

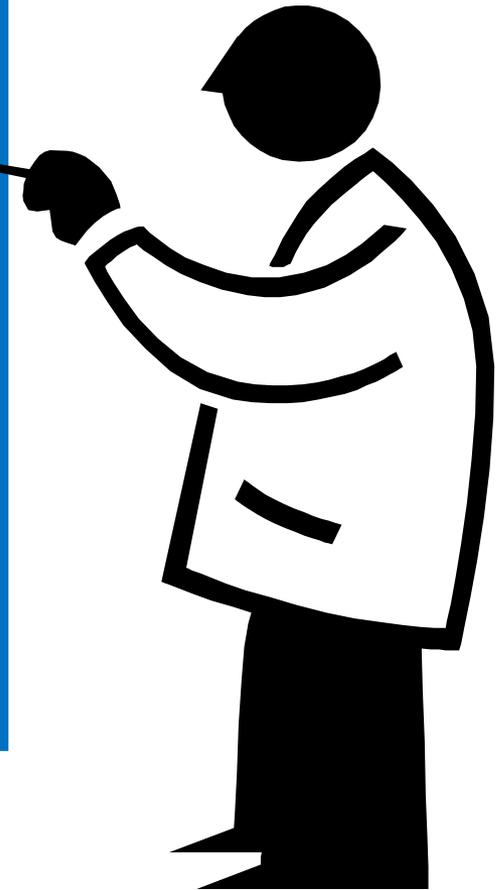
Usage, experiences and road ahead for Austrian mobile eSignatures

Herbert.Leitold@a-sit.at

e-Signatures & e-Seals,
CIO/CSO Briefing Workshop
Brussels, February 25th, 2016

Contents

- Signature tokens in Austria
- Austrian Mobile Signature
- Usage and Business Model
- Lessons Learned, Challenges



Austrian eSignature Infrastructure

- Gvmt. eSignatures / eSeal broadly used
 - e.g. Federal Laws electr. signed since 2004
 - e.g. each Administrative Ruling since 2008
 - e.g. lawyers' archives / notaries' archives
- Citizens' signatures closely related to the citizen card (eID)
 - Gives a broad deployment of tokens
 - Population's full coverage of (several) tokens
 - Activation by citizens voluntary (except for a few professions)

Austrian Citizen Card - an Overview

- Launched 2003, mass-rollouts from 2005
- Defines functions, not the technology
 - Identification, *sector-specific to enhance privacy*
 - Qualified signatures, *for written form*
 - Electronic mandates, *representation*
- Technology-neutral approach allowed for different implementations
 - Smartcards and mobile from 2005

The technologies

Smartcard



Bank cards
from 2005; ceased



Health insurance card
since 2005



Profession cards,
service cards, ...
*e.g. notaries, lawyers,
ministries, ...*

Mobile

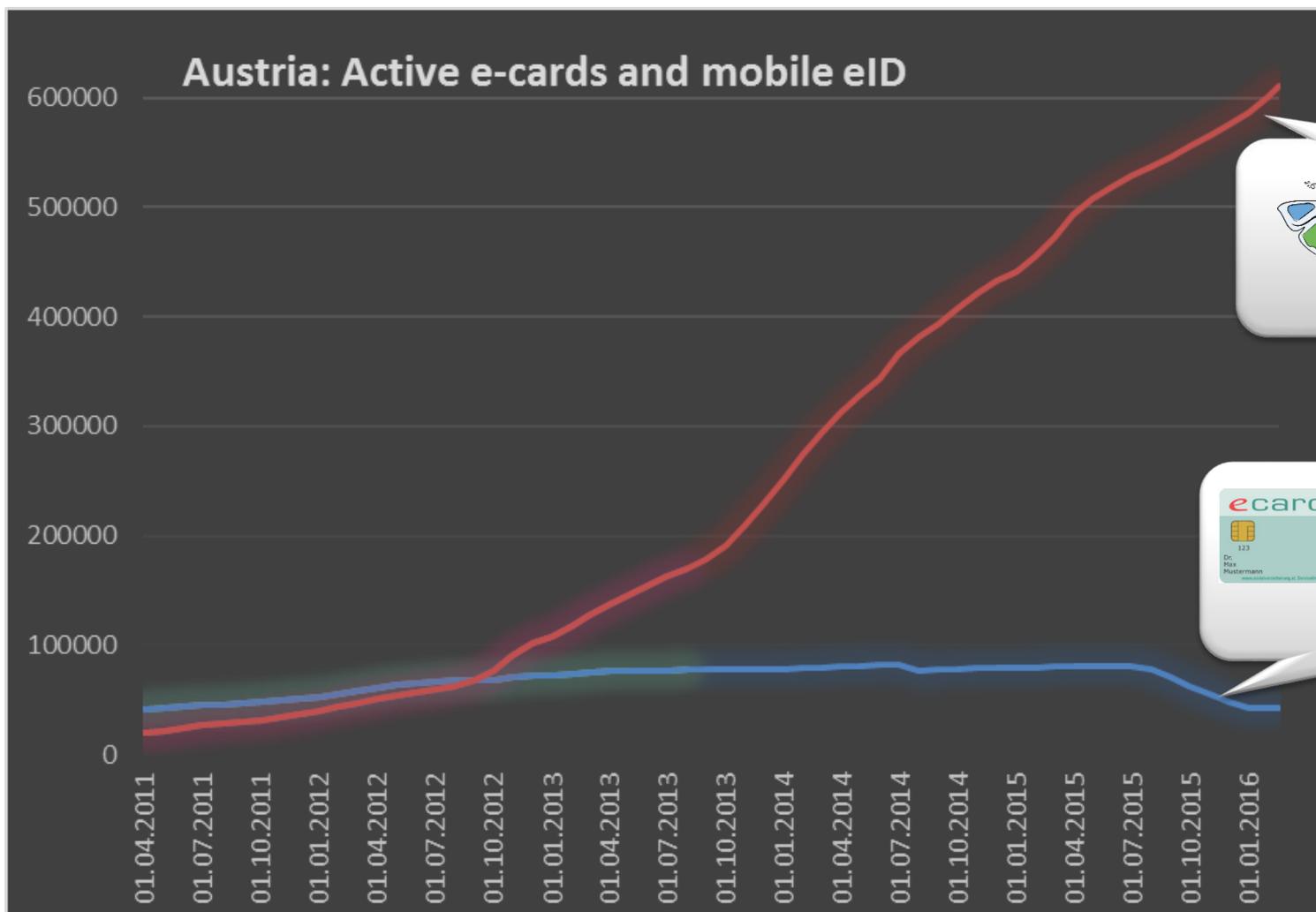


A1 signature
service by a MNO
*from 2005; ceased in 2008
limited success*



Mobile phone signature
*Launched end 2009 through
the LSP STORK
Contracted by gvmnt. to a
private sector CSP
Success? Well, let's see ...*

