

# Forem: e-gov and administrative simplification

Besides building the foundations required for the dialogue between the JOBPass card and Forem's applications, Steria – the chief partner in the administrative SOA – is developing all the services that use or will use the card. The potential is enormous.

475,000 job seekers and 1,000 Forem employees use the electronic JOBPass card, which was rolled out between the beginning of 2005 and the beginning of 2006. Besides manufacturing the cards, whose chips contain a specific Forem identifier in addition to the 5 basic data items supplied by the national register (name, first names, place and date of birth, sex), and the choice of readers, "we have to create the link to our web applications, so that they can pick up the identifier. Steria's experience of eID, with which our card is compatible, was one of the factors that made us decide to entrust them with this fundamental custom development", remembers Alain Hainaut, CIO of Forem.

## Serving job seekers and advisors

Steria has organised the deployment of 600 desktop readers at 200 sites and 700 portable readers on the premises of other organisations that host information sessions. Goodbye to paper printouts and re-entering data: "Participants put their card in the reader, which stores their identifier. Back in the office, the advisor offloads this information to our database", he goes on. Hence Steria, has developed or enhanced a series of applications since 2006, working in a consortium with GFI. JOBPass automates the monitoring of the activities job seekers are offered in open-plan offices and training centres, which are then kept in their electronic file after the actions have been certified (search for offer, access paper documentation, ...). Once they have input their JOBPass number on Forem's site, they can print attendance certificates, re-register as job

seekers or change certain data in their files. When he registers, the job seeker triggers the card request workflow set up by Steria: "The manufacturer receives files containing first name, surname and JOBPass number in a set format, writes the information to blank cards, adds the number to the chip, puts the card in an envelope and sends it to the registered address. The process only takes a few days", Alain Hainaut explains. There's no more double input to reregister: you just have to wait for the advisor to validate it on his interface. The job seeker also has another card management interface with which he can tell the system that a lost card has been destroyed, find out why a card has appeared in the post and what action to take.

## Better support

The advisor, who has more time to devote to adding value, also uses the JOBPass front office application to change contact addresses in the client's file, add a forgotten step, correct an input error, etc. A portion of job-seeker administration remains in a legacy application. With a view to switching all of these files to the JOBPass application, Steria has developed a synchronisation between the databases and settled the issues of naming conventions for the information. But the concealed part of the project remains the SOA, a project begun at Forem in 2000: "We have identified the 'job seeker' as a building block, i.e. a term of art used horizontally by many applications via services. Steria has created the central job-seeker database and all the services

that make it possible to access the data held in it, and has synchronised that database with the one from the legacy application", Alain Hainaut recalls. Use of the card will be extended to all services provided by Forem and, later, to its partners when agreement has been reached on the matter, which involves personal privacy.



**Alain Hainaut**, CIO of Forem: "By suggesting we develop our SOA along the lines that we had devised, Steria showed they totally understood our needs and where we were going."