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E-Government

Framework

There are as many definitions of e-Government as there are people who have thought about it. Some refer only to online information or transactional services to citizens. Others include automated business relations with other service providers, companies, and other governments. But most now agree that e-Government must include all digitalised government processes and interactions wherever, whenever and with whomever they occur.

E-Government is therefore at the heart of the modernising government agenda: from health information to police administration, from judicial systems to social security support, from intergovernmental communications to intranets.

There are however common Themes
Citizens and businesses are demanding a higher quality of service from local and central government. They want to be able to access those services through a variety of channels and at a time of their choosing. Above all they demand that access is user friendly, with services structured in ways that mirror their needs and priorities. Public sector employees want new and improved working practices, with a reduction in repetitive data entry tasks and easier access to information they need to do their jobs more effectively.
The realisation of an e-Government vision is a long journey, in which governments desire a thorough understanding of each of the steps that lead them to their final destination. In reality, however, progress towards the vision is lost through the need to address immediate needs, such as security, system integration, citizen or business interactions, which are all tactical solutions rather than part of a larger strategic solution. HP has designed the e-Government Framework with our partners to ease the delivery of an e-Government vision. Our strategy is to provide a modern, flexible and robust foundation on which e-services can be built.

Several Engagement Models
Complete e-Government Framework: Implement a full e-Government platform, on which to build citizen, business or civil servant centric e-services.
Departmental Portals and eServices: Implement specific portal services whilst ensuring that they do not create obstacles for the future.
Departmental and Application Integration: Improve the efficiency of one or

several departments and their systems immediately and allow progressive integration of further systems and services over time.
Consultancy Engagements: Implementation of a part of the e-Government Framework solution to respond to specific concerns, for example increasing the security in the environment.
The value of HP's e-Government Framework is that it provides our clients with a realistic and sensible context „map" in which they can position their current and future needs. It enables them to plan each step, confident that HP is taking them in the right direction to achieve their vision.
The e-Government Framework is HP's response to the need to think big, start small.

