



# SERVICE DESCRIPTION

Population Register Centre's online services





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## DOCUMENT MANAGEMENT

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## SERVICE DESCRIPTION

### 1 General points

This service description concerns the online services of the Population Register Centre (PRC).

### 2 Concepts

Customer account refers to a User organisation's online service account which has been created in the Service and which the User organisation's Users can access.

User refers to a User organisation representative who uses the Service.

User organisation refers to an organisation that uses the Service.

Service refers to the Population Register Centre's online services.

Suomi.fi service administration refers to... (tästä myöhemmin)

Public servant user refers to a public servant or other staff member of the Population Register Centre who uses the Service.

Terms and conditions of use refer to the conditions of using the Service that a User must accept.

Intermediary refers to the Population Register Centre's partners or other parties that handle service application, coordination and administration processes on behalf of other organisations following a centralised operating model.

### 3 Service description

In the Population Register Centre's online services, PRC's customer organisations can electronically apply for and administrate services offered by the PRC. Online services are available in connection with the following Population Register Centre services:

- VTJkysely Service and its administration service
- VTJ Interface
- Modified data update service
- Sampling or update service
- Service certificates
- System signature certificates
- Smart card agreements
- Ordering of test cards
- Authorisations to enter building data
- Building data controller agreements
- VTJ maintenance (application for system administrator level access)

Suomi.fi services are usually applied for through Suomi.fi service administration (*to be published later in spring 2017*).



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The service can be used by organisations. It is not available for citizens. A private sector partner of the Population Register Centre handles sampling and update service applications in the system on behalf of other organisations.

The Service is available for Users who represent a User organisation, the Population Register Centre's Public servant users, other organisations and persons that represent the Population Register Centre, and the Intermediaries. The Intermediaries can use the Service on behalf of certain organisations, in which case the Population Register Centre may require that an authorisation be put in place.

The user interface of the Service is available in Finnish, Swedish and English. In addition to Finnish, other content may also be available in Swedish and English.

The personal data of User organisation representatives and the representatives of other parties as well as personal and building data associated with the provision of certain services are processed in the Service. For more information on the processing of personal data, see the Terms and conditions of use, section 7 *Data processing and protection of privacy*.

The service description is a general description of the online services. More detailed instructions concerning the services that can be applied for through the Service and their administration processes are available in the Service itself.

#### 4 Service documentation and communication

For documentation related to the Service, visit <https://eevertti.vrk.fi/asiointi>

The site contains the following documents:

- Service description (this document)
- Terms and conditions of use
- Descriptions of file

The documentation is published in Finnish, Swedish and English.

In addition, other content may be published on the site, including instructions. In addition to Finnish, the other content may also be available in Swedish and English.

All questions concerning registration with the Service, modifications, and termination of Service use may be addressed to the Population Register Centre primarily by sending a message to the Population Register Centre through the Service or by contacting the e-mail address: [asiointi@vrk.fi](mailto:asiointi@vrk.fi).

#### 5 Modifications in the Service and its terms and conditions

The Population Register Centre reserves the right to modify the content, functioning and Terms and conditions of use of the Service, the Service description, and other documentation or content produced for the Service in order to improve the Service or for other reasons considered justified by the Population Register Centre.



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User organisations will be informed of any modifications in the Service that affect the Users through the Service or by other means specified by the Population Register Centre.

For more information on modifications in the Service and its terms and conditions, see Terms and conditions of use, section 4 *Modifications in the Service and its terms and conditions*.

## 6 Deployment of the Service

### 6.1 Registration with the Service and acceptance of Terms and conditions of use

The User organisation and Users must be registered to use the service. When a User organisation representative registers with the Service, strong authentication by means of Suomi.fi identification is required. In order to use the service, the data required by the Population Register Centre on the User organisation and the User must be provided, and the Terms and conditions of use must be accepted in connection with the registration. The Population Register Centre utilises the data in the Business Information System to check and update organisation data.

Organisations can register with the Service. The legislation sets or may set restrictions on User organisations' possibilities of accessing Population Register Centre's services that can be applied for through the Service.

Data, descriptions and/or reports provided by a User are passed on to actors responsible for the technical provision of the Population Register Centre's services to whom the Population Register Centre has assigned the responsibility for providing services under contracts.

### 6.2 User ID and password

After registration, a User can log in to the Service with a user ID and a password. In addition, the Population Register Centre always requires strong electronic authentication when certain services are used.

The Users create user IDs and passwords for themselves as they register. The user ID is the e-mail address entered by the User. The format of a password created by a User must meet the requirements set by the Population Register Centre.

Registered Users can change their passwords in the Service. A user ID cannot be changed by the User. If the e-mail address that comprises a User's user ID changes, the User may invite himself/herself and the other Users of the User organisation to access the Customer account with their new e-mail addresses and then remove the user rights associated with the User's old e-mail addresses.

A User is responsible for any Service use that takes place with his or her user ID and password. The User has the responsibility to keep the password secret.

### 6.3 Control of access rights

All Users have access rights of the same level in the Service.



