# NCSIS Visions

- Computerization of the functions of the MOIM

- Efficient, secure and expandable Civil State Registry

- Improved availability for the citizens to information and routines of the ministry

- Availability to Civil State Registry for all other ministries and directorates of the Lebanese government

- Establish a co-operation agreement with the EU eGovernment programme for exchange of know-how and technology

- Extensive Knowledge Exchange between the NCSIS Programme and Lebanese universities

- Establishment of local subsidiary of **..............** in Beirut for knowledge transfer and support to the NCSIS Project and other eGovernment projects

# NCSIS Goals

- **One single source** of information about all citizens, residents and non-residents in Lebanon combined with local control and audit of data
- **Ensure integrity** regarding trustworthy nationwide civil state information
- **Reduce bureaucracy** by development of electronic support for administrative routines in the MOIM
    - Electronic document management
- **Upgrade** of existing electronic systems for utilization of common civil state registry
- **Statistics** and reports
- **Improve availability** to MOIM information and functions
- **Secure** and definable access to information
- **Intranet** for municipalities

# NCSIS Benefits

- **International**
  - Recognized for the best functioning Civil State Registry in the region
  - Appreciation of good and accurate overview of status of citizens, residents and non-residents
  - A significant step towards fulfilling the requirements of the Paris-2 agreement
  - Possible basis for similar solutions in other countries
- **National**
  - Appreciation of MOIMs ability to handle Civil State information

- **Municipalities**
  - Secured flow of information and directives to all municipalities
  - Immediate availability to other municipalities election results
- **Citizens**
  - Availability to information via TV and Radio on election results as soon the election is over and the government want to publice the results
  - Employment possibilities for large number of local engineers

# NCSIS Project Scope of Work
## Project Initiation Document

- Investigate Centralized or Decentralized Solution

- Consultancy Services

- Quality Assurance & Testing

- Database Design and Development
  - Implementation Methodology to be specified in proposal

- Software Licensing

- Application / Interface Design and Development

- System Installation and Integration

- Training

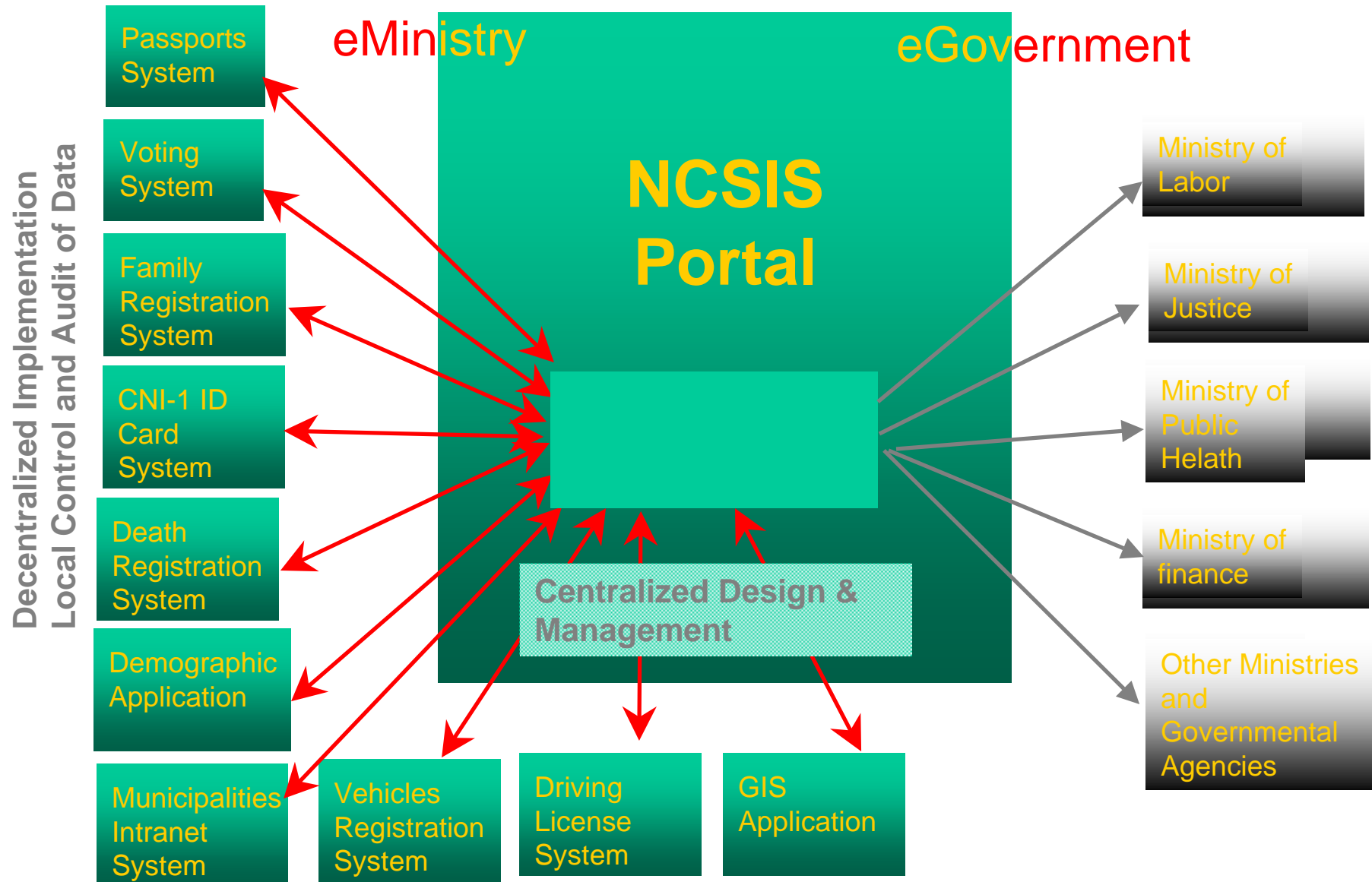- Operations and Maintenance during Project Period + 1 year

