



Collabor8



OFFSHORE NORGE



# Collabor8



# Collabor8 Hello

# Introduction

Standard Presentation

Version: 6 October 2023

# Content

This presentation gives a high-level introduction to following Collabor8 Hello aspects:

- Goals - Benefits - Value
- Concept
- User Account lifecycle
- Security & Privacy

# Collabor8 Hello - Goals - Benefits - Value



ORGE

Goal	Benefit	Value
One standard log-in (authentication) solution for all Offshore Norge services	<ul style="list-style-type: none"> <li>Improved security</li> <li>Simplified scope for new Offshore Norge services</li> <li>Shorter time to market for new Offshore Norge services</li> </ul>	Saved cost
Offshore Norge applications available over Internet	<ul style="list-style-type: none"> <li>Users get easy and secure access</li> <li>Avoid issues resulting from the SOIL firewall policy</li> <li>Non-Operators no longer need SOIL and MUD access to reach Offshore Norge services</li> <li>SOIL gets more secure</li> </ul>	
GDPR compliance	<ul style="list-style-type: none"> <li>Collabor8 Hello simplifies Offshore Norge's compliance to new General Data Protection Regulation (GDPR)</li> <li>New regulations take effect 25.May 2018.</li> </ul>	
Automatic leavers handling	<ul style="list-style-type: none"> <li>Collabor8 Hello offers diligent closure of User accesses when staff leave.</li> <li>Significantly reduces the risk of misuse of information (risk cost)</li> <li>Saves labour cost related to manual removal of invalid accounts (labour cost)</li> </ul>	
Single-Sign-On support (option requiring federation)	<ul style="list-style-type: none"> <li>Users logged into company network are not challenged for authentication when accessing Offshore Norge applications.</li> <li>Saves time.</li> <li>Less authentication issues.</li> </ul>	
Re-use of users existing personal electronic identities (eID)	<ul style="list-style-type: none"> <li>Application Superusers in Offshore Norge services no longer need to handle password problems</li> <li>Passwords not stored in the individual Offshore Norge applications anymore.</li> <li>Most users can re-use an existing identity to access Offshore Norge applications</li> </ul>	
Centralised user attribute	<ul style="list-style-type: none"> <li>Users only maintain their personal profile one place, in Collabor8 Hello, instead of in each Offshore Norge application</li> </ul>	

# Concept – What is Collabor8 Hello?



- A common log in solution for all Offshore Norge applications
- Great similarities with [ID-porten](#), providing common log in solution to 1000 public services provided by Norwegian government agencies.

A screenshot of the Lånkassen website. The header includes "STATENS LÅNEKASSE FOR UTDANNING [NO] | https://www.lanekassen.no" and navigation links like "Kundeservice", "For lærestedene", "English", "Nynorsk", and "A A". A search bar with "Søk" is present. A green button labeled "Logg inn - DINE SIDER" is highlighted with a red arrow pointing to a mobile login screen.

STATENS LÅNEKASSE FOR UTDANNING [NO] | https://www.lanekassen.no

Kundeservice | For lærestedene | English | Nynorsk | A A

Lånkassen

Søk

Videregående opplæring | Høyere og annen utdanning | Utdanning i utlandet | Tilbakebetaling

Logg inn - DINE SIDER

A mobile login screen for Lånkassen. It features a dark header with "RETURN" and "YOUR CONTACT DETAILS". The main content is titled "LÅNEKASSEN" and "Lånkassen". Under "SELECT AN ELECTRONIC ID", there are several options: "MiniD" (Use codes from SMS or PIN code letter), "BANKID" (With codes from your bank), "BANKID ON MOBILE" (With secure authentication on your mobile), "BUYPASS ID ON SMART CARD" (Use smart card and smart card reader), and "BUYPASS ID ON MOBILE" (Use password/SMS or mobile app). There is also a "COMMFIDES" option (Use your USB stick or smart card). A link "How to obtain an electronic ID" is at the bottom.

