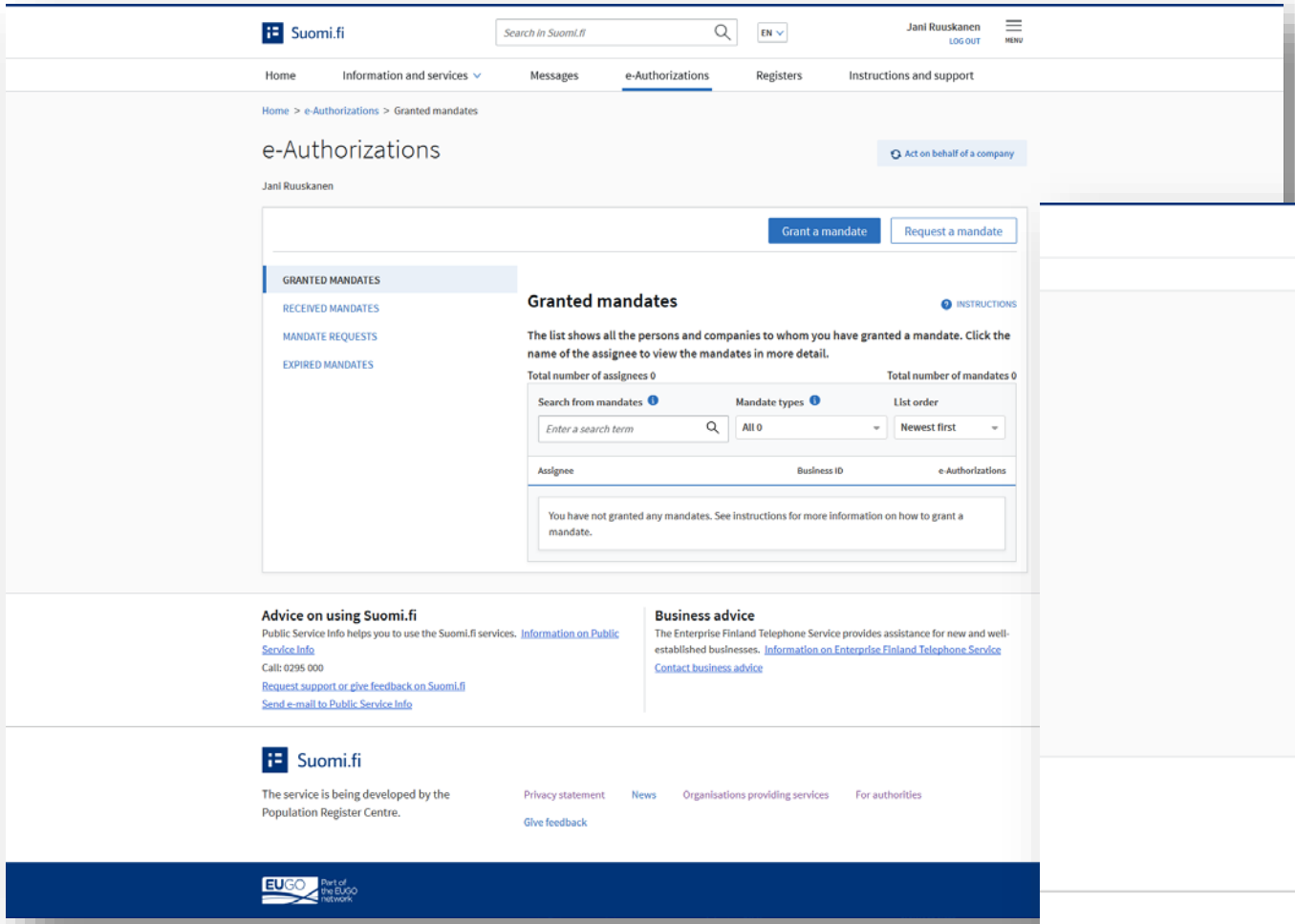
- Substantial **time and cost savings** for citizens when no need for writing and managing paper mandates
- No need to physically visit customer service points

