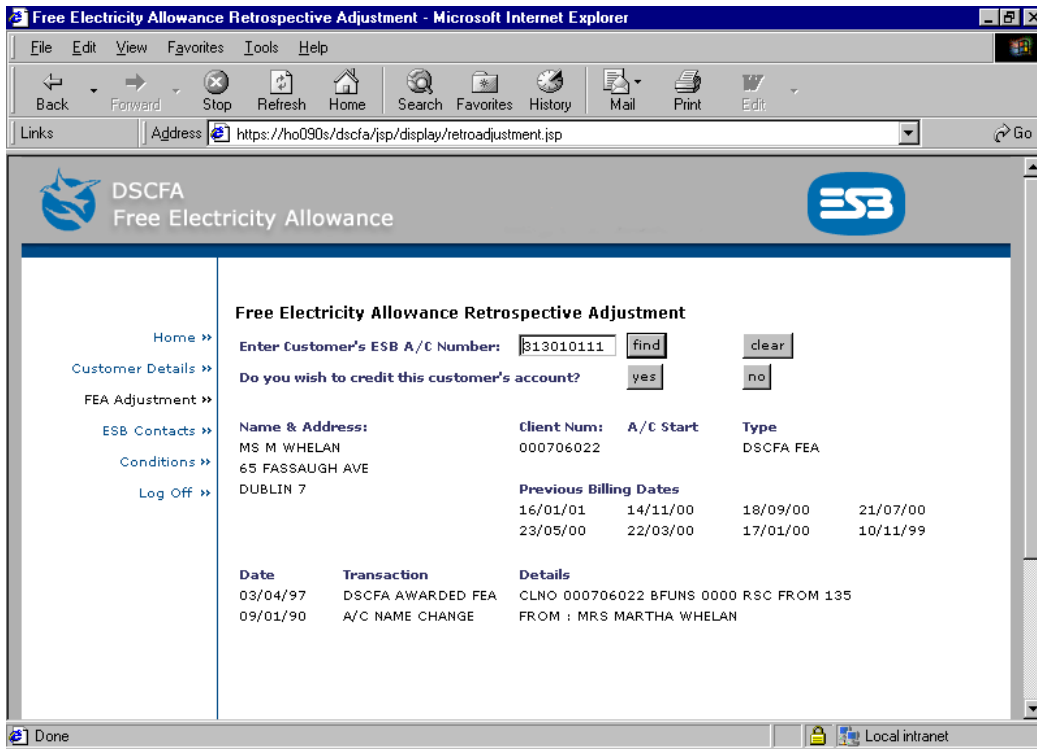


DEPARTMENT OF SOCIAL & FAMILY AFFAIRS



Client

Department of Social & Family Affairs

Background

In Ireland, recent legislative changes have meant that the number of people now entitled to Free Electricity Allowances (FEA) has increased significantly. As a result of these increased numbers, the existing process for implementing and administering FEA's to electricity customers on behalf of the DSFA was no longer adequate. The DSFA had to work closely with Electricity Supply Board (ESB), Ireland's national power utility, to implement a system that would enable the fast and efficient processing of the FEA's.

Solution

The Extranet enables all authorised DSFA staff to log onto the ESB billing system from any Internet enabled PC, whether it be a laptop, home PC or office computer. As a security precaution any computer used to access the application must first be granted a digital certificate from ESB IT Security before this access is granted. The Extranet solution significantly reduces the number of update transactions that have to be done by ESB staff by allowing DSFA staff to do the updates directly. At present there are in the region of 50 DSFA staff logging-on on a regular basis, and almost 10,000 credit adjustments have been successfully processed within the last year. This in turn has delivered significant savings to ESB's billing operation as adjustments had previously been received on paper from DSFA and processed on-line by ESB staff.

Benefits and Features

- Direct on-line access and functionality for DSFA staff
- DSFA staff can directly grant FEA to any eligible ESB customer
- DSFA Staff can log on from any Internet enabled PC
- Security levels are high - any computer used to access the application must first be granted a digital certificate from ESB IT Security
- The Extranet significantly reduces the number of update transactions that have to be done by ESB staff by allowing the DSFA staff to do the updates directly
- DSFA staff can query FEA eligible accounts & view transaction details relating to these accounts
- Details of who made each change and the change itself are logged for auditing

Technical Description

The Extranet was developed using JavaScript, HTML, JAVA classes, JSPs and JAVA Servlets. IIS is the Web Server and IBM's Websphere is the application server used and the system accesses data located in ESB's corporate IMS customer databases. This was achieved through the use of legacy IMS transactions over an IBM TCP / IP OTMA Connector (IMS TOC). Security is ensured through https / ssl and client side digital certificates. Users must log on using a secure ID / password combination, which is created via access management screens sitting on the internal network. Every access to the system is logged in an Oracle Database using a JDBC connection. Access to the IMS TOC is then granted using a single IMS username/password combination. All IMS transactions are logged as per normal.