EasyGov operational and organisational framework

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

KONFERENZ DER KANTONSREGIERUNGEN
CONFERENCE DES GOUVERNEMENTS CANTONAUX
CONFERENZA DEI GOVERNI CANTONALI
CONFERENZA DA LAS REGENZAS CHANTUNALAS

Schweizerischer Städteverband
Union des villes suisses
Unione delle città svizzere

Schweizerischer Gemeindeverband
Association des Communes Suisses
Associazione dei Comuni Svizzeri
Associaziun da las Vischnancas Svizras

Contents

Note
To facilitate readability, the masculine form is used throughout this document. Naturally, persons of feminine gender are also included in these references.

1. Aim and purpose

This document covers the organisational structure and governance of EasyGov. It thereby supplements the EasyGov Partner documentation on https://authorities.easygov.swiss [1], which provides an overview of the EasyGov system.

EasyGov is based on the Federal Decree on the Financing of E-Government Activities for SMEs for the years 2016–2019 [2]. The main points in this connection are:

- "E-Government as an efficient way of cutting through red tape, improving economic framework conditions and increasing the competitiveness of the SME economy"

- "facilitating authorisation, application and reporting processes"

EasyGov is also based on the "E-Government Strategy Switzerland" [3] adopted by the federal government and the cantons and the "Digital Switzerland" Strategy [4].

1.1 Target groups of this document
This document forms the basis for the operation and development of EasyGov and for the collaboration between SECO and existing and future Partners in relation to EasyGov.

1.2 Updates of this document
As a rule, SECO updates this document annually. The Author writes the new version number, the date of the update and the types of change in the List of Changes (see section 6.1).

The Client approves new versions of this document and their release. The modification process proceeds as follows:

1. The Author (e.g. the Application Owner) produces a new document version.
2. The Author consults the relevant contact person (a Partner, Developer, etc.).
3. The Author updates the document.
4. The Client approves the document and its release.

2. Scope of operations and development

The Operations section ensures stable, secure and available operation of the system. It also adapts the EasyGov system, e.g. with improvements, optimisations and changes such as bug fixes.

The Development section, in contrast, deals with new features and the integration of new online processes. Thus, while the motto for Operations is "improve what's there", for Development it is "extend what's there".

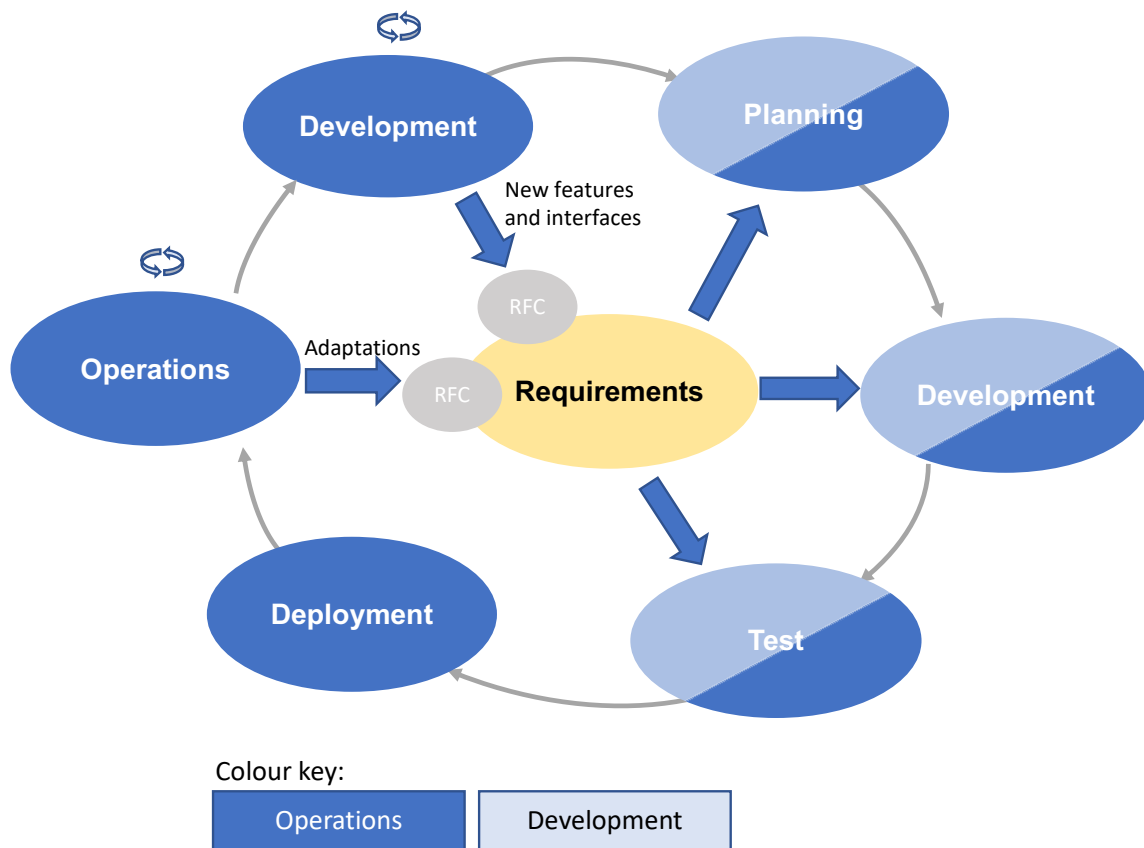For operations as well as development, SECO relies on smooth cooperation with the Partners involved.

Figure 1: Operations and Development

SECO pools incoming Requests for Change (RFCs) and uses them as the basis for Requirements, software development and tests of software increments. This leads to defined Change and Release Management processes.