Smartcards vs. mobile signatures in Austria



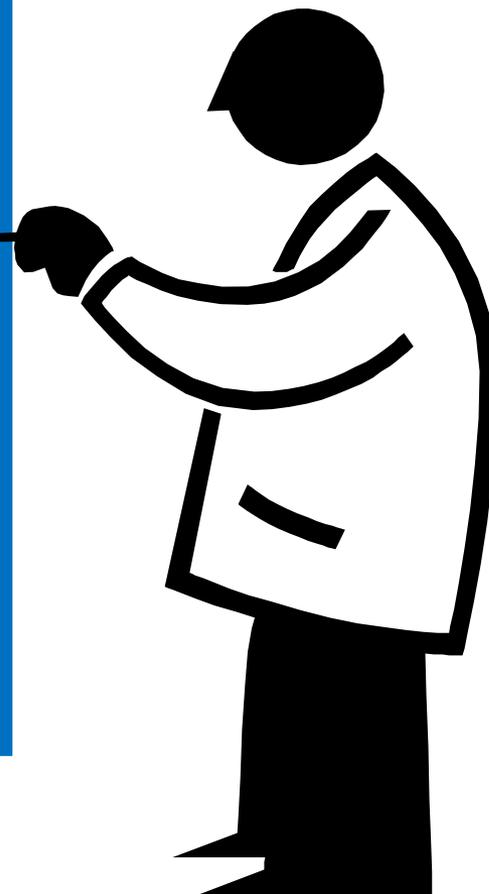
Mobile sig.
~1 k new
users/workday



Health card,
~1,6 k acti-
vations/month

Contents

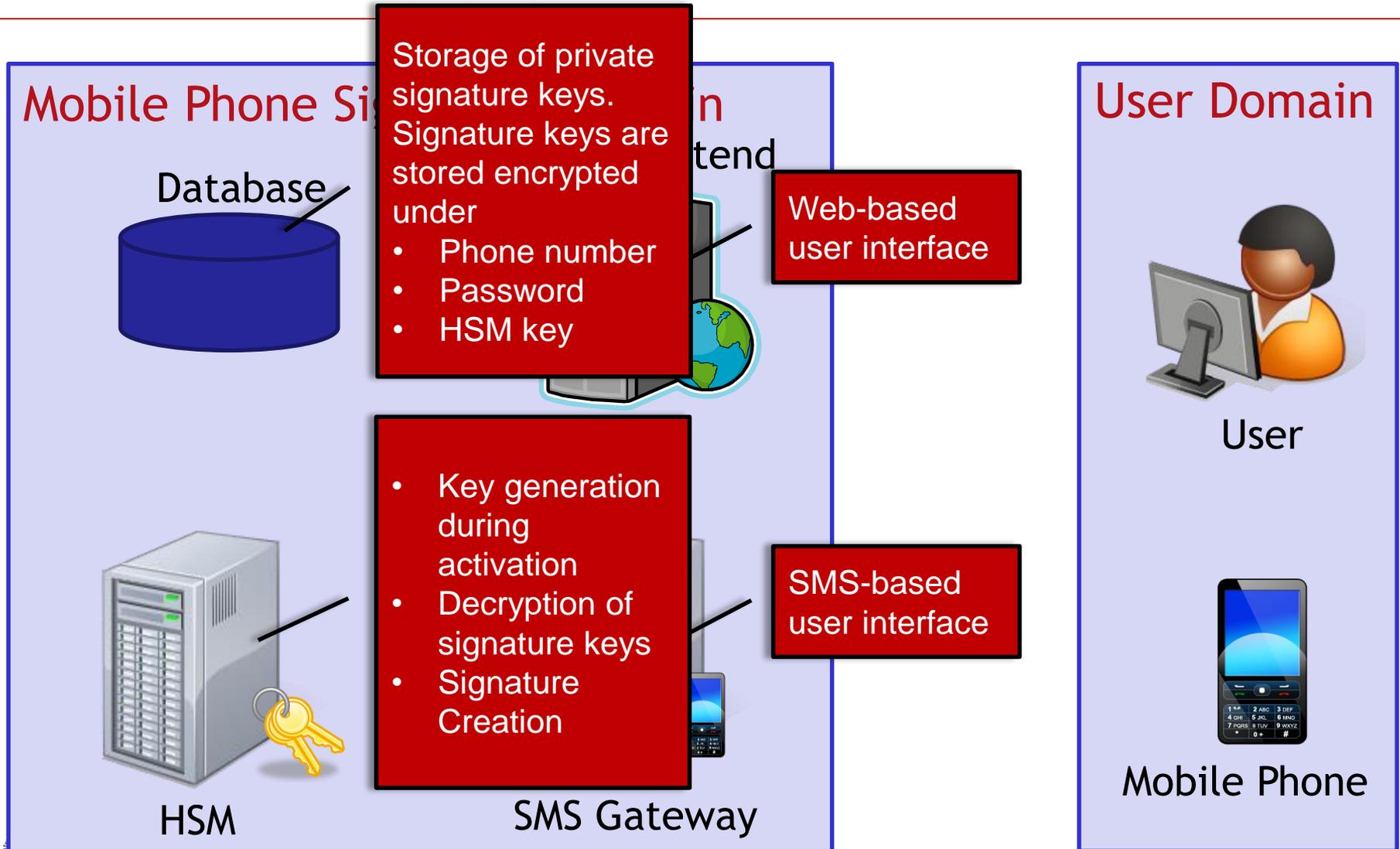
- Signature tokens in Austria
- **Austrian Mobile Signature**
- Usage and Business Model
- Lessons Learned, Challenges



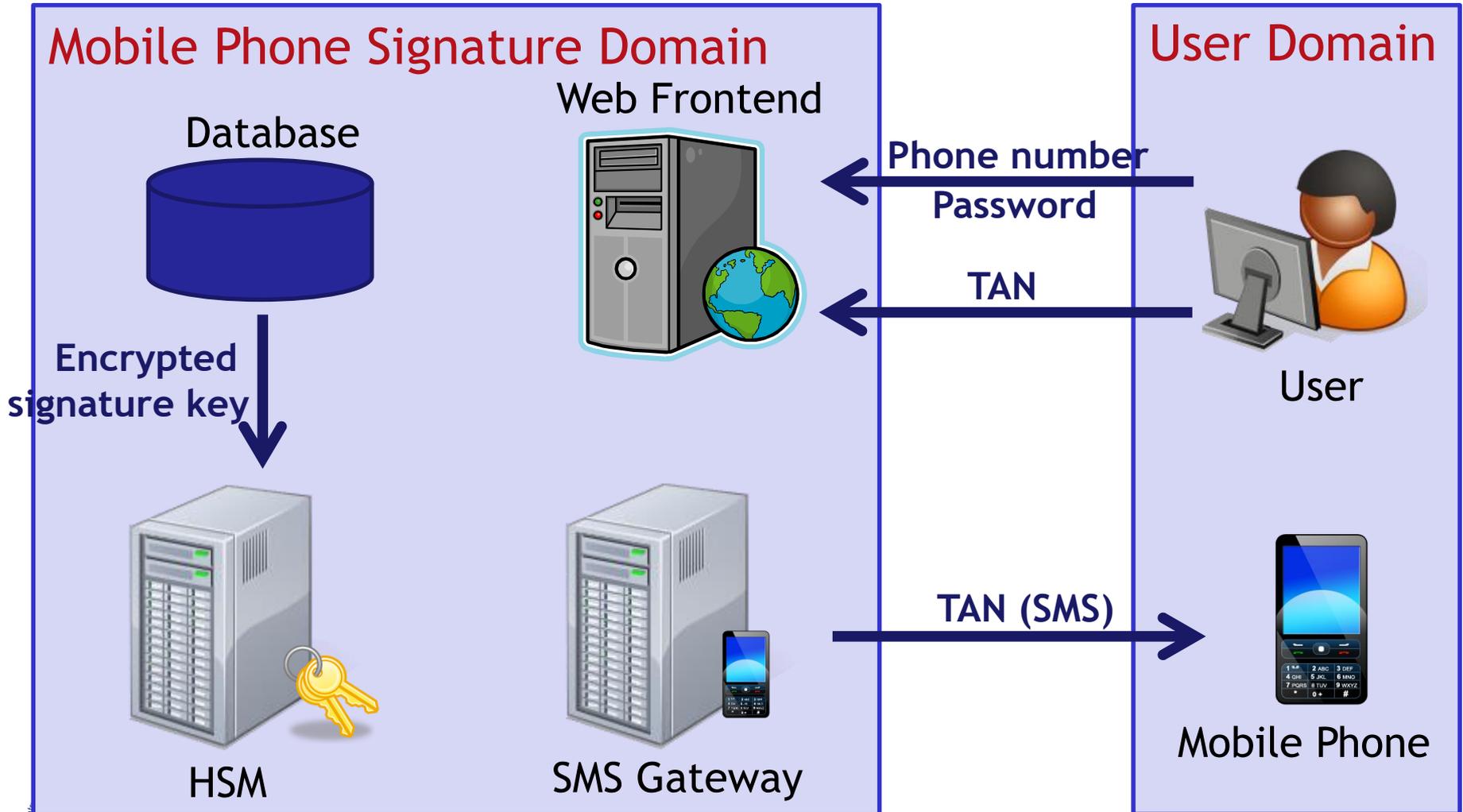
The Basics

- Follows a server-based (remote) approach
 - Crypto-keys kept at a central server (HSM)
 - No changes in mobile phone or SIM
 - 2-factor authent. (knowledge and possession)
- Secure Signature-Creation Device (SSCD)
 - Confirmed by notified body under 1999/93/EC
- Service operated by a certification service provider (CSP) for qualified certificates

The Architecture



The Operation



Demo 1: Sign PDF from Desktop



Papierkorb



Herbert Leitold



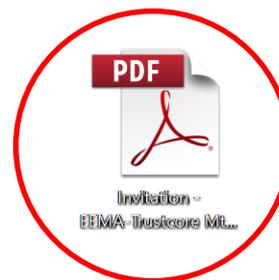
Dieser PC



BGBI_neu.docx



To-Do.txt



Invitation -
FEMA - Trustscore ML...



PDF-Over

Demo 1: Drag and Drop the PDF



Papierkorb



Herbert Leitold



Dieser PC



PDF-Over



PDF-Over
_ □ ×

⚙
Öffnen
Positionierung
Signatur
Fertig

In collaboration with

e-Signatures & e-Seals – Opportunities and Challenges demystifying and preparing for the age of eIDAS

EEMA / TrustCore – briefing / workshop
Brussels-Centre, Feb 25th 2016 10:00-17:00

CIO / CSO – Briefing/Workshop

Topic

By now many parties know that on **July 1st 2016** the rules related to trust services (such as eSignatures, eSeals, eTime stamps, e-registered delivery and website authentication) under the eIDAS Regulation (REGULATION (EU) No 910/2014 of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market) will **come into effect**. Some say they will mostly impact public sector services. Others state they might have a significant impact on online private sector services. Legal/Compliance officers and enterprise architects are trying to prepare whilst implementing acts have been adopted and related ETSI standards are evolving. One thing is certain... The market of Trust Services (and consuming services) is taking form now... We invite you to come and share your practical questions/concerns on one of the sub-areas being eSignatures & eSeals with peers.

