

# Slovenian Ministry of Justice and Public Administration enables mobile users

*ODDO solution provides safe access to IBM Lotus Domino mail server and information via mobile devices*



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## Overview

### Mobile information access needed

Complex processes and employee mobility required access to state services, email and information from remote locations.

### MJPA team delivers

With IBM® Lotus® software, MJPA gave employees secure access to state services, email, and information from mobile devices.

### Safe from any location

Encrypted access, identity verification, and lockout upon misuse of user credentials ensure security.

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## Solution Components

### Software

- IBM® Lotus® iNotes®
- IBM Lotus Notes® Traveler

### Services

- IBM Business Partner SRC.Si.d.d.
  - Local Business Partner GenLan d.po.o.
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The Slovenian Ministry of Justice and Public Administration (MJPA) manages regulatory responsibilities and provision of government services to the citizenry of Slovenia. It aims to present a friendly face to the public while executing its duties so effectively that the country ranks first in the European Union on advanced organization, user satisfaction, and efficient use of resources.

### Mobile employees needed information access

MJPA had room for improvement of its business processes, which were increasingly complex and reliant on mobile employees. This required information access in different environments, calling for a solution enabling employees to check email and view information with their smartphones and other mobile devices. But mobile devices can pose security challenges.

### IBM Lotus capabilities help enable secure access

With its business partners, the local information infrastructure section of MJPA set up secure remote access to state-authorized services, email and information through thin clients. MJPA first introduced the solution, named ODDO, to internal users.

The central ODDO solution supports two main access types: 1) Safe email access from thin clients enabled by the IBM® Lotus® iNotes® service and email synchronization with mobile devices through the IBM Lotus Notes® Traveler service, and: 2) Safe access to online services from state authorities. Both access types are implemented at a central location with the reverse proxy server. MJPA knows Lotus software and trusts these quality tools to provide safe access to email and information and other web applications as well.

The solution provides encrypted Secure Sockets Layer (SSL) access to services, safe user identity verification through randomly generated one-time passwords, and automatic administrative intruder lockout



upon misuse of user credentials. It is also integrated with the identity verification system supported by the central Lightweight Directory Access Protocol (LDAP) directory. Authentication mechanisms and reverse proxy servers protect other online services an authority wishes to offer its employees. IBM Business Partner SRC Si d.d along with local partner GenLan d.o.o. with its own product named SecureKey, assisted MJPA with developing the solution.

## ODDO solution is launched

Ministry employees gained access to the ODDO solution website in October 2011, and ten Ministry authorities piloted the solution. The broader public became familiar with it in November 2011 at an event entitled "IT in Public Administration." The design and launch of the new solution was presented by Adrijano Slejko, MJPA Head of IT division for Local area network at the IT and E-Services Directorate. With the successful merger of the Ministry of Justice and the Ministry of Public Administration, the project continues.

Users have benefited greatly from increased availability of needed information, which has boosted productivity. Many have switched from BlackBerry device software to Lotus Notes Traveler software, felt to be a better, simpler and less expensive mobile solution.

Speaking of security and flexibility advantages of the ODDO solution, Slejko summarizes the value: "It is no doubt that the solution brings significant improvements for protected access to email from mobile devices, and it can be upgraded with further online services offered by state authorities in the future. For this reason, we expect the number of users will rise to approximately 500 in 2013."

## Benefits

- Improves protected access to email, information and online services from mobile devices through multiple security measures
- Helps enable flexibility for upgrades to include future new online services: (like AaaS - Access as a Service) provided by Slovenian Ministries
- Supports user base expansion with scalability that will accommodate the expected 500 users in 2013

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*"This solution brings significant improvements for protected access to email with mobile devices and can be upgraded with future online services provided by state authorities."*

— Adrijano Slejko, MJPA Head of IT division for Local area network at the IT and E-Services Directorate

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## For more information

To learn more about IBM Lotus iNotes or IBM Lotus Notes Traveler, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:

[ibm.com/software/lotus/products/inotes](http://ibm.com/software/lotus/products/inotes)

[ibm.com/software/lotus/products/notes/traveler.html](http://ibm.com/software/lotus/products/notes/traveler.html)



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Software Group  
Route 100  
Somers, NY 10589

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