# NCSIS Framework
## Project Initiation Document

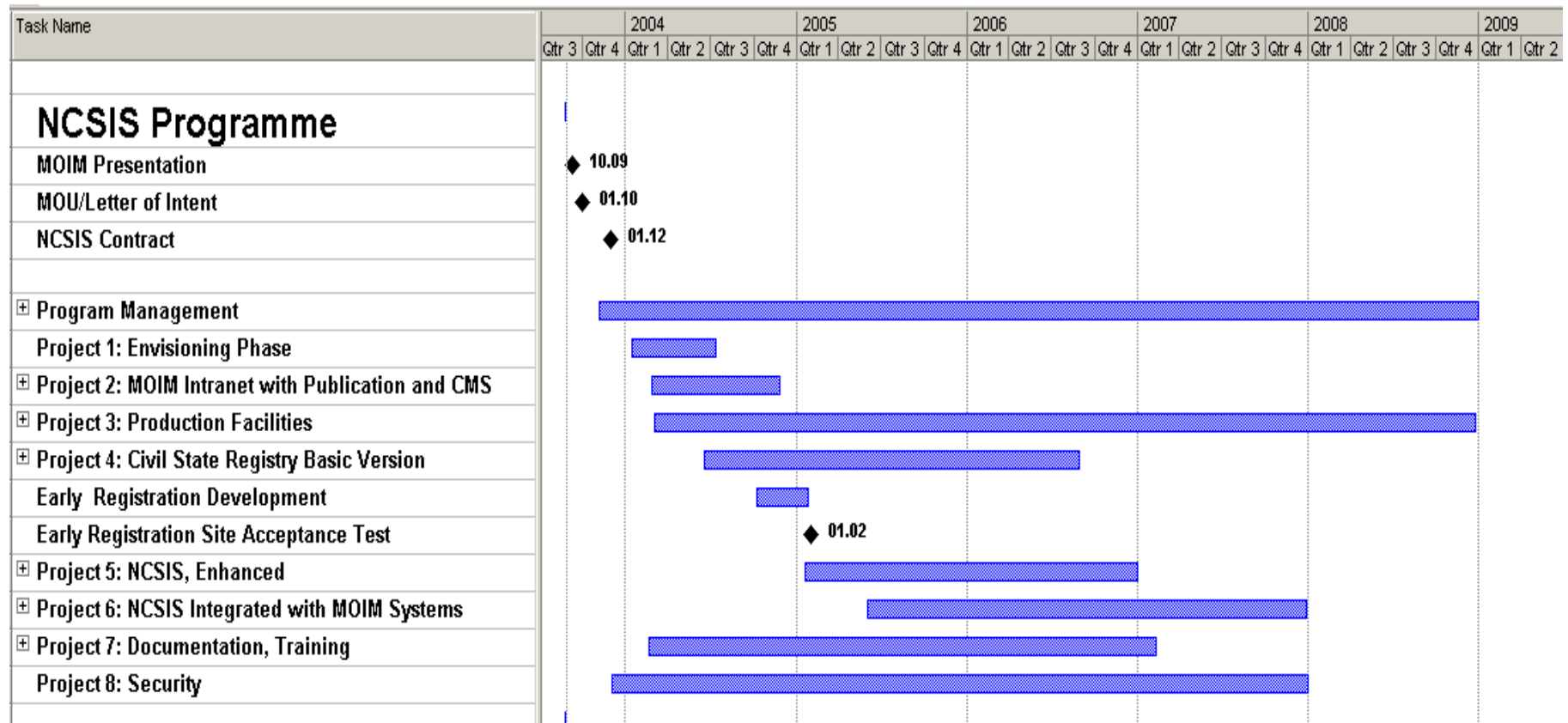- Build on efforts until now (existing systems, data, infrastructure)

- Contain vital information required on daily basis by all public actors (ministries, public institutions, public services)

- Ensure integrity regarding trustworthy civil state information

- Nationwide Network Access

- Operation and Maintenance of hardware, software, database(s) shall take into consideration all security aspects

# System Overview

**Minister of Interior and Municipalities**

eMinistry

eGovernment

## NCSIS Portal

**Decentralized Implementation Local Control and Audit of Data**

Passports System

Voting System

Family Registration System

CNI-1 ID Card System

Death Registration System

Demographic Application

Municipalities Intranet System

Vehicles Registration System

Driving License System

GIS Application

**Centralized Design & Management**

Ministry of Labor

Ministry of Justice

Ministry of Public Helath

Ministry of finance

Other Ministries and Governmental Agencies

# NCSIS Main Project Schedule

# Key Milestones

- Envisioning Phase Complete 12.07.04
- Production Facilities Startup 20.09.04
- MOIM Intranet Accepted 22.11.04

- Early Registration Accepted 01.02.05

- Registration CSR Basic Version Accepted 23.01.06
- CSR Basic Version Accepted 28.08.06

- NCSIS Enhanced Version Accepted 01.01.07
- NCSIS integrated with MOIM systems Accepted 24.12.07

