Administration Agencies Service Identification Form — Annex 1
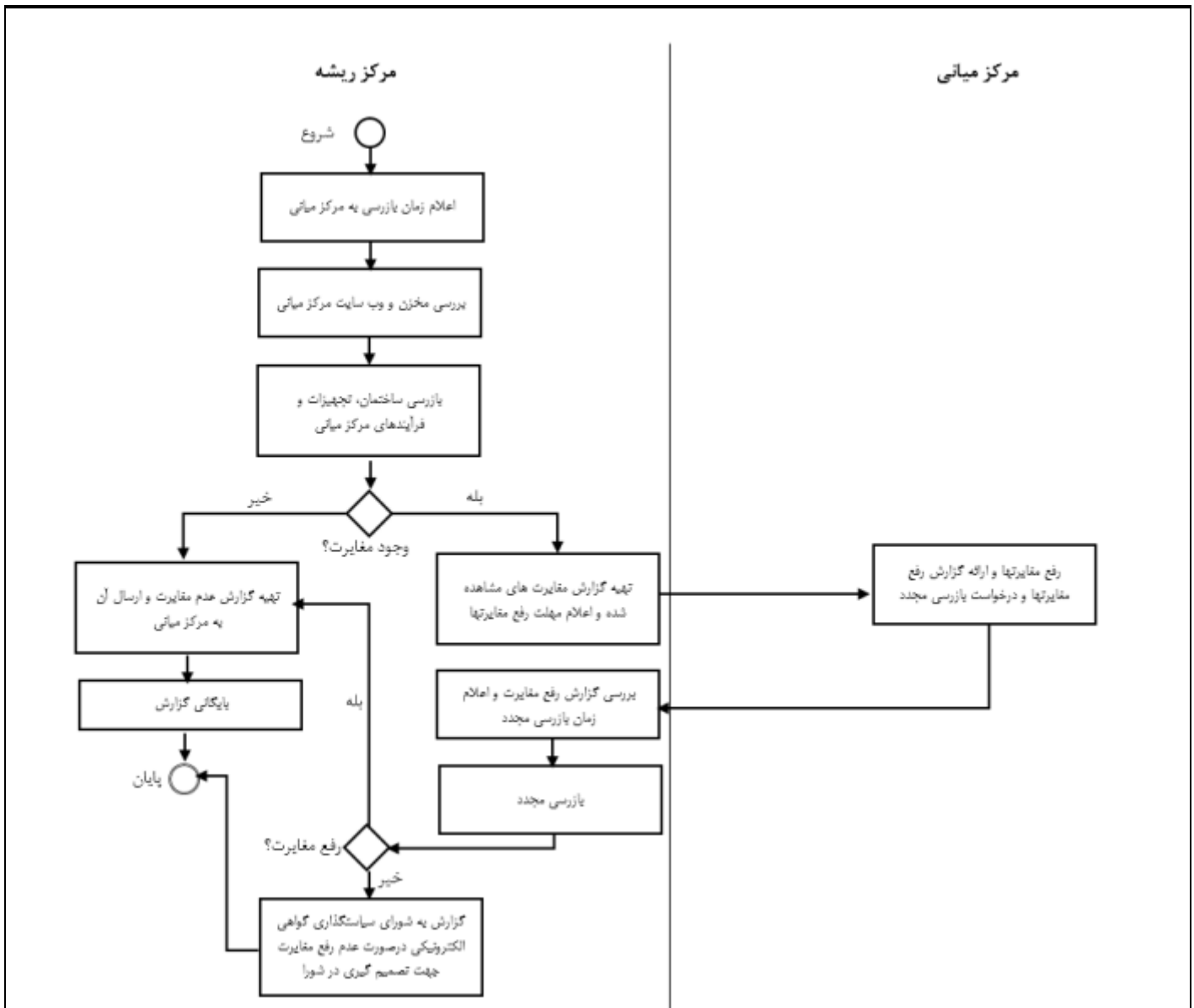
1. Service title: Inspection and monitoring of the intermediate certificate authorities (CA)	**2. Service ID: 13012037000** (To be filled by the Planning and Budget Organization)

3. Service provider

Name of the agency: Iran Center for e-Commerce Development

Name of the parent organization: Ministry of Industry, Mine and Trade

4. Service specifications

Service description	Inspection and monitoring the performance of intermediate CAs known as "compliance inspection" is carried out to ensure the performance of intermediate CAs and to investigate compliance of the operations of these CAs with the requirements and processes set out in the Public Key Infrastructure (PKI) Policies and the executive directive for intermediate CAs.
Type of service	Government to Citizen (G2C) ☐ Government to Business (G2B) ■ Government to Government (G2G) ■ — **Client Type**: Public and private intermediate CAs
Nature of service	Public ■ Private ☐
Scope of service	National ■ Regional ☐ Provincial ☐ Urban ☐ Rural ☐
Related events:	Birth ☐ Education ☐ Healthcare ☐ Tax ☐ Business ■ Social security ☐ Property registration ☐ Urban installations ☐ Insurance ☐ Marriage ☐ Retirements ☐ Licenses and certificates ☐ Death ☐ Other ☐
Start of service	Application by the receiver ☐ Due date ■ Occurrence of event ■ - Discretion of the agency ☐ Other ☐
Documents required for the service	-
Upstream rules and regulations	− Ecommerce Act ratified in 2003 by the Islamic Consultative Assembly − Executive bylaw of the Article 32 of the Ecommerce Act − Policies document for electronic signatures for public key infrastructures − Approvals of the State Electronic Certification Policymaking Council