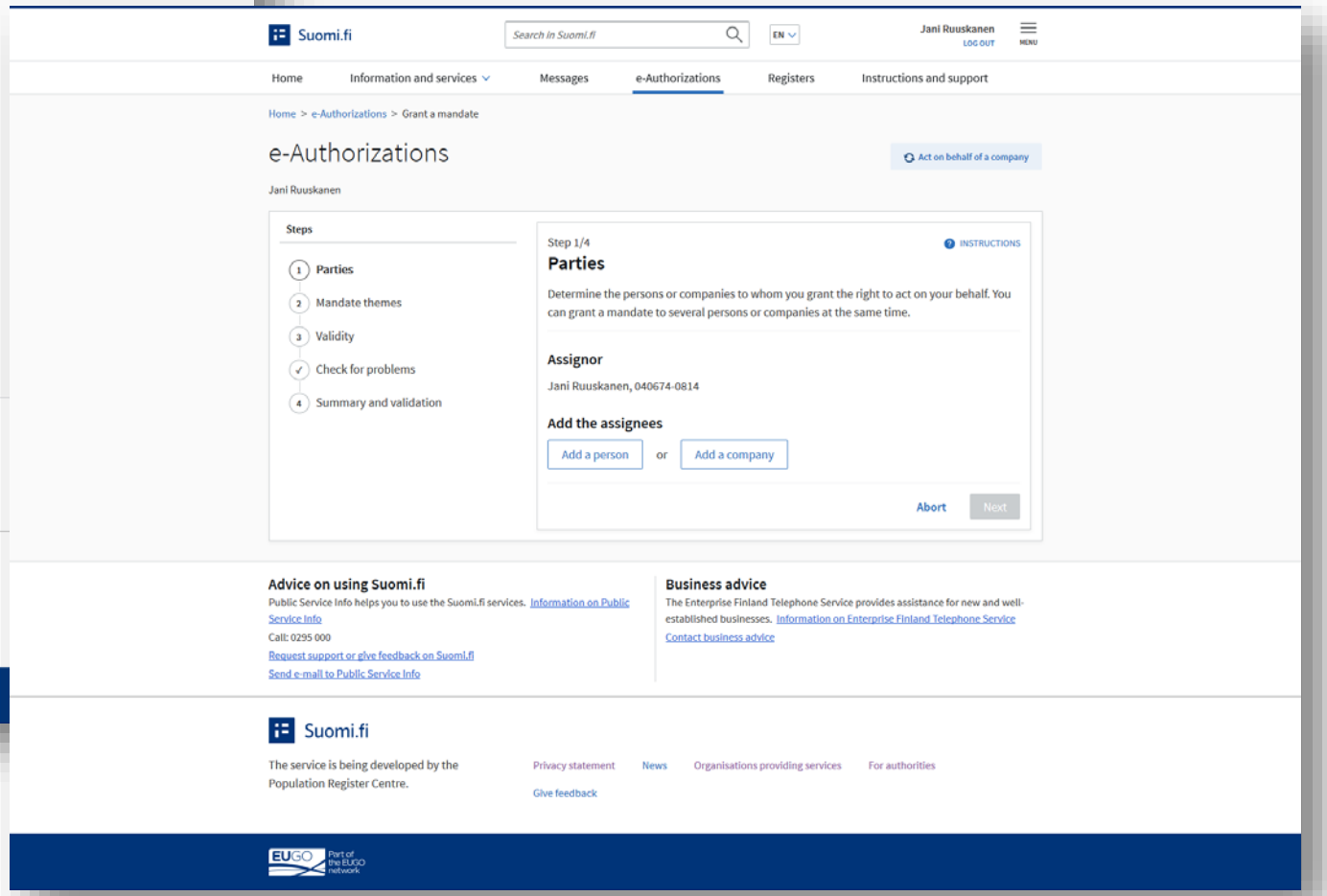


Suomi.fi-e-Authorizations: How does it work?