Programme & Speakers

- 10:00-10:15 Opening of the Briefing / Workshop
Andrea Servida (Head of eIDAS Taskforce, European Commission) & Erik R. VAN ZUUREN (vice-chair EEMA)
- 10:15-10:45 Demystifying the new eIDAS framework: Regulation and Implementing Acts – content, intention & impact
eIDAS TaskForce representative
- 10:45-11:30 Towards Real Implementation - An Overview of & Experiences with applying CEN/ETSI Standards & Best Practices
Sylvie Lacroix – Trust Tree Europe / Sealed
- 11:30-12:00 The use of eSignatures & eSeals in the Commission
EC-speaker to be confirmed
- 12:00-12:45 Panel session – Regulation, Implementation and Standards
Morning Speakers
- 12:45-13:45 Lunch Break
- 13:45-14:15 Building a shared eSignature Platform
Wim Martens / Martine Waeckens – Internal ICT services - Flemish Government
- 14:15-14:45 Usage/Experiences of and the road ahead for (mobile/remote) eSignatures in an Austrian context
Herbert Leitold, A-SIT, Secure Information Technology Center - Austria
- 14:45-15:15 eSignatures & eSeals – application & perspectives now and in the age of eIDAS
Stefano Arbia, Accreditation and Supervision Service - Italy
- 15:15-15:45 Coffee Break
- 15:45-16:15 Estonian lessons from the ubiquitous use of e-Signatures and -eSeals
Jaana Sahk, Permanent Representation of Estonia to the EU
- 16:15-17:00 Panel session – Implementing / Using eSignature(-related) services
Afternoon speakers
- 17:00-18:30 Closing Drink & Further Informal Discussions

Signature	New Notation
	20160225071433180100
Signatur	
Note: The use of eSignatures & eSeals in the Commission is a pilot project. The use of eSignatures & eSeals in the Commission is a pilot project. The use of eSignatures & eSeals in the Commission is a pilot project.	

Registrations

To request a place at the briefing/workshop email registrations@eema.org, stating your name, organisation, job title, professional email-address and mobile number. Note that, because the event is hosted by the Commission, it will be open to a wider audience (invitees and EEMA-members have however precedence).

Places are limited so wait for confirmation of a place before making travel arrangements. Once attendance is approved you will be sent a confirmation (which will be your ticket to the briefing/workshop). The exact location will be sent with your confirmation. For any questions, contact erik.vanzuuren@eema.org

Seite 1 von 1
Neue Seite anlegen Signieren

Demo 1: Position the signature block



Papierkorb



Herbert Leitold



Dieser PC



PDF-Over



PDF-Over

Öffnen Positionierung Signatur Fertig

In collaboration with

EEMA TrustCore EU European Commission

e-Signatures & e-Seals – Opportunities and Challenges demystifying and preparing for the age of eIDAS

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Alex Mustermann
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Signature	Alex Mustermann
Date/Time/UTC	2016-02-25T10:00:00
Signature	
Note	This document is signed with the eIDAS-compliant digital signature, based on § 2 & art. 3 of the Signature Act in accordance with the requirements of a Bundeszeichen.

Signatur

Seite 1 von 1

Signieren

Position visual signature block

Sign

Demo 1: Choose Signature Token



Papierkorb



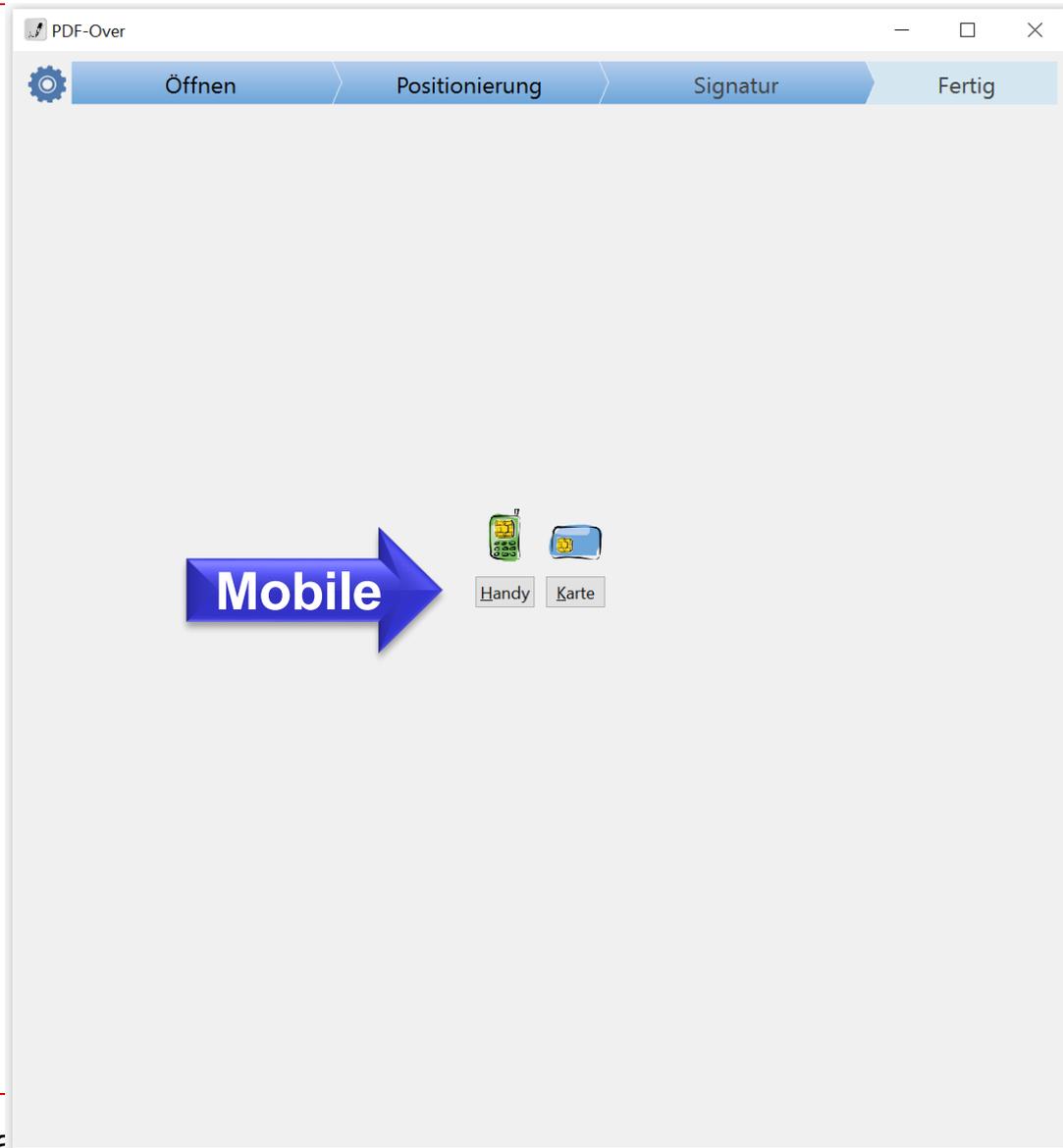
Herbert Leitold



Dieser PC



PDF-Over



Demo 1: Authenticate at Trust Service



Papierkorb



Herbert Leitold



Dieser PC



PDF-Over



Mobile-Nr.
Password

PDF-Over

Öffnen Positionierung **Signatur** Fertig

500 600 600

Nummer:

Passwort:

Abbrechen



Demo 1: Authorise the signature

The image shows a mobile phone on the left and a software window titled "PDF-Over" on the right. The phone screen displays an SMS message with the following text:

Handy-Signatur
Vergleichswert: feW/ljVsO1
TAN: rccbhw
(5 Min. gültig)

A red circle highlights the SMS text. A blue arrow labeled "SMS-TAN" points from the phone to the software interface. The software window has a progress bar with four steps: "Öffnen", "Positionierung", "Signatur", and "Fertig". The "Signatur" step is currently active. Below the progress bar, there is a dialog box titled "Signaturdaten anzeigen" (Show signature data). It contains the following information:

Vergleichswert: feW/ljVsO1
TAN:

Buttons for "Abbrechen" (Cancel) and "OK" are visible at the bottom of the dialog box.



Demo 1: Done



Papierkorb



Signature valid 😊



Unterschieden und alle Unterschriften sind gültig.

Visual signature block

	Signatory	DI Herbert Leitold
	Date/Time-UTC	2016-02-21T21:52:03+01:00
	Verification	Information about the verification of the electronic signature can be found at: https://www.signaturpruefung.gv.at
Note	This document is signed with a qualified electronic signature. According to § 4 art. 1 of the Signature Act it in principle is legally equivalent to a handwritten signature.	

by those many parties know that every day also includes related to trust services (such as eSignatures, eSeals, eTime stamps, e-registered delivery and website authentication) under the eIDAS Regulation (REGULATION (EU) No 910/2014 of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market) will come into effect. Some say they will mostly impact public sector services. Others state they might have a significant impact on online private sector services. Legal/Compliance officers and enterprise architects are trying to prepare whilst implementing acts have been adopted and related ETSI-standards are evolving. One thing is certain... The market of Trust Services (and consuming services) is taking form now... We invite you to come and share your practical questions/concerns on one of the sub-areas being eSignatures & eSeals with peers.

