



The standardization challenge of E-Government

After data... what?

David Petraitis

5 June 2003

Workshop on challenges, perspectives
and standardization issues in E-Government

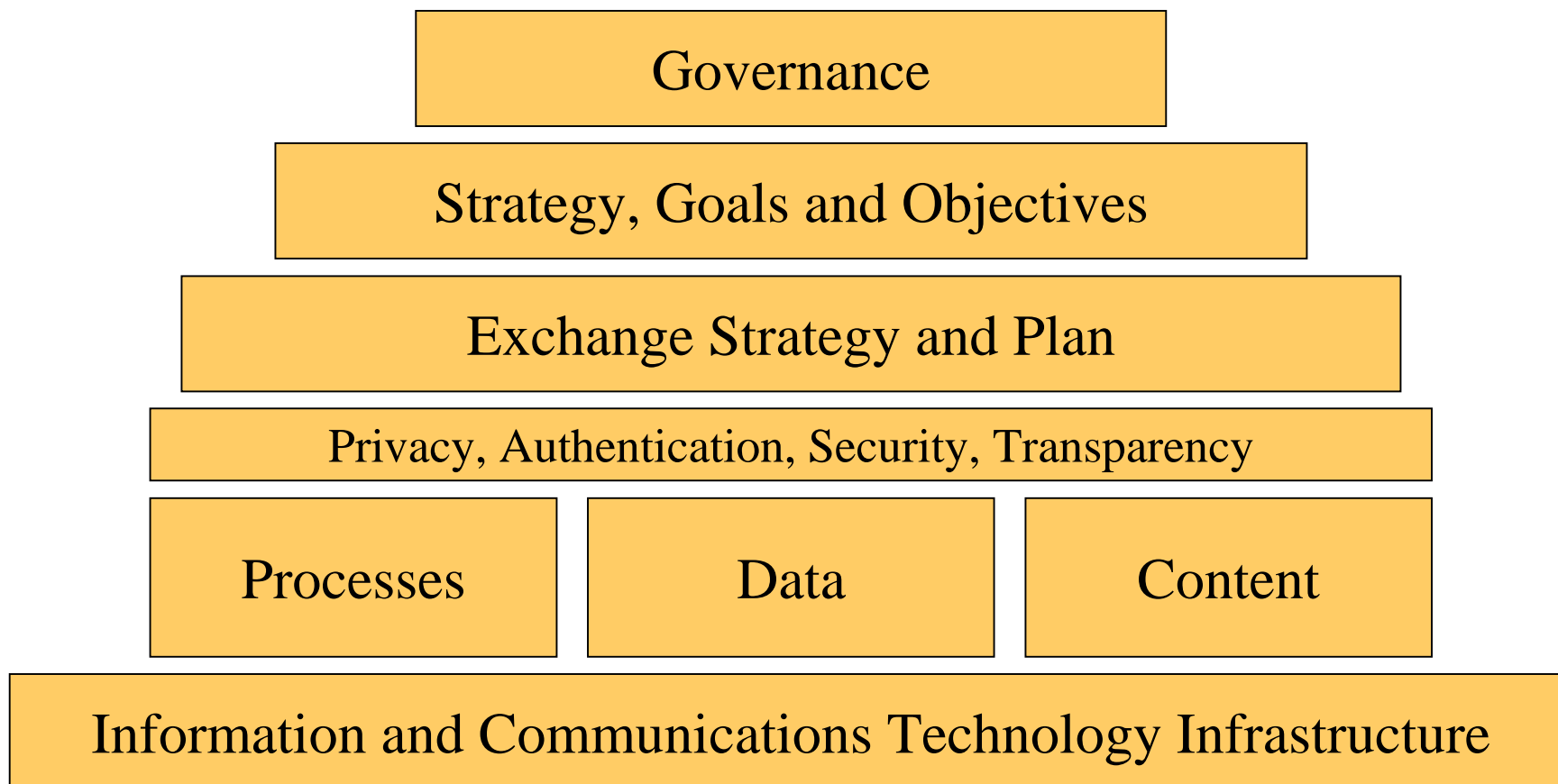


E-Government definition

- E-Government refers to the use by government agencies of information and communication technologies
 - Wide Area Networks, the Internet, mobile computing
- E-Government seeks to transform relations with citizens, businesses, and other arms of government.