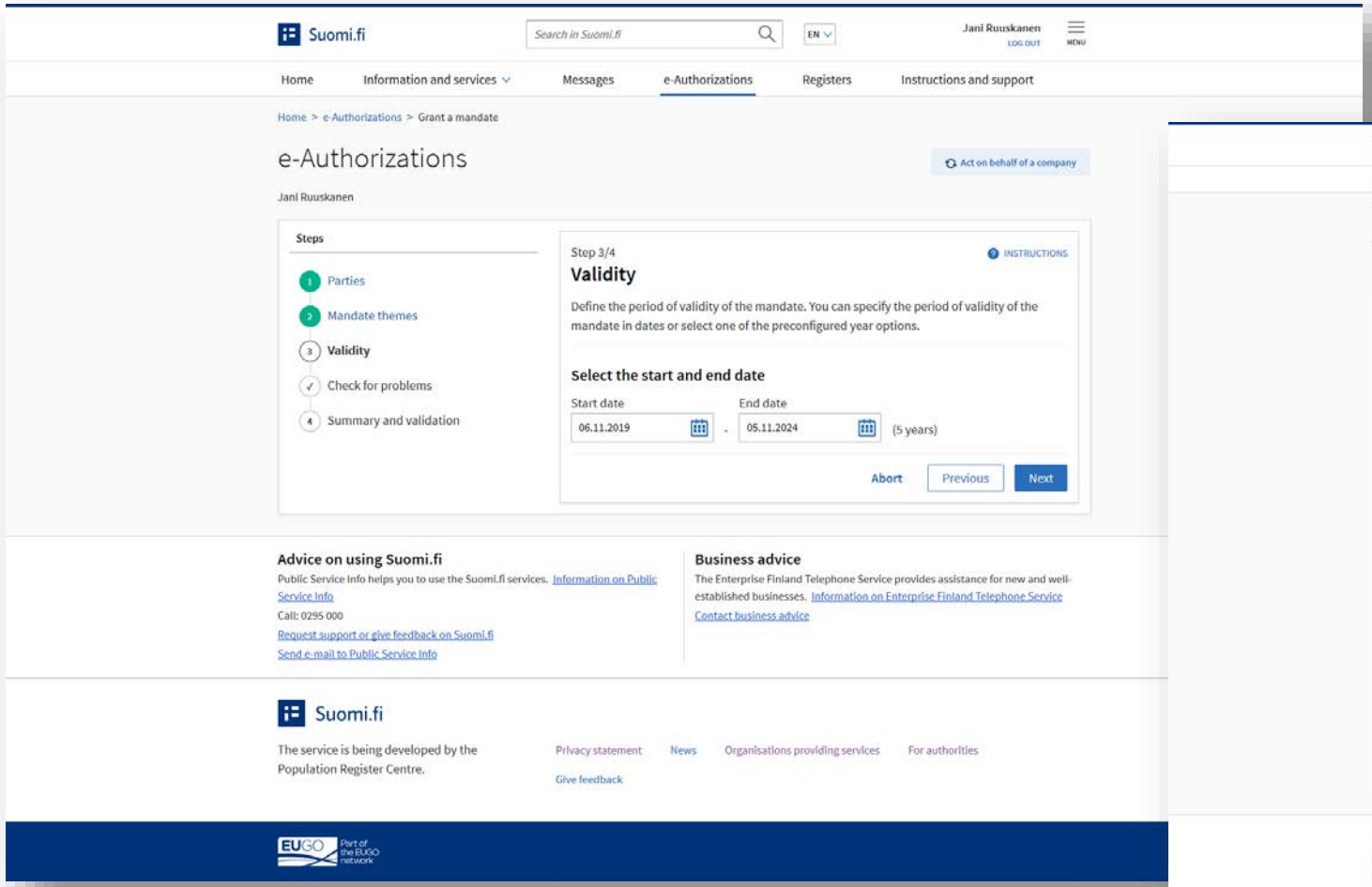


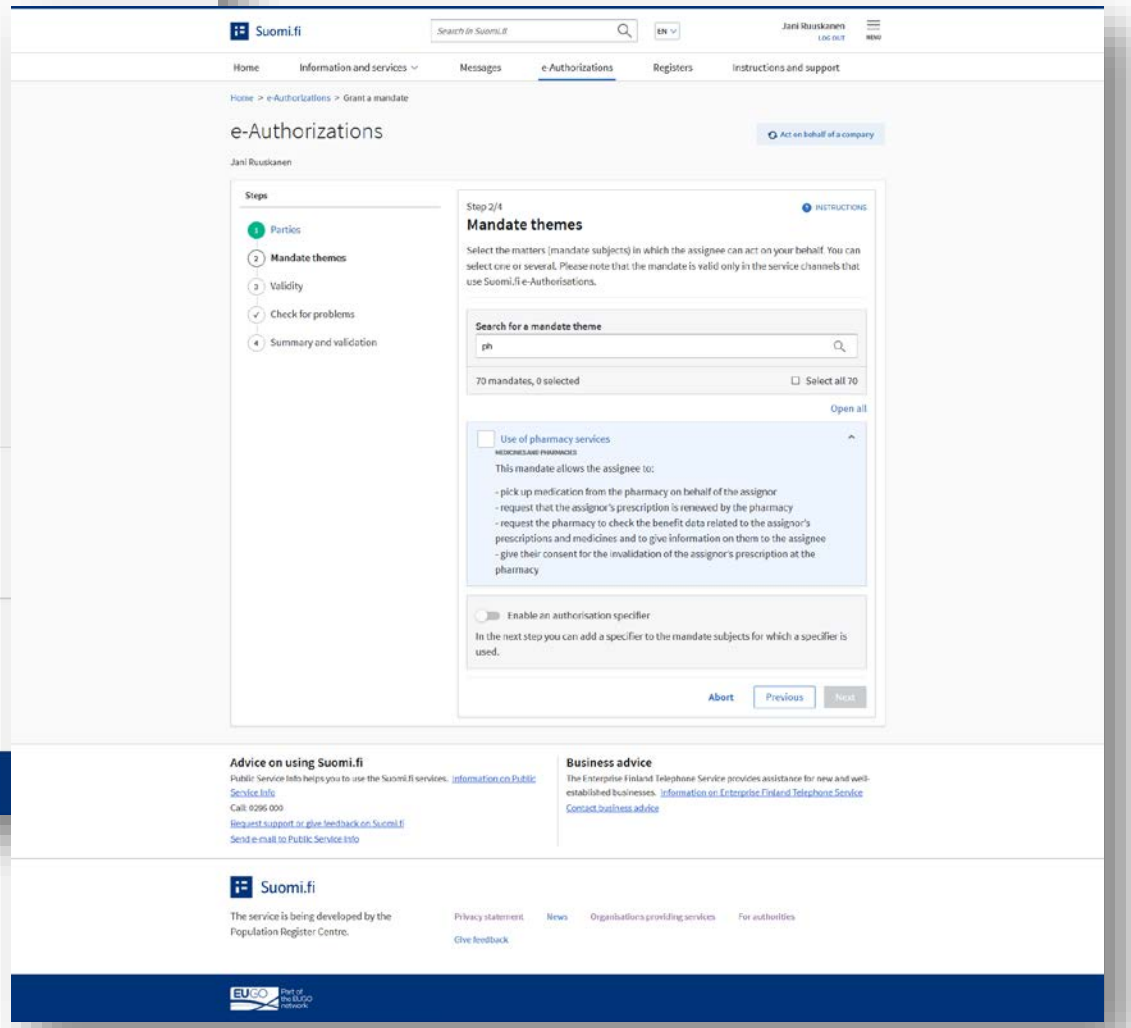
Suomi.fi-e-Authorizations: Digital Mandates