5. Service details

Statistics of service receivers	…. of services receivers in month ☐ season ☐ year ■ Depending upon the number of active intermediate CAs
Service average time	One day
Frequency	At least one time in month ☐ season ☐ year ■
Number of physical reference	-

Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
			☐
			☐
…			☐

6. Service access route

Direct and detailed address of the service in the portal (If partially or fully electronic): www.rca.gov.ir

Name of the system (If partially or fully electronic): www.rca.gov.ir

Service stages	Type	Communication media	
Informative	Electronic ■	Internet (website) ☐ Email ☐ IVR or Call center ☐ Other (explain accessibility) ■ Submitting letters through the secretariat system	Mobile (application) ☐ Post ☐ SMS ☐

		Non-electronic ☐	Reason for physical reference	Personal authentication ☐ Document authentication ☐ Lack of proper infrastructure ☐ Other ☐ :	Agency referred to: National ☐ Provincial ☐ Local ☐
	Application	Electronic ☐		Internet (website) ☐ Mobile (application) ☐ Email ☐ Post ☐ IVR or Call center ☐ SMS ☐ Public services offices ☐ (outsourcing contract number:) Similar to public services offices ☐ Other (explain accessibility) ☐:	
		Non-electronic ☐	Reason for physical reference	Personal authentication ☐ Document authentication ☐ Lack of proper infrastructure ☐ Other ☐:	Agency referred to: National ☐ Provincial ☐ Local ☐
Service generation (Inner agency process or relations to other agencies)	Service generation (Inner agency process or relations to other agencies)	Electronic ■		Internet (website) ☐ Intranet (local intranet or ERP) ☐ Email ☐ Other (explain accessibility) ■ :Connecting to the intermediate CA repository to ensure performance of the repository and the information provided therein	
		Non-electronic ☐	Reason for physical reference		
	Service providing	Electronic ■		Internet (website) ■ Mobile (application) ☐ Email ☐ Post ☐ IVR or Call center ☐ SMS ☐ Public services offices ☐ (outsourcing contract number:) Similar to public services offices ☐ Other (explain accessibility) ☐:	
		Non-electronic ■	Reason for physical reference	Personal authentication☐ Document authentication ☐ Lack of proper infrastructure ☐ Other ☐: Part of the inspection process is concerned with building, equipment and process inspection of intermediate CAs which must be carried out by being physically presence in these centers	Agency referred to: National ☐ Provincial ☐ Local ☐

7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
			Online	Batch	
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐

8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
					☐	☐	Agency ☐ Client ☐
					☐	☐	Agency ☐ Client ☐
					☐	☐	Agency ☐ Client ☐

9. Service processes titles

1- Informing the time of inspection to the intermediate CA (by the root CA)
2- inspecting the repository and website of the intermediate CA (by the root CA)
3- Inspecting the building, equipment and processes of the intermediate CA (by the root CA)
4- preparing a report of non-compliances observed and stating a deadline for resolution (by the root CA)
5- resolving non-compliances and presenting corresponding report and request for a another inspection (by the intermediate CA)
6- Re-inspection (by the root CA)
7- reporting to the digital certification policymaking council if non-compliances are not resolved to be decided at the council (by the root CA)

10. Service processes connection diagram:

مرکز ریشه   مرکز میانی

شروع

اعلام زمان بازرسی به مرکز میانی

بررسی مخزن و وب سایت مرکز میانی

بازرسی ساختمان، تجهیزات و فرآیندهای مرکز میانی

وجود مغایرت؟ — خیر / بله

تهیه گزارش عدم مغایرت و ارسال آن به مرکز میانی

بایگانی گزارش

پایان

تهیه گزارش مغایرت های مشاهده شده و اعلام مهلت رفع مغایرتها

پررسی گزارش رفع مغایرت و اعلام زمان بازرسی مجدد

بازرسی مجدد

رفع مغایرت؟ — بله / خیر

گزارش به شورای سیاستگذاری گواهی الکترونیکی درصورت عدم رفع مغایرت جهت تصمیم گیری در شورا

رفع مغایرتها و ارائه گزارش رفع مغایرتها و درخواست بازرسی مجدد

نمودار به ترتیب از بالا به پایین از چپ به راست:

Root CA – intermediate CA
Start
Informing the time of inspection to the intermediate CA
inspecting the repository and website of the intermediate CA
Inspecting the building, equipment and processes of the intermediate CA
Non-compliance? Yes/no
Preparing a report of compliance and submitting to the intermediate CA
Preparing a report of non-compliances observed and stating a deadline for resolution - resolving non-compliances and presenting corresponding report and request for a another inspection
Filing of the report – yes – examining the compliance resolution report and announcing a new inspection schedule
end – re-inspection
Non-compliance resolved? No
Reporting to the digital certification policymaking council if non-compliances are not resolved to be decided at the council

| Particulars of the person completing the form: Mahsa Rajabpour | Tel:41031452 | Email: Rajabpour.m@ecommerce.gov.ir | Department: Root CA |