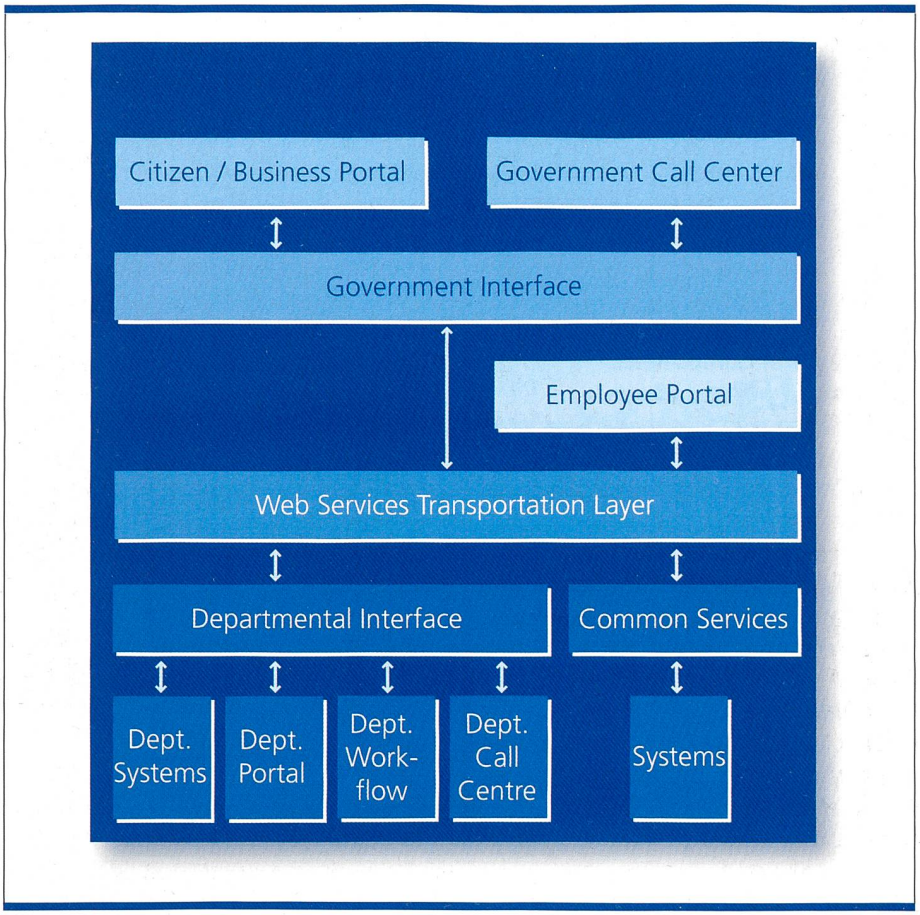

Fig. 1. Complete e-Government Framework means: Implement a full e-Government platform, on which to build citizen, business or civil servant centric e-services.

Framework Overview

Governments have to be able to introduce new public services and processes that are available to their citizens as well as public sector employees. They want to be able to perform tasks that none of the existing applications can do, either on its own, or through data integration. Therefore to help achieve the full potential of e-Government the HP e-Government Framework provides a standards based middleware infrastructure with process automation at its core. What we are talking about is „orchestrating" existing interaction between applications and staff to create new processes. Governments will therefore have a process management system which allows process logic to be applied at every stage.
These processes may be:

- Citizen facing (e. g. tax assessment submission)
- Government-to-Citizen (notification of benefit entitlement)
- Business-to-Government (Customs documentation for export)
- Government-to-Business process e-procurement)
- Department-to-Department (notification of death from health department to all other departments)
- Government-to-Government (EuroStat returns for example)
- Intra-departmental processes (payroll or travel expenses for example)

The tasks within the processes are performed by a person using computerised forms, or by an application. The use of Open Standards allows for a far greater selection of suitable products that can be considered for use in the construction of the architectural components. The creation of a single Architecture for all e-Government services, based upon open standards, ensures in-depth technology rationalisation throughout all government organisations by using:

- Single authentication model
- Single authorisation model
- Single security model
- Single service description and discovery service
- Single management service

The fundamental benefit of the e-Government Framework is the consistent usage of a standards-based architecture that can be easily expanded with additional functionality at a later stage.
To ensure that the citizen/business user perceives the quality of the services provided and trusts the new electronic services being delivered, the e-Government Framework has been designed around the following principles.

- High Availability: to ensure that citizens can access Government Services at their convenience, giving 24 by 7 government. This is achieved by the use of a high availability architecture including resilient servers, clustering of servers and the provision of disaster recovery facilities.
- Ease of Use: to ensure that the citizens, businesses and public sector employees use the services, they are structured in a way that makes sense to the users. The users can enter the information required by a service over multiple sessions and have it stored securely until being submitted.
- Reliability: ensuring data integrity and guaranteed delivery of data is maintained at every stage in the process. An asynchronous delivery model is used to ensure reliability of delivery, as there can be no guaranteeing the availability or performance of existing systems.
- Scalability: to ensure that as new services are developed the existing services are not degraded.
- Security: citizen, business and departments are able to trust the system to be secure and have confidence in the Government services they are using.

- Manageability: the processes must be supported and managed by departments, using commercial applications to ensure ease of manageability and support.
- Measurability: to demonstrate the increase in the quality of service, show the levels of usage, as well as ensuring that the solution is proving value for money.

Architectural Components

Citizen and business portals are the public-facing web sites that enable interaction with and access to e-Government information and services via a number of different access channels. These include PC-based browsers, mobile phones and public kiosks. These portals offer the personalisation of the user experience, effectively providing a „tailor-made" ervice.

The ***Government Call Centre*** is used by the public to access Government information and services from their phones, these service requests are either answered within the Government Call Centre or forwarded to the Departmental Call Centres for resolution.

Government interface is the boundary between the public intranet and the private Government intranet, allowing communication between the public-facing Government portals and Businesses «line-of-business» applications. The Government interface is highly secure, allowing service requests into the secure Government environment, validation of service requests and the application of the first level of business process automation before distributing the service request to multiple departments.

