

What is eKlient?

An overall description of eKlient

Version 1.0



WHAT

WHOM

"A mutual digital workplace for the public sector that contributes to a sustainable digitised Sweden."

WHY



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Revision history

Version	Author	Comment
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1. Introduction and background

eKlient started as a joint development project between Region Skåne and the Västra Götaland region in the autumn of 2012 with the aim of developing a shared technical platform for Windows 7.

In March 2013 the organization to govern eKlient was created and the first version of the eKlient platform, which then had five collaboration members, was released.

Today eKlient has over thirty-five members consisting of regions, municipalities, universities and other public sector organizations in Sweden. eKlient represents more than 330 000 IT workstations, making it one of the largest public IT-workplace platforms in Europe.

1.1. Objectives and the purpose of eKlient

eKlient was founded with the goal of streamlining how an IT workplace is managed whilst ensuring that the resources of its members can be used in the most efficient way possible. As technology becomes increasingly complex, each respective member would otherwise have to spend considerable resources on business intelligence, technology assurance and skills development for its employees. The purpose of eKlient is, among other things, to jointly manage business intelligence and based on that data make recommendations for its members as well as to pursue standardization among its members. In addition, eKlient provides documentation and recommendations for installing, managing and efficiently maintaining an IT-workplace and is also responsible for developing the tools that its members need to make it possible to manage their resources more efficiently.

1.1.1. Vision and goals

The overarching goal of eKlient, which acts as a guiding principle, is to establish "a mutual digital workplace for the public sector that contributes to a sustainable digitized Sweden" in collaboration with its members.

In its simplest form this means, among other things, that eKlient should always stay ahead of its members regarding trends in technology so that when the members wants to implement new or upgrade their technical solutions, eKlient should already have the needed documentation and advice ready. eKlient must never be a hindrance for its members and should always be the one who helps its members to navigate forward in the IT-workplace area and deliver needed support in an effort to streamline and modernize the digital workplace.

1.1.2. Business benefit/Impact target

The goals of eKlient is to contribute to a better user experience, streamline the work of support staff, automate processes and to ensure that different organizations in the Swedish public sector does not have to invent/develop the same solutions moving forward.

1.1.3. Background

Historically, county councils, regions, municipalities and other public organizations have had very limited collaborations around their IT-workplace and the consequence of this has been



that similar solutions have been developed in many different organizations but with slight, and in some cases, significant differences. This resulted in the fact that suppliers and vendors found it difficult to develop well-functioning solutions to support the public sector in Sweden as the technology could differ between organizations. In the spring of 2013, it was found that there were large areas where the public sector in Sweden could benefit from cooperating on many of these issues in order to free up resources for other tasks.

1.1.4. What does the eKlient organization do and not do

The eKlient governance team at Inera provides the services, platform development and advisory to its members. The eKlient organization does not provide daily operations, project management or any other operational function within the organization of any of its members.

2. Governance and tactical and strategic cooperation

2.1. Control

The governance of eKlient takes place through various forum that are staffed by the member organizations and decisions about goals or changes are taken jointly. All members have the same right to participate in the forum and each member has the same opportunity to influence eKlient as any of the other members. Depending on the decisions, a consensus vote can sometimes be needed, but in most cases a majority vote is prevailing.

The different focus areas for the different forum that members participate in are divided into:

- Operational Forums (focuses on the timespan 0 to 1 year)
- Tactical Forum (focuses on the timespan 1 to 3 years)
- Strategic Forum (focuses on the timespan 3 + years)

2.2. Tactical Forum

This group decides the activities to be carried out within the scope of eKlients operational parts and in collaboration with the all members of eKlient, how the activities are to be carried out and prioritized.

2.3. Strategic cooperation

This group works with the development of eKlient standards documentation, guidelines and a library of requirements. It mainly has a long-term and strategic approach. The group also brings forward overarching goals, principles and strategies for how eKlient will reach its vision and target environment. Each member has a representative in this forum and has the responsibility to anchor produced strategies within each members' respective organization.



In general, all documentation produced within the strategic forum are publicly accessible via <https://inera.se/eklient>.

2.4. Operational Forums

This is the eKlient main technical forum and works with the operational organizations within each of its members. Representatives are appointed by each respective organization that is a member of eKlient.

These forum discuss problems that are being faced on a daily basis and how we best can tackle them jointly. More about operational forums can be read under Delivery.

3. Delivery

3.1. Operational forums division

The operational forums are divided into the areas:

- "Platform" is responsible for the technical details, tools and documentation needed for managing and maintaining an efficient IT workplace.
- "Processes and support systems" is responsible for the technical details, tools and documentation of how to manage the lifecycle of resources in the form of applications, information and devices.

3.2. Tools

eKlient has a number of tools that have been developed on behalf of its members. The main task when developing and maintaining these tools is to make it easier for the technical and support staff to be able to perform their daily tasks in a more efficient way and also to help end users be more productive. eKlient also has tools that facilitate the automation of processes, self-service for end-users and process support for application management from packaging the application for distribution through to commissioning it all the way until the application is installed and available for the users.

3.3. Business Intelligence and Advisory

Within each forum there is an ongoing business intelligence being done and based on the gathered information eKlient produces summaries and advisory documentation to aid its members during the management of their respective IT environment.



Active parts currently being worked on includes advisory support on mobility solutions, Microsoft's roadmap and other areas where members feel that there are great benefits in collaborating.

4. Technology

4.1. Choice of Technology

One of the most fundamental principles when choosing technology is to choose the technical solution that provides the most value for investments made and many times it is the technology that the members of eKlient have already invested in.

Another principle is that whatever technical solution is selected there must be good availability of skilled personal on the market..

4.2. Technical choices

Based on the principles above when selecting technology, the eKlient today is primarily based around technology from Microsoft.

Some of the products used are:

- Microsoft Endpoint Manager (formerly Microsoft System Center Configuration Manager)
- Microsoft Intune
- Microsoft Defender
- Microsoft BitLocker
- Microsoft Windows

In addition to these, work is underway with Microsoft Office 365 and other products and areas where there are benefits from wider joint cooperation.

4.3. Security

In terms of security, eKlient has chosen to refer to the "security Baselines" that Microsoft publishes for Windows, Office and Edge, but also incorporates recommendations from NIST and generally makes as few deviations as possible from international standards.



5. More information about eKlient

For more information about eKlient, please refer to <https://inera.se/eklient> where the public documents produced within eKlient is also published. You can also send an email to info@eklient.it if there are any further questions.