

Administration Agencies Service Identification Form

Annex 1

1. Service title: Issuing secure email certificate		2. Service ID: 13011561103 (To be filled by the Planning and Budget Organization)		
3. Service provider	Name of the agency: Iran Center for e-Commerce Development			
	Name of the parent organization: Ministry of Industry, Mine and Trade			
4. Service specifications	Service description	This certificate can be used to encrypt emails and email attachments. A popular software used for secure email certification is Microsoft Outlook. Of course using secure email certification is not limited to this software and in general can be used by any software that supports S/MIME.		
	Type of service	Government to Citizen (G2C) <input checked="" type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input checked="" type="checkbox"/>	Client Type	Any applicants of the secure email certificate
	Nature of service	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>		
	Scope of service	National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Provincial <input type="checkbox"/> Urban <input type="checkbox"/> Rural <input type="checkbox"/>		
	Related events:	Birth <input type="checkbox"/> Education <input type="checkbox"/> Healthcare <input type="checkbox"/> Tax <input type="checkbox"/> Business <input type="checkbox"/> Social security <input type="checkbox"/> Property registration <input type="checkbox"/> Urban installations <input type="checkbox"/> Insurance <input type="checkbox"/> Marriage <input type="checkbox"/> Retirements <input type="checkbox"/> Licenses and certificates <input type="checkbox"/> Death <input type="checkbox"/> Other <input checked="" type="checkbox"/>		
	Start of service	Application by the receiver <input checked="" type="checkbox"/> Due date <input type="checkbox"/> Occurrence of event <input type="checkbox"/> Discretion of the agency <input type="checkbox"/> Other <input type="checkbox"/>		
	Documents required for the service	Documents required for personal email: 1 -Application form 2 -Original and copy of the both sides of the representative 3- Original and copy of an ID card bearing photograph (birth certificate, driving license, passport) Documents required for organizational email: 1 -Application form 2 -Original and copy of the both sides of the representative 3- Original and copy of an ID card bearing photograph (birth certificate, driving license, passport) 4- Letter of introduction of the representative of the company/organization (sealed by the organization/company) 5 -A copy of the notice of establishment (sealed by the company) 6- A copy of the latest notice of changes (sealed by the company)		
	Upstream rules and regulations	- Ecommerce Act ratified in 2003 by the Islamic Consultative Assembly - Articles of Association of the Electronic Commerce Development Center - Executive bylaw of the Article 32 of the Ecommerce Act - Policies document for electronic signatures for public key infrastructures - Executive directive for electronic signatures of intermediate public CAs - Executive directive for registration offices and approved guidelines for intermediate CAs		
5. Service details	Statistics of service receivers			
	Service average time	If the documents are complete the certificate is issued or revoked within 30 minutes		
	Frequency	Per each request annually		
	Number of physical reference	Per each request annually		

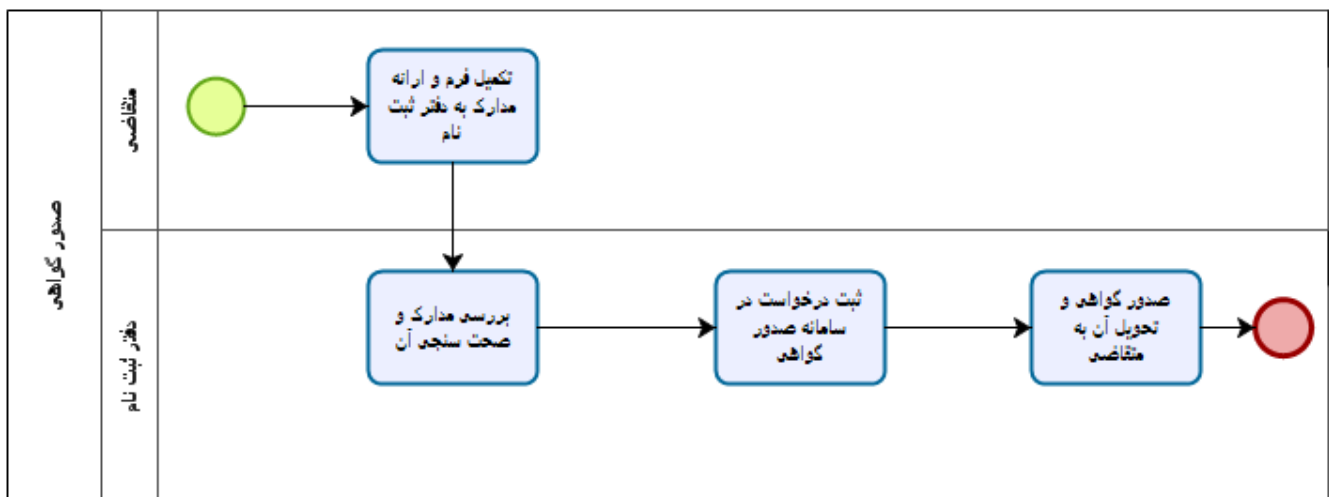
Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment		
	...		<input type="checkbox"/>	<input type="checkbox"/>	
6. Service access route	Direct and detailed address of the service in the portal (If partially or fully electronic): www.gica.ir				
	Name of the system (If partially or fully electronic): Public intermediate CAs certificate issuance system				
	Service stages	Type	Communication media		
	Informative	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>
	Application	Electronic <input type="checkbox"/>	Internet (website) <input type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input checked="" type="checkbox"/>	Reason for physical reference	Personal authentication <input checked="" type="checkbox"/> Document authentication <input checked="" type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>
	Service generation (Inner agency process or relations to other agencies)	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Intranet (local intranet or ERP) <input type="checkbox"/> Email <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference		
	Service providing	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input checked="" type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
Non-electronic <input type="checkbox"/>		Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>	
7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
			Online	Batch	
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>

9. Service processes titles

- 1- Applicant: Completing form and providing documents to the registration office
- 2- Registration office: Checking and authenticating documents
- 3- Registration office: Registering the application in the certificate issuance system
- 4- Registration office: Issuing the certificate and delivery to the applicant

10. Service processes connection diagram:



نمودار به ترتیب از بالا به پایین از چپ به راست:

Certificate issuance

Applicant: completing form and presenting documents to the registration office

Registration office: checking and authenticating documents - registering the application in the certificate issuance system - issuing the certificate and delivery to the applicant

Particulars of the person completing the form: Rasoul Kazemi	Tel:41031432	Email:	Department: Public intermediate CAs
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