A screenshot of the altinn website. The header includes "REGISTERENHETEN I BRØNNØYSUND [NO] | https://www.altinn.no" and navigation links like "innboks", "alle skjema", and "profil". A "Language" dropdown and "Logg inn" button are visible. A red arrow points from the "Logg inn" button to a mobile login screen.

REGISTERENHETEN I BRØNNØYSUND [NO] | https://www.altinn.no

altinn innboks alle skjema profil

Language Logg inn

A mobile login screen for altinn. It features a dark header with "RETURN" and "YOUR CONTACT DETAILS". The main content is titled "ALTTNN" and "ALTTNN". Under "SELECT AN ELECTRONIC ID", there are several options: "MiniD" (Use codes from SMS or PIN code letter), "BANKID" (With codes from your bank), "BANKID ON MOBILE" (With secure authentication on your mobile), "BUYPASS ID ON SMART CARD" (Use smart card and smart card reader), and "BUYPASS ID ON MOBILE" (Use password/SMS or mobile app). There is also a "COMMFIDES" option (Use your USB stick or smart card). A link "How to obtain an electronic ID" is at the bottom.

A screenshot of the helsenger.no website. The header includes "DIREKTORATET FOR E-HELSE [NO] | https://helsenger.no/kjernejournal" and navigation links like "Logg inn". A search bar with "Søk" is present. A red arrow points from the "Logg inn" button to a mobile login screen.

DIREKTORATET FOR E-HELSE [NO] | https://helsenger.no/kjernejournal

helsenger.no

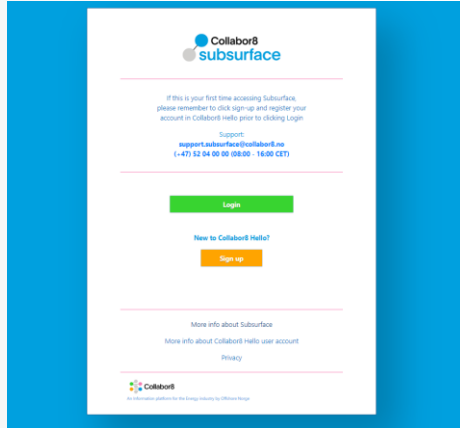
MENY

Søk

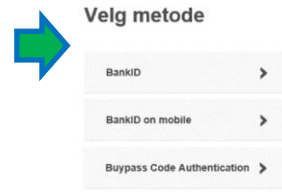
A mobile login screen for helsenger.no. It features a dark header with "RETURN" and "YOUR CONTACT DETAILS". The main content is titled "HELSENGORGE" and "helsenger.no". Under "SELECT AN ELECTRONIC ID", there are several options: "BANKID" (With codes from your bank), "BANKID ON MOBILE" (With secure authentication on your mobile), "BUYPASS ID ON SMART CARD" (Use smart card and smart card reader), and "BUYPASS ID ON MOBILE" (Use password/SMS or mobile app). There is also a "COMMFIDES" option (Use your USB stick or smart card). A link "How to obtain an electronic ID" is at the bottom.

# Concept – Collabor8 Hello log-in process

1. Enter application log-in page (e.g. subsurface.collabor8.no)



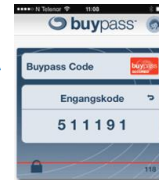
2. Chose authentication method



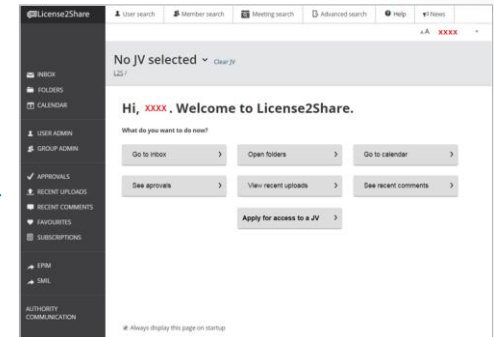
Supported methods will evolve over time based which 3<sup>rd</sup> party eID providers being:

- available
- secure enough
- relevant for our users
- cost

3. Prove own identity



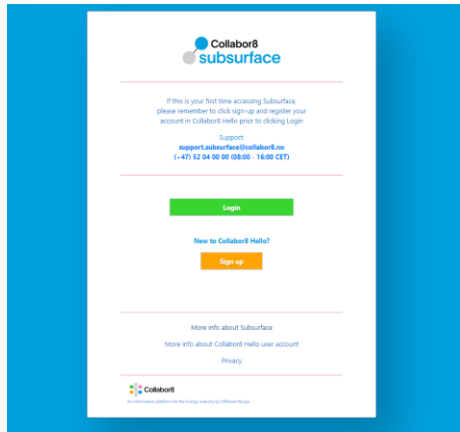
4. Logged into application



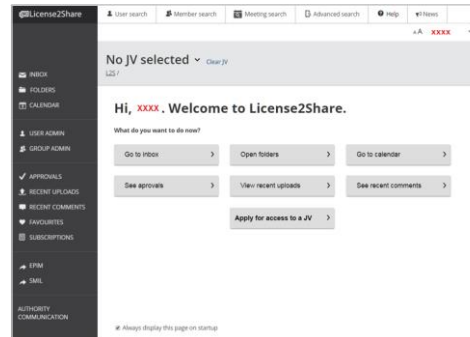
If application cannot find a user account matching email address then user is redirected to a application specific webpage describing how to apply for a application user account.

# Concept – Collabor8 Hello log-in process – Federated user

1. Enter application log-in page  
(e.g. subsurface.collabor8.no)



2. Logged into application



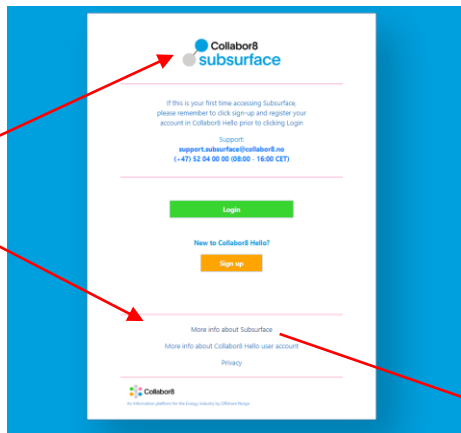
If application cannot find a user account matching email address then user is redirected to a application specific webpage describing how to apply for a application user account.

## Pre-requisites:

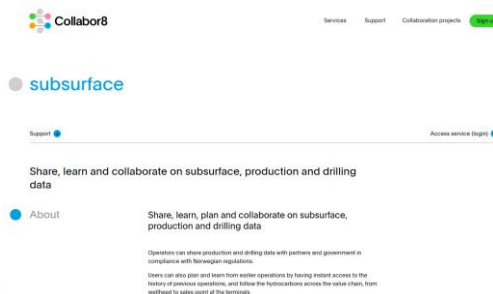
- User organisation has implemented a federation between internal Identity Management system and Collabor8 Hello
- User is logged into own company infrastructure.

# Concept – Collabor8 Hello log-in page template

Defined by application



- Each Offshore Norge application adopting Collabor8 Hello will get a similar log-in page.
- Log-in pages will benefit from a common security regime to ensure effective and cost efficient security management.



