

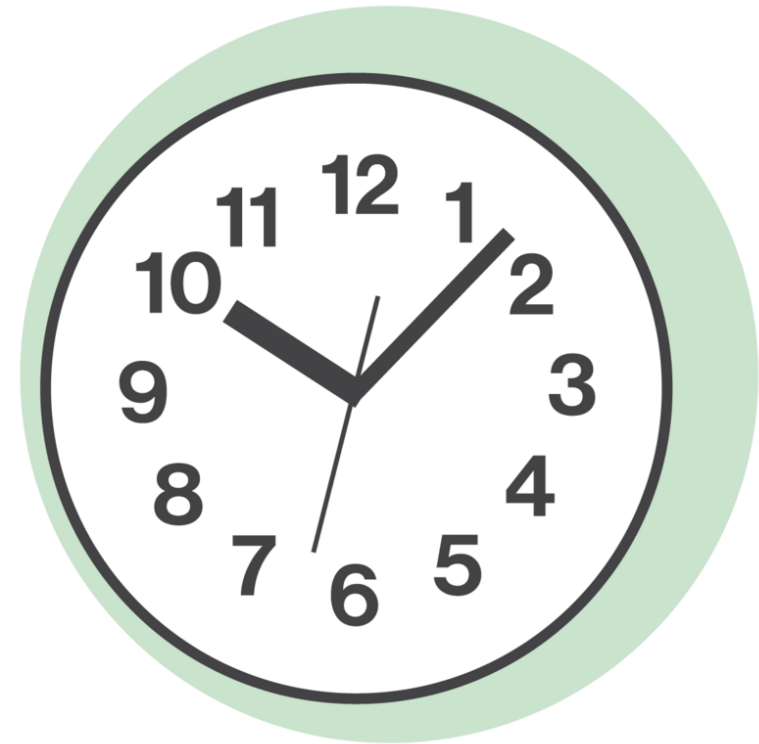


**Secure – Easy - Independent**

Product owner Anna Engström  
IT-architect Kenneth Edwall

# Agenda

- About Försäkringskassan
- Background to SAFOS
- Strategy and principles of SAFOS
- Now and beyond
- Insights





# About Försäkringskassan – the Swedish Social Insurance Agency

# Quick facts

- State authority
- Pays out around SEK **230 billion** per year
- Makes around **21 million** decisions regarding benefits and compensations each year
- Operates from **60** different locations
- Approx. **14,200** employees (1,200 IT-staff)



# IT-services within social insurance



- Försäkringskassan has an in-house developed case management system for social insurance
  - Built on top of open source 😊
- We operate and monitor **85 different it-services**, many 24/7 SLA
- Our agents handle about **35,000 cases per day** (73 cases per minute during office hours)
- We receive approx. **100,000 scanned physical documents per day**, which are automatically distributed to the right case.
- **Self-service portal** for Swedish citizens for many cases at [forsakringskassan.se](https://forsakringskassan.se) (Mina Sidor)

# Försäkringskassan as an it-service provider

Coordinated and deliver secure government IT services



- Swedish government assigned Försäkringskassan back in 2017 mission to deliver secure it-services to government agencies
- Permanent extent of assignment expected Q4 2024/Q1 2025 with more governments to join as providers



1 Security

2 Efficiency

3 Digitalization

4 Small governments

# Background to SAFOS

**Q2 2020**

Market  
research

**Q2 2021**

Strategy

**Q3 2021**

Establish

**Q1 2022**

Document

**Q2 2023**

Video

**Q2 2024**

Chat





# What is SAFOS?

- Collaboration platform for public sector
- Created for Swedish government agencies
- Deliver digital sovereign and resilient it-services
- Built on top of open source
- Needs to be accessible