A proposed E-Government practice model





A proposed E-Government practice model

Governance

Strategy, Goals and Objectives

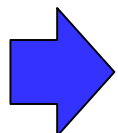
Exchange Strategy and Plan

Security, Authentication, Privacy, Transparency

Processes

Data

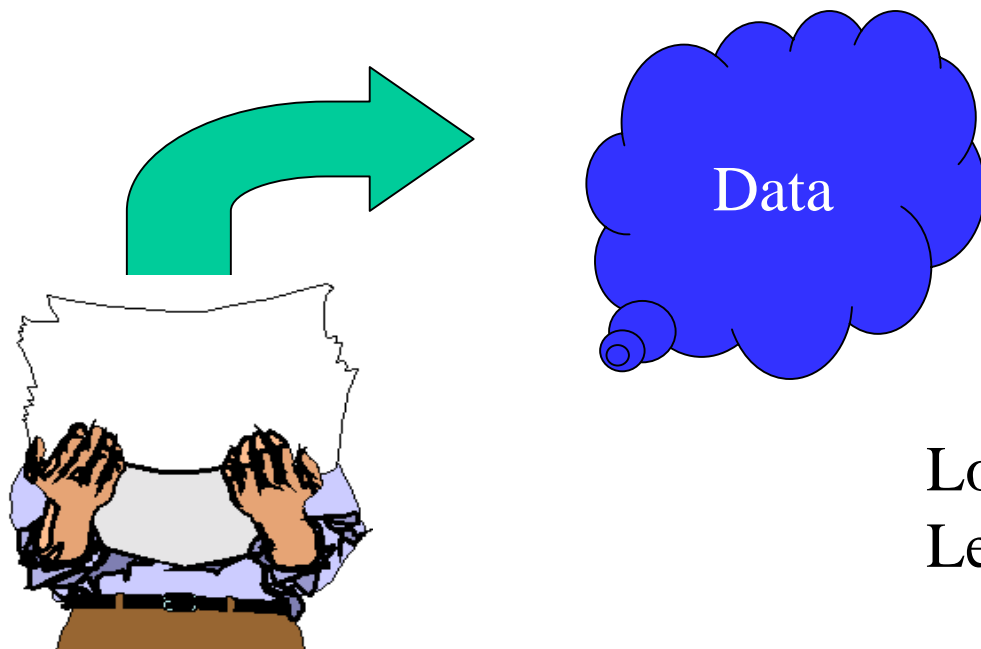
Content



Information and Communications Technology Infrastructure



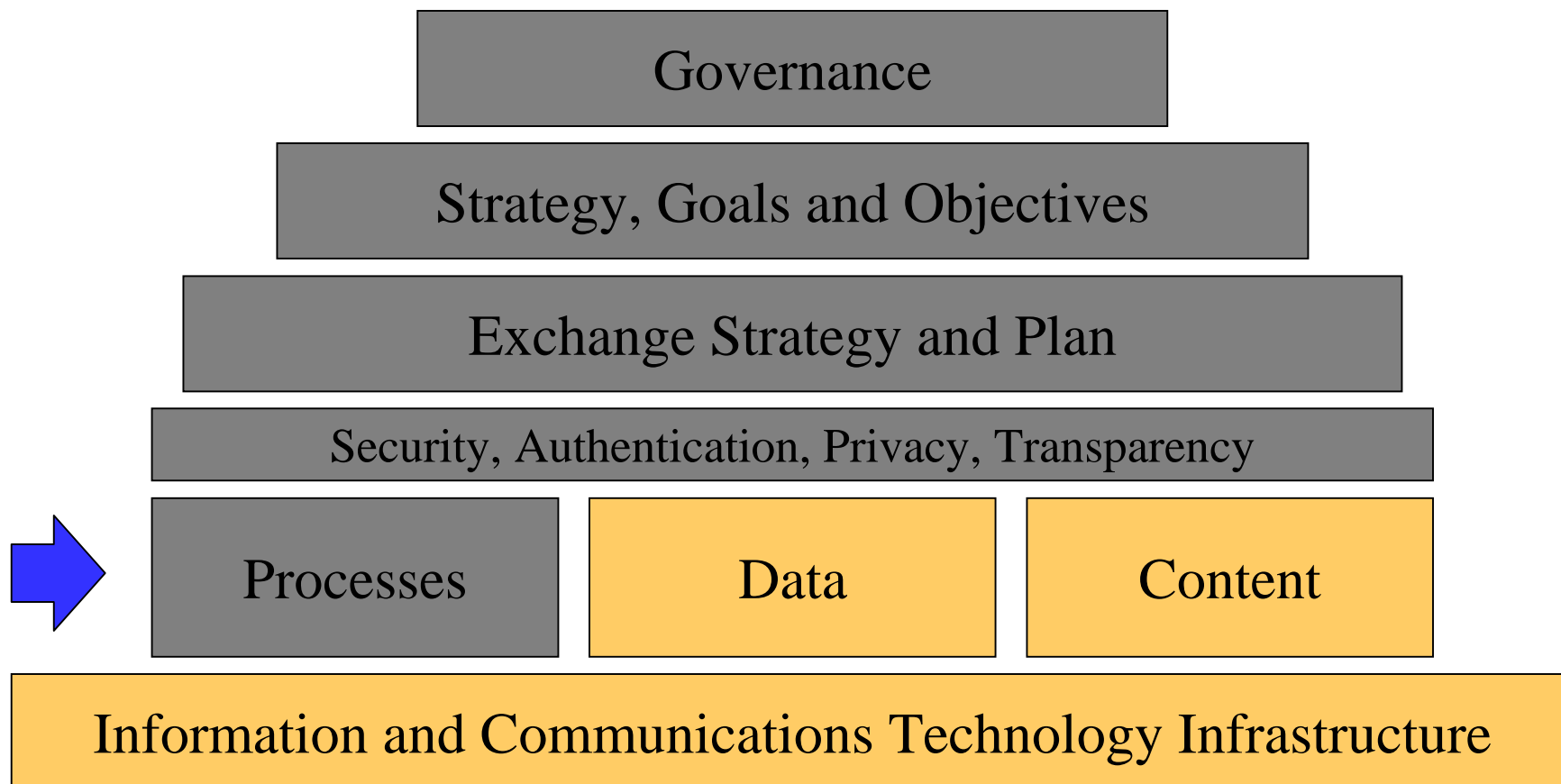
E-Government Data Standards



Local and National Standards