3. Governance

HERMES defines governance as "responsible company management and control". The EasyGov system is at the same time operational and subject to adjustments and development. SECO sets guidelines, processes and methods to ensure governance in the important areas of EasyGov's operation as well as in its adjustments and development.

3.1 Operator Management

SECO is responsible for Operator Management. The utmost priority for EasyGov is to ensure continuous operation (with the aim of providing a stable, available, secure system). SECO guarantees this stability, availability and security by collaborating with proven, long-standing operators within the federal government infrastructure (particularly ISCeco and FOITT), as well as with external service providers (ELCA Informatik AG and Farner Consulting AG).

3.2 Process Management

Process Management relates to existing as well as future processes. Processes include providing services for end-users on EasyGov via a process Partner (e.g. AHV or commercial registry offices). In these cases the services involved are reporting to a compensation office and making changes to the Commercial Register. The provision of such services on EasyGov again requires technical interfaces including LINDAS or JuSpace and eIAM for identity and access management.

3.2.1 Existing processes

Changing existing processes can make it necessary to adapt the live EasyGov system. EasyGov Partners must therefore inform EasyGov's Application Owners in due time regarding changes of existing processes, the related technical interfaces and planned maintenance windows. The basis for this is a regular flow of information between the participants that results in a reliable roadmap for the application and integration of a given process (see also sections 3.6.2 and 5.6).

3.2.2 Future processes

SECO is also responsible for the ongoing evolution of EasyGov via the development of new features and/or new online processes. In the process development segment, SECO mainly collaborates closely with the process Partners.

The choice and addition of new processes is geared, first of all, towards the usefulness and added value that a process provides to customers (SMEs) and, secondly, towards the size of the potential customer base. On the other hand, managing and adding processes also means considering Partners' interests.

The approach underlying EasyGov's further development is described in detail in the reference document[1] "Addendum to the project contract" [5]. The Developers use the HERMES project management method, which provides for an ongoing evolution in the form of so-called realisation units.

Before a development, SECO ensures that the new features and processes are accepted by the process Partners. Whenever possible, SECO chooses new features and processes that provide added value not only to its customers (SMEs) but also to its Partners.

---

[1] listed in section 6.2 of this document ("Reference documents")

3.3 Risk Management

SECO evaluates risks in relation to the probability of their occurrence (low/medium/high) and their damage potential (low/medium/high) and determines appropriate measures.

Risks, their assessment and the prescribed measures are centralised in a Risk Catalogue [6]. SECO checks and updates this catalogue periodically and, if necessary, steps are taken to mitigate hazards.

3.4 Structural organisation

SECO lays out EasyGov's chain of command for its ongoing operation and updates the chain periodically. It also prescribes who receives what decisions from whom and to whom the decisions are handed on down. It defines clear roles with duties, powers and responsibilities and assigns persons with suitable profiles to fill these roles (see section 4). In this document it concentrates on the organisational structure of EasyGov and describes it from an operational point of view, not from that of a project.

3.5 Change Management

Change Management ensures standardised methods and processes for the implementation of Changes. A Change is a modification of the system involving processes, responsibilities, performance, interfaces, software components, hardware or documentation. Changes have a status (e.g. requested, approved, implemented).

As a business organisation, EasyGov uses methods and processes of Change Management efficiently and logically and delivers Changes while minimising risks for the system's operation. To ensure this SECO is tool-assisted (see Tool Chain in section 5.1). This means that when it comes to composing Petitions and to the triage, further processing and monitoring of Changes, Change candidates and Requirements, SECO uses an online system. For Partners as well, it should be possible to relay Requests for Changes (RFCs) online.
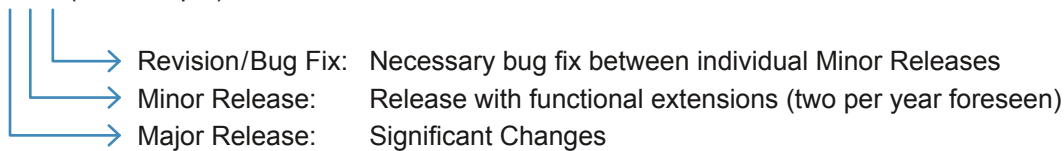
3.6 Release Management

For Release Management SECO provides assistance by ensuring that the Requirements arising from Changes are incorporated in an orderly manner as part of Releases and a Roadmap in the EasyGov system. SECO follows previously defined processes in Release Management and is tool-assisted (see Tool Chain in section 5.1).

3.6.1 Release Plan

From Release Management comes the Release Plan [7]. Here, planned releases and the maintenance windows of the operators and process Partners can be viewed from a time standpoint (i.e. when which Release will take place). A Release involves one or more Changes compared with the previous Release.

SECO furthers EasyGov's development with Releases. EasyGov divides versions into three types. These can be distinguished by version number as follows:

1.2.5 (for example)

Revision/Bug Fix: Necessary bug fix between individual Minor Releases
Minor Release: Release with functional extensions (two per year foreseen)
Major Release: Significant Changes