<https://collabor8.no/services/subsurface/>



# Concept – What is an Collabor8 Hello account?

## Collabor8 Hello account info:



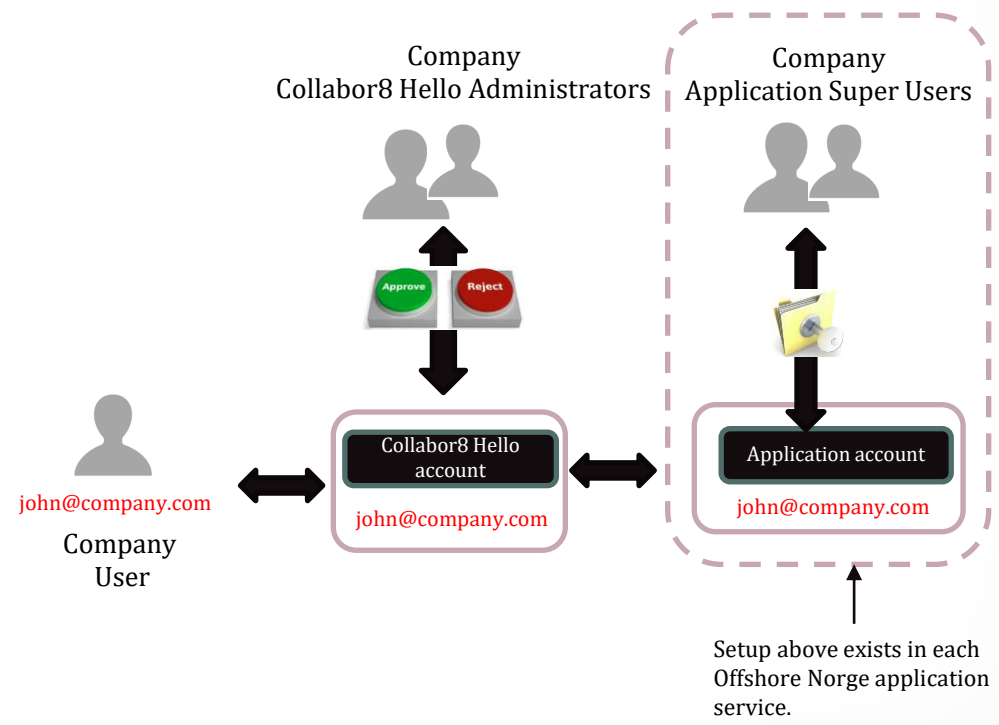
- Company (ON User organisation)
- E-mail address (e.g. [xxx@company.com](mailto:xxx@company.com))
  
- Full name (e.g. [Bob Johnson](#))
- Mobile number (optional)
- References to chosen e-ID (one only)
  - BankID
  - BuyPass Code Authentication
  - Federation with company

} Registered at account creation. Cannot be changed by user, only replaced by deleting account and re-sign-up with new details.

} If the User organisation is not federated, this is managed by user itself via Collabor8 Hello User Profile available at <https://hello.collabor8.no/>  
If the User organisation is federated, Collabor8 Hello accounts are automatically synchronized, and users do not have access to edit their Collabor8 Hello account.

# Concept – Collabor8 Hello account vs Application accounts?

- Collabor8 Hello Accounts are used for **authentication** purposes
- Application Accounts provides **authorization** (user access privileges)
- Collabor8 Hello accounts and Application accounts are linked via **personal company email address**
- If Collabor8 Hello administrators revoke a Collabor8 Hello account, user immediately lose access to all applications using Collabor8 Hello for authentication.



# Collabor8 Hello - User Account Lifecycle

- Sign-up
- Self-care
- Automatic re-validation (leavers handling)

# Collabor8 Hello - User Account Lifecycle – Sign up



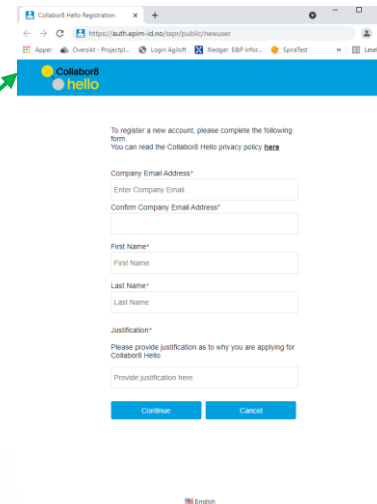
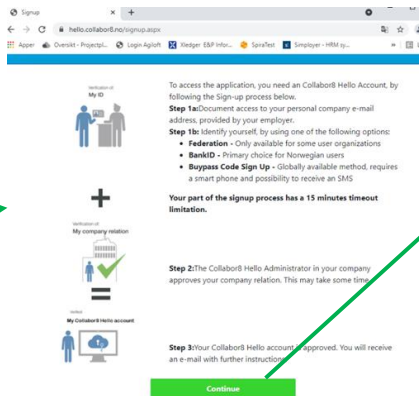
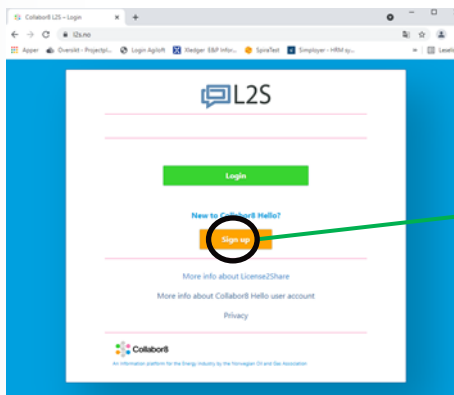
# Collabor8 Hello - User Account Lifecycle – Sign up



