e-Government challenges and perspectives - the UK experience

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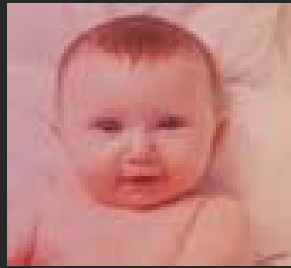
John Borras

Assistant Director

Technical Policy

Office of the e-Envoy - Cabinet Office

ITU Workshop

05 June 2003

Today's Agenda

- **e-government vision and strategy**
- **e-service delivery plans and architecture**
- **use of standards**
- **conclusions**

e-Government Vision

- **We are in the middle of an Information revolution which is changing the way we work and live …. And we need to change the way we think about delivering services**

- **The UK to be at the forefront of the new global knowledge economy – this is vital for our future prosperity**

- **We must ensure that everyone in our society benefits from the new technology and economy**

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e-Government Strategy

- **All Government services to be offered online by 2005 with key services achieving high levels of use**

- **e-Government strategy is to provide the *policies, legislation and programmes* to make the above a reality**

'every government department as an e-business'

e- Government Leadership

Prime Minister

e-Minister in Cabinet

Patricia Hewitt

e-Government Minister   Douglas Alexander

e-Envoy Andrew Pinder

Supported by the e-Champions Network across government

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e-Government services - Examples

- Business
  - PAYE returns
  - End of year return
  - Corporation tax returns
  - VAT returns
  - Company registrations
  - Filing company accounts

- Benefits
  - Retirement Pension applications
  - Benefit applications
  - Tax credit applications
  - Personal Tax returns

- Transport & Travel
  - Tax disc renewal
  - Vehicle registration
  - Driver services
  - Transport direct
  - Passport applications
  - Parking fines

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e-Government services - Examples

- **Education**
  - Student loans
  - School applications
  - Teacher services
  - University applications

- **Health**
  - E prescriptions
  - Registration of birth and death
  - Booking appointments

- **Justice**
  - Services to victims and witnesses
  - Civil claims

- **Land and property**
  - Planning applications
  - Conveyance

- **Agriculture**
  - CAP payments
  - Tracking living stock

- **Democracy**
  - Voting
  - Consultation

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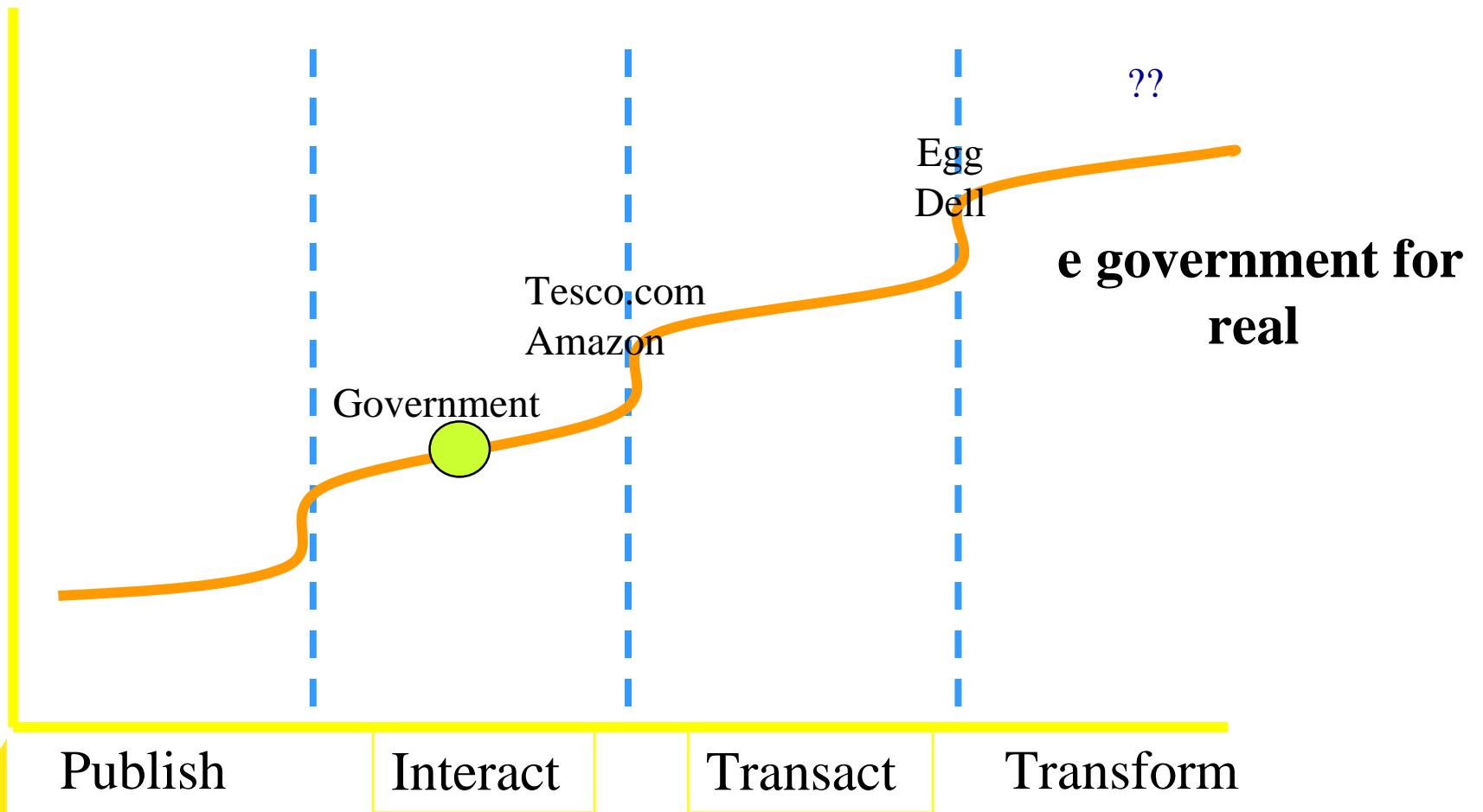
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But there are issues