Government Employee Portals are hosted at Departmental or at a Government level. The portal is used by public sector employees to interact with a process, this could include initiating a process or participating via a «work flow» model within a process. A version of the Government Employee Portal can be used by call centre staff and staff working in drop-in centres to access services on behalf of the citizen.

Web Services Middleware Layer connects the Government interface, departments and common services together to form the framework for the provision of e-services. The Web Services Middleware Layer is standards based ensuring that there is no vendor tie-in, and allowing for different technologies and platforms to be used within different departments.

Departmental Interface hosts a business process engine. This performs complex validation of messages, ensuring smooth integration into business systems, portals and workflow processes.

Common Services are used to provide common 'core government' functionality to multiple departmental systems such as citizen databases, property database, and payment gateway. A number of Common Services also support the operation of the e-Government Framework such as the authentication & authorisation service and audit services. The architecture of the Common Services is identical to that of the Departmental interface, reducing both complexity and cost. [11]

Types of User

- Citizens resident within administrative area
- Citizens resident outside administrative area
- Foreign citizens resident within administrative area
- Foreign citizens resident outside administrative area
- Citizen's agents and proxies
- Businesses' employees and agents
- Businesses operating within administrative area
- Businesses operating outside administrative area
- Public sector employees
- Other government departments and administrative organisations

Challenges

- Improve service quality and ease of access for citizens and businesses.
- Reduce the cost of delivery of new and existing government services.
- Comply with government directives, including the European Commission, eEurope 2002 and 2005 directives.
- Stimulate the development of a Digital Economy to maximise growth.

For further Information

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Zusammenfassung

E-Government-Struktur

Es gibt so viele Definitionen für E-Government wie Menschen, die sich Gedanken zu diesem Thema gemacht haben. Einige verstehen darunter lediglich die Bereitstellung von Online-Informationen oder Transaktions-Diensten für die Bürger. Andere zählen auch die Automatisierung von Geschäftsbeziehungen zu anderen Dienstleistungsanbietern, Unternehmen und Regierungen dazu. Die meisten gehen unterdessen aber darin einig, dass E-Government auch die Digitalisierung von Prozessen innerhalb und Interaktionen mit der Regierung umfassen muss, egal wo, wann und mit wem diese bestehen. Aus diesem Grund steht E-Government bei der Modernisierung der Regierungsarbeit auch ganz oben auf der Tagesordnung: von Informationen zum Gesundheitswesen bis zur Polizeiverwaltung, von den Gerichtsinstanzen bis zu den Leistungen der Sozialversicherungen, von der Regierungskommunikation bis zu den Intranets.

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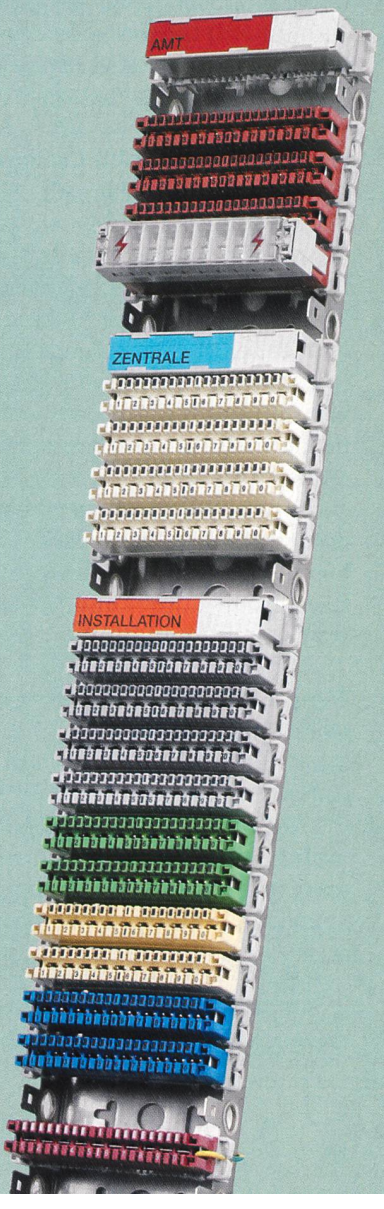

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