

# FMS RUSSIA

## DEVELOPMENT OF A COMPREHENSIVE SYSTEM FOR AUTOMATED PERFORMANCE OF PUBLIC SERVICE PROVISION

### Challenges

Increase the efficiency of the delivery of public services

Reduce delivery time for public services

Unify application software in all FMS subdivisions

Increase the reliability of data consolidated at the federal level

Reduce costs on maintenance and support

### Solution

Development of system that automates public services processes provided by the FMS Russia

Creation of a common data model(CDM), which fully covers the application area

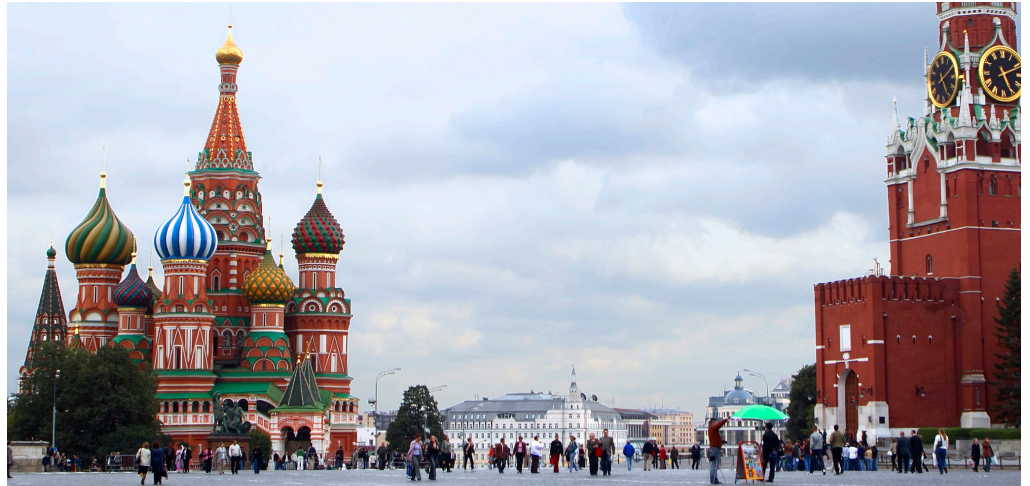
Development of data detection algorithms, logically consistent data and mechanisms

### Result

Public services are strictly in accordance with administrative regulations within stipulated period

Improved reliability of data at regional level

All structural units of the FMS Russia available from a single information system in 29 regions



### Client

The Federal Migration Service (FMS Russia) is the federal body of executive authority responsible for implementing national policy, law enforcement, control and supervision, and providing state services in the sphere of migration.

### Challenge

The main objectives of developing a comprehensive system to automate the execution of regulations providing public services to the FMS Russia were:

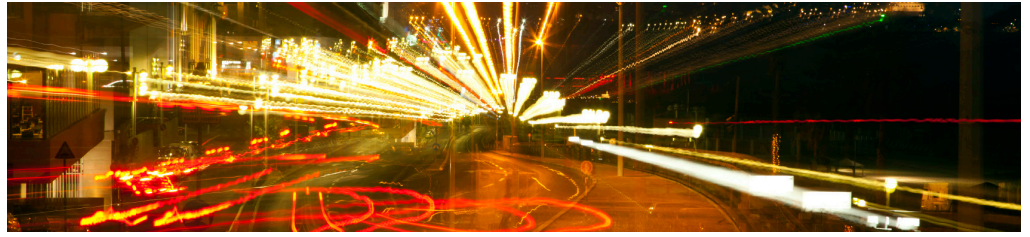
- Increase the efficiency of the delivery of public services;
- Reduce delivery time for public services;
- Unify application software in all FMS subdivisions;
- Increase the reliability of data consolidated at the federal level;
- Reduce costs on maintenance and support.

To achieve these goals, a new information system needed to be developed and implemented to provide the automated provision of public services and functions of the FMS Russia in accordance with administrative regulations. Within three years, all the structural units of the FMS Russia in 83 regions of the country needed to be converted to work with the new information system. The system needed to be fully integrated into the IT infrastructure of the FMS Russia and ensure that public services were provided electronically through a single portal of public services (SPPS).

### Solution

Reksoft has been carrying out the project set by the FMS Russia since 2010 in close cooperation with its parent company Technoserv. During the project, Reksoft developed a system that automates the processes of public services provided by the FMS Russia to Russian and foreign nationals, including:

- Issue and renewal of passports to citizens of the Russian Federation;
- Processing and issuing of foreign passports;



### Technology

Java EE 6 Standard Technologies  
Context and Dependencies Injection (CDI)  
Enterprise Java Beans (EJB)  
Java Persistence API (JPA)  
Java Server Faces (JSF)  
Java Message Service (JMS)  
Java Management Extensions (JMX)  
Oracle Enterprise 11g

### Type of service

Examination and analysis, System Design, System development, Implementation and user training, Support during the trial operation, Technical support and system maintenance

### Scale

45 man-years

### Timeframe

2010 – ongoing

### About Reksoft

Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

That's why over 97% of our clients come back for more.

Reksoft. Software engineering. Delivered.

- Registration of Russian citizens and foreigners by home and place of sojourn;
- Organisation of migration registration for foreigners;
- Preparation of invitation to enter the Russian Federation;
- Preparation and issue permit to enter the Russian Federation;
- Preparation and issuance of a temporary residence permit;
- Preparation and issue of residence permits;
- Preparation for authorisation of citizenship.

The system is built as a series of modules and is based on three-tier architecture with a centralized database. The system is specifically designed as part of a common data model (CDM), which fully describes the application area.

The system architecture allows horizontal scaling of the solution, which subsequently enables distributed database management and the move to have all the structural units of the FMS Russia centralized at a federal level.

To improve the purity and reliability of data detection algorithms, logically consistent data and mechanisms have been developed to correct them.

### Result

In accordance with the implementation plan, experimental operation of the system was successfully carried out in the pilot area in 2011. By the beginning of 2012, the system was implemented and launched in 29 Russian regions. By the end of 2012 the system will be operational in another 54 regions.

By implementing the system achieved the following results:

- Public services are strictly in accordance with administrative regulations within stipulated period;
- Improved reliability of data at regional level;
- All structural units of the FMS available from a single information system in 29 regions.

Thanks to the system implemented across 29 Russian regions, public services were accessed 1.5 million times.