The current version number can be seen on EasyGov (see chart below). The range of services available in the current version can be found via the following link: www.easygov.swiss/easygov/#/generalInformation/infocenter
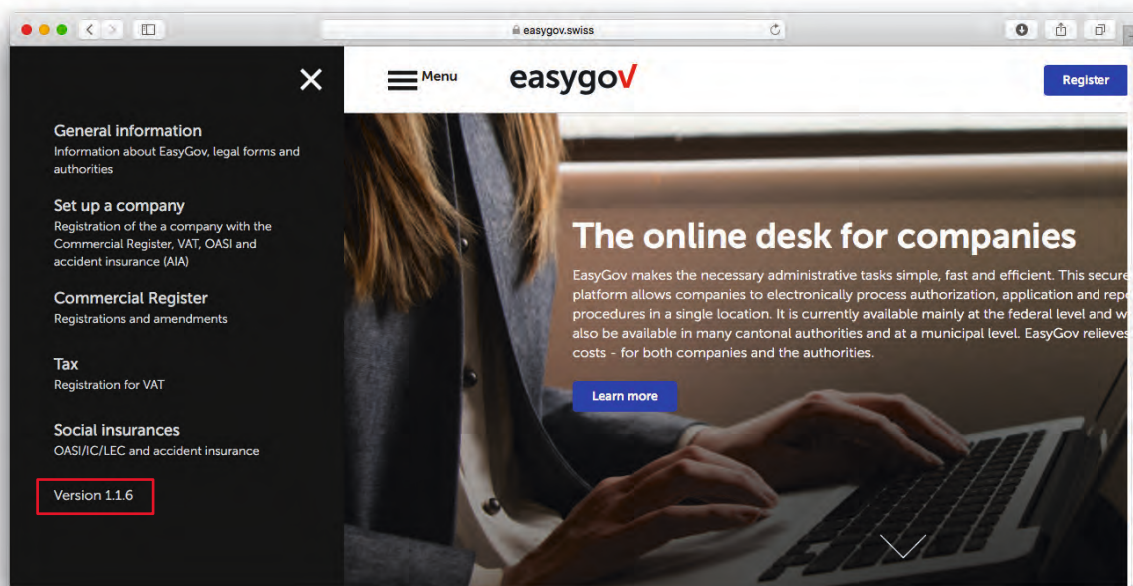
Figure 2: EasyGov version number

3.6.2 Roadmap

The Release Plan contains release place holders which over time will be replaced with concrete Releases.

The Roadmap sets the scope of the individual Releases and the performance developments (different feature sets) they involve. It describes which content is coming in each Release (see section 5.4). The basis for individual Releases is a list with prioritised Requirements, also called the Backlog.

3.7 Security regulations and ISDS concept

With regard to security regulations and ISDS, the items listed in the following table are required.

Item	Description	Update
Data catalogue [11]	The ISDS reassessment gives rise to an updated data catalogue.	Updated with each EasyGov Release
Data collection report to FDPIC [2] [12]	SECO must constantly update data collections reported to the FDPIC.	Updated with each EasyGov Release
ICT basic protection [8]	The minimum ICT security requirements (ICT basic protection) are helpful for reporting compliance with security measures. ICT security requirements correspond to the basic ICT protection specifications in the federal administration. They may not be changed. Should other or ongoing measures or Requirements be necessary, SECO must reformulate and incorporate them accordingly.	Generally applicable, updated as needed
Protection needs (ISDS) [9]	When adaptations or new features/processes are introduced in EasyGov, SECO reassesses protection needs and adapts the ISDS concept if necessary. SECO also introduces any necessary measures (possibly by adapting a Change or new Changes arising from it).	The ISDS concept is updated with each EasyGov Release
Processing regulations [10]	The ISDS reassessment gives rise to the Processing Regulations for the Federal Data Protection and Information Commissioner FDPIC (a requirement in data collection).	Updated with each EasyGov Release

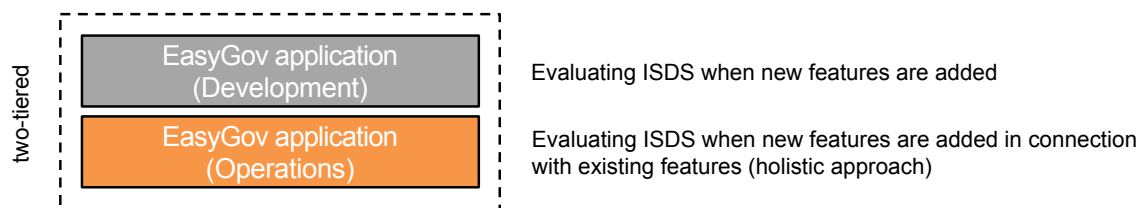**Table 1:** Items relating to security regulations and the ISDS concept

Figure 3: Adaptations of ISDS (two-tiered)

3.8 Document management

Documents relating to the operation of EasyGov are managed and disposed of centrally (see Tool Chain in section 5.1).