Legacy Systems

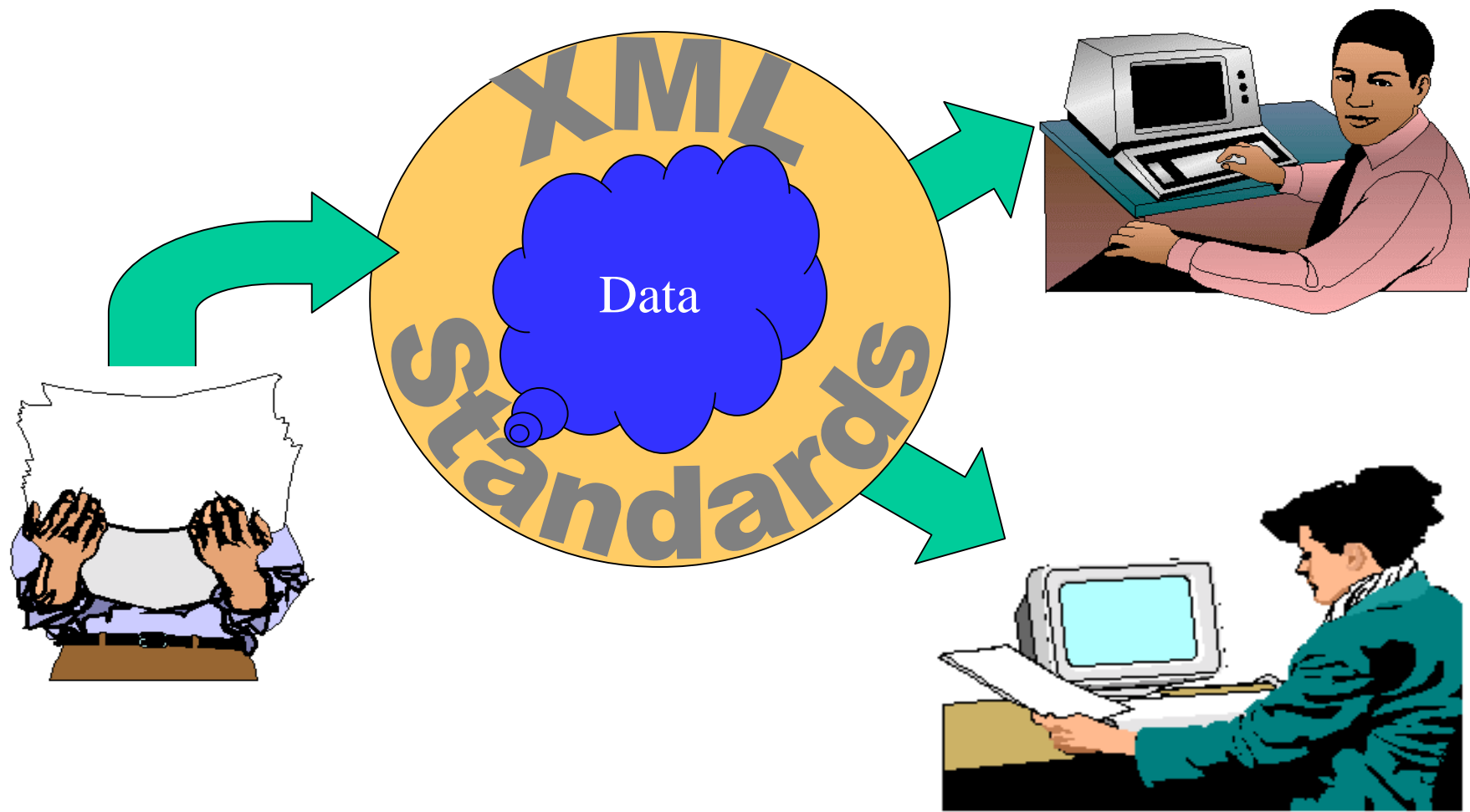


A proposed E-Government practice model





E-Government Data Standards



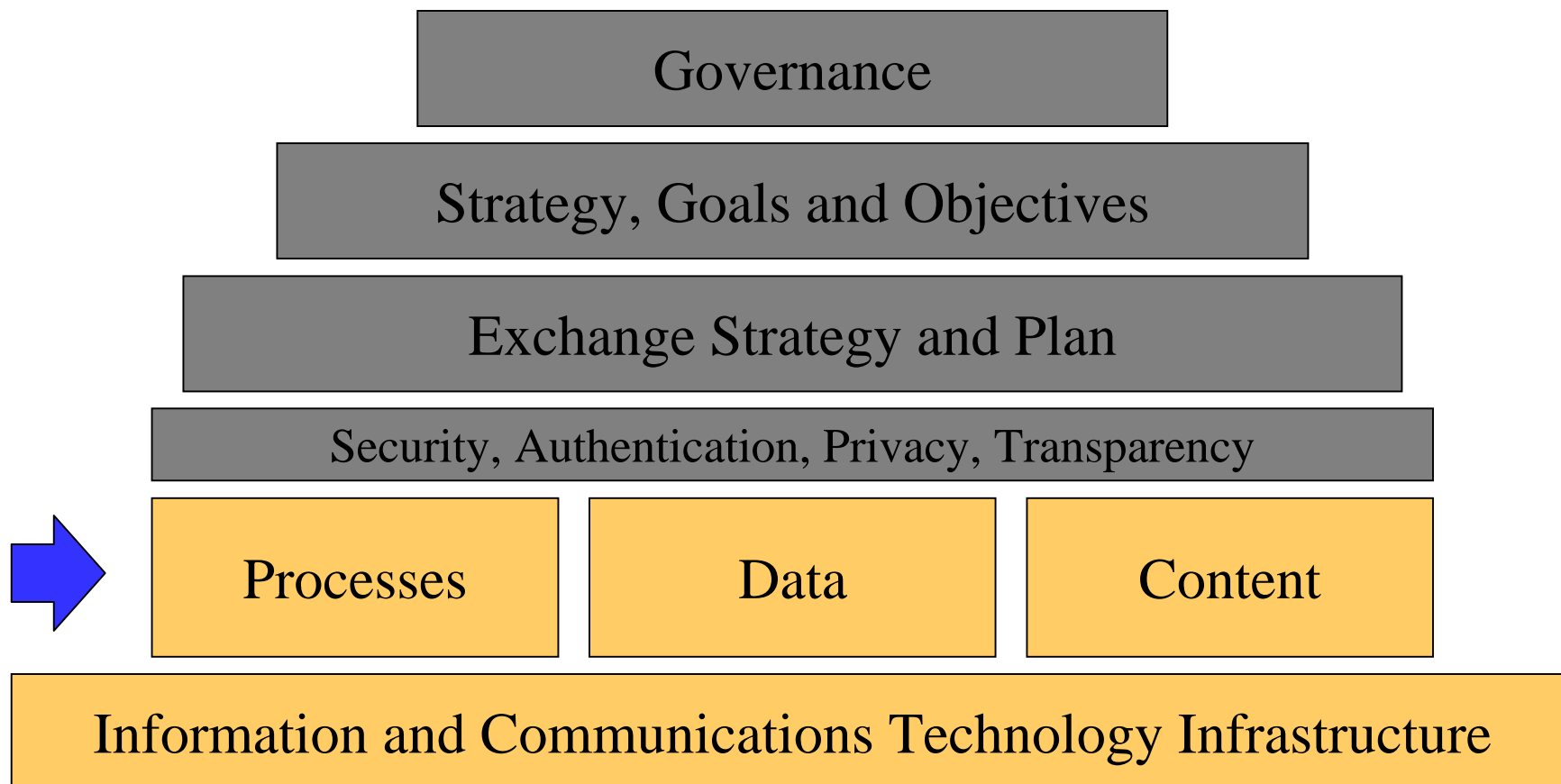


EU Four stage framework

- **Stage 1 Information - online info about public services,**
- Stage 2 Interaction - downloading of forms,
- Stage 3 Two-way interaction - processing of forms, incl. authentication,
- Stage 4 Transaction - case handling; decision and delivery (payment).