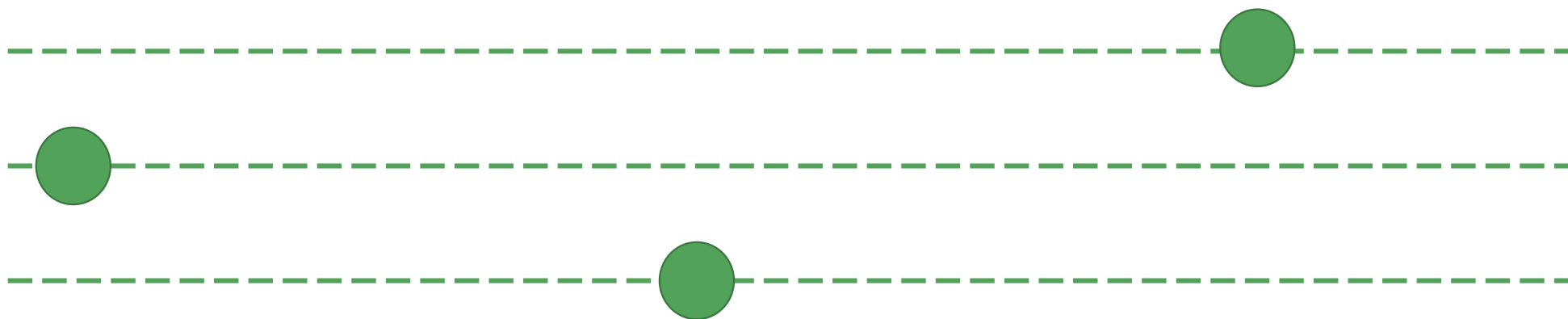
# Usage of public cloud services in swedish public sector