# Key Milestones

**2004**   **2005**   **2006**   **2007**

D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D

Early Registration Accepted

Envisioning Phase Complete

Registration Accepted

Production Facilities Startup

CSR Basic Version Accepted

MOIM Intranet Accepted

NCSIS Enhanced Version Accepted

NCSIS integrated with
MOIM systems Accepted
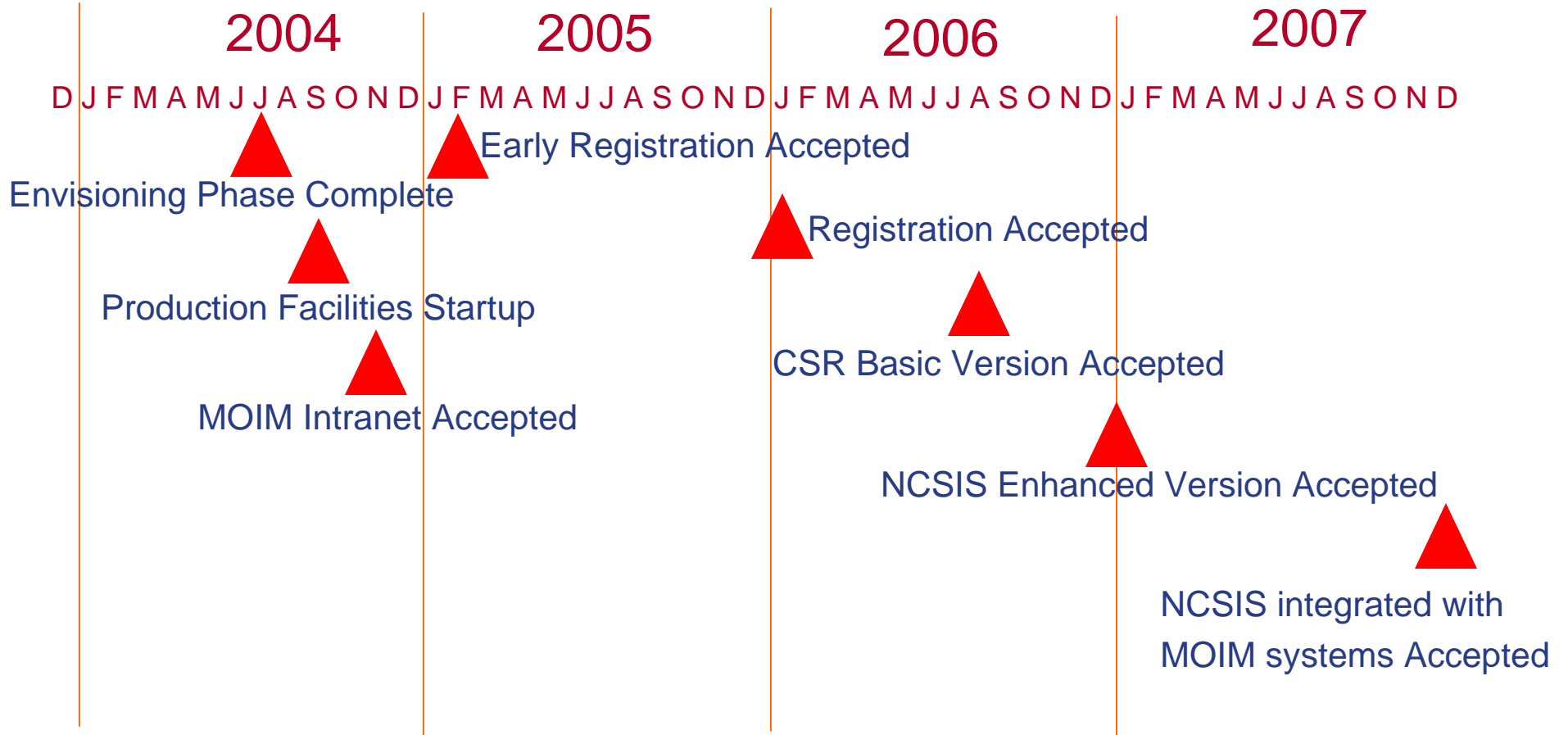
# NCSIS Manpower Projections
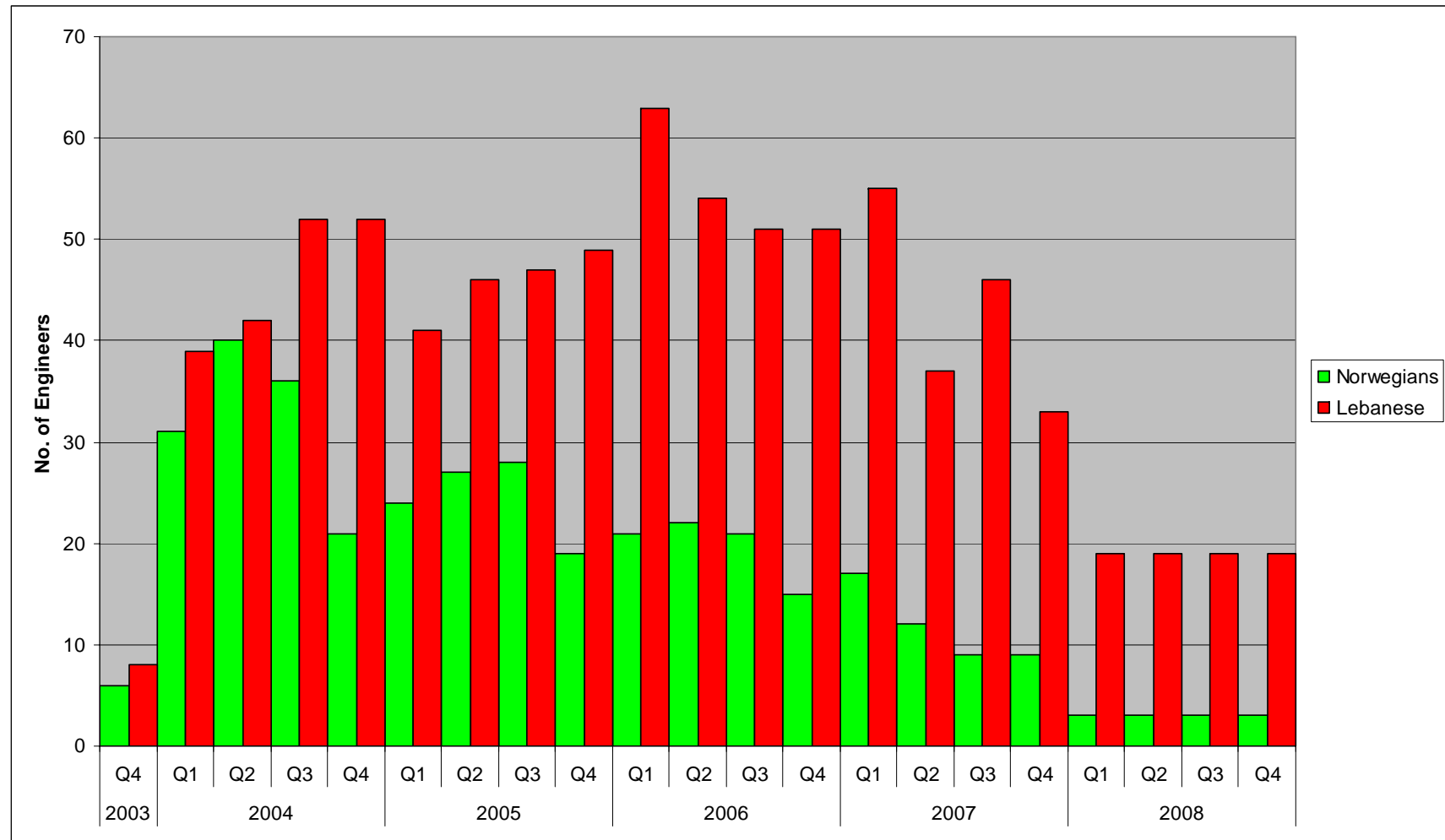
# Nationwide Network Access Plan