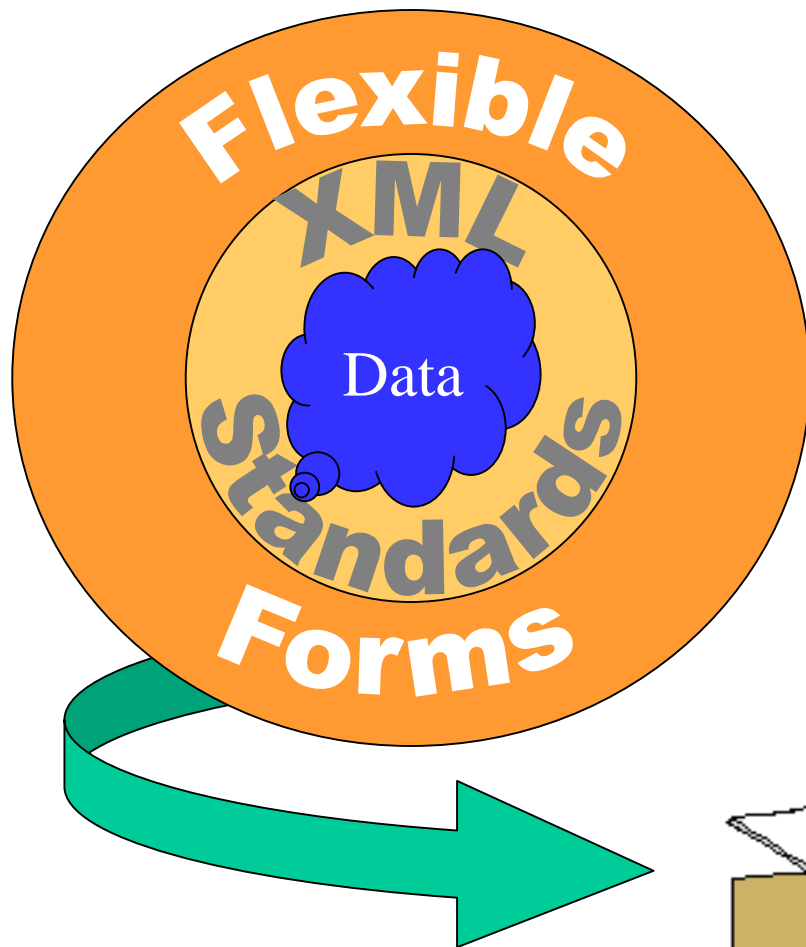


A proposed E-Government practice model





E-Government Forms