---

4. Organisational structure of EasyGov Operations

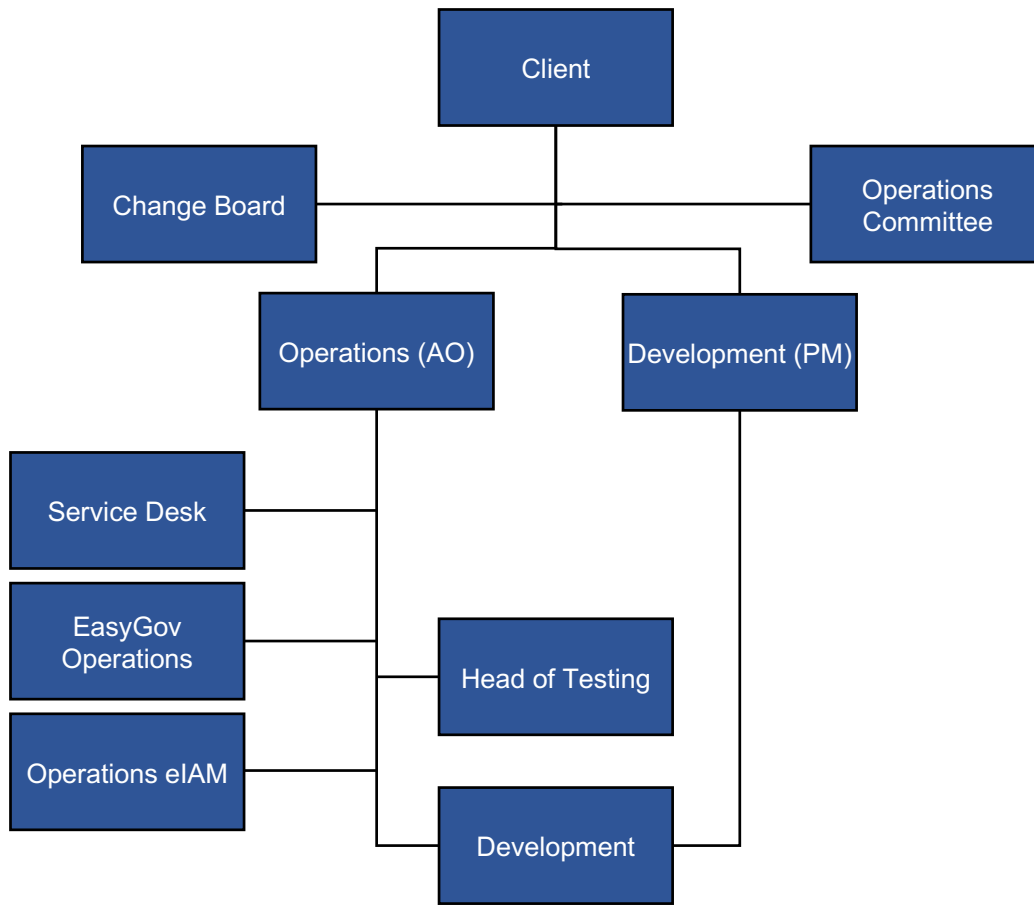**Figure 4:** Overview of the Operations and Development organisational structures

4.1 Description of roles

Role	Responsibility
Application Owners (AOs) in the Operations section	AOs ensure the maintenance of EasyGov, along with necessary operational adaptations and a secure, economically running system in accordance with the corresponding requirements and agreements.
Change Board (CB)	The CB verifies changes and either approves or rejects them.
Client	The Client is responsible for results and for achieving objectives within the allotted cost and time frames.
Development	Develops further Releases of EasyGov based on Requirements and in close collaboration with the AOs and the PM.
EasyGov Operations	EasyGov Operations runs the Integration, Advance Production and Production operating environments and maintains EasyGov's ICT infrastructure.
eIAM Operations	eIAM Operations runs the Database, Approval and Production operating environments und maintains the ICT infrastructure of eIAM (Identity and Access Management) Service.
Head of Testing	The Head of Testing designs, plans and coordinates tests and formulates test concepts, test cases and test reports. He ensures that system quality requirements are met.
Operations Committee	As part of the Operations Committee, SECO includes all the process Partners or their representatives for purposes of high-level planning, exchanges of information and consulting.
Project Manager (PM) in the Development section	The PM ensures development in accordance with the corresponding requirements and agreements.
Service Desk	The Service Desk is the central contact point for all inquiries regarding EasyGov. In addition to Technical Issues it deals with other Petitions of users and refers to the Application Owners. It also provides assistance with EasyGov and, when necessary, initiates further processing in downstream support units.

Table 2: Description of roles

4.2 Bodies

Body	Frequency of meetings	Members	Business
Change Board	monthly	• Client (or deputy) • Application Owners Operations (AOs) • Project Manager (PM) in the Development section • Business Analysts/Requirements Engineers • Developer representatives • EasyGov Operators	The CB verifies Changes and either approves or rejects them.
Operations Committee	annual	• Process Partners or their representatives • Client (or deputy) • Application Owners Operations (AOs) • Project Manager (PM) in the Development section	• Information exchange and networking • Status, retrospection, operations planning • SECO presents the Release Plan and the Roadmap it is based on. • Consultation on operations and development • Pooling Petitions, especially from process Partners

Table 3: Bodies

5. Operating processes

5.1 Tool Chain
A Tool Chain provides participants with an overview of the "tool jungle". Thanks to the Tool Chain, all participants use the available tools for the same purposes. This makes the data flow comprehensible and information easier to find. The mandatory Tool Chain for EasyGov's operation is shown in the following chart.
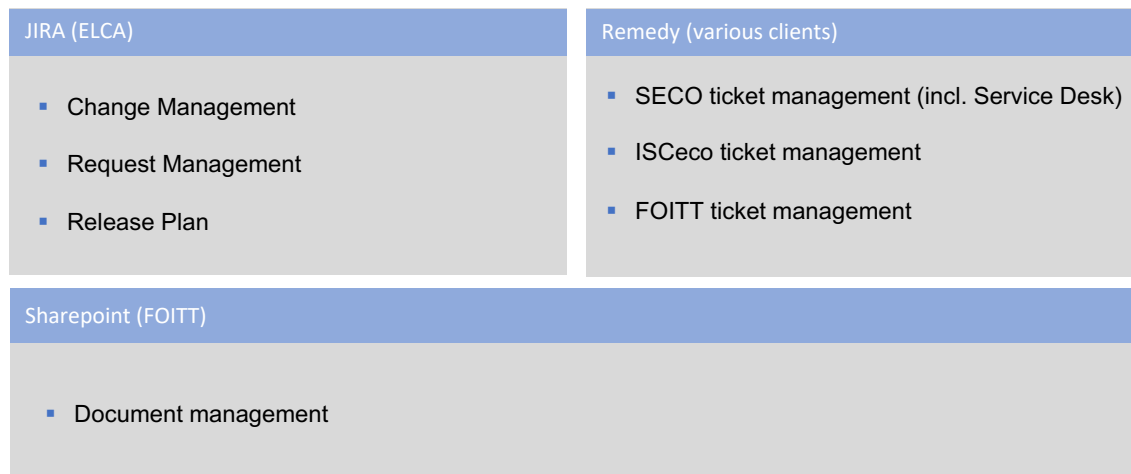
JIRA (ELCA)