- Overall plan for the network infrastructure taking into account the overall requirement for network availability and robustness:
  - Planning the access
  - Routing strategy
  - Connectivity solution
  - IP addressing plan
  - Alternative routing
- Crucial for obtaining a nation wide infrastructure with the required quality of service to build the service municipal employees.
- Public Key Infrastructure (PKI) will be required to secure use of Digital Signatures

# NCSIS Project Cost Estimate

| Activity | Price Elements | | USD | Comments |
|---|---|---|---|---|
| | Nor manmth | Leb manmth | | |
| Program specific HW/SW | | | 22 466 000 | Sys.mng., sec, infrast. HW/SW |
| Project Management | 211 | 241 | 10 264 000 | Incl. QA, adm, etc |
| Envisioning | 121 | 129 | 5 813 000 | Analysis & Spec |
| Planning | 125 | 113 | 5 845 000 | Detail spes&Design |
| Development | 161 | 234 | 8 229 000 | |
| Stabilising | 143 | 206 | 7 294 000 | |
| Deployment | 59 | 1 130 | 11 286 000 | Incl 1 year operation |
| Training, Documentation | 46 | 155 | 3 049 000 | Training for Instructors |
| Security | 16 | 42 | 5 454 000 | |
| Total | 882 | 2 250 | 79 700 000 | |

# MOIM Contribution to the NCSIS Project

- Participate in the Steering Committee
- Project Sponser to participate in work with Project Charter
- Project Coordinator fullt time
- Special Interest Groups according to Project Plan
- Laundring and Input of Citizens' Information from Manual and Computerized Sources
  - NCSIS Project will provide Data Flow Analysis and Computerized Laundring and Input Routines
- Training of MOIM Employees
  - NCSIS Project will train the "MOIM Trainers" and provide documentation, course material, incl. eLearning packages
- Help Desk, User Counters and receipt and processing of mail/eMail requests
- Nationwide PC- and Communication Infrastructure, incl. Call Centers, LAN/WLAN/GPRS facilities
  - NCSIS Project will provide Nationwide Network Access Plan
  - NCSIS Project will provide technology specifications and test results through the NCSIS Test Laboratory
- MOIM will supply appropriate building infrastructure for the operation centers

# System Description

Dedicated interfaces for citizens, central and local government, etc

**Portal
Handling all new electronic functions**

Internet and Intranet Users

Interfaces to existing electronic systems like ID card system, Vehicle Registration, etc

Standard interfaces for integrating other applications (based on industry standard solutions)

Administration of NCSIS

Standard interfaces for import and export of data (XML based)
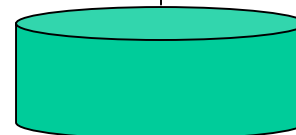
# System and Network Security