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 ...ative
 ...ation - An Overview of & Experiences with applying CEN/ETSI Standards & Best Practices

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Panel session – Regulation, Implementation and Standards
 akers

Lunch Break

Building a shared eSignature Platform
 / Martine Waeckens – Internal ICT services - Flemish Government

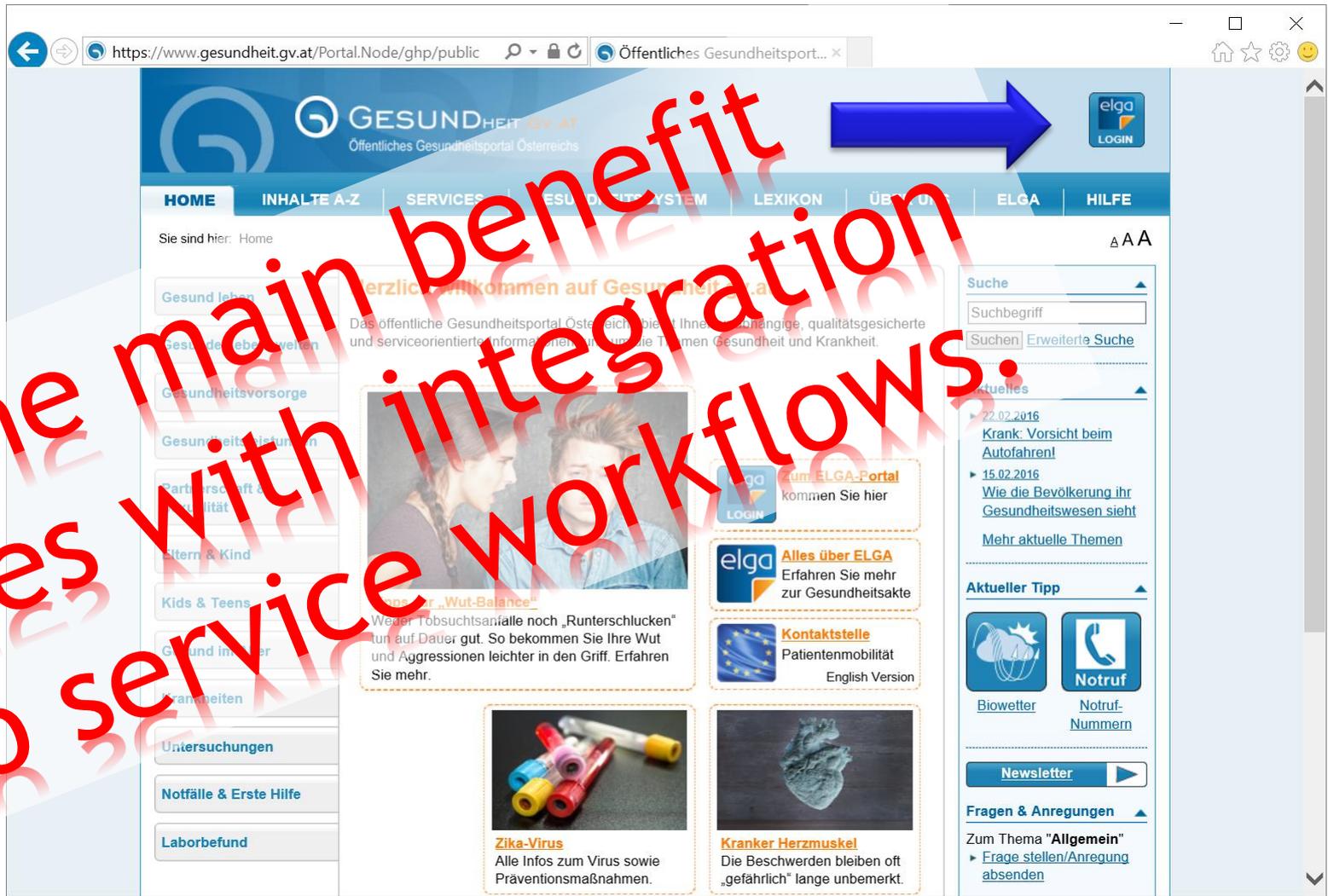
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 , Accreditation and Supervision Service - Italy

Coffee Break

Estonian lessons from the ubiquitous use of e-Signatures and e-Seals

Demo 2: Electronic Health Record

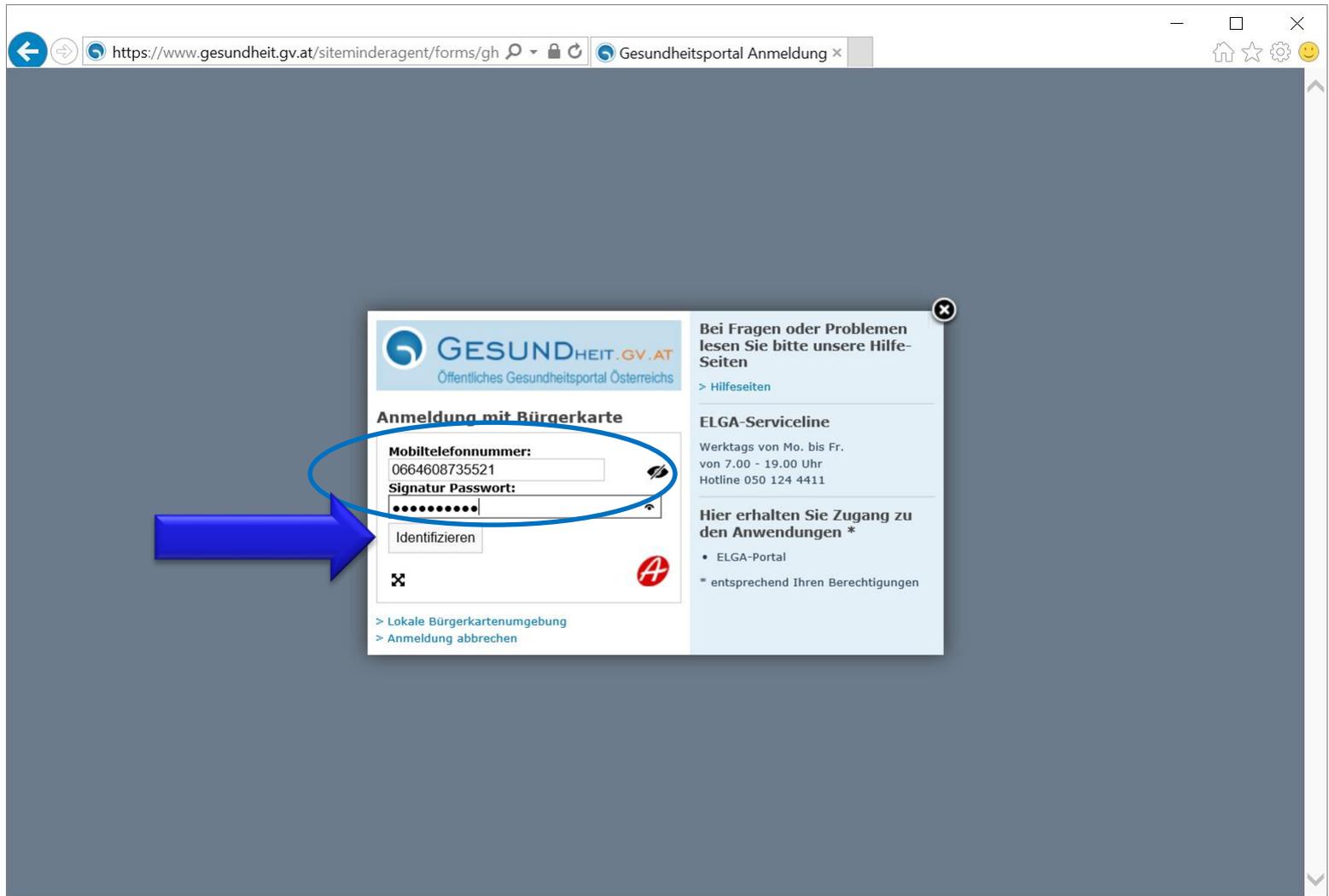


Demo 2: Select Card or Mobile ID

The screenshot shows a web browser window with the URL <https://www.gesundheit.gv.at/siteminderagent/forms/gh>. The page title is "Gesundheitsportal Anmeldung". The main content area is a light blue box with the following elements:

- GESUNDHEIT.GV.AT** logo and "Öffentliches Gesundheitsportal Österreichs" text.
- Anmeldung mit Bürgerkarte** section:
 - in Vertretung anmelden
 - Two icons: a blue citizen card with a globe and a green mobile phone.
 - A large blue arrow points from the citizen card icon to the mobile phone icon.
 - Below the icons, the text "> Lokale Bürgerkarte Umgebung" is visible.
- Bei Fragen oder Problemen lesen Sie bitte unsere Hilfe-Seiten** section:
 - > [Hilfeseiten](#)
- ELGA-Serviceline** section:
 - Werktags von Mo. bis Fr. von 7.00 - 19.00 Uhr
 - Hotline 050 124 4411
- Hier erhalten Sie Zugang zu den Anwendungen *** section:
 - ELGA-Portal
 - * entsprechend Ihren Berechtigungen

