

Administration Agencies Service Identification Form

Annex 1

1. Service title: Consultation and education in the field of ecommerce		2. Service ID: 1805156900 (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	<ul style="list-style-type: none"> – Holding training workshops in public key infrastructure (PKI) (digital certification) in four levels: elementary, basic, intermediate and advanced – Creating educational content – Providing consultation regarding testing, evaluation and revision of software and hardware products in PKI (digital certification) – Providing consultation regarding implementation, maintaining and developing PKI (digital certification) technology in various organizations – Providing consultation regarding public key enabling of applications (PK-enabling) (the process of enabling applications with PKI) – Providing consultation regarding setup, equipping and developing of intermediate certificate authorization (CAs) 		
	Type of service	Government to Citizen (G2C) <input type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input checked="" type="checkbox"/>	Client Type	Producers and users of PKI software and hardware (digital certification), intermediate CAs and applicants of these centers, organizations that intend to maintain or activate PKI (digital certification) within themselves.
	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 checked="" 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 checked="" type="checkbox"/> Death <input type="checkbox"/> Other <input 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 checked="" type="checkbox"/> Other <input type="checkbox"/>		
	Documents required for the service	Official application for consultation and training		
	Upstream rules and regulations	Articles of Association of the Electronic Commerce Development Center- 5 th development plan		
5. Service details	Statistics of service receivers	Unpredictable		
	Service average time	Depending on the subject from 2 to 100 hours		
	Frequency	Depending on the subject		
	Number of physical reference	Any time consultation or training is required		
	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.					
	Name of the system (If partially or fully electronic):					
	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 type="checkbox"/> SMS <input type="checkbox"/> Other (explain accessibility) <input checked="" type="checkbox"/> : Phone contact with expert			
		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 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 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 checked="" type="checkbox"/> : Phone contact with expert			
		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"/>	
	Service generation (Inner agency process or relations to other agencies)	Electronic <input checked="" type="checkbox"/>	Internet (website) <input type="checkbox"/> Intranet (local intranet or ERP) <input type="checkbox"/> Email <input type="checkbox"/> Other (explain accessibility) <input checked="" type="checkbox"/> : Official correspondences			
		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 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 checked="" type="checkbox"/> : Meeting in person and consultation by phone			
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"/>
				<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- Submitting official application for training or consultation and stating the subject 2- Checking the subject by the experts and creating educational content 3- Inviting to sessions and presentation of the content						
10. Service processes connection diagram:							
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