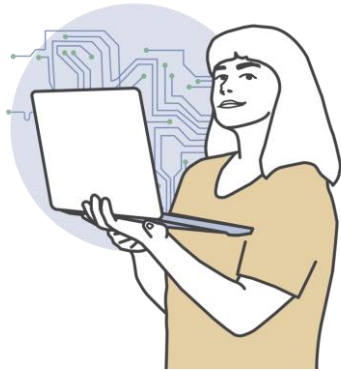
GOV A

GOV B

GOV C



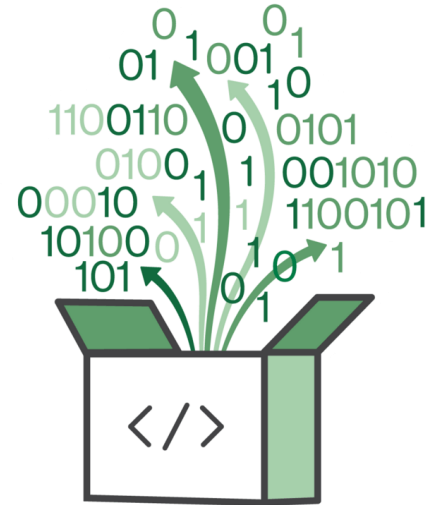
# Strategy and principles of SAFOS



**Secure**



**Independent**

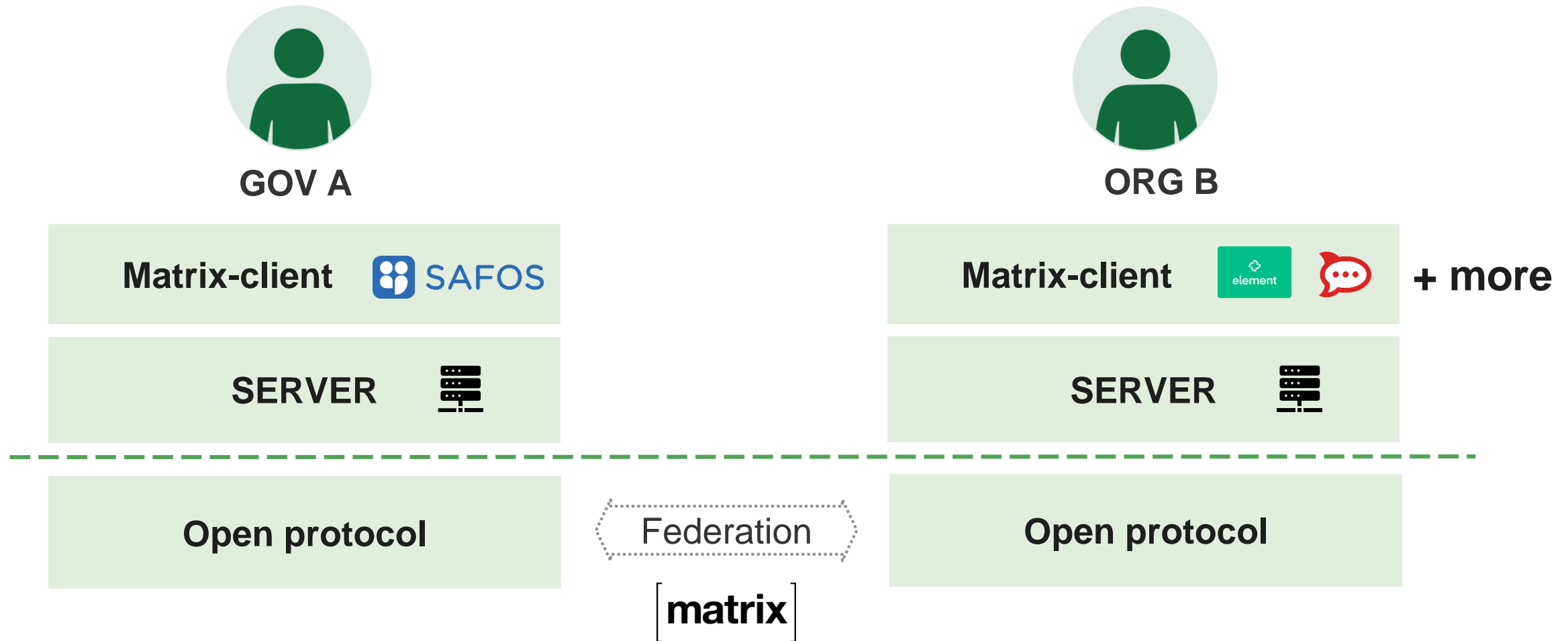


**Open**



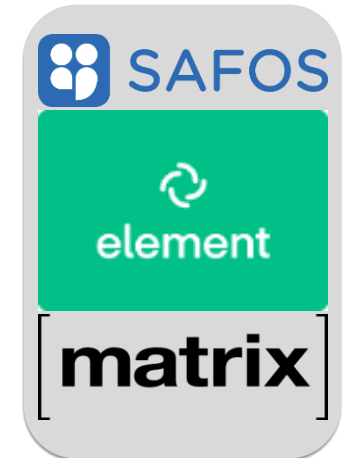
**Collaboration**

# Benefits of an open protocol for communication



# SAFOS Chatt – builds on matrix

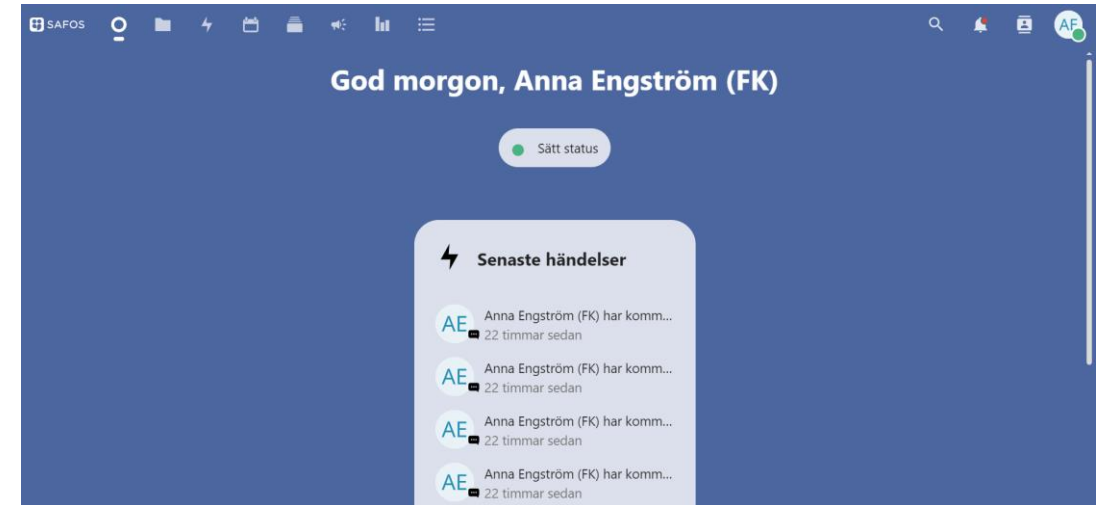
- Enterprise Support with Element
  - Bugs, security and accessibility issues reported to Element the community
- Deploying Element on top of Openshift with a multitenant architecture
  - Combination of ESS and helmcharts (moving towards helm)
- 2FA using OIDC and our own custom auth flow(heading towards MAS)
- Element X Enterprise app to be deployed with EMM(when available)
- 1:1 calls enabled, waiting for Element Call for group calls