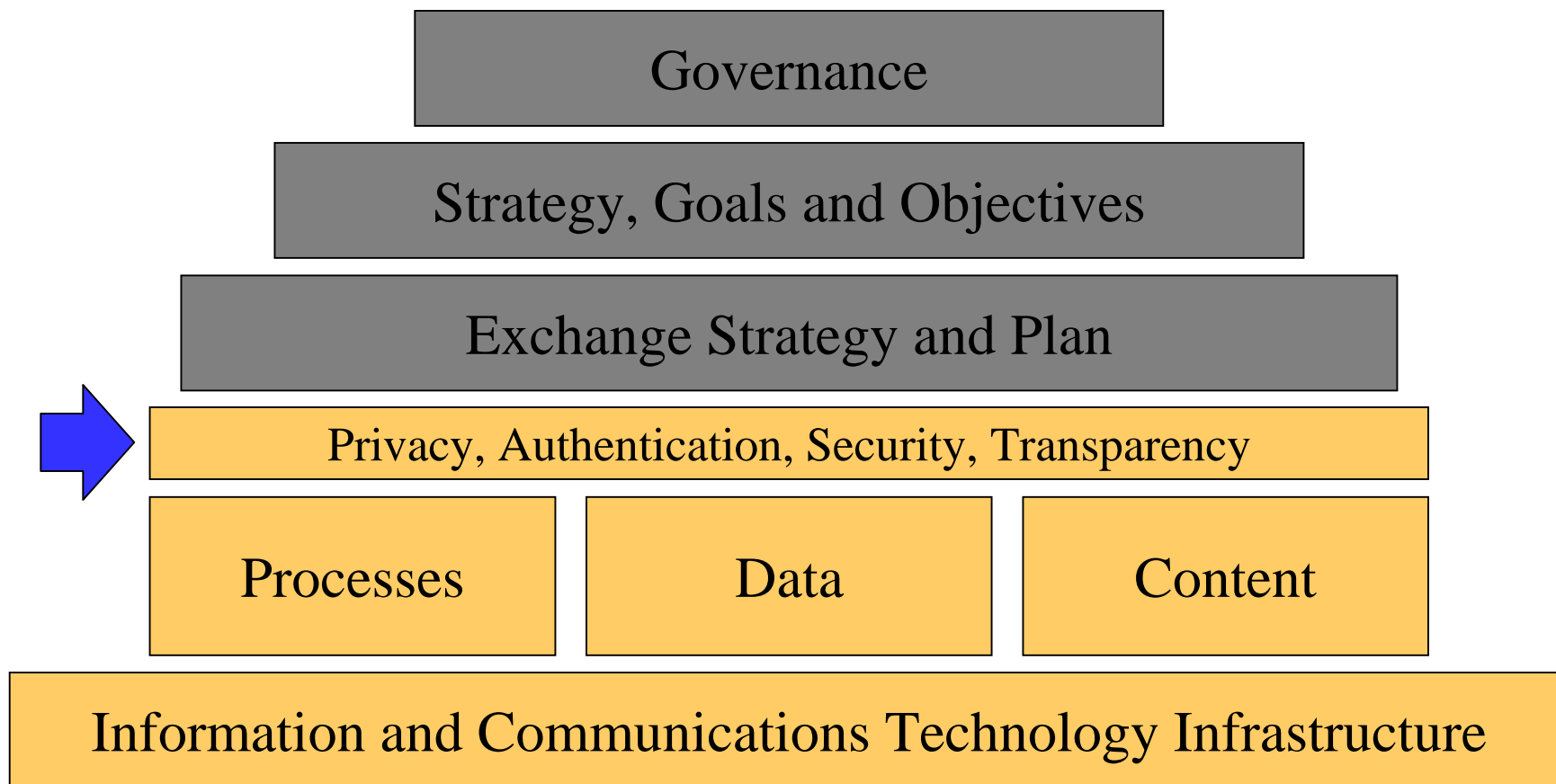


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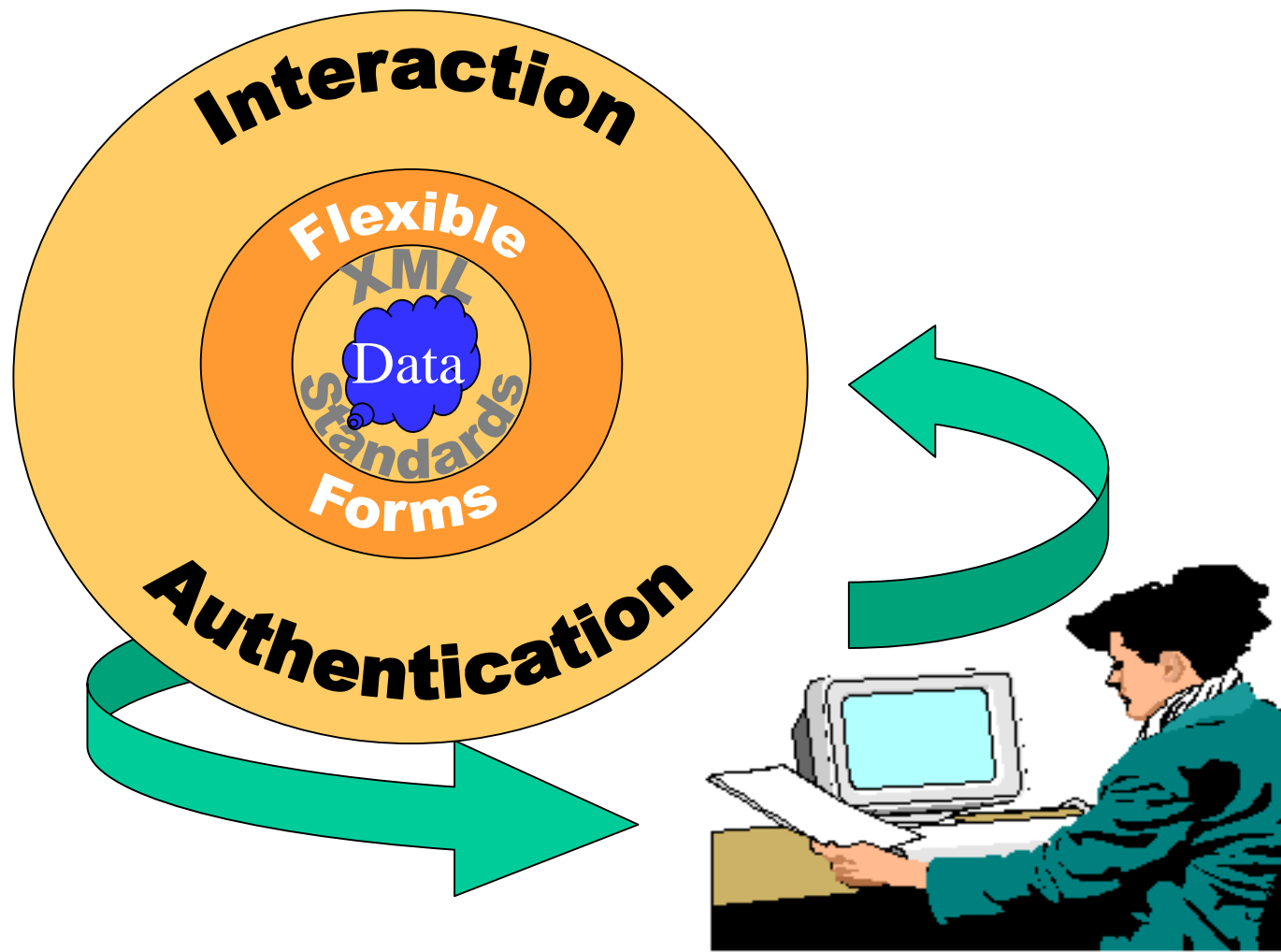


