

FMS RUSSIA

INTEGRATING WITH THE INTERDEPARTMENTAL ELECTRONIC INTERACTION SYSTEM

Challenges

Creation of uniform centralized service for all incoming inquiries to FMS Russia and processing inquiries from FMS Russia employees

Minimization of expenses for development and commissioning of new types of services

Ensuring unification of control process and monitoring of inquiries processing

Solution

Development of visual designers for input of new types of services

Development of adaptors

Creation of convenient user interface

Result

Integrated point of entry

Maximum horizontal scalability

Maximum flexibility

Integrated reporting system



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

In accordance with the Federal Law, the FMS Russia is no longer entitled to demand information from citizens that is already available to the state, even if the information is held by different authorities.

To obtain such information, Basic Registry offices responsible for data maintenance have been allocated, with Operator that enables interaction between different authorities in an electronic format.

The Russian Federal Migration Service is responsible for maintaining the passport register for Russian citizens, their registration and that of foreign nationals.

To ensure interaction between the authorities in electronic format, a system of interdepartmental electronic interaction has been designed and commissioned by the Russian Ministry of IT and Communications.

The government fixed the priority list of public services and, accordingly, the “source-receiver” pairs for information. The main idea behind interdepartmental cooperation is to do away with forms when citizens apply for public services, i.e. the State to receive all the information needed for this service from their government through the Interdepartmental Electronic Interaction System’s (IEIS) electronic services.

The Federal Migration Service had to achieve the following goals:

- Integrated point of entry:

All incoming and outgoing inquiries to and from the FMS Russia should pass through the new system



Challenge (continued)

- Maximum horizontal scalability:

Access to services should be performed transparently using IEIS and not require re-registration

- Maximum flexibility:

Access to services should not require programming

- Integrated reporting system:

Bringing all incoming streams into a single point to achieve harmonization in monitoring the receipt and processing of requests.

To achieve these goals a new information system needed to be designed and launched to provide interaction with the IEIS. The transfer to commercial operation needed to be carried out in a very short period of time (task set in April, launch on July 1st, 2011).

Solution

Reksoft has been carrying out the project since 2011. The goals set by the FMS Russia have been achieved through a mix of engineering solutions based on a specific design concept.

The requirements of an integrated entry point, horizontal scalability and maximum flexibility are achieved with the help of visual designers. Thus, the introduction of new incoming and outgoing services need not change the WSDL (Web Services Description Language), nor require registration in IEIS.

With the help of these services, all incoming and outgoing requests are configured, and consequently the introduction of new incoming services requires no programming. Connection of new types of outgoing services (e.g., new data sources) requires the development of appropriate information systems adapters.

The project was launched on October 1st, 2011. By the end of 2011, more than ten federal government departments were working with the system, and the FMS Russia had provided more than 15 different types of enquiries. The list of incoming and outgoing requests is constantly growing.

The project was realized on the Java / Oracle platform. Comfortable and modern user interface was developed using Adobe FLEX technology. Integration with other federal authorities and other organizations is performed through IEIS web services.

Result

The development of software application for the FMS Russia to interact with all the contractors enabled the FMS Russia to achieve all its goals:

- Integrated point of entry
- Maximum horizontal scalability



Technology

Adobe FLEX, IEIS web services, Java, Oracle

Type of service

Public services in electronic form, interagency cooperation, official portal development

Timeframe

2011 – ongoing

Result (continued)

- Maximum flexibility
- Integrated reporting system

The project aimed at creating the service hub was recognized by “Top 10 IT Projects in Public Sector” in the state-supported IT Awards in 2012.

Since 2011, the FMS Russia has handled more than 200,000 incoming requests and themselves sent over 600,000 outgoing requests to other departments.

About Reksoft

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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.

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