1. Use “Sign up” link on application log-in page (e.g. l2s.no)

2. Click “Continue” after read information page.

3. Fill out request form

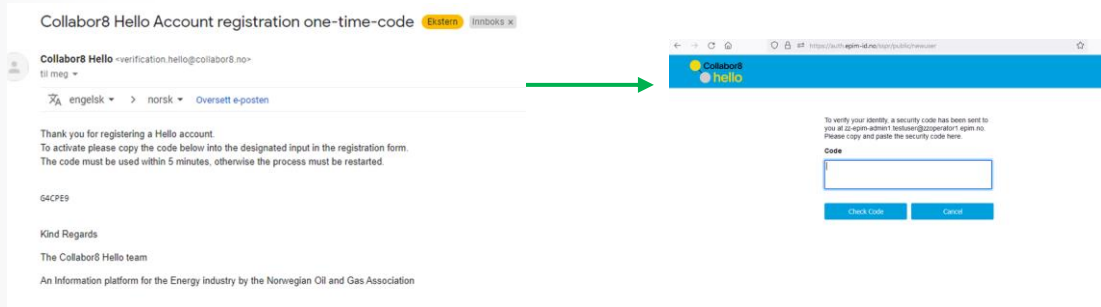


# User Account Lifecycle – Sign-up



1. Email with OTP is sent to email

2. Enter one-time password



The image shows two screenshots illustrating the verification step. On the left is an email from 'Collabor8 Hello' with the subject 'Collabor8 Hello Account registration one-time-code'. The email body says: 'Thank you for registering a Hello account. To activate please copy the code below into the designated input in the registration form. The code must be used within 5 minutes, otherwise the process must be restarted.' Below this is a text input field for the code. On the right is a browser window showing the 'Collabor8 hello' website with a verification form. The form asks to verify identity by entering a security code sent to the user's email. It includes a text input field for the code and 'Check Code' and 'Cancel' buttons. A green arrow points from the email's code field to the browser's code field.

# User Account Lifecycle – Sign-up



1. Chose authentication method

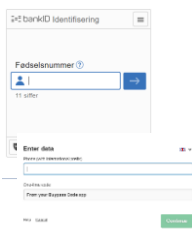
2. Prove own identity

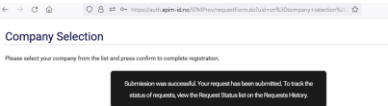
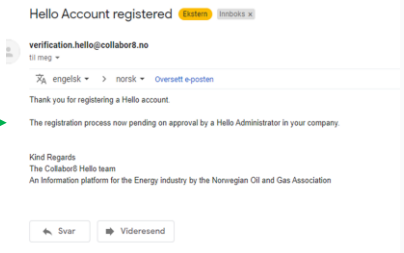
3. Confirmation

4. E-mail Receipt – pending approval

**Velg metode**

- BankID >
- BankID on mobile >
- Bypass Code Authentication >



# User Account Lifecycle – Sign-up



1. Collabor8 Hello Admin receives notification

A user has registered with your company.

Submitted by: [rv@norog.no](mailto:rv@norog.no) Submitted on: 20210819 Registration reason: Test

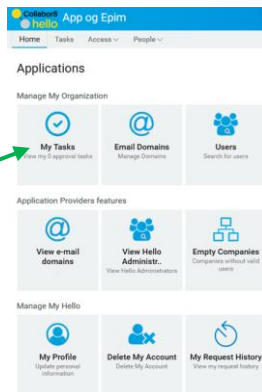
You can review a list of all requests pending your approval by logging in to Hello (<https://hello.collabor8.no>) and check "My Tasks".

