



THE STATE-OF-THE-ART ONLINE ID CARD – A GREAT SUCCESS IN TAIWAN

The challenge:

In 2003, Taiwan's Ministry of the Interior (MOI) optimized their administrative processes and began offering their citizens online services via the Internet. The new concept was intended to speed up processes, increase efficiency and provide a higher service level based on the new Signature Act of 2002.

The Internet is a convenient tool. But until the implementation of a new digital citizen card, the Taiwanese government was unable to offer services to its citizens via the Internet mainly due to difficulties in verifying a person's identity on the Internet. Up to now, people could easily fake their names and change information, causing heavy losses to individuals. Data transmission on the Internet was not entirely secure. For instance, many vicious hackers commit illegal acts. Therefore, citizens had to personally bring their identity card to government offices when services were required. With the new digital citizen card, this process is a thing of the past.

The solution:

The Taiwanese government has implemented a smart card solution based on SafeSign Identity Client, AET's successful middleware solution. Each citizen can apply for their own online ID card including a personal certificate on the card itself. A certificate authority was established as part of the e-government Information Safety Infrastructure Plan, the "Authentication Organ" for electronic signatures in Taiwan. This authority is responsible for issuing a public key certificate of authentication for nationals of the country that are above 18 years of age. In addition, it provides information safety for citizens using the e-government's various Internet services. The Citizen Digital Certificate is an Internet ID for bilateral identification while citizens exchange information on the Internet.

The Minister of the Interior stated that the Citizen Digital Certificate system is much like the online identity card, and is the basic infrastructure of the e-government project. The main function of the Citizen Digital Certificate system includes identity authentication, information transfer security, transaction non-repudiation authentication and privacy protection. The certificate-based authentication process ensures the identity can be recognized and verified. The Citizen Digital Certificate system is based on an encryption function which is used to protect information in the course of transmission via the Internet. In other words, public affairs can be conducted online. Not even hackers are able to easily decrypt the protection.

Easy, secure and user-friendly e-government services for all Taiwanese citizens over the age of 18. Based on leading-edge smart card technology, the Citizen Digital Certificate system enables the use of more than 1000 services via the Internet. Over one million Taiwanese citizens are already using the new online ID card. In the meantime, this project is one of the most successful e-government projects worldwide. According to the annual global e-government study conducted by Brown University, this project was rated in 2004 and 2005 as the number one and in 2006 as the number two e-government project worldwide.





Benefits:

- Secure and unique verification of a person's identity on the Internet
- Faster and more efficient administrative processes
- More convenience for the citizens because of the 24-hour online service
- Reduction of fraud
- High security for online transactions

This Citizen Digital Certificate is issued by the Certificate Authority of the MOI. With this certificate, citizens can benefit from government e-services at home online and are no longer required to go back and forth to government offices. This minimizes the risk of personal information leakage.

The Citizen Digital Certificate was released in April 2003, and the online services of 374 Household Registration Offices were connected in June 2004. People can go to any nearby Household Registration Office to apply for the Citizen Digital Certificate, saving much time and avoiding traffic jams. The development of the Citizen Digital Certificate application system makes the online service available and very convenient, thus saving people time. Some examples of the 1000 services the citizens are using online:

- Internet tax filing
- Labor insurance seniority and personal retirement program inquiry
- Personal travel restriction inquiry
- Health insurance personal data and fine inquiry
- Electronic motor vehicle and driver information system
- Digital household registration copies
- ID loss report
- Household registration office e-net service.

The total number of users now exceeds 1 million. This numbers shows that people have started to become familiar with the Citizen Digital Certificate system.

The objective of the Citizen Digital Certificate system for the Ministry of the Interior is to continuously develop and expand the application services for the public. The Citizen Digital Certificate system excels as a valuable alternative tool for dealing with public affairs in this electronic generation. More and more related online services have been developed through inter-organization cooperation. With this online service, the MOI offers an all-weather, no-holiday 24-hour e-government service to the public.

Since 2007 IDpendant is the preferred supplier for the deployed client products such as SafeSign Identity Client from AET and smart cards from different vendors.

More information at:

<http://moica.nat.gov.tw/>