Suomi.fi-e-Authorizations: Digital Mandates





Suomi.fi-e-Authorizations: Costs

- It is free!
- Fully open source

- **Free** to use for all private and third sector organizations.
- Mandatory by law to use by all public sector organizations in Finland for authorizations.
- Costs of deployment each customer pays for itself:
  - Technical integration
  - User interface specific guidance
  - Management of the deployment project

- **Fully open source** (https://github.com/vrk-kpa)

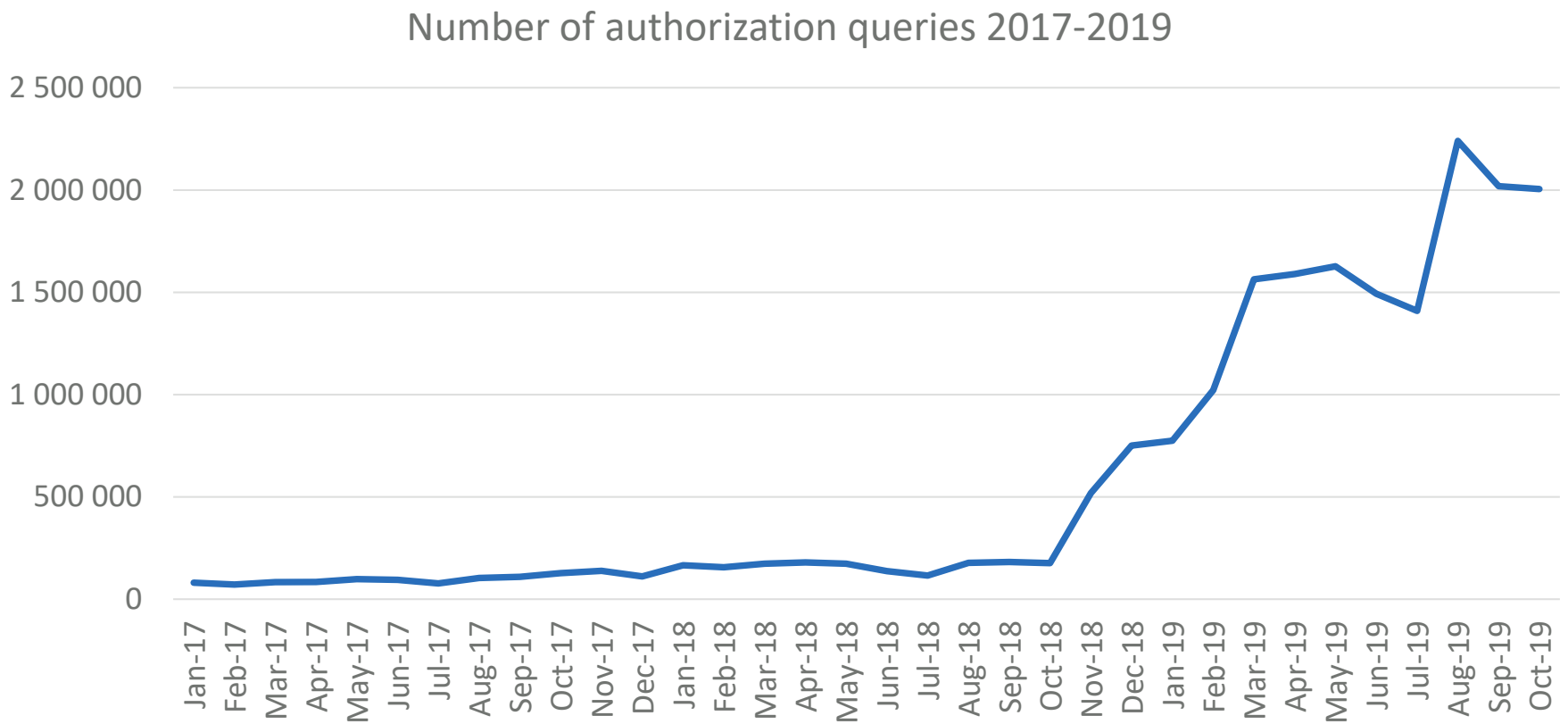
Suomi.fi-e-Authorizations: Extent of use