- Change Management
- Request Management
- Release Plan

Remedy (various clients)

- SECO ticket management (incl. Service Desk)
- ISCeco ticket management
- FOITT ticket management

Sharepoint (FOITT)

- Document management

Figure 5: Tool Chain

5.2 Submission, pooling and classification of Petitions
To ensure uniform terminology, SECO refers to all inquiries and requests as "Petitions". All participants (customers, Partners, Developers, Application Owners and operators) who have Petitions can table them.

The submission, pooling, classification and implementation of all Petitions follows a predefined Change Management process. Only Petitions which are classified by EasyGov Application Owners as Requests for Change flow into the Backlog (the prioritised list of Requirements) and thus into the Release Plan.
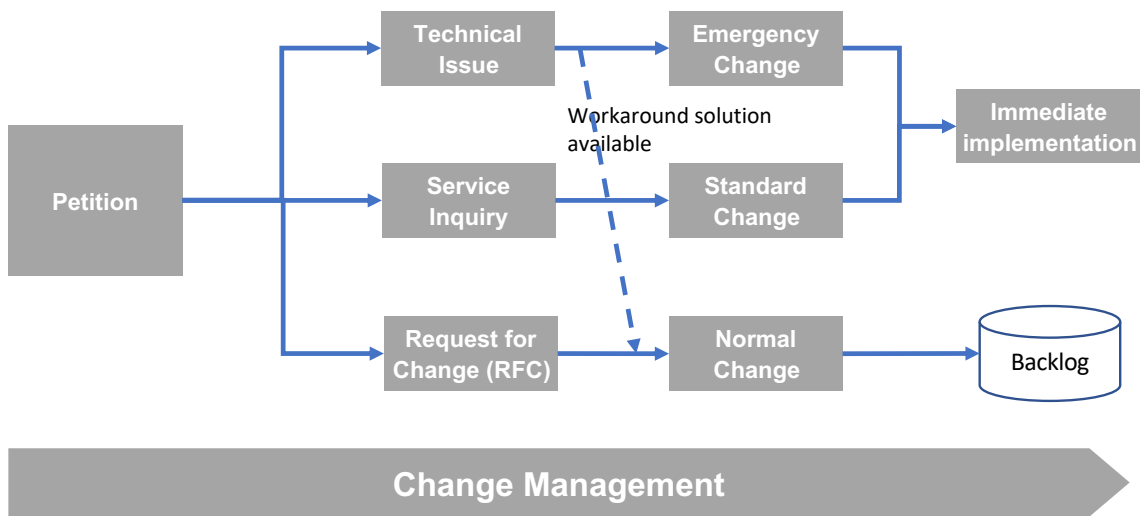
Figure 6: Change Management

Term	Description
Backlog	The Backlog is a central prioritised store of Normal Changes arising from RFCs and the Requirements that they in turn gave rise to.
Emergency Change	Technical Issues that cannot be worked around lead to an Emergency Change. Here the priority is on tacking the problem quickly. SECO involves all the necessary Partners in this task and coordinates their participation.
Normal Change	Petitions relating to operational adaptations (improvements, optimisations and changes) or to the development of EasyGov (new features and processes) lead to a Normal Change. They then flow into the Backlog and, if approved, into the Release Plan and the Roadmap.
Petition	SECO classifies Petitions as Technical Issues, Service Inquiries or RFCs. Petitions are only handled through defined channels (the Service Desk, the Application Owners or the Project Manager Development) and are pooled at a central location.
	The Service Desk must forward all Petitions (other than Service Inquiries) to the EasyGov AO. Service Inquiries are handled by the Service Desk immediately on its own.
Request for Change (RFC)	An RFC is the structured description of a desired operational adaptation (an improvement, an optimisation or a change) or a change in the sense of a development of EasyGov (a new feature or process).
	SECO pools RFCs as Normal Changes in the Backlog and includes them, if they are approved, as Requirements in the Release Plan and the Roadmap.
Requirement	Requirements arise from approved Normal Changes. SECO gives priority to Requirements and documents them fully.
Service Inquiry	This is a standard inquiry. It leads to a Standard Change (a so-called pre-authorised-change in the ITIL). The Service Desk forwards the inquiry and initialises the Change.
Standard Change	A Standard Inquiry leads to a Standard Change (a so-called pre-authorised-change).
Technical Issue	These are Petitions within EasyGov for which there is no workaround solution. Depending on their severity, such Petitions can lead to an Emergency Change. These must be addressed immediately in case they impair the operation of EasyGov. In contrast, a Technical Issue is treated as a Normal Change if it does not impair the system's operation seriously or if an acceptable workaround solution is available.

Table 4: Explanation of terms

5.3 "Request for Change" decision flow

The EasyGov Application Owner sees to it that the RFC is structured and fully documented. This documentation helps the Change Board take its decision regarding approval. The documentation also serves as a basis for the detailed description of the Requirement.