Kind Regards

The Collabor8 Hello team

An Information platform for the Energy industry by the Norwegian Oil and Gas Association

2. Processes request in Collabor8 Hello self-care module – Task overview



3. User receives auto email

```

From: verification.hello@collabor8.no <verification.hello@collabor8.no>
Sent: torsdag 19. august 2021 08:18
To: Roar Vika <RV@norog.no>
Emne: Hello Account approved
  
```

\*\*\* MERK! Denne meldingen er sendt fra en avsender utenfor din egen organisasjon \*\*\*

Thank you for registering a Hello account.

Your Hello account is now approved by your company's Hello Administrator.

Please proceed by:

- Accessing the desired web application, using the application's URL.
- Login using the registered e-mail account and the identification method used during registration.
- Follow directions presented by the application.

You can administrate your Hello Account using the Self-service interface available on <https://hello.collabor8.no>.

Kind Regards

The Collabor8 Hello team

An Information platform for the Energy industry by the Norwegian Oil and Gas Association

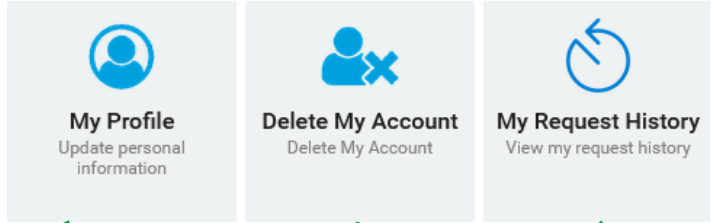


# User Account Lifecycle – Self care

Regular user

<https://hello.collabor8.no>

Manage My Hello



The screenshot shows a menu titled "Manage My Hello" with three items:

- My Profile**: Update personal information (icon: person in a circle)
- Delete My Account**: Delete My Account (icon: person with an X)
- My Request History**: View my request history (icon: circular arrow)

**Edit own profile**

- Name
- Mobile

**Delete your Collabor8 Hello account when no longer needed (GDPR compliance)**

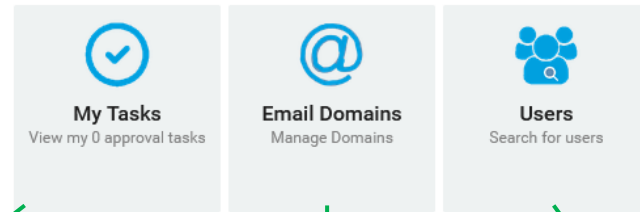
**See your request history**

# User Account Lifecycle – Self care

EPIM ID Administrator

<https://hello.collabor8.no>

Manage My Organization



Use to:

- Approve/decline account requests

Used to:

Add/remove email domains to my organisation.

Used to:

- Temporary suspend user accounts
- Delete user accounts
- Grant/revoke Collabor8 Hello Administrator privileges

# User Account Lifecycle – Automatic re-validation (leavers handling)

- Users must reconfirm continued need for an Collabor8 Hello account on regular basis.
- User only need to do an active login with their Collabor8 Hello account within given deadline (6 months).
- Each user organisation should in addition have an internal process assuring closure of Collabor8 Hello accounts when staff:
  - leave the organisation
  - no longer needs an Collabor8 Hello account.

# Security & Privacy - Facts

- Collabor8 Hello is included in Offshore Norge's Information Security Management System (ISMS)
  - Based on ISO 27001.
  - Involves use of 3<sup>rd</sup> Party security experts
- Collabor8 Hello only stores very limited personal information, needed to do a positive authentication of the user.
- Sensitive information exchange is between User and eID provider (e.g. BankID) directly.
- Collabor8 Hello is built based on standard commercial Identity Management software, where systems are built to handle security and privacy by design.

# Terms & Privacy

## **General Terms and service specific terms for use of service**

- Terms of service: <https://collabor8.no/terms-of-services/>

## **General Privacy Policy and service specific policy**

- Privacy terms: <https://collabor8.no/privacy-terms/>