Demo 2: Mobile ID dialogue



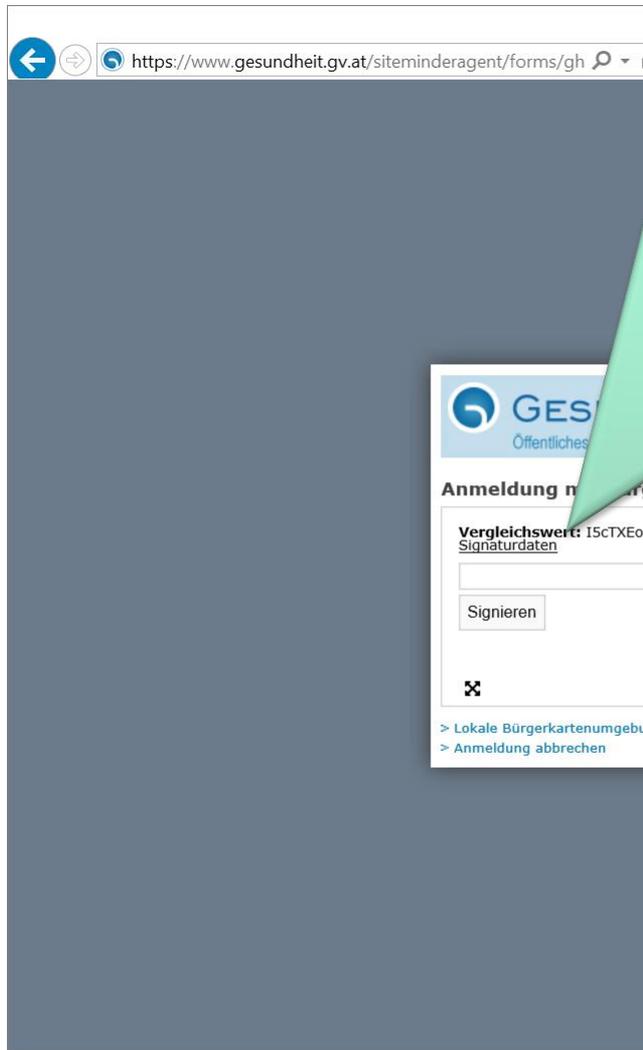
The screenshot shows a web browser window with the URL <https://www.gesundheit.gv.at/siteminderagent/forms/gh>. The page title is "Gesundheitsportal Anmeldung". A modal dialog box is displayed in the center, titled "Anmeldung mit Bürgerkarte". The dialog box contains the following fields and elements:

- Logo: GESUNDHEIT.GV.AT Öffentliches Gesundheitsportal Österreichs
- Section: **Anmeldung mit Bürgerkarte**
- Field: **Mobiltelefonnummer:** 0664608735521
- Field: **Signatur Passwort:** [masked]
- Button: Identifizieren
- Buttons: Lokale Bürgerkartenumgebung, Anmeldung abbrechen

A blue arrow points to the "Identifizieren" button. A blue oval highlights the "Mobiltelefonnummer" and "Signatur Passwort" fields. To the right of the dialog box, there is a sidebar with the following content:

- Section: **Bei Fragen oder Problemen lesen Sie bitte unsere Hilfe-Seiten**
- Link: > Hilfeseiten
- Section: **ELGA-Serviceline**
- Text: Werktags von Mo. bis Fr. von 7.00 - 19.00 Uhr Hotline 050 124 4411
- Section: **Hier erhalten Sie Zugang zu den Anwendungen ***
- List: • ELGA-Portal
- Text: * entsprechend Ihren Berechtigungen

Demo 2: Sign authentication



Auth.-data to be signed

Anmeldedaten:

Daten zur Person

Name: Herbert Leitold
Geburtsdatum: 12.08.1965

Daten zur Anwendung

Name: Gesundheitsportal.at
Staat: Österreich

Technische Parameter

URL: https://www.gesundheit.gv.at/moaLogin/
Bereich: GH (Gesundheit)
Identifikator: [REDACTED]
SessionToken: 6852493405242961394
Datum: 22.02.2016
Uhrzeit: 20:55:55

Demo 2: Sign authentication

The image shows a web browser window displaying the 'Anmeldung mit Bürgerkarte' (Registration with Citizen Card) page on the website <https://www.gesundheit.gv.at>. The page features the logo for 'GESUNDHEIT.GV.AT' and the text 'Öffentliches Gesundheitsportal Österreichs'. A blue arrow points to a form field containing the comparison value 'I5cTXEo5Xf' and the label 'Signaturdaten'. Below the field is a 'Signieren' button. To the right of the form, there is a red 'A' icon. Below the form, there are links for 'Lokale Bürgerkartenumgebung' and 'Anmeldung abbrechen'. The browser window also shows a sidebar with 'Bei Fragen oder Problemen lesen Sie bitte unsere Hilfen Seiten', 'ELGA-Serviceline' (with contact hours and hotline), and 'Hier erhalten Sie...'.

Overlaid on the right side of the browser window is a white mobile phone. The phone's screen displays a list of received SMS messages from 'A-TRUST'. The messages contain the following information:

- Message 1: Handy-Signatur, Vergleichswert: feW/1jv501, TAN: rccbhw (5 Min. gültig), 22:13
- Message 2: Handy-Signatur, Vergleichswert: Bzp31WJIZI, TAN: xqybwo (5 Min. gültig), 21:52
- Message 3: Handy-Signatur, Vergleichswert: tea92VWbwE, TAN: fey9s7 (5 Min. gültig), 22:12

The phone's input field at the bottom shows 'Nachricht eingeben' and the time '22:13'.

Demo 2: Entered the portal

The screenshot shows a web browser window with the URL <https://www.elga-online.gv.at/web-gui>. The page header includes the ELGA logo and the text "Meine elektronische Gesundheitsakte. Meine Entscheidung!". The user is logged in as "DI Herbert Leitold" and has access to "Auftragsliste" and "Logout" options. The navigation menu includes "Startseite", "e-Befunde", "e-Medikation", "GDA", "Protokoll", and "Teilnahme".

Hinweis

ELGA startet schrittweise im Dezember 2015 in öffentlichen Spitälern in der Steiermark und in Wien. Unter "e-Befunde" finden Sie Ihre ab diesem Zeitpunkt von ELGA bereitgestellten Befunde. Ihre Medikationsdaten werden derzeit noch nicht eingetragen.

Weitere Informationen finden Sie in der Hilfe.

Willkommen in Ihrer ELGA!

- e-Befunde**: Hier finden Sie eine Liste Ihrer e-Befunde. Keine Befunde gefunden.
- e-Medikation**: Hier sehen Sie eine Liste Ihrer verordneten und in der Apotheke abgegebenen Medikamente. Die ELGA-Funktion "e-Medikation" ist noch nicht aktiv.
- GDA**: Hier finden Sie Ihre Gesundheitsdiensteanbieter (GDA) - Ihre behandelnden oder betreuenden Ärzte, Spitäler, Apotheken und Pflegeeinrichtungen. Kein GDA ist derzeit zugriffsberechtigt.
- Protokoll**: Hier sind die von Ihnen und Ihren GDA durchgeführten Aktionen aufgelistet, etwa Ihre eigenen Änderungen oder wer wann auf Ihre...
- Teilnahme**: Hier können Sie Ihren aktuellen ELGA-Teilnahmestatus ansehen und gegebenenfalls ändern.
- Hilfe**: Hier finden Sie Antworten zu den wichtigsten Fragen, Erläuterungen zu den verwendeten Symbolen sowie weiterführende Informationen.

Demo 2: My EHR participation status

The screenshot shows the ELGA web interface. The browser address bar displays <https://www.elga-online.gv.at/web-gui>. The page header includes the ELGA logo and the text "Meine elektronische Gesundheitsakte. Meine Entscheidung!". The user is identified as "DI Herbert Leitold" and is logged in at "22.02.2016, 22:02 Uhr". The navigation menu includes "Startseite", "e-Befunde", "e-Medikation", "GDA", "Protokoll", and "Teilnahme". The "Teilnahme" section is active, showing "Meine Teilnahme".

Under "Teilnahmestatus an einzelnen Funktionen", the following items are listed:

Funktion	Status	Abmelden
e-Befunde	angemeldet	Abmelden
e-Medikation	angemeldet	Abmelden

A blue circle highlights the "e-Befunde" and "e-Medikation" rows. A blue arrow points from the text "Want to partially opt-out" to the "Abmelden" button for "e-Befunde".

Below this, "Ihre bisherigen Willenserklärungen" shows a declaration from "01.12.2015 14:58:30".

On the right, "Komplett von ELGA abmelden" includes a warning: "ELGA Gesundheitsdienstleister möglich. Nach ihrer Abmeldung werden Ihre neuen Gesundheitsdaten nicht mehr über ELGA verfügbar gemacht. Sie können sich jederzeit erneut bei ELGA anmelden." and an "Abmelden" button.

The footer contains a PDF-Reader notice, links for "Hilfe", "Impressum", "Kontakt", and "Sitemap", and a "WC WAI-AA WCAG 2.0" logo.

Demo 2: Sign opt-out declaration

The screenshot shows a web browser window with the URL <https://www.elga-online.gv.at/web-gui>. The page header includes the ELGA logo and the text "Meine elektronische Gesundheitsakte. Meine Entscheidung!". The user is identified as "DI Herbert Leitold" and is logged in. The navigation menu includes "Startseite", "e-Befunde", "e-Medikation", "GDA", "Protokoll", and "Teilnahme". The "Teilnahme" section is active, displaying "Meine Teilnahme".

The main content area shows a form titled "Von e-Befunde abmelden". The text reads: "Ich, DI Herbert Leitold, melde mich hiermit per sofort von der ELGA-Funktion e-Befunde ab." Below this is a link for "Ihre zu unterschreibende Willenserklärung". At the bottom of the form are two buttons: "< Zurück" and "Unterschreiben". A large blue arrow points from the "Unterschreiben" button to the right, with the text "Proceed to signature" written on it.

The footer of the page contains the text "Um PDF-Dokumente betrachten zu können, benötigen Sie einen [PDF-Reader](#)." and links for "Hilfe", "Impressum", "Kontakt", and "Sitemap". There is also a logo for "W3C WAI-AA WCAG 2.0".