Field	Meaning
Author of request	Organisation/segment **and** Author of RFC
Change No.	Consecutive, distinct Change number as per Change Status List
Date of request	Date RFC was made
Description of Change	Short description of Change
Details on implementation	Description of Change and the reasons behind it, stated in specialist/technical terms as precisely as possible
Evaluation of consequences	Additional cost/h • Categorised assessment (business analysis, tester, etc.) of overall cost in h to implement the Change Incremental costs/costs • Assessment of incremental costs/costs in CHF to implement the Change based on categorised evaluation of full overall cost in h Impact on deadlines • Description from when the Change can begin to be implemented and/or by which deadline the Change can be implemented, plus any impact on deadlines already agreed (delays) Risks • Short description of risk assessment based on potentially implemented/non-implemented RFC
Proposed solution	Proposal for a possible specialist and/or technical fix.

Table 5: Request for Change decision flow

5.4 From RFC to Release

The flow from a Request for Change up to the implementation of a Release follows a defined process.
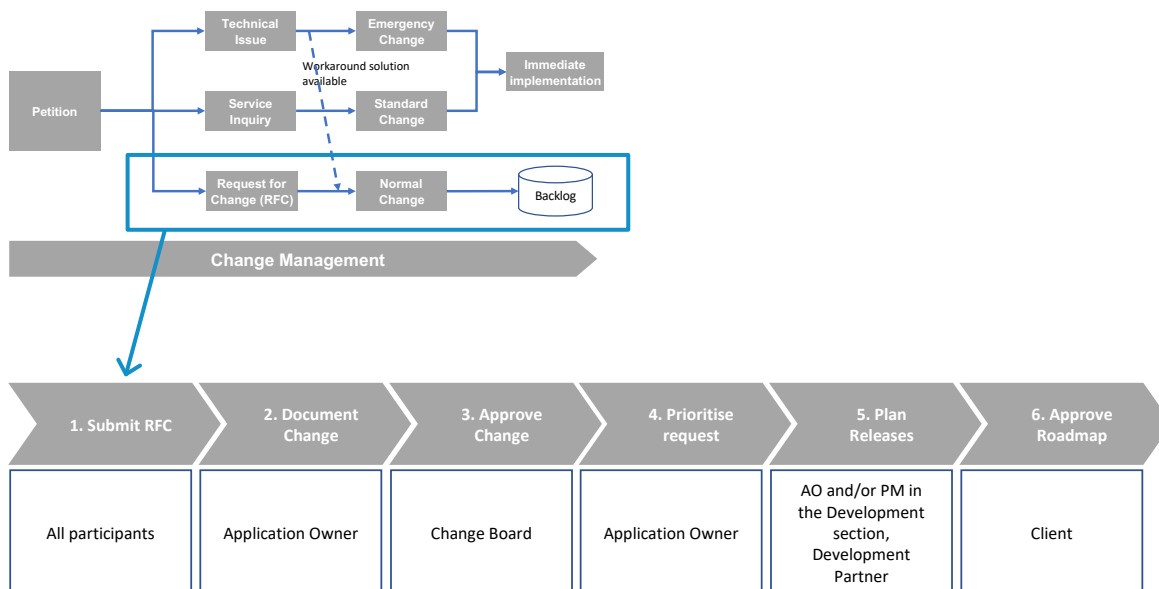

Figure 7: From RFC to Release

Description of flow and responsibilities:
1. Participants receive an RFC-category Petition (which is not a Technical Issue or a Service Inquiry) from the Application Owner. RFCs for a September Release must be received in June at the latest, those for a February Release in November at the latest.
2. The Application Owner and/or Business Analysts/Requirements Engineers check the incoming RFC, draw up a complete, structured documentation on the potential Change as per the "Request for Change" decision flow and pool it centrally.
3. The Application Owner submits the RFC to the Change Board. The Change Board checks the list of potential Changes periodically and either approves or rejects them. Approved Changes later give rise to Requirements in the Backlog.
4. The Application Owner prioritises the Requirements in the Backlog. This results in a prioritised list of Requirements.
5. Together with the Project Manager Development and the Development Partners, the Application Owner bundles the Requirements in the Backlog as part of a Roadmap for future Releases.
6. The Client approves the Release Plan and the Roadmap (see section 3.6.2).

Only a limited number of Requirements can be implemented per Release. The fully documented Changes and the prioritised list of Requirements are therefore important and serve as a basis for decisions by those in charge regarding which Requirements will be bundled in which Release "set" and will thus form the Roadmap.
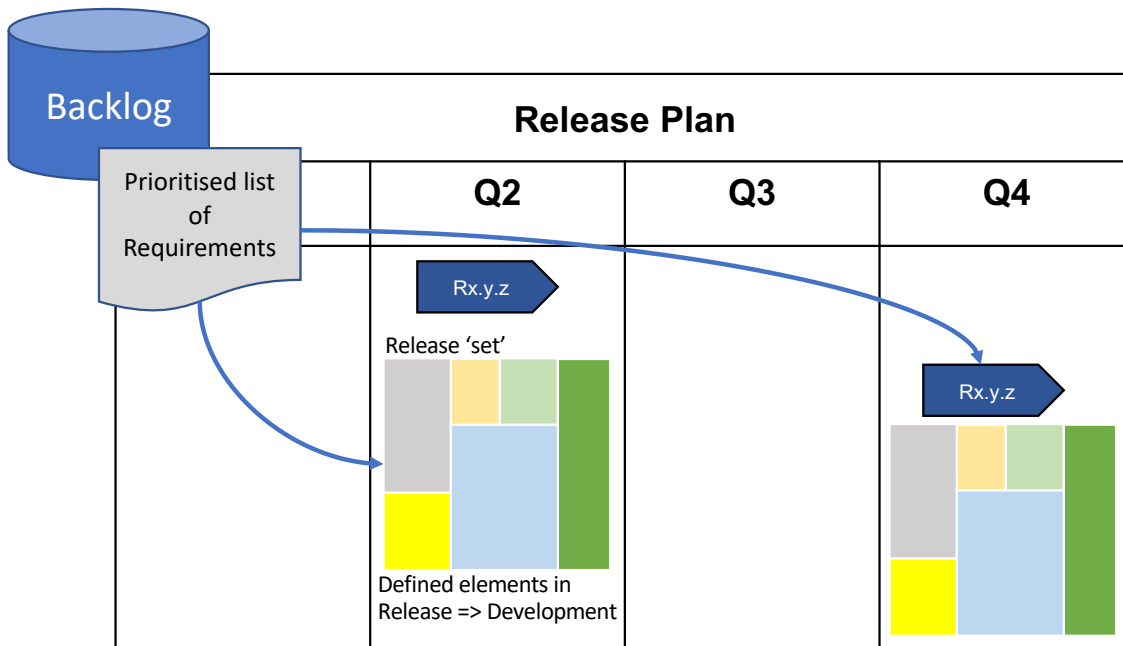