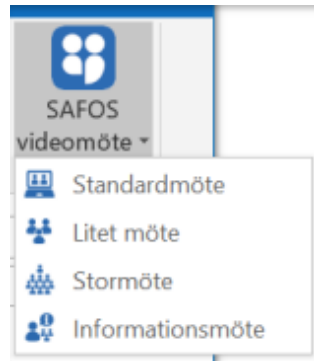
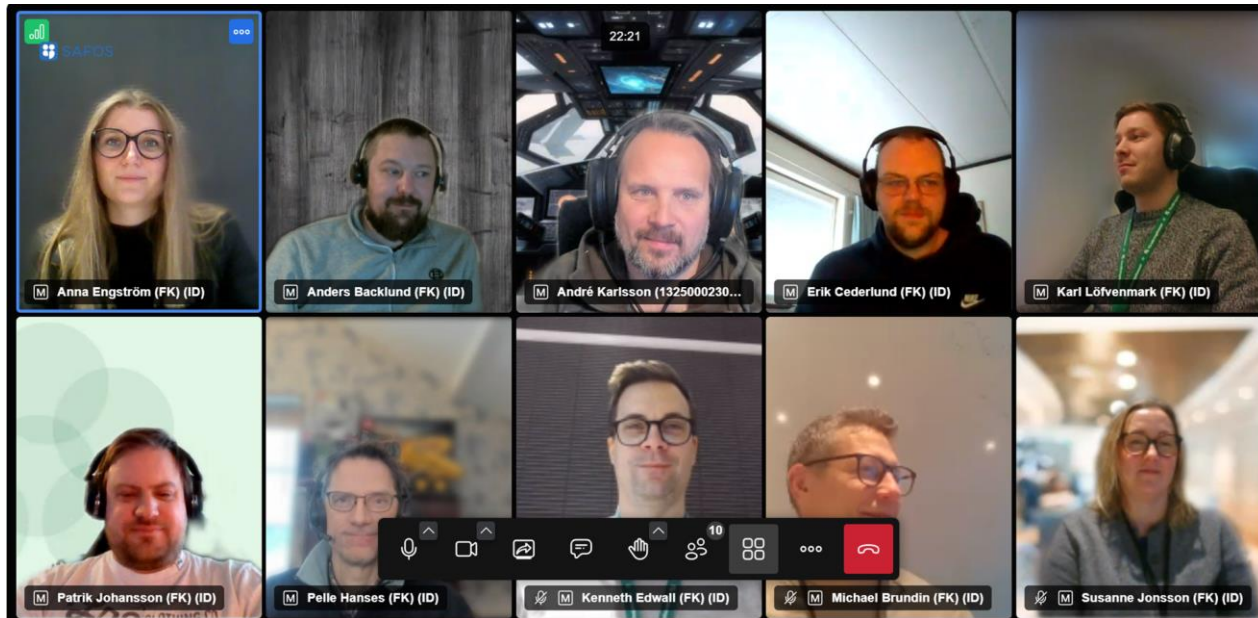