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Registered Users can invite other Users in their organisation, or Users outside their organisation, to join the organisation's Customer account and administrate Users who have access to the Customer account. When registering with the Service, each User must complete strong authentication and accept the Terms and conditions of use.

A User organisation must always have at least two (2) registered Users. If one of these Users is no longer available for the User organisation, it must immediately register another User.

A User can remove the access rights to the Service of another User in his or her User organisation. If the User organisation only has one (1) User, this User cannot remove his or her own access rights to the Service.

The Population Register Centre has the right to remove a User's access rights for a justified reason. The Population Register Centre may also remove a User's access rights after receiving a notification to do so, if he or she is the only User of the User organisation and the organisation no longer needs the Service, for example because the User organisation has ceased to operate. Termination requests are made by sending a message to the Population Register Centre through the Service.

#### 6.4 Customer accounts

In order to use the Service, a Customer account needs to be created for a User organisation. A User organisation may have several Customer accounts in the Service, but the Population Register Centre recommends that those working in the same organisation or organisation unit only create a single account and invite other Users to join it. In this context, an organisation unit refers to such as a sector of municipal health services or one of its parts.

A User can only see those applications, authorisations, agreements, decisions or similar in the Service that have been produced using the relevant online service Customer account. As a rule, the Customer account will not show the applications, authorisations, agreements, decisions or similar that the User organisation has produced or received before registering with the Service.

Users who have access to a Customer account can see processes initiated through that account, decisions that have been received, and documents and data related to exchange of messages through the Service. If data that contains Population Information System data or other data that must be protected is uploaded to the Customer account, the uploaded data can only be seen and processed by the User who initiated the application or other process to which the data is relevant.

A User may be registered to multiple Customer accounts but a User can have only one User ID at a time.

The Population Register Centre will inform the User organisation of a decision, message or similar that has been sent to the Customer account by an e-mail message addressed to the Users.

#### 7 Applications for and administration of Population Register Centre services

A User organisation may apply for Population Register Centre services when it has a registered User who has accepted the Terms and conditions of use.



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The processes related to applying for Population Register Centre services are administrative processes to which the Administrative Procedure Act (434/2003) and other general and specific legislation apply.

### 7.1 Initiating an application

To apply for a Population Register Centre service, an application must be initiated. The applicant is the User organisation or an organisation whose application is initiated by an Intermediary. A User organisation may also represent another organisation in certain processes when it has an authorisation to do so.

The Service has a function for initiating a new application, which the applicant can use to initiate an application for a Population Register Centre service and to place orders related to services already granted.

When submitting an application and placing an order, the applicant must fill in the data required by the Population Register Centre. The User organisation's basic data recorded in the Customer account is automatically shown in the application or the order. If the User organisation operates as an Intermediary, it must provide the data of the organisation on behalf of which it is acting in the application or the order. The User organisation must also provide any other information necessary for the application or the order. In certain processes, the organisation that the Intermediary represents must provide the information required for the application or the order.

In certain online service processes, the applications, agreements or other commitments must also be accepted either in the application phase or after the applicant has been notified of the decision, or an agreement must be signed. Application phase acceptance or commitment can be given by logging in to the Customer account or in some other way as required by the Population Register Centre, and by giving the required acceptance and commitment as specified in the requirements of the process in question.

The application will then be sent through the Service to the Population Register Centre for processing.

### 7.2 Complementing an application or an order

The Population Register Centre may ask the applicant to complement an application or an order.

If the User organisation is operating as an Intermediary, the Population Register Centre addresses the request to the Intermediary, which forwards it to the organisation that is the actual applicant.

An application or an order can be complemented in the Service by responding to a message or complementing the actual form as requested by the Population Register Centre, or in some other manner required by the Population Register Centre.

The application will then be sent through the Service to the Population Register Centre for processing.





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### 7.3 Decisions and notifications to applicants

The Population Register Centre issues a decision on the applicant's application or order. An application or an order may either be accepted or rejected. An administrative decision is made to accept or reject an application, and the User organisation is notified of the decision through the Customer account. Notification of accepting or rejecting an order is given through the User organisation's Customer account.

If the User organisation operates as an Intermediary, the Population Register Centre notifies the Intermediary of the decision. Depending on the process in question, the Population Register Centre or the Intermediary notifies the organisation the Intermediary represents.

If an agreement must be concluded between the Population Register Centre and the User organisation in order to deploy the service that has been applied for, the Population Register Centre will make a decision to accept the User organisation's application before the agreement is concluded. The User organisation is notified of the decision through the Customer account. The actual agreement is sent to the User organisation's Customer account for signing.

The decision is a document in pdf format that the User can download from the Customer account and save to their own system if necessary.

Should the Population Register Centre wish, it can also send the decision uploaded to the Customer account by mail and use proof of delivery.

Further information on giving notification of decisions and the deadlines for appeals are provided in the Population Register Centre's instructions for appealing.

### 7.4 Appeals and decisions made on appeals

Instructions for appealing are attached to each decision issued by the Population Register Centre. A claim for a revised decision can be made, and the decision can be appealed following the instructions.

The User organisation can submit a written claim for a revised decision to the Population Register Centre through the Service, by sending a written claim for a revised decision to the Population Register Centre by mail or e-mail, or by delivering the claim directly to the Population Register Centre.