Figure 8: From prioritised list of Requirements to Roadmap containing a number of Releases

5.5 Release and Deployment flow

With a view to obtaining a top-quality Release, SECO plans and structures all the tasks included in a given flow. This also holds true for smaller Changes to the live system. The flow and tasks are shown in the chart below.
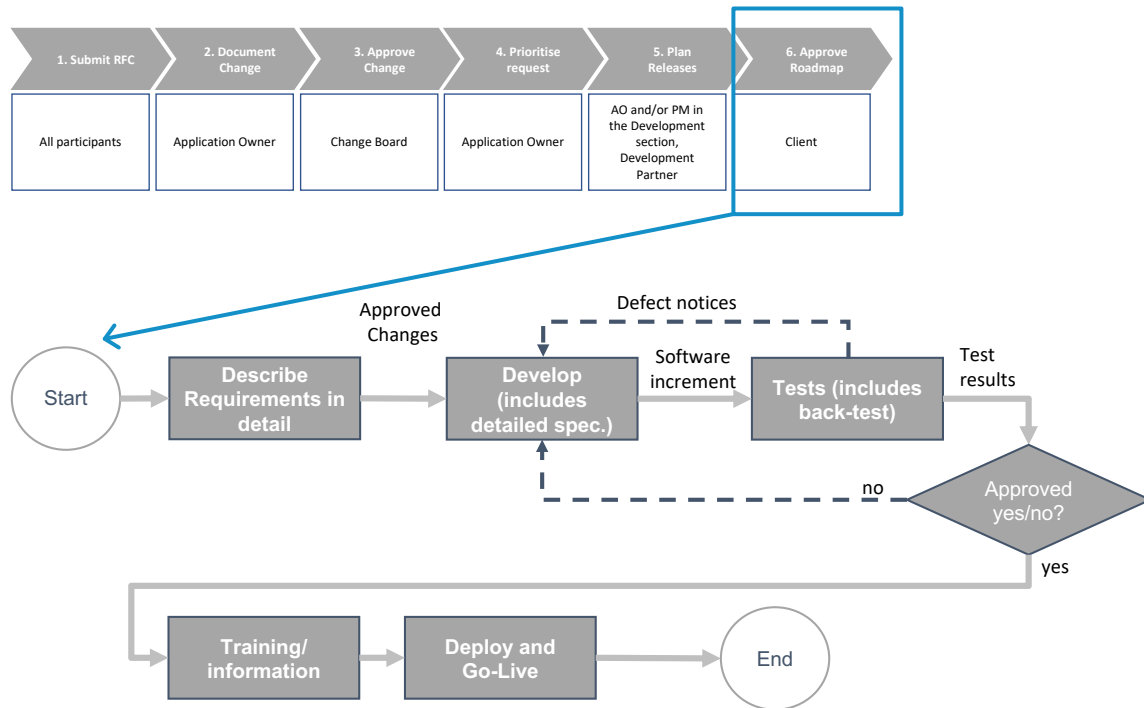

Figure 9: Release and Deployment flow

Task	Responsibility
Deploy/Go-Live	EasyGov Operators
Describe Requirements in detail	Application Owner together with Business Analysts/Requirements Engineers
Develop (includes detailed specifications)	Development Partner
Tests (includes back-test)	Testing
Training/information	Application Owner, Marketing and Communication