- More than 80 organizations are currently using
- 2 million authorization queries per month
- Nearly 4 million digital mandates created
- Growth continues strong

- In use in more than 80 different digital services in Finland.
- Over 2 million authorization queries per month.
- Nearly 4 million digital mandates created by the citizens in the Suomi.fi-national portal.
- Amounts are estimated to grow exponentially by the end of year 2019 and in 2020.
- Full list of services using e-authorizations: https://www.suomi.fi/instructions-and-support/information-on-eauthorizations/services-using-suomifi-eauthorizations

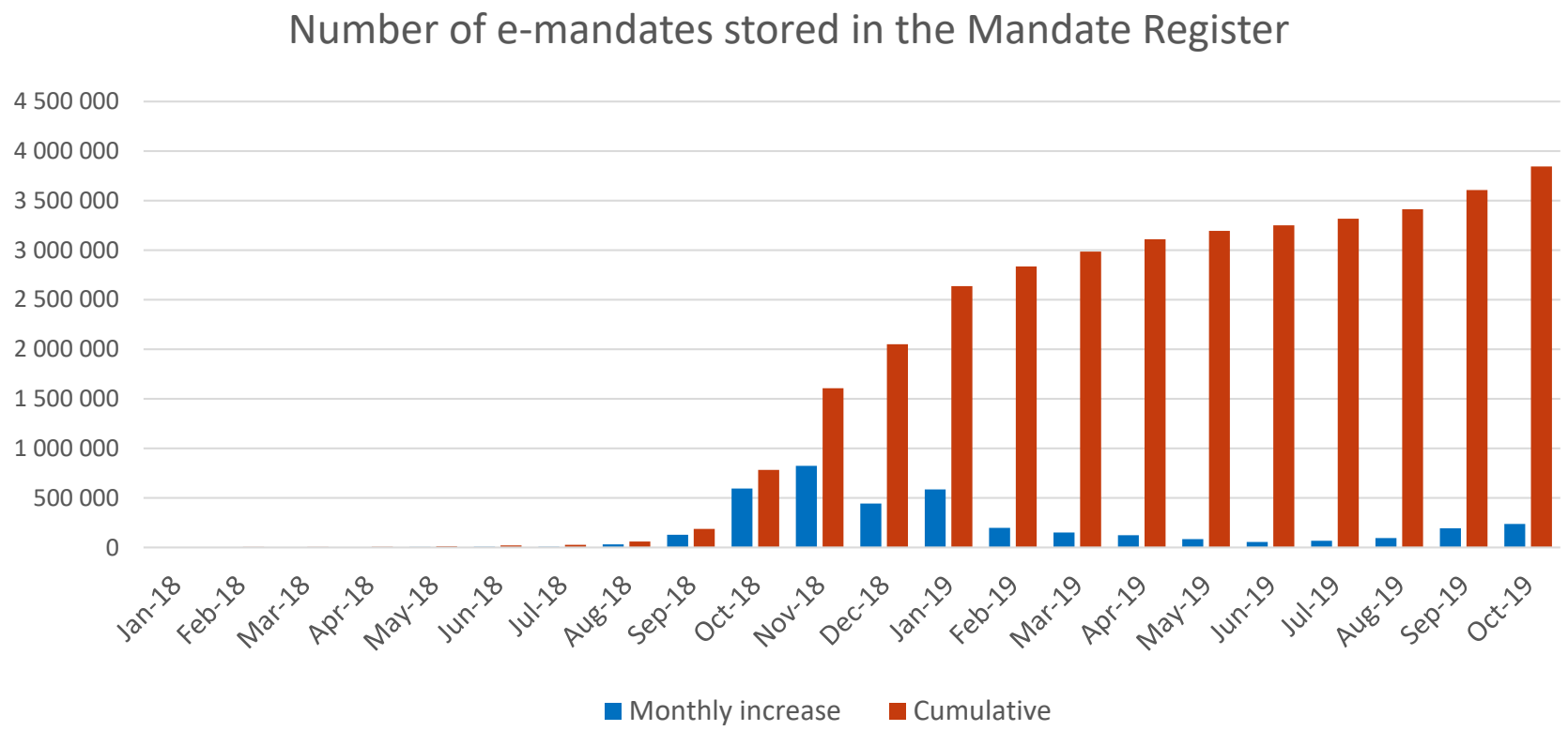
Suomi.fi-e-Authorizations: Extent of use - authorization queries