**NOW AND BEYOND**

# Our services

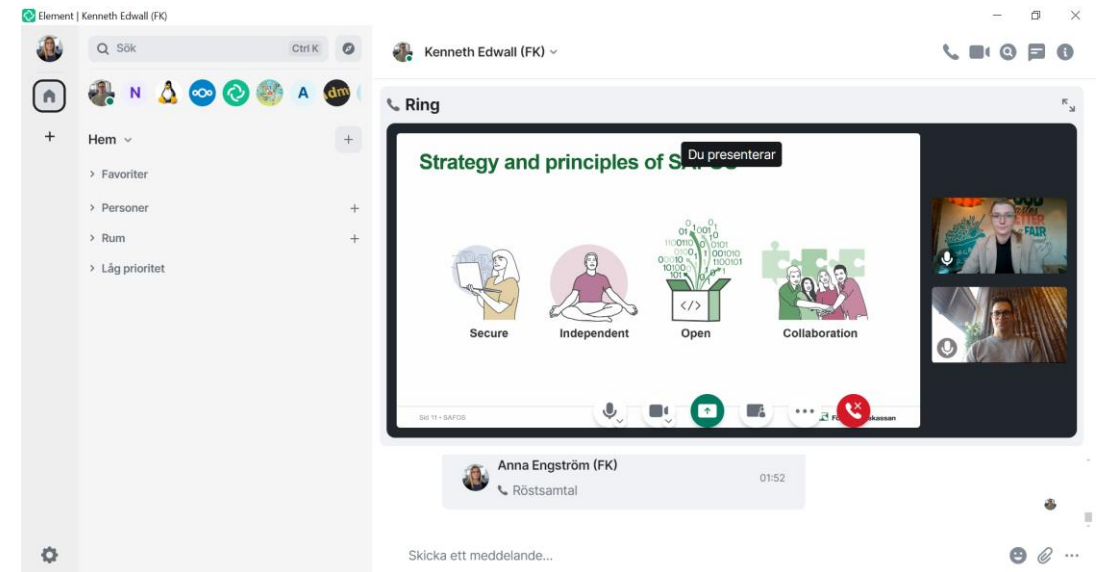


# Our services

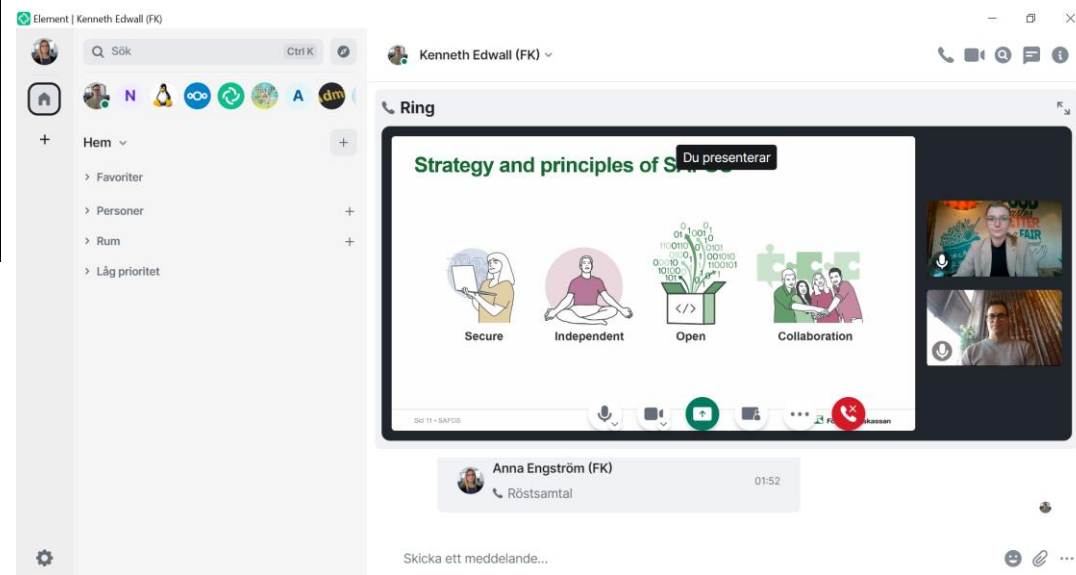