Demo 2: Enter mobile sign. credentials

The screenshot shows a web browser window with the URL <https://www.elga-online.gv.at/web-gui>. The page header includes the ELGA logo and the text "Meine elektronische Gesundheitsakte. Meine Entscheidung!". The user is logged in as "DI Herbert Leitold" and the date is "22.02.2016, 22:07 Uhr". The navigation menu includes "Startseite", "e-Befunde", "e-Medikation", "GDA", "Protokoll", and "Teilnahme". The "Teilnahme" tab is active, and the page title is "Meine Teilnahme". A blue oval highlights the "Mobiltelefonnummer:" field containing "0664608735521" and the "Signatur Passwort:" field containing "*****". Below these fields are buttons for "Identifizieren" and "Eigenes Fenster". The footer contains a note about PDF documents, links for "Hilfe", "Impressum", "Kontakt", and "Sitemap", and a "WC WAI-AA WCAG 2.0" logo.

Demo 2: Authorize signature

elga Meine elektronische Gesundheitsakte. **Meine Entscheidung!**

Startseite e-Befunde e-Medikation GDA Protokoll **Teilnahme**

Meine Teilnahme

Vergleichswert: rp16EKoiVk
[Signaturdaten anzeigen](#)

TAN (SMS)

Signieren

Eigenes Fenster

A-TRUST

Handy-Signatur
Vergleichswert: j9Y5gtLQzr
TAN: 34eq3x
(5 Min. gültig) 21:56

Handy-Signatur
Vergleichswert: 6jL5GvBGWA
TAN: 8p48eq
(5 Min. gültig) 22:00

Handy-Signatur
Vergleichswert: rp16EKoiVk
TAN: nb3at4
(5 Min. gültig) 22:06

Nachrichte eingeben 22:08

Um PDF-Dokumente betrachten zu können, benötigen Sie einen [PDF-Reader](#).

Hilfe Impressum Kontakt Sitemap

WCAI-AA WCG 2.0

Demo 2: Changed status

The screenshot shows the ELGA online portal interface. The browser address bar displays the URL <https://www.elga-online.gv.at/web-gui>. The page header includes the ELGA logo with the text "Meine elektronische Gesundheitsakte. Meine Entscheidung!". The user is identified as "DI Herbert Leitold" and is logged in. The navigation menu includes "Startseite", "e-Befunde", "e-Medikation", "GDA", "Protokoll", and "Teilnahme". The "Teilnahme" menu item is highlighted. A blue oval highlights the message: "Ihr Teilnahmestatus wurde erfolgreich geändert". Below this message, it says "Hier finden Sie Ihre" followed by a link to "Willenserklärung vom 22.02.2016 22:09:12". A button labeled "Zur Teilnahme" is visible. The footer contains a note about PDF documents, links for "Hilfe", "Impressum", "Kontakt", and "Sitemap", and a logo for "W3C WAI-AA WCAG 2.0".

Demo 2: New status recorded

elga Meine elektronische Gesundheitsakte. **Meine Entscheidung!**

Willkommen im angemeldeten ... Teilnahme | ELGA - Meine ele... 22.02.2016, 22:16 Uhr

DI Herbert Leitold Auftragsliste Logout

Startseite e-Befunde e-Medikation GDA Protokoll **Teilnahme**

Meine Teilnahme

Teilnahmestatus an einzelnen Funktionen

e-Befunde	<input type="checkbox"/> abgemeldet	<input checked="" type="checkbox"/> Anmelden
e-Medikation	<input checked="" type="checkbox"/> angemeldet	<input type="checkbox"/> Abmelden

Ihre bisherigen Willenserklärungen

[Willenserklärung vom 22.02.2016 22:09:12](#)

Komplett von ELGA abmelden

Sie können sich hier komplett von ELGA abmelden. Der Zugriff auf Ihre ELGA-Gesundheitsdaten ist danach weder für Sie selbst noch für Ihre ELGA-Gesundheitsdiensteanbieter möglich. Nach Ihrer Abmeldung werden Ihre neuen Gesundheitsdaten nicht mehr über ELGA verfügbar gemacht.

Sie können sich jederzeit erneut bei ELGA anmelden.

Abmelden

Um PDF-Dokumente betrachten zu können, benötigen Sie einen [PDF-Reader](#).

Hilfe Impressum Kontakt Sitemap

W3C WAI-AA WCAG 2.0

D

Unterschriften und alle Unterschriften sind gültig.

Unterschriftsfenster

Unterschriften

Alle prüfen

- Revision 1: Unterschriften von Herbert Leitold
- Revision 2: Unterschriften von Sig EBP PDF V01

Signed and counter-signed PDF opt-out declaration



Willenserklärung

Ich, DI Herbert Leitold,
 melde mich von der ELGA-Funktion
 e-Befunde
 ab.

Ich bin informiert, dass während der Dauer meiner Abmeldung von der ELGA-Funktion 'e-Befunde' keine e-Befunde im Rahmen von ELGA zur Verfügung gestellt werden.
 Ich bin auch informiert, dass meine e-Befunde erst ab dem Zeitpunkt meiner Wiederanmeldung im Rahmen von ELGA zur Verfügung gestellt werden, und ich keinen Rechtsanspruch auf die Aufnahme jener e-Befunde habe, die während der Dauer meiner Abmeldung von meinen ELGA-Gesundheitsdiensteanbietern erzeugt wurden.
 Diese heutige Willenserklärung wird elektronisch verarbeitet und dem Regelwerk, das aus bisherigen Willenserklärungen gebildet wurde, hinzugefügt.

	Unterzeichner	DI Herbert Leitold
	Datum/Zeit-UTC	2016-02-22T22:08:29+01:00
	Prüfinformation	Informationen zur Prüfung der elektronischen Signatur finden Sie unter: https://www.signaturpruefung.gv.at
Hinweis	Dieses mit einer qualifizierten elektronischen Signatur versehene Dokument ist gemäß § 4 Abs. 1 Signaturgesetz einem handschriftlich unterschriebenen Dokument grundsätzlich rechtlich gleichgestellt.	

	Unterzeichner	Hauptverband der österreichischen SV-Trainer
	Datum/Zeit-UTC	2016-02-22T22:09:12+01:00
	Prüfinformation	Informationen zur Prüfung der elektronischen Signatur finden Sie unter: https://www.signaturpruefung.gv.at
Hinweis	Dieses Dokument wurde antsigniert. Mit dieser Antsignatur wird die Willenserklärung zum ELGA-Teilnahmestatus bestätigt.	



Some 300+ applications

<https://www.buergerkarte.at/en/applications-mobile.html>

Formulare mit Signatur

Filtern nach: Suchwort Signaturformat **Handy-Signatur** ▾

In Klammern hinter dem Formularnamen finden Sie die Anzahl der Anbieter.

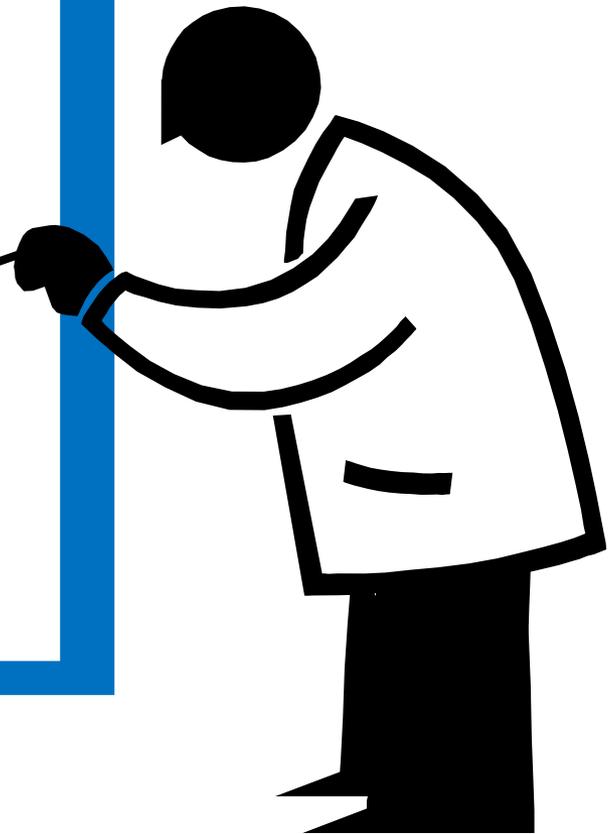
- Abbruch – Anzeige (1)   
- Abgabekonteninformation – Detailübersicht (Stadt Salzburg) (1)   
- Abgabekonteninformation – Saldenübersicht (Stadt Salzburg) (1)   

Der Online-Blick in das persönliche Abgabekonto.
- Allgemeines Anbringen – Amt der Landesregierung (1)   
- Allgemeines Anbringen – Bezirkshauptmannschaft (1)   
- Allgemeines Anbringen – Bundeskanzleramt (2)   
- Allgemeines Anbringen – Gemeinde (18)   
- Allgemeines Anbringen – Justiz (1)   

Mit diesem Online-Formular können Sie elektronische Eingaben (Erst- und Folgeeingaben wie K...