- Policies and Guidelines
- Vulnerability and Threat Management
- Penetration Testing
- Crisis Management Plans
- Disaster Recovery Plans
- Technology for:
  - MOIM and Municipalities Access
  - Other Ministeries/Agencies
  - Public Key Infrastructure (PKI) for Digital Signatures (optional)

# Security Network Diagram

MOIM and Municipalities Access

Other Ministeries/Agencies

| Data-base | NCSIS server | | AAA server | Test server | Data-base |
|-----------|--------------|---|------------|-------------|-----------|

DMZy

DMZz

Proxy Authen-tication

Firewall

DMZx

Internet
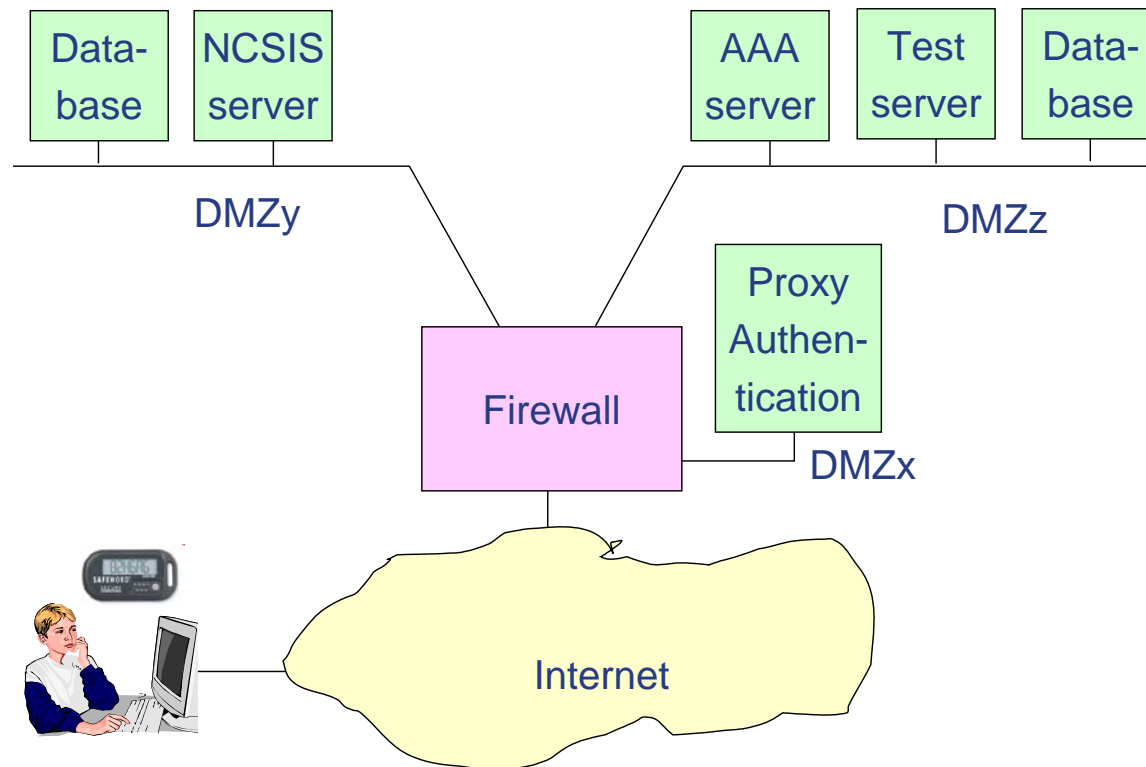
# Security System Components

- MOIM and Municipalities Access

- Other Ministeries/Agencies
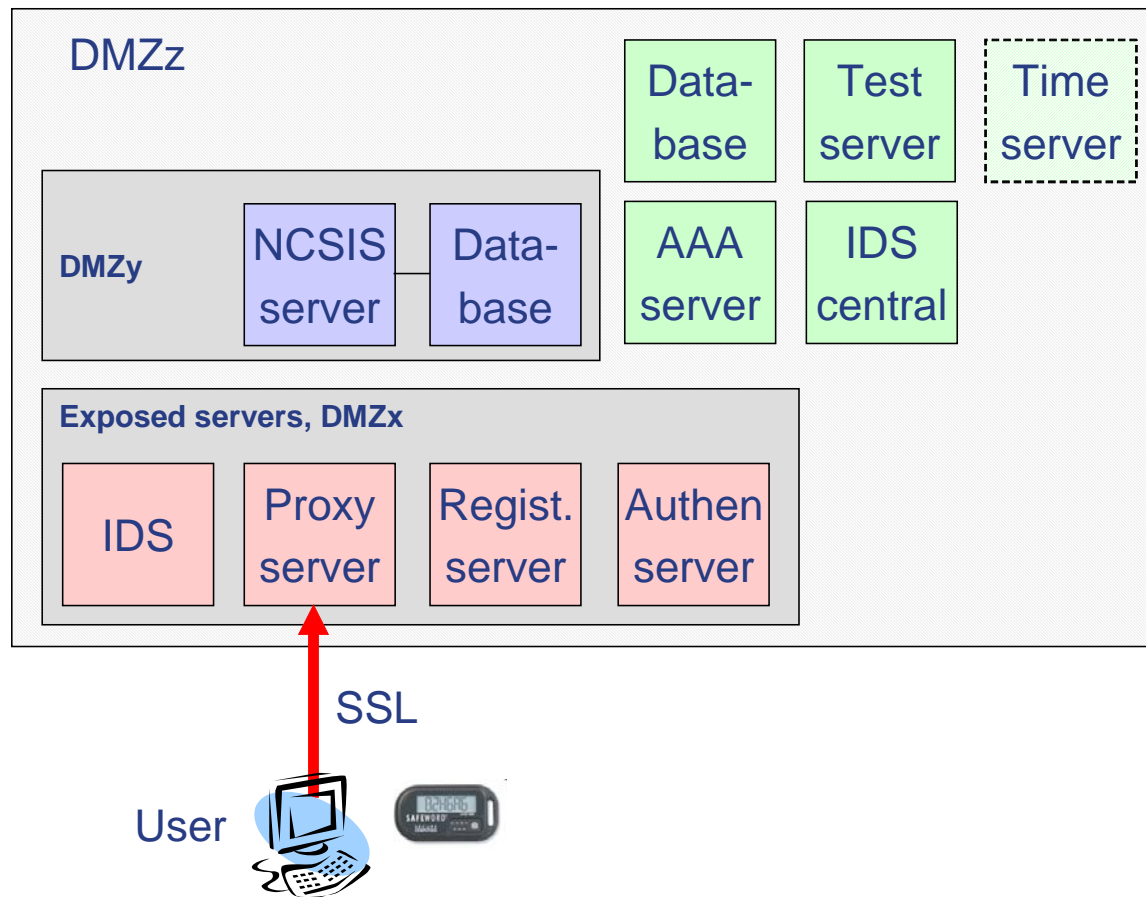
# Public Key Infrastructure – PKI (optional)