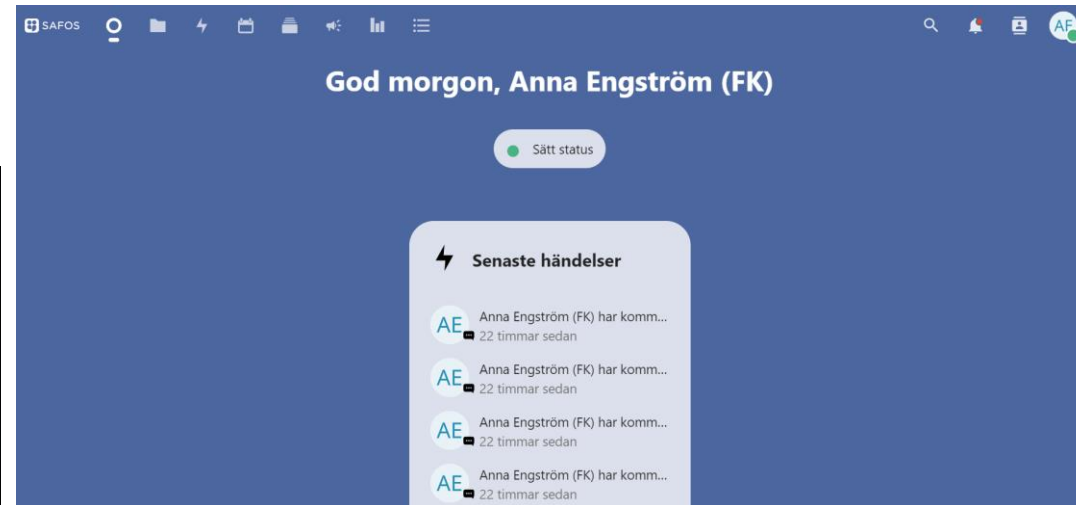
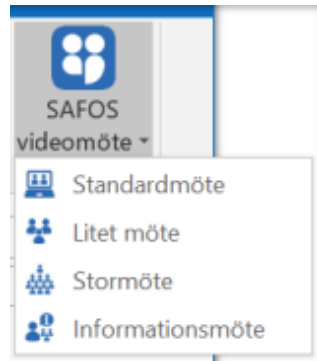
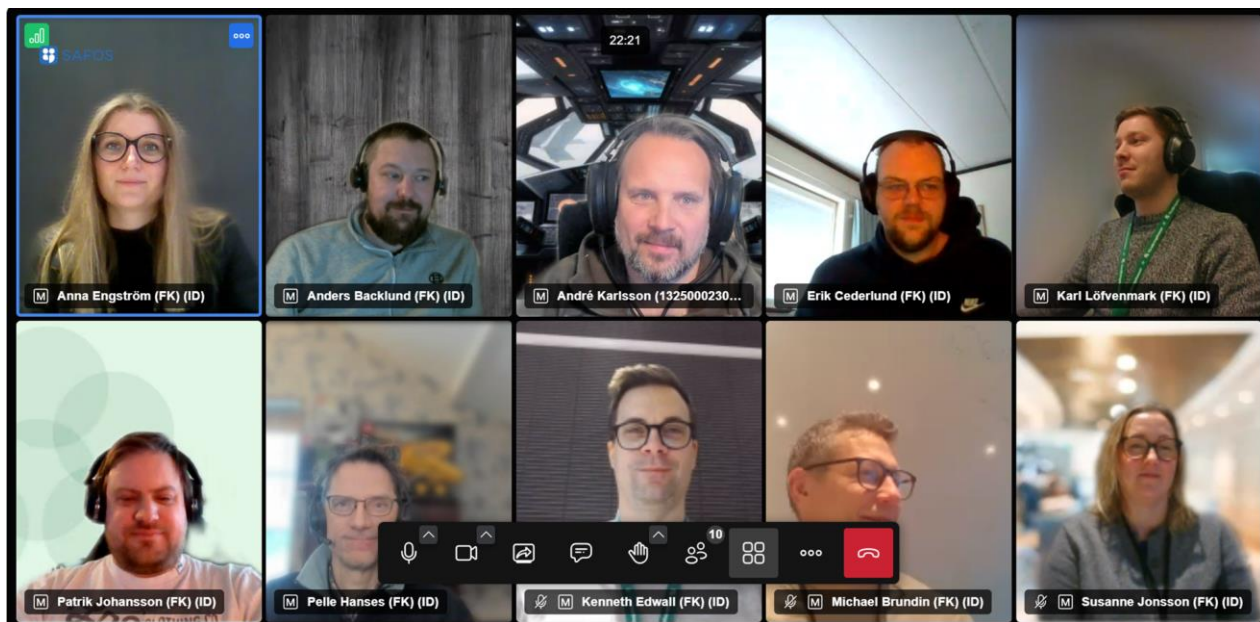