- In October 2019 about 2 million authorization queries were made.
- Growth has continued strongly; the current number of authorization queries is expected to grow towards the end of 2019 and especially during 2020.



Suomi.fi-e-Authorizations: Extent of use – digital mandates

- By the end of October 2019, more than 3,8 million active e-mandates exist in the Mandate Register.
- The number of mandates is expected to grow strongly towards the end of 2019 and especially during 2020.



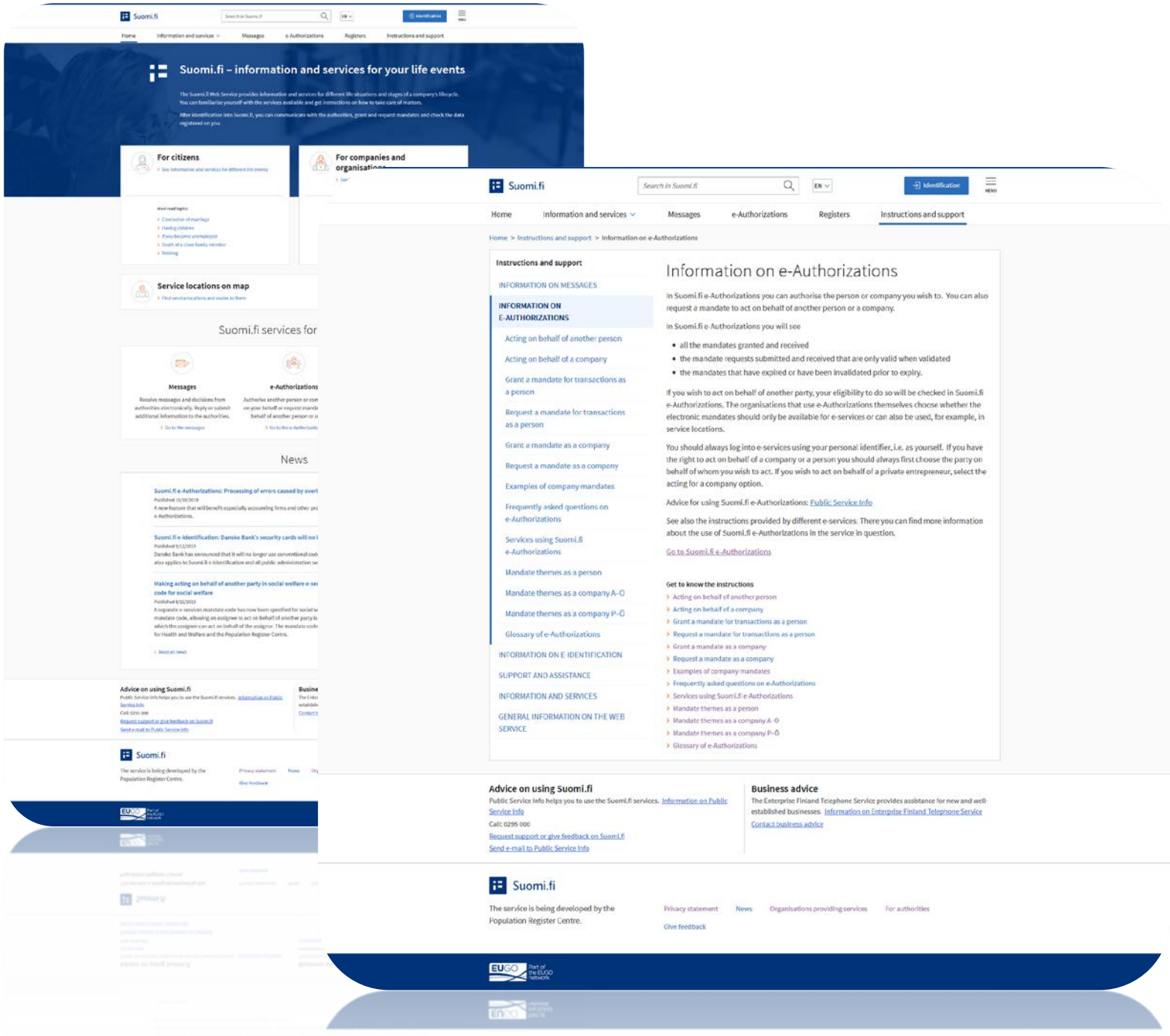
Suomi.fi-e-Authorizations: Next steps

- The private sector is increasingly starting to use the service
- Focus on citizens who are currently not able to use the digital services and are outside of digital authorization

- Upcoming features:
  - Registry based acting on behalf of associations (Q1/2020)
  - User interface for service providers to create mandates on behalf of clients (Q1/2020)
    - Elderly citizens who do not even have an eID.
    - Estates.
    - Public sector organizations.