Contents

- Signature tokens in Austria
- Austrian Mobile Signature
- **Usage and Business Model**
- Lessons Learned, Challenges



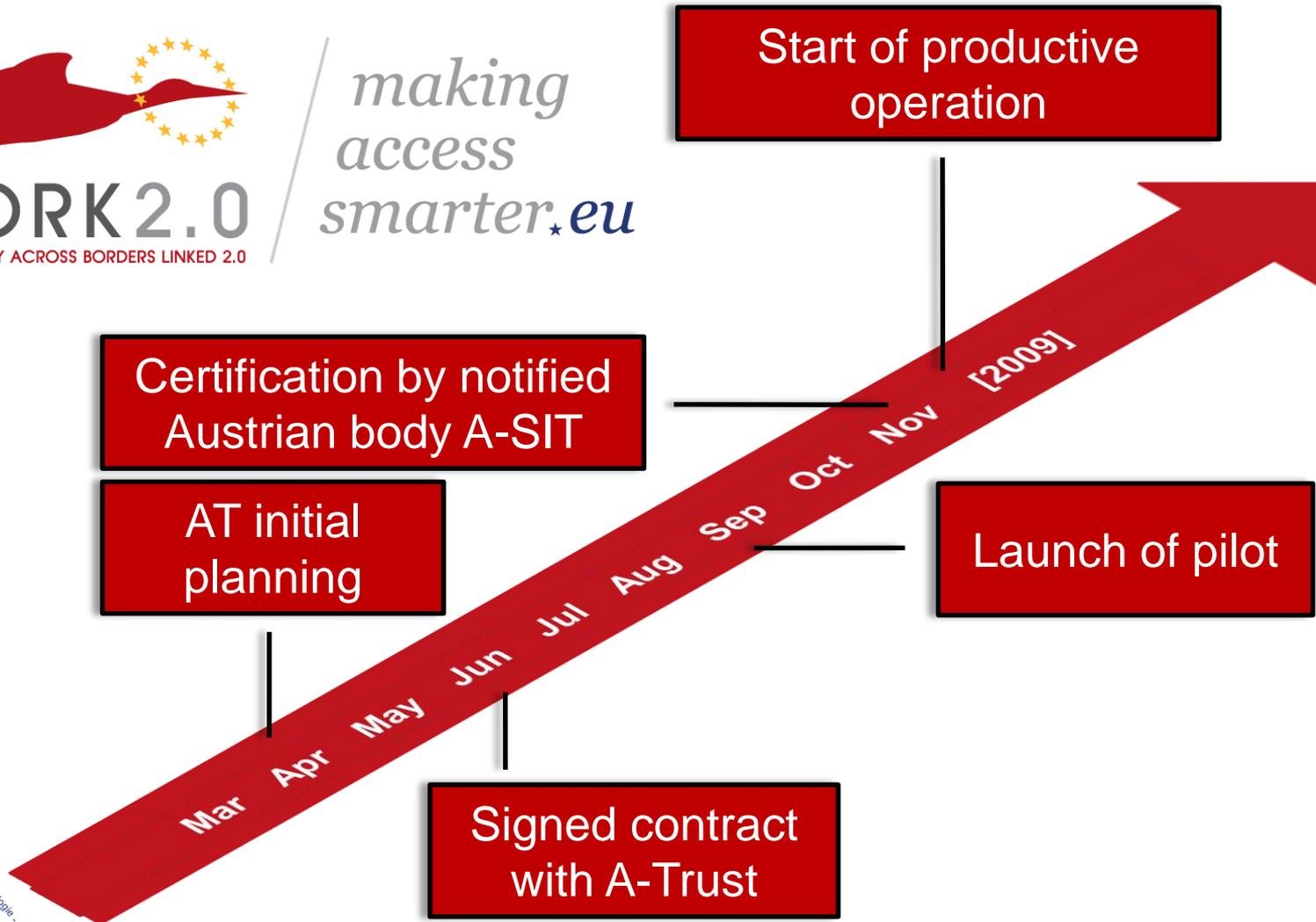
Initial design considerations

- Easy to use, no additional effort for citizens
 - E.g., no change of SIMs
- Independent from mobile device and MNO
 - Server-based credentials, Web-based approach
- Gvmnt. has interest in broad take-up
 - Free of charge for citizens
 - as it is the case for health card eID
 - No costs for public or private relying parties
 - qualified certificates and SMS costs paid by gvmnt.

Deployment (through STORK LSP)