# Our services

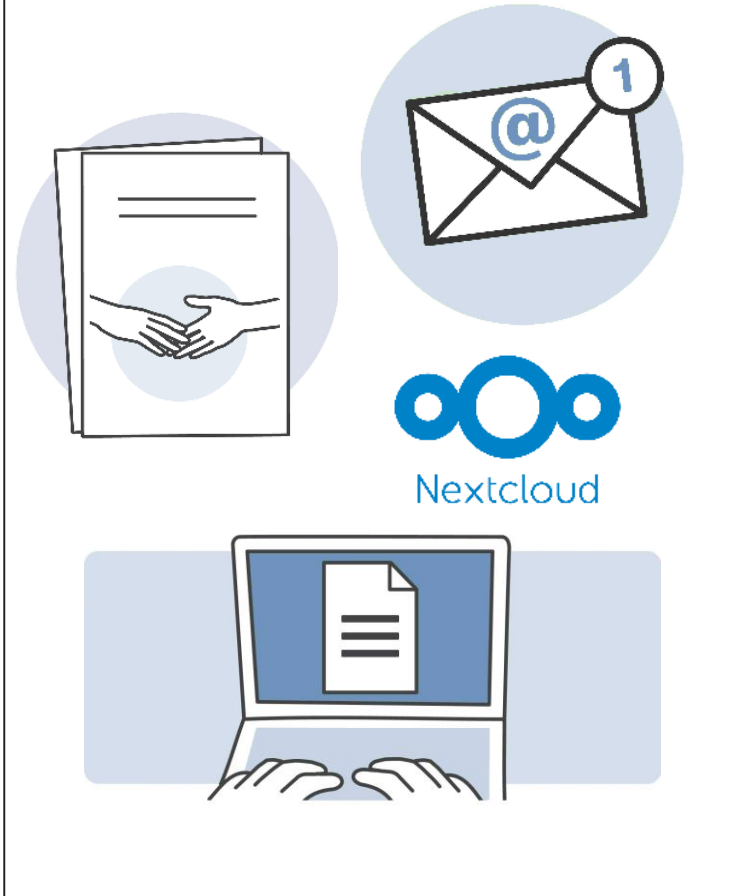


# Our services



# Use case – Authority collaborations

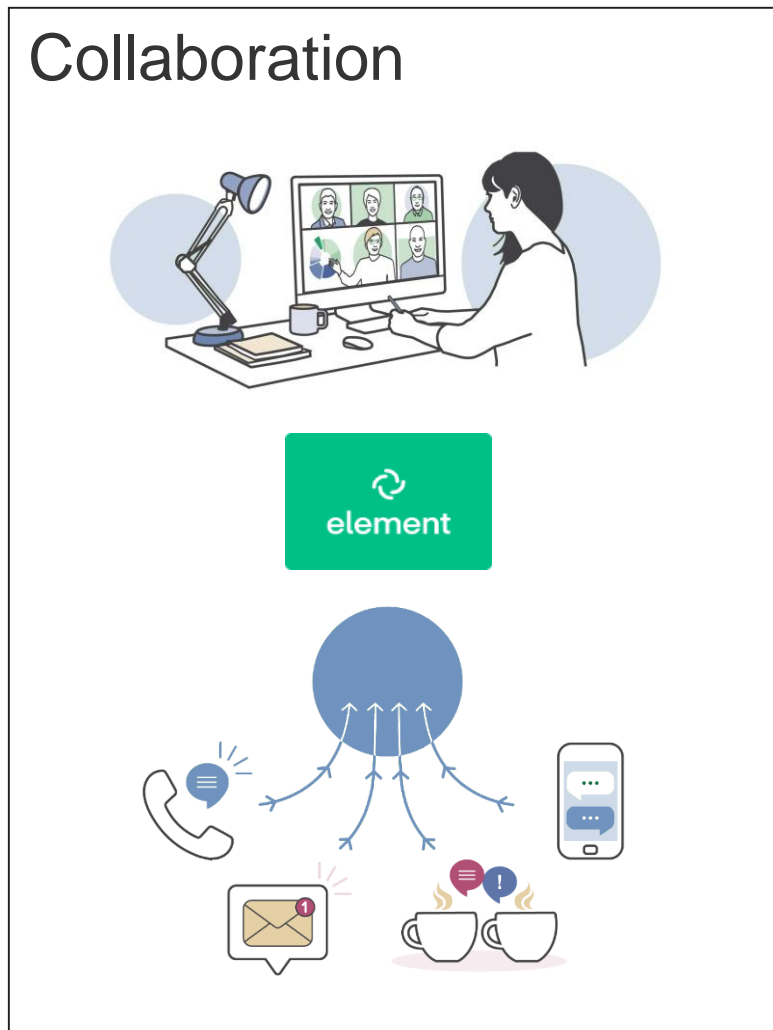
## Authority collaborations



# Use case – Booked meeting



# Use case – Ecosystem for internal collaboration



# Summary use cases

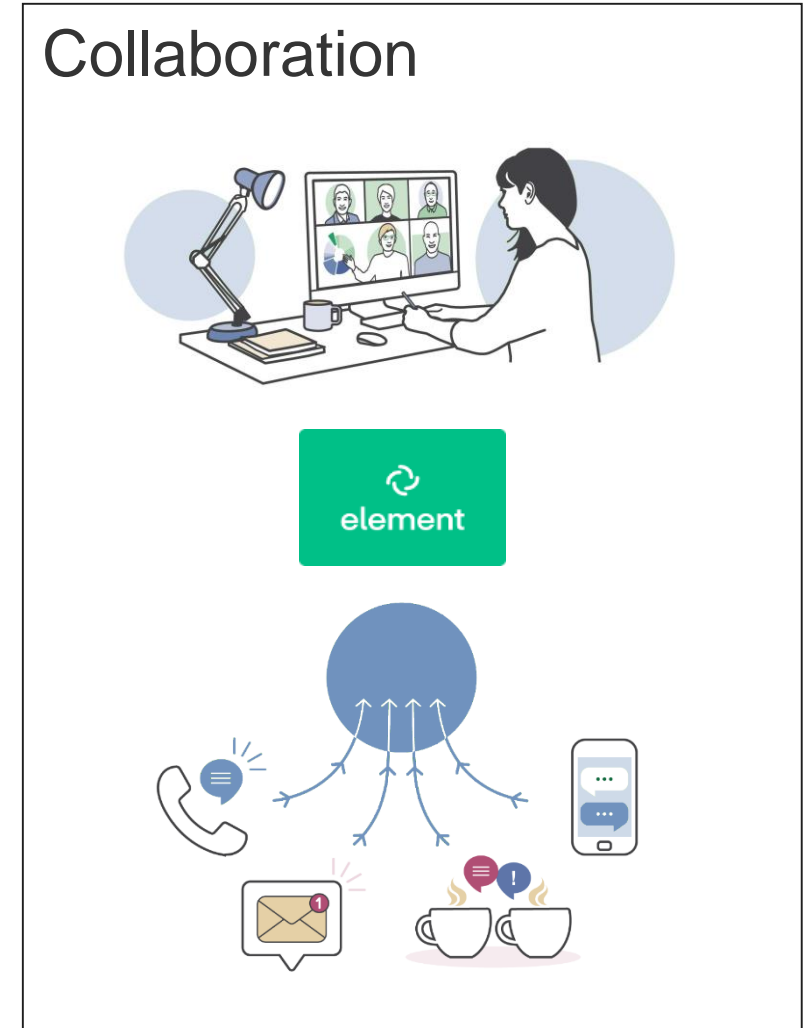
## Authority collaborations



## Booked meetings



## Collaboration



# Collaboration



## Now

- Improve online editing (collabora) and file transfer

## Soon

- Non-internet exposed
- E2EE files
- AI functionality
- Additional apps and functionality

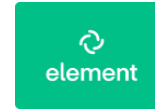
## Future\*

- Integrate digital whiteboard and meeting service

\*No commitments given



# Meetings and chatt



## Now

- Matrix for gov
- Quality improvements
- Digital whiteboard(Jitsi)
- 2FA for **all** meeting participants (jitsi)

## Soon

- Fully integrated video and chatt (Element Call)
- Improved presence functionality
- Secure federation
- EMM app

## Future\*

- Speech-to-text
- Streaming
- AI functionality
- Matrix E2EE key on smartcard

\*No commitments given

# Collaboration and development...



...with the **authorities need** in the center



# Insights

- "The battle of who has best and most features"
- Enterprise grade and security adds complexity
- Open source in public sector = several long term gains
- New ways of working
- Several supplementary solutions
- Collaboration – create values for more



**Thank you!**