- Authorization (e-mandates) available for foreign companies and foreign citizens (integration to a new eID-service for users outside Europe)
- Cross-border authorizations (2020-2021).
  - Pilot in https://github.com/everis-rpam EU-wide mandate model.

Suomi.fi-e-Authorizations: more info

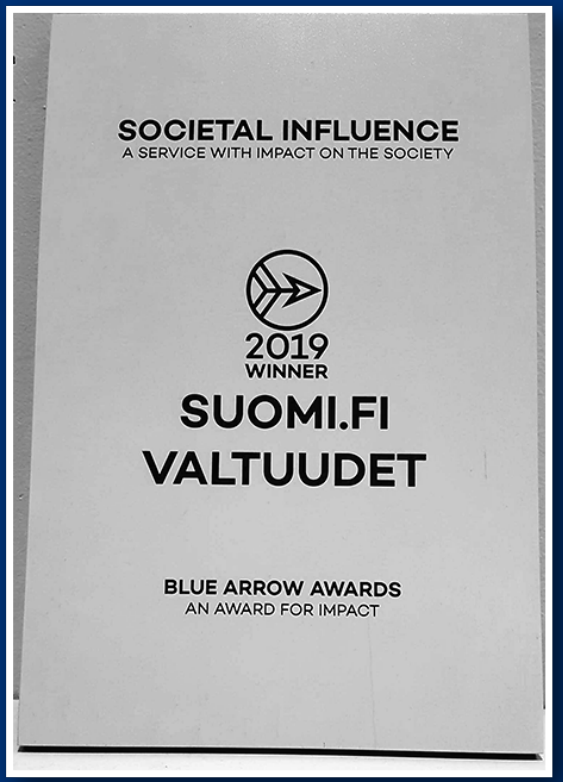
- https://www.suomi.fi/frontpage
- https://www.suomi.fi/instructions-and-support/information-on-eauthorizations
- https://joinup.ec.europa.eu/solution/suomifi-e-authorizations/about
- Contacts: Suomifi@suomi.fi



Awards

- **Certificate of excellence (European level):** European Union, Sharing and Reuse Awards 2019, Shared IT services (commonly developed or shared) with the biggest impact on citizens or businesses.
- **Winner (national level, Finland):**
  Blue Arrow Awards 2019, Societal Influence category, a service with impact on the society.

https://joinup.ec.europa.eu/collection/sharing-and-reuse-it-solutions/sharing-reuse-awards-2019-results#shared-impact **(In English)**



https://bluearrowawards.com/blog/blue-arrow-awards-2019-results/ **(in Finnish)**