- UK consumers most concerned about online privacy (PWC survey of 12 countries - 2001)

- UK consumers trust government less than private sector

- We need a secure and trusted e-environment for
  - the knowledge economy to grow
  - for delivering around 20% of government services

- We need to:
  - protect our systems
  - know who we're dealing with
  - show people it's safe

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The long road to transformation – reality check from .gov to .com

??

Egg
Dell

e government for real

Tesco.com
Amazon

Government

Publish   Interact   Transact   Transform

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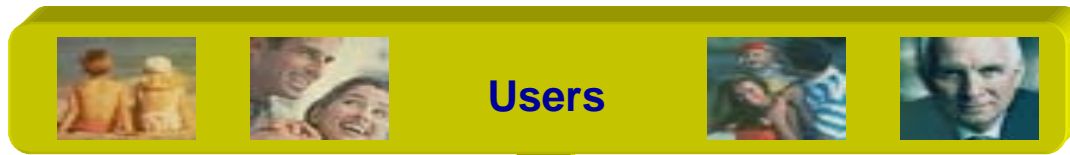- use of standards
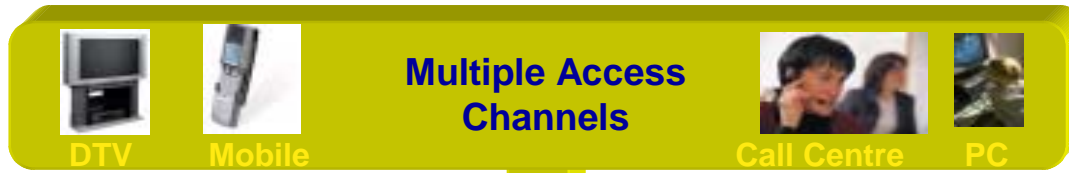- conclusions

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e-Government Service Delivery Infrastructure

e-Government Standards (e-GIF)

Users

DTV Mobile Call Centre PC

Multiple Access Channels

Citizen & Businesses

Channels

Local Authority Portals

Government portal www.ukonline.gov.uk

Private Sector Portals

Infrastructure

Government Gateway

GSI

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Local Authorities

Departmental Systems

Other Public sector Systems

Government Systems

Channels - Vision

- **Pervasive access (from home, work or on the move) holds the key to successful e-government and the knowledge economy**
- Published the Channels Framework Sep 2002

UK Online Centres

Providing access for all

- **6,100 UK online centres now open –higher than our target**
- **All 4,300 public libraries online**

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Digital TV

- **98% of UK households posses at least one TV**
- **By January 2003, 40% had a Digital TV**
- **DTV has higher penetration amongst lower the lowest income groups than home PCs (Mori)**
- **DTV potentially provides a means for government to deliver services to everyone**
- **Government is working closely with industry to develop DTV as viable service delivery access channel**
- **DTV Policy Framework to be launched Summer 2003**

Mobiles are also an important channel

- **75% of population have a mobile.**
- **SMS has transformed the mobile from a pure voice device to a voice and data (simple) device**
- **Very high SMS usage**
- **GPRS services offering higher bandwidth have been available since May 2001**
- **3G services**

ukonline.gov portal - Life Events joined-up government

- Having a baby
- Going away
- Dealing with crime
- Moving home
- Learning to drive
- Death & Bereavement

- Looking for a job
- Pensions & Retirement
- Your choices at 16+
- Looking after someone
- Starting school
- Starting up in business

The Government Gateway

The Government Gateway plays a major role in ensuring successful delivery of the UK's e-government initiatives. It acts as an intelligent hub, providing:

- authentication and authorisation services
- a single sign-on and single credentials
- a common transaction and routing facility
- an integration tier
- a payment facility
- a highly secure environment resilient 'always on' service and the capacity to handle high volumes
- Over time, it is anticipated that the Gateway will handle a substantial part of the estimated 5-6 billion of annual government related transactions