A proposed E-Government practice model





E-Government Interaction



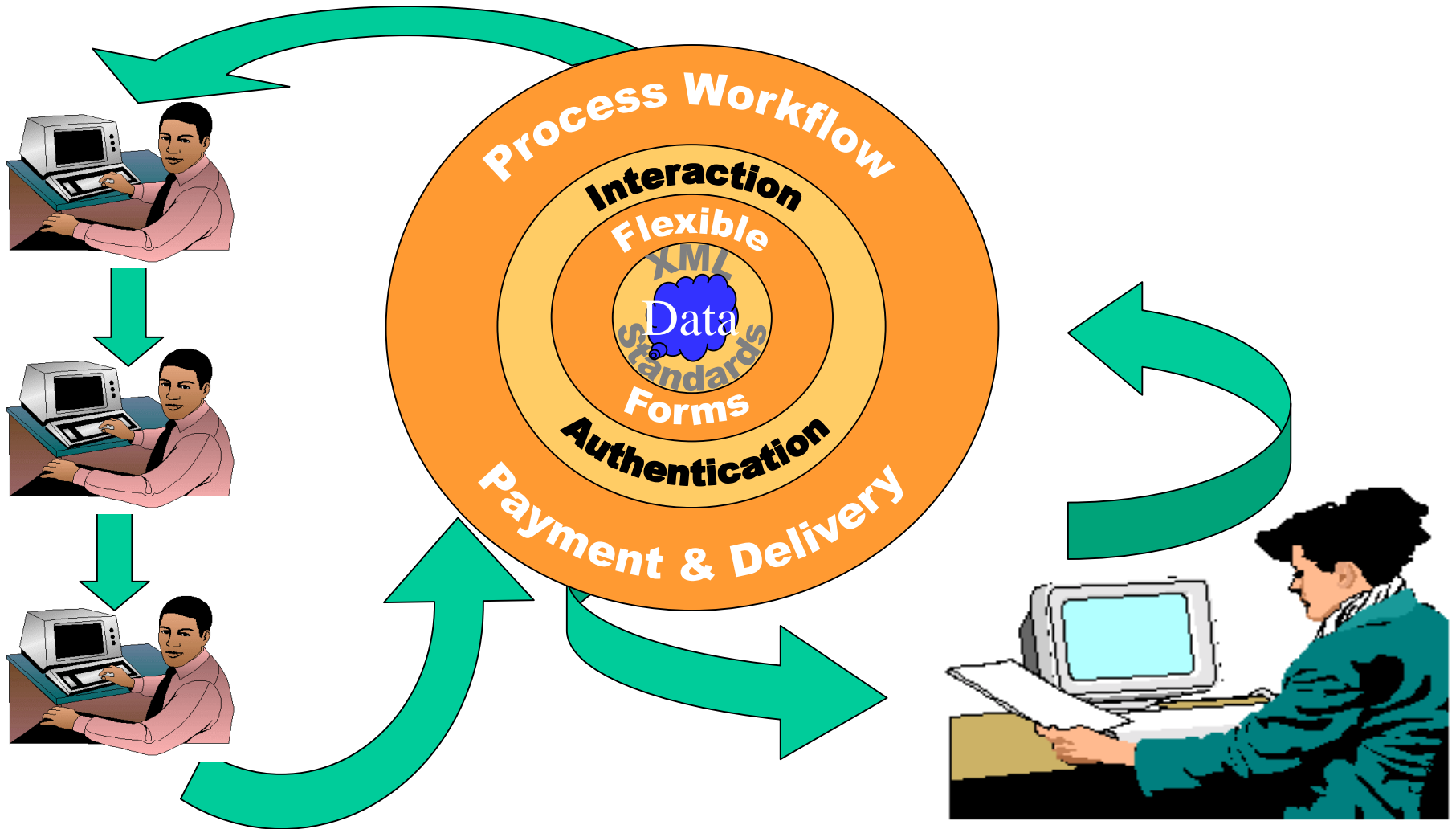


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E-Government Transaction





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Challenges to the EU Staged Approach