The matter will then be processed by the Population Register Centre. The Population Register Centre will notify the User organisation of a decision on a claim for revised decision through the Customer account or by mail. If the User organisation operates as an Intermediary, the Population Register Centre will notify both the Intermediary and the organisation it represents of the decision on a claim for a revised decision.

### 7.5 Actions required of the User organisation following a decision

When the User organisation has been notified of a decision sent to the Customer account, the User organisation must take any action required to deploy the service.



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In certain online service processes, the applications, agreements or other commitments must also be accepted either in the application phase or after the applicant has been notified of the decision, or an agreement must be signed. After being notified of the decision, the User organisation may signify its acceptance and give a commitment by logging in to the Customer account and giving the required acceptance and commitment, or giving the acceptance and commitment in some other manner required by the Population Information Centre. The agreement is signed by a smart card or some other electronic method as specified in the requirements of the relevant process.

## 7.6 Changes

The User organisation has the duty to ensure that the information provided on the User organisation and its Users is up to date. For more information on this duty, see the Terms and conditions of use, section 4 *User's rights and obligations*.

Notification of changes in the User organisation's data should be given through the Service. A notification can be given by any one of the User organisation's Users. An Intermediary may give notification of changes in the information of an organisation it represents through the Service. Notification of changes should be given by sending a message to the Population Register Centre through the Service.

Modifications in a service granted to a User organisation may be made on the initiative of the Population Register Centre or the User organisation. If a User organisation applies for a modification in a service granted to it, the modification request should be made by initiating a new process in the Service.

Modifications may also be made on the Population Register Centre's initiative. In this case, the Population Register Centre can ask for information from the User organisation through the Service or make the modifications without a request for information. A decision must be made on any modifications made by the Population Register Centre in a service granted to a User organisation. The decision can concern a modification in a data access authorisation, agreement or similar and its conditions, or terminating an authorisation, agreement or similar and replacing it with a new one.

## 7.7 Ceasing Population Register Centre service use

If a User organisation wishes to cease using a service or access rights granted to it, a request should be made, or notification should be given of this, by sending a message to the Population Register Centre through the Service.

The Population Register Centre may withdraw a User organisation's right to use a Population Register Centre service for a justified reason. The Population Register Centre may ask for information from the User organisation through the Service or otherwise. The Population Register Centre may also make a decision on terminating a data access authorisation, agreement or similar or withdrawing a right without a request for information. The Population Register Centre will notify the User organisation of a decision to terminate an authorisation or withdraw a right through the Customer account or otherwise. The decision may concern the termination of a data access authorisation, agreement or similar, or withdrawal of the right to use a Population Register Centre service.



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## 8 Termination of Service

If a User organisation wishes to cease using the Service, notification of this should be given by sending a message to the Population Register Centre through the Service. A User can remove the access rights of other Users in the User organisation. In order to close the Customer account and to remove the rights of the last User, however, the User organisation must contact the Population Register Centre by sending a message to this effect through the Service.

For more information on the Population Register Centre's right to withdraw the right to access the Service of a User organisation or one of its Users, see Terms and conditions of use, section 13 *Service provider's right to prevent Service use*. The Population Register Centre will notify the User organisation of its decision to terminate an authorisation or withdraw a right through the Customer account or otherwise.

## 9 Service levels

The Population Register Centre makes an effort to provide a service that is available 24 hours a day and 365 days a year. The Population Register Centre provides support for service use during office hours from 8 am. till 4.15 p.m. as part of its official duties.

For more information on the availability of the Service, service outages and providing information on faults, see Terms and conditions of use, section 11 *Availability of the Service* and 12 *Notification of outages and faults in Service provision*.

## 10 Responsibilities of the parties

The parties' responsibilities are specified in the Terms and conditions of use.

## 11 Information security of the service

### 11.1 Design and implementation of the Service

The requirements of information security have been addressed in the design and provision of the Service. The production environment of the Service is secure, and any integrations and links to the Population Register Centre's various services and registers have been implemented in compliance with the relevant requirements.

The Population Register Centre uses a risk management technique to assess the needs to meet information security requirements related to the services and the implementation of information security. In addition, the risks associated with the Service are regularly monitored.

The legislation on information security and data protection has been complied with in the design and provision of the Service. In the context of processing personal data, descriptions of file have been prepared, and information security requirements exceeding protection level IV for processing personal data have been observed in the design and implementation of the Service.

The production environment and interfaces of the Service comply with the information security requirements of protection level IV, and where necessary, information security requirements of protection level III.



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The Population Register Centre ensures that the Service is tested as necessary, especially in connection with modifications, to verify that the modifications function appropriately.

The Service was audited by an external party before going into production.

The usability and reliability of the Service are monitored in cooperation with the Population Register Centre's operating services supplier.

## 11.2 Monitoring and disruptions

Normal and anticipated external disruptions and security threats were taken into consideration in service design and implementation.

Monitoring and incident management processes have been created for the Service. For more information on notifying users of disruptions, see Terms and conditions of use, section 12 *Notifications of outages and faults in Service*.