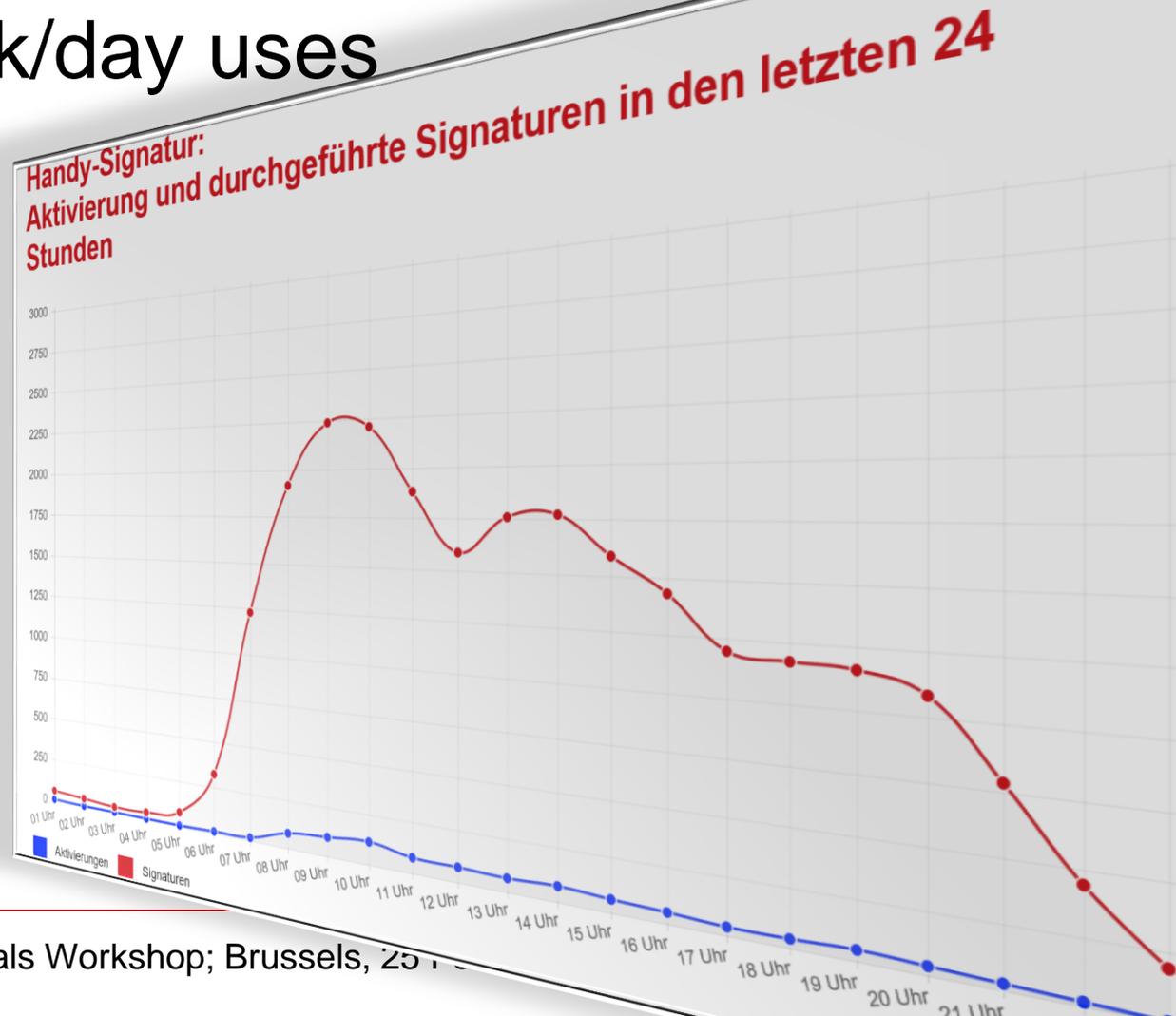


*making
access
smarter.eu*

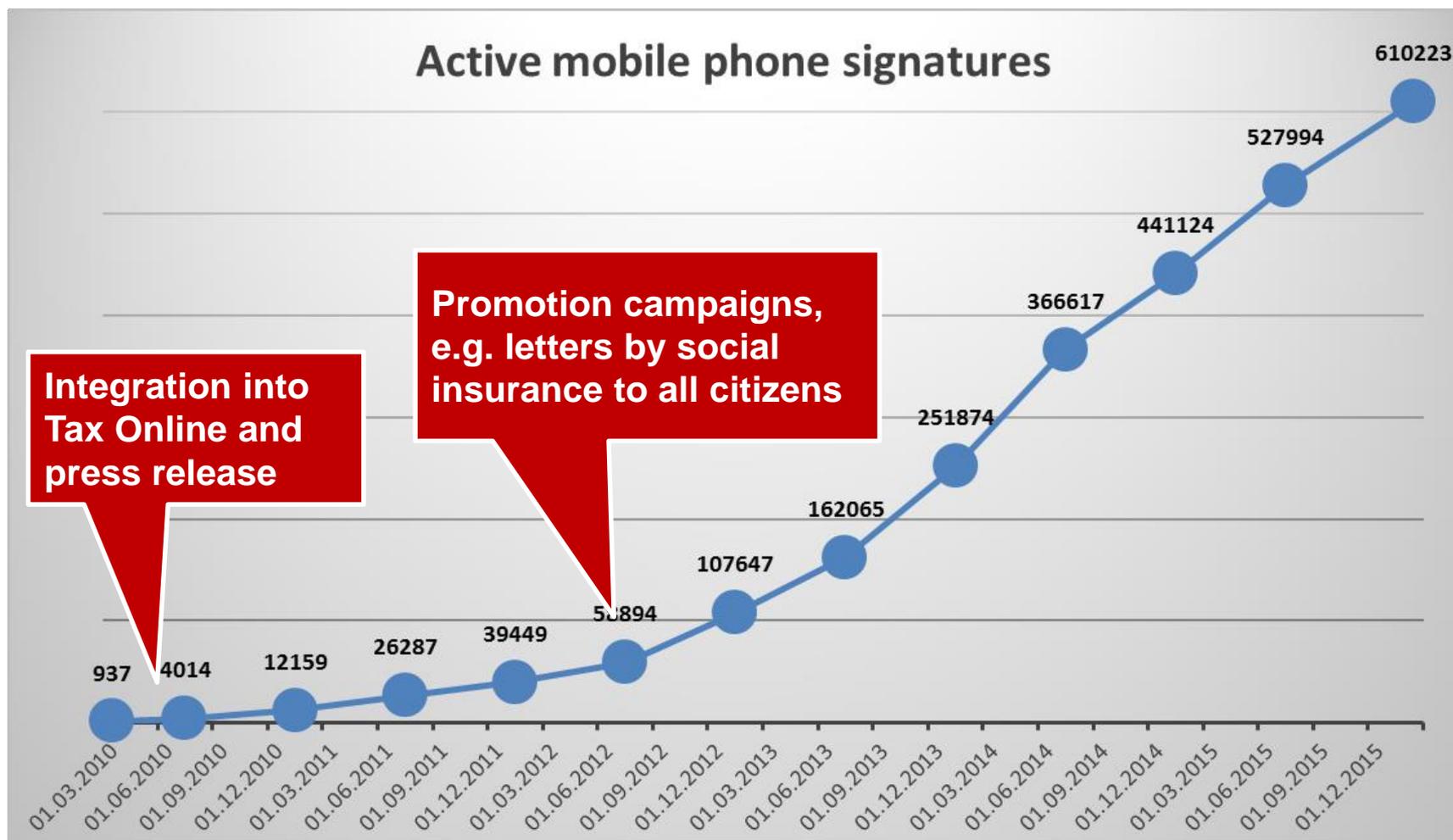


Actual usage ...

- About 25-30 k/day uses on a typical working day
- ~6-8 k/day uses on weekends

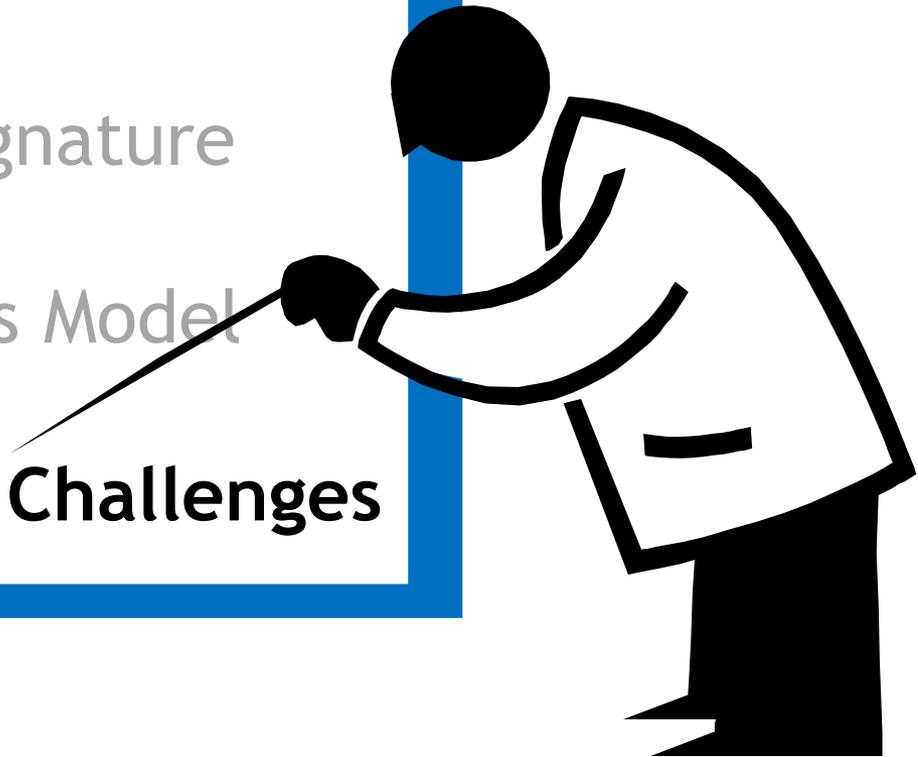


Core promotional milestones



Contents

- Signature tokens in Austria
- Austrian Mobile Signature
- Usage and Business Model
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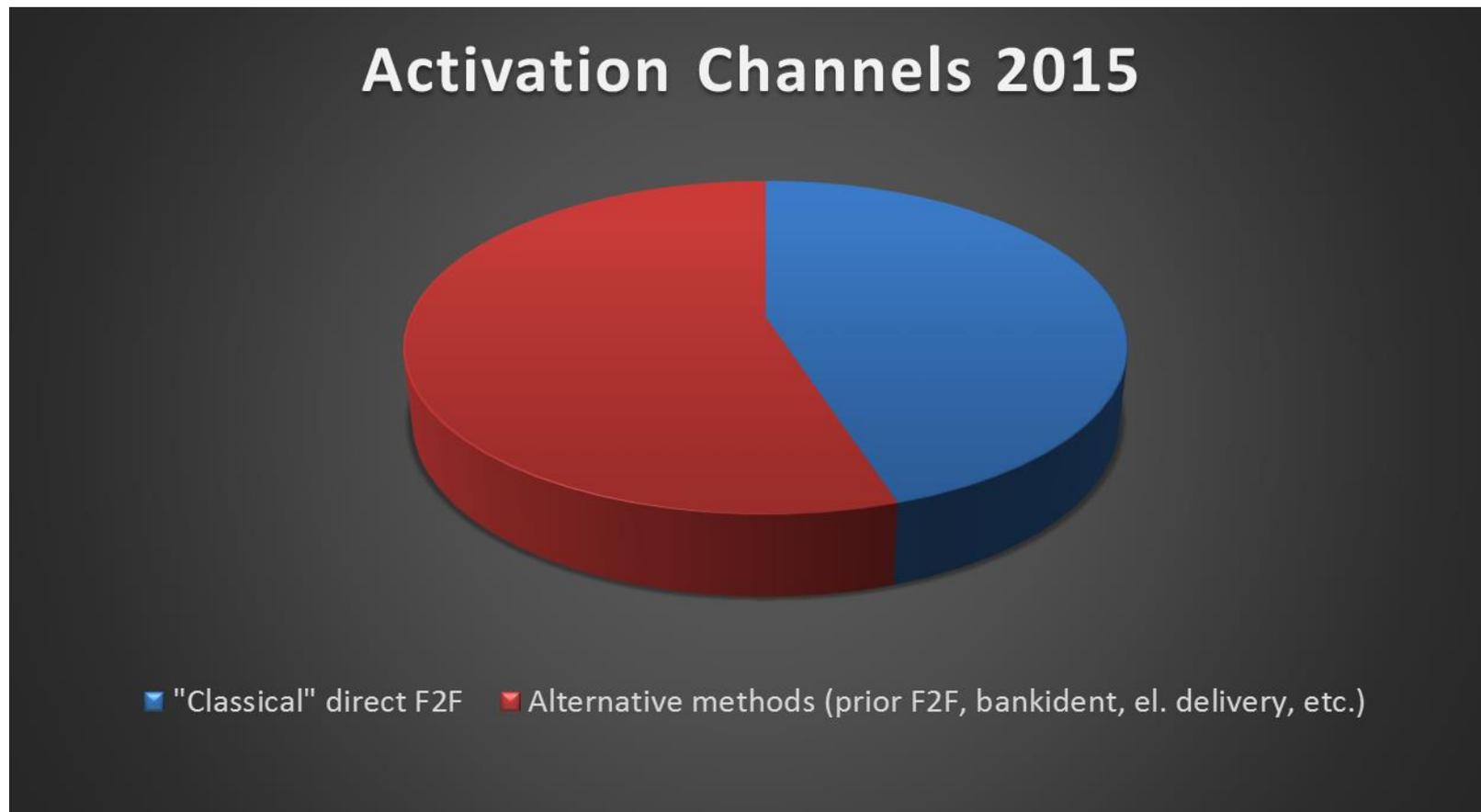


Lessons learned

- Smartcard eID
 - Satisfactory business users take-up
 - But quite limited take-up by citizens
- Mobile signat. clear preference by citizens
 - 2014/15: 15/10 times higher mobile ID activation to health card activation
 - Under comparable conditions like free of charge
- Ease of use and easy activation essential



Joice of convenient registration is essential



Challenges

- Server-based approach supported take-up
 - Easy activation, no citizen device requirement
- Advent of smartphones calls for ...
 - reconsideration of two device policy
 - So far “browser at PC/laptop”
+ “mobile for SMS”
 - investigating advanced device binding
 - **Brand-new:** QR codes & devices key
 - Research on: Secure Elements; NFC tags



Thank You for
Your Attention!



Herbert Leitold
e-Signatures / e-Seals Workshop
Brussels, February 25th, 2016