- Infrastructure for digital certificates and signatures

# NCSIS Frontend & Communcations

**MOIM**

support
responsibilities

Wireless
Devices

Counter

Kiosk

Mail

eMail

**NOP**

support
responsibility

Technical
Call center

Demonstrations, Specifications, Test
Results of Frontend Devices

| | | |
|---|---|---|
| LAN | IDS | Call Centre Technology |
| WLAN | PKI | Voice Recognition |
| GPRS | CNI | ........... |
| Bluetooth | SOC | |
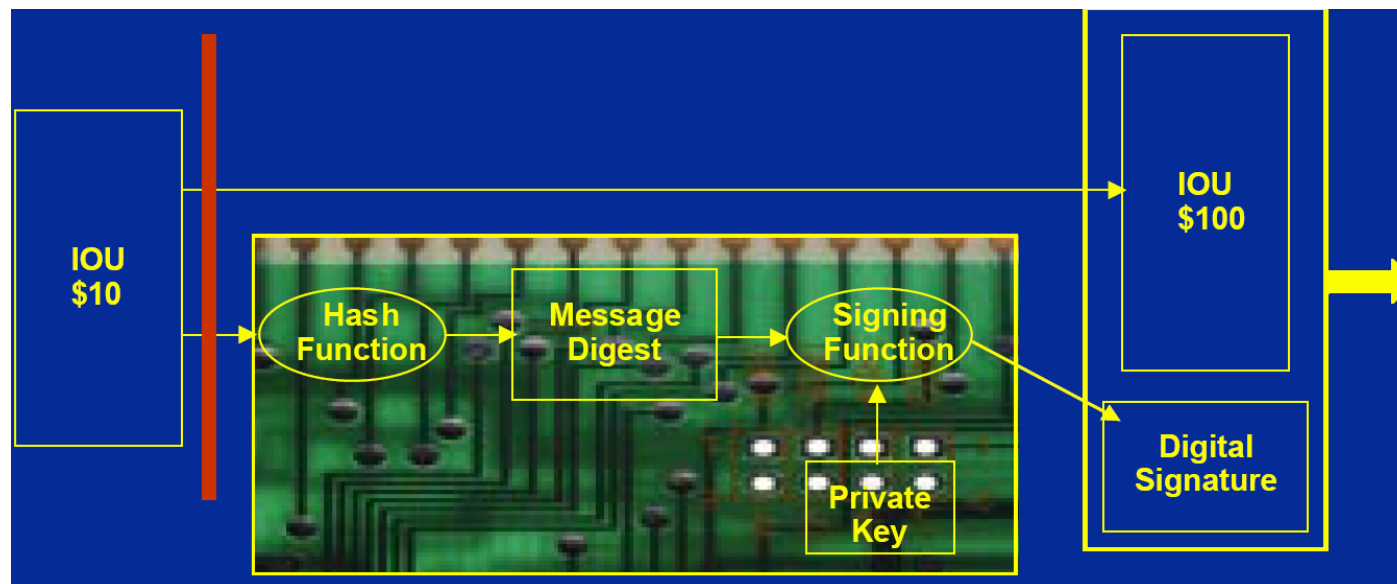
## NCSIS Frontend & Communications Test Laboratory
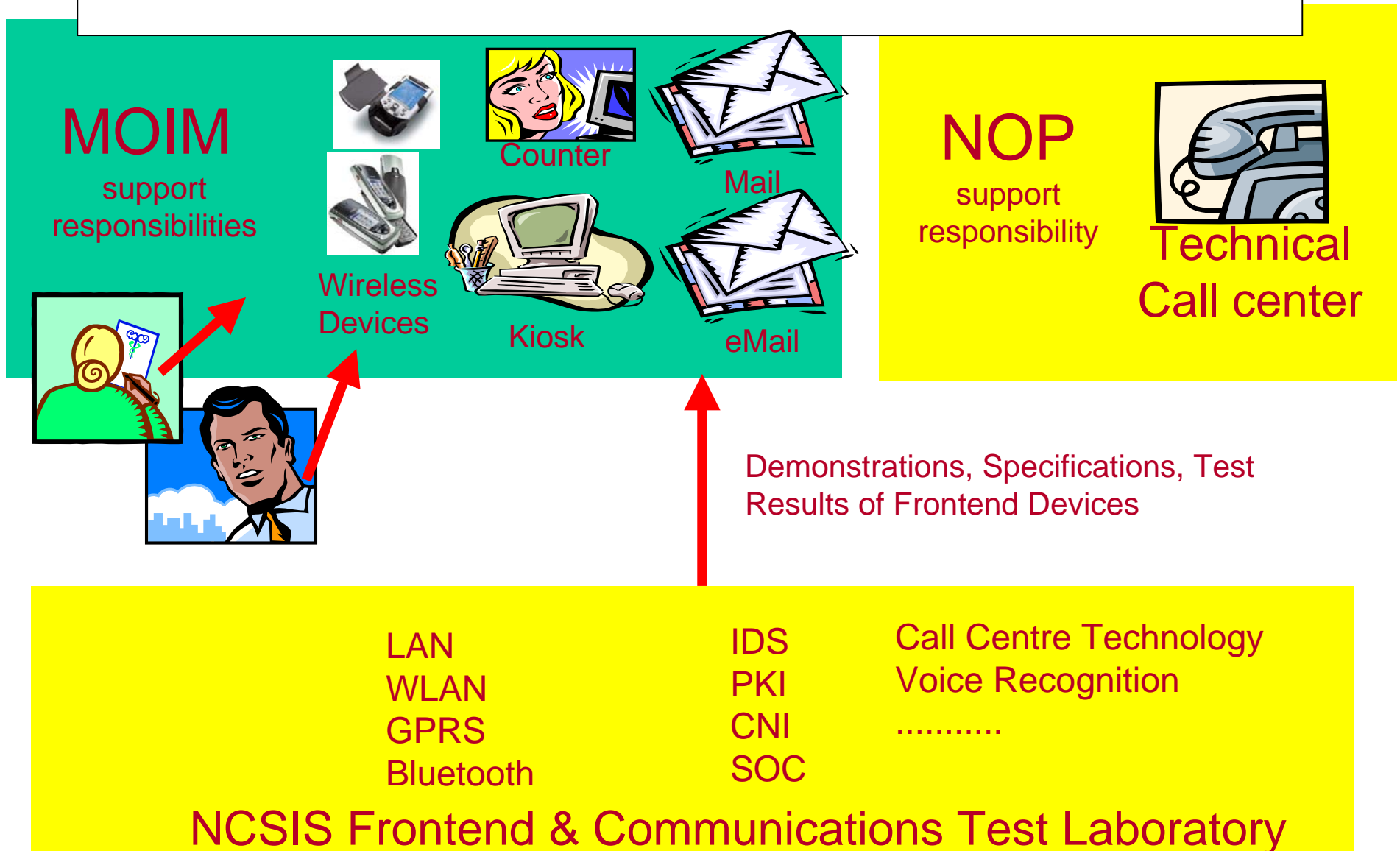
# MOIM Work Processes

- **Current Administrative Processes**
  - Written background information
  - Interviews

- **Work Processes Re-engineering**

- **Training of current staff**
  - Classroom training
  - eLearning

# NCSIS Project Stake Holders

**Government of Lebanon by MOIM**

Letter of Intent     01.10.2003
BOT Contract     01.12.2003

**............... Norway**

Contract 01.11.2003

Subsidiary agreement

Project Management
Systems Architects, etc

Contract 01.01.2004

**NOP Lebanon**

**....... - ME Lebanon**

**GIEK Norway**

Translation, operation, training and support

Administration, Engineers, etc

Contract 01.12.2003

**Other**

**Leb.Govmnt. / Bank**

**Intranet**

**NCSIS Project**

# NCSIS Project Organization Chart

**Steering Committee**

**Project Sponsor (MOIM)**

**Project Coordinator (GDCS)**

Special Interest Groups

NCSIS Program Manager **N**

**L** Secretary & Web Editor

Quality Assurance Manager **L**

**N** Project Control & Contracts Manager

System and Network Security Manager **N**

**L** Cultural and Legal Advisor

Work Process & Support Manager **L**

NCSIS Architect **N**

Construction Manager **N**

| Work Process & Support Manager | NCSIS Architect | Construction Manager |
|---|---|---|
| Current administrative practices | Requirement Analysis | Iterative Construction |
| Current systems | Implementation Analysis | Testing |
| Work Processes Re-engineering | Detailed Analysis & Design | Integration |
| NCSIS Documentation / Content Management | | Infrastructure |
| NCSIS Training / eLearning | | |
| NCSIS Support | | |
| NCSIS Operations Provider - NOP | | |

# NCSIS Project Norwegian Key Personnel

- Members of Steering Committee:
    - ........., CEO, ............................
    - .............., Director of Systems Development, ...................

- NCSIS Project Manager:
    - Tom Nystrom, M.Sc. Naval Architect & Computer Science

# NCSIS Virtual Organization Environment

**Security, Communication**
Sintef, Trondheim

**NCSIS Project Management**
Dimashki Bldg, Beirut

**Systems Development**
....... Norway

**Internet VPN (MOIM Intranet)**

- eCollaboration
- Document Management

**NCSIS Project Team**
GDCS National ID Card Center, Beirut

- Tandberg Videoconferencing
- Tandberg Web Conferencing
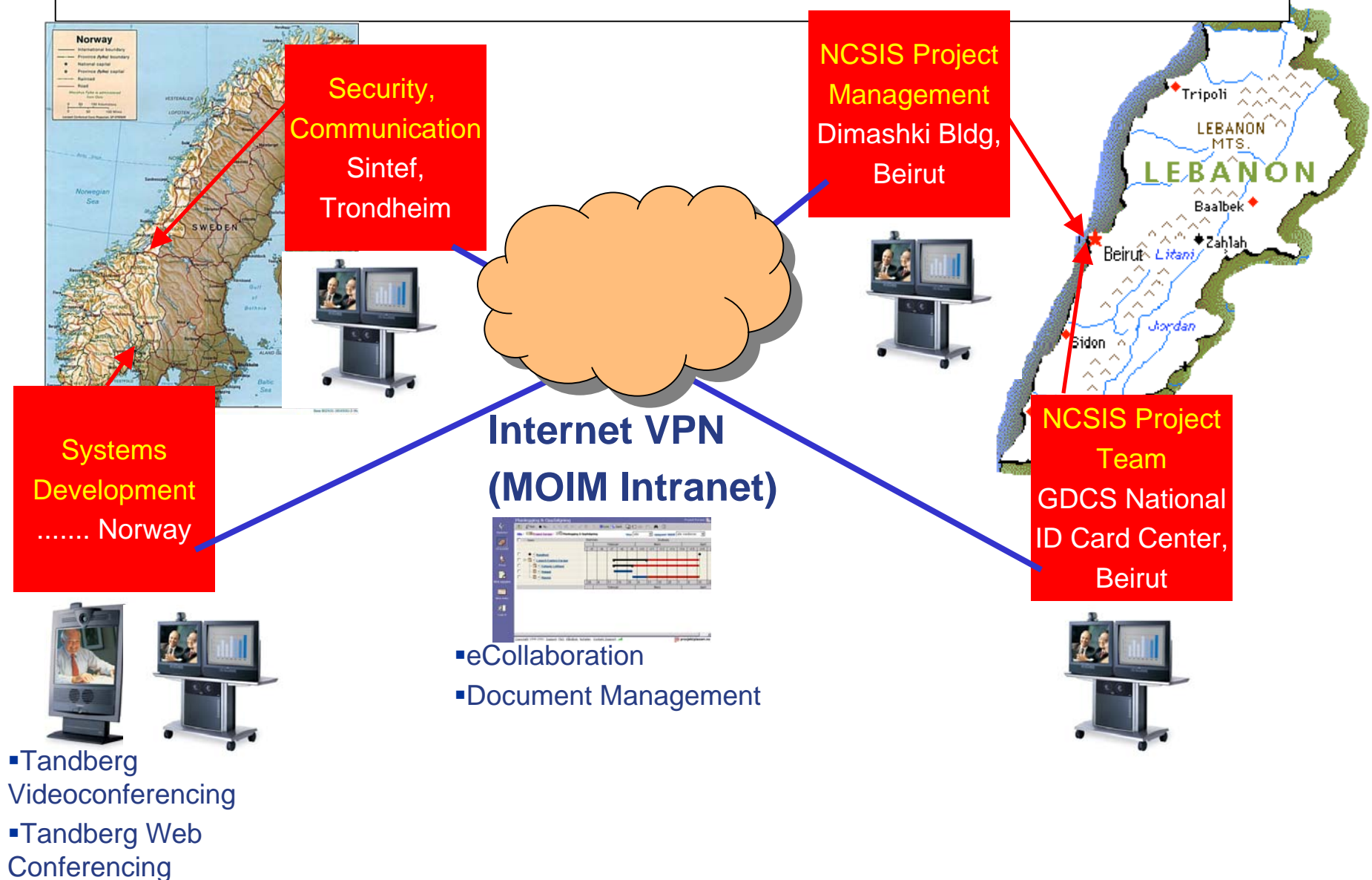
# NCSIS Project Languages

- **Communication within the NCSIS team:**
  - English language
- **Progress reporting, requirement analysis, design and construction documentation:**
  - English language
- **Intranet/Internet Portal presentation:**
  - Arabic language
  - French language
  - English language

- **NCSIS work processes, user documentation and training courses:**
  - Arabic language
  - English language

# ........................ – Middle East

- NCSIS project deliveries
- New .............................. regional hub handling both project deliveries and standard software either directly or via local agents
- Systems development centre for other Software Innovation projects

- Transfer of Technology and project management skills
- Attracting highly educated Lebanese engineers
- Co-operate with higher education institutions in Lebanon

- Initial personell mix of 60% Norwegians and 40% Lebanese, increasing the Lebanese share to 90% within 5 years

# NCSIS Project Subcontractors



- Lebanese technical staff, Arabic language support, NCSIS training courses, NCSIS operations and maintenance:
    - NCSIS Operations Provider – NOP, Beirut

- Legal Consultancy, Register Functions:
    - ........................................, Norway

- Extended use of fingerprint technology, possible modification to the CNI-1 system:
    - ...................................., Norway

- System and Network Security Management, Vulnerability and Threat Analysis, Penetration Testing, Public Key Infrastructure (PKI), WLAN/GPRS/Bluetooth technology:
    - ...................................., Norway

- Crisis Management and Disaster Recovery Plans:
    - ........................................, Norway

- Intrusion Detection System (IDS):
    - ..............................., Norway

- Video conferencing, Web conferencing:
    - ...................................., Norway