Table 6: Tasks/responsibilities in Release and Deployment flow

5.6 Information flow / communication

To ensure the stable, secure and available operation of EasyGov, information must flow in due time back and forth between the roles in charge.
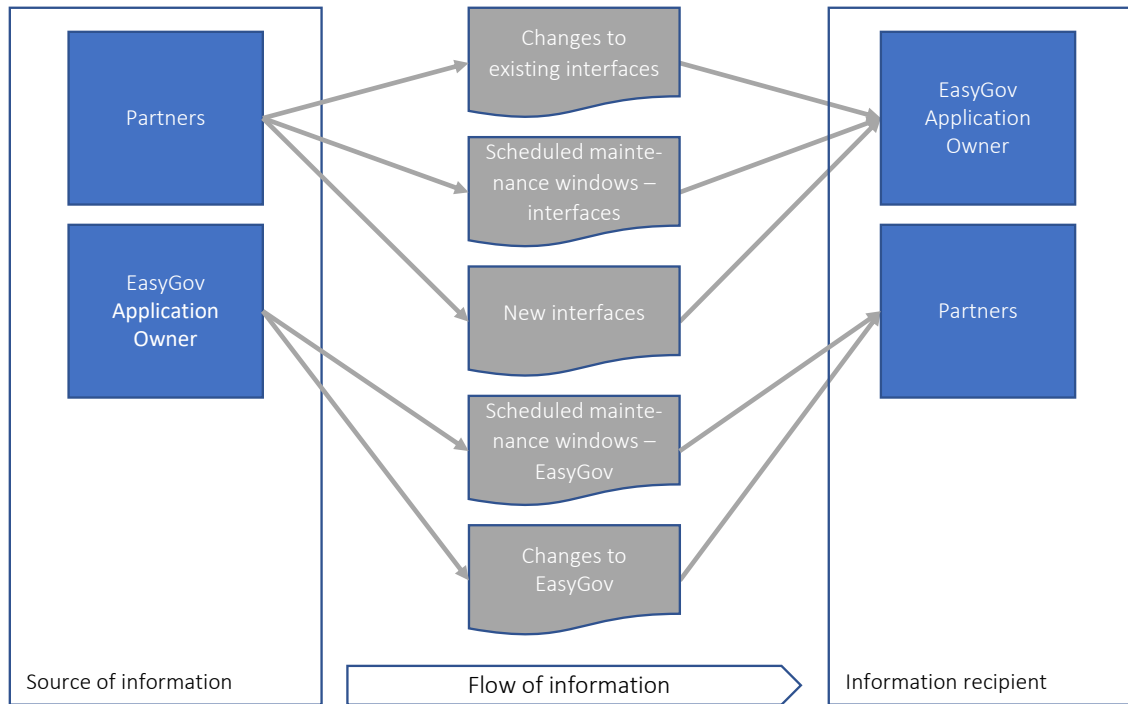

Figure 10: Information flow

Thanks to timely information, Partners are in the picture regarding EasyGov's current situation and can answer any questions from customers.

Thanks to timely information at the Partners' end, the EasyGov Application Owner is able to adapt EasyGov to changing processes in due time so that the system's operation can be kept reliable and stable. He can also take maintenance windows into consideration in the Release Plan and include new processes as well. He moreover informs EasyGov's Service Desk so that it can answer inquiries correctly.

Measures ensuring that important information flows in due time:
- SECO regularly includes the Partners in Operations Committee meetings, where it informs them and presents current planning on which all participants vote.
- SECO has access to the Partners' maintenance plans, is on their distribution lists and/or makes inquiries with them periodically.
- The EasyGov Application Owner sends regular notices on planned interruptions at EasyGov's front end in order to inform users.

easygov

6. Lists

6.1 List of Changes

Date	Version	Change	Author	Approved
31.05.2018	1.0	Approved by Client	Dieter Wälti (SECO)	Martin Godel

Table 7: List of Changes

6.2 Reference documents

Here is a list of all the relevant documents relating to this EasyGov operational and organisational framework.

	Description	Document[3] and link
1	EasyGov Partner documentation	https://authorities.easygov.swiss
2	Federal Decree on the Financing of E-Government Activities for SMEs for the years 2016–2019 (renewed every four years)	www.admin.ch/opc/de/federal-gazette/2015/2381.pdf
3	E-Government Strategy Switzerland	www.egovernment.ch/en/umsetzung/e-government-strategie/
4	«Digital Switzerland» Strategy	www.bakom.admin.ch/bakom/en/homepage/digital-switzerland-and-internet/strategie-digitale-schweiz.html
5	EasyGov addendum to project contract	Internal
6	Risk Catalogue	Internal
7	Release Plan	Internal
8	IT basic protection	www.isb.admin.ch/isb/en/home/ikt-vorgaben/sicherheit/si001-ikt-grundschutz_in_der_bundesverwaltung.html
9	Concept for Information Security and Data Protection	Internal
10	Processing Regulations	Internal
11	Data Catalogue	Internal
12	Data collection report to FDPIC	www.edoeb.admin.ch/edoeb/en/home/data-protection/handel-und-wirtschaft/entreprises/anmeldung-einer-datensammlung.html

Table 8: Reference documents

---

[3] Only finalised documents are included in this list.

6.3 List of abbreviations

The definitions, acronyms and abbreviations used in this document are defined as follows.

Abbreviation	Description
AHV	Old-age and Survivors' Insurance ()
AI	Accident Insurance
AO	Application Owner
CB	Change Board
CR	Commercial Register
DI	Disability Insurance
eIAM	Electronic Identity and Access Management
FDPIC	Federal Data Protection and Information Commissioner
FOITT	Federal Office of Information Technology, Systems and Telecommunication
IRO	Income Replacement Ordinance
ISCeco	IT Providers for the Federal Department for Economic Affairs, Education and Research EAER
ISDS	Information Security and Data Protection
IT	Information Technology
ITC	Information Technology and Communication
ITIL	IT Infrastructure Library
JuSpace	Access portal to Swiss commercial registry offices
LINDAS	Linked Data Service
OPA	Occupational Pensions Act
PM	Project Manager
RFC	Request for Change
SECO	State Secretariat for Economic Affairs
SMEs	Small and medium-sized businesses
SUVA	Swiss Accident Insurance Agency
VAT	Value Added Tax
WIsB	Directives on ICT Security in the Federal Administration

Table 9: List of abbreviations

6.4 List of charts

6.5 List of tables

easygov

State Secretariat for Economic Affairs SECO
Promotion Activities Directorate
SME Policy Section DSKU
Holzikofenweg 36, 3003 Bern
Tel. +41 58 462 28 71, Fax +41 58 463 12 11
www.seco.admin.ch, www.easygov.swiss