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Gateway - Next steps

We are investigating:

- **ways of notifying citizens of important central and local government information via e-mail and text messaging**
- **ways of notifying citizens of regulatory actions they need to take, eg renew passport, car licence, via text messaging**
- **text messaging as a method of authentication and notification**
- **how to improve the way documents and information are submitted to government**

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DotP – products for e-government service delivery

OeE is building a central common infrastructure designed to host multiple government websites. This is known as DotP - Delivering on the Promise. It will:

- improve the experience for government organisations by offering full content management and other web-related products
- improve the customer experience
- reduce the cost of entry by providing best of breed technologies at the lowest possible cost
- reduce the cost of ongoing maintenance
- increase the speed of service to market by cutting the time associated with procurement and development

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e-Government Interoperability Framework (e-GIF)

- **Joined-up Government needs Joined-up Information Systems**
  - e-GIF sets out the government's policy and standards for interoperability across the public sector
  - Focuses on 4 aspects:
    - *Interconnectivity*
    - *Data integration*
    - *Access*
    - *Content management*

e-GIF – Headline Decisions

- **Adopts Internet and World Wide Web Standards for all public sector systems**
- **Adopts XML as the key standard for data interchange**
- **Makes the Browser the key interface for access and manipulation of all information**
- **Assign Metadata to government information**
- **Adopts open, international standards that are well supported by the market**
- **Internet based Implementation Strategy through UK GovTalk**
- **e-GIF is mandated for all UK Public Sector Systems**

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Adopting XML Schemas for e-Service delivery

Three alternatives:

- **Use international Schemas, eg ebXML/UBL, XBRL, where appropriate.**
  - Those adopted are listed in e-GIF Part 2
- **Write own Schemas for specific government services, eg tax return filing, passport applications**
  - Those we've written are available on GovTalk
- **Write own Schemas to support our e-Government Metadata Standard and profiles**
  - Those we've written are available on GovTalk

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e-GIF Compliance (1)

Compliance with the e-GIF is mandatory for the exchange of information between Government systems and the interactions between:

- **UK Government and citizens**

- **UK Government and businesses (world wide)**

- **UK Government sectors and other UK Government sectors**

- **UK Government and foreign governments (UK/EC, UK/US etc)**

e-GIF Compliance (2)

Main tests

- Provide a Browser interface
- Use XML for data integration
- Use Internet & WWW standards
- Use Metadata for content management

Ultimate test

- Can any component or product used within an interface be replaced by another of a similar specification and the functionality of the system still be maintained

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UK GovTalk Provides

- **Interoperability and Metadata Standards**
- **XML Schemas**
- **Government Data Standards**
- **Government Category List**
- **e-Service Development Framework**
- **Change Control Procedures**
- **Discussion Forum**
- **RFC and RFP on a global business**
- **Other ICT frameworks**

www.govtalk.gov.uk

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*Click on any underlined item
below to see the catalogue entry*

Person Information
   Person Birth Date
   Person Death Date
   Person Marital Status
Person Sex **UML**
   Person Gender at
   Registration
   Person Gender Current
Person Name **UML**
   Person Name Suffix
   Person Requested
   Name
   Person Given Name
   Person Family Name
   Person Initials

UK Government Data Standards Catalogue

Data Element	Person Birth Date
Is Part Of	**Person Information**
Has Parts	
Version	**2.0**
Status	**Release**
Previous Versions	
Later Versions	
Date Agreed	**1 January 2002**

Meta Data	Value
Name	**Person Birth Date**
Description	The date on which a person was born or is officially have been deemed to have been born.
Business Format	See Type standard for date.
Element Type	Data Item
XML Schema	View whole schema document Personal Details Types as XML View definition CitizenBirthDateStructure as HTML
Validations	1. See Type standard for date. 2. Date must not be in the future. 3. Date must not be later than date of death where held.
Value	See Type standard for date.
DefaultValue	

e-GIF – the International Dimension

- **European e-GIF**
  - Project underway
  - OeE representing UK
- **OeE working with major standards bodies, eg BSI, OASIS, W3C**
  - chair OASIS e-Government Technical Committee
  - chair OASIS Election & Voter Services Technical Committee
  - Semantic Web project with W3C

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The Internet revolution – is it all disinformation?

- The .com bubble burst, BUT:
- Today, there are over 600 million online in the world. The figure rising by 140,000 every day
- *Digital technology – in particular the internet – is changing our lives. It is changing the way we interact with friends and family, with government and with complete strangers*

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Summary

- UK's e-government strategy is about harnessing the information revolution to improve the lives of our citizens and the performance of UK's economy

- Delivering e-government, building the knowledge economy and delivering pervasive access is going to require pervasive technologies – that's the Internet and XML!

- The delivery requires the involvement of, acceptance by and partnership with the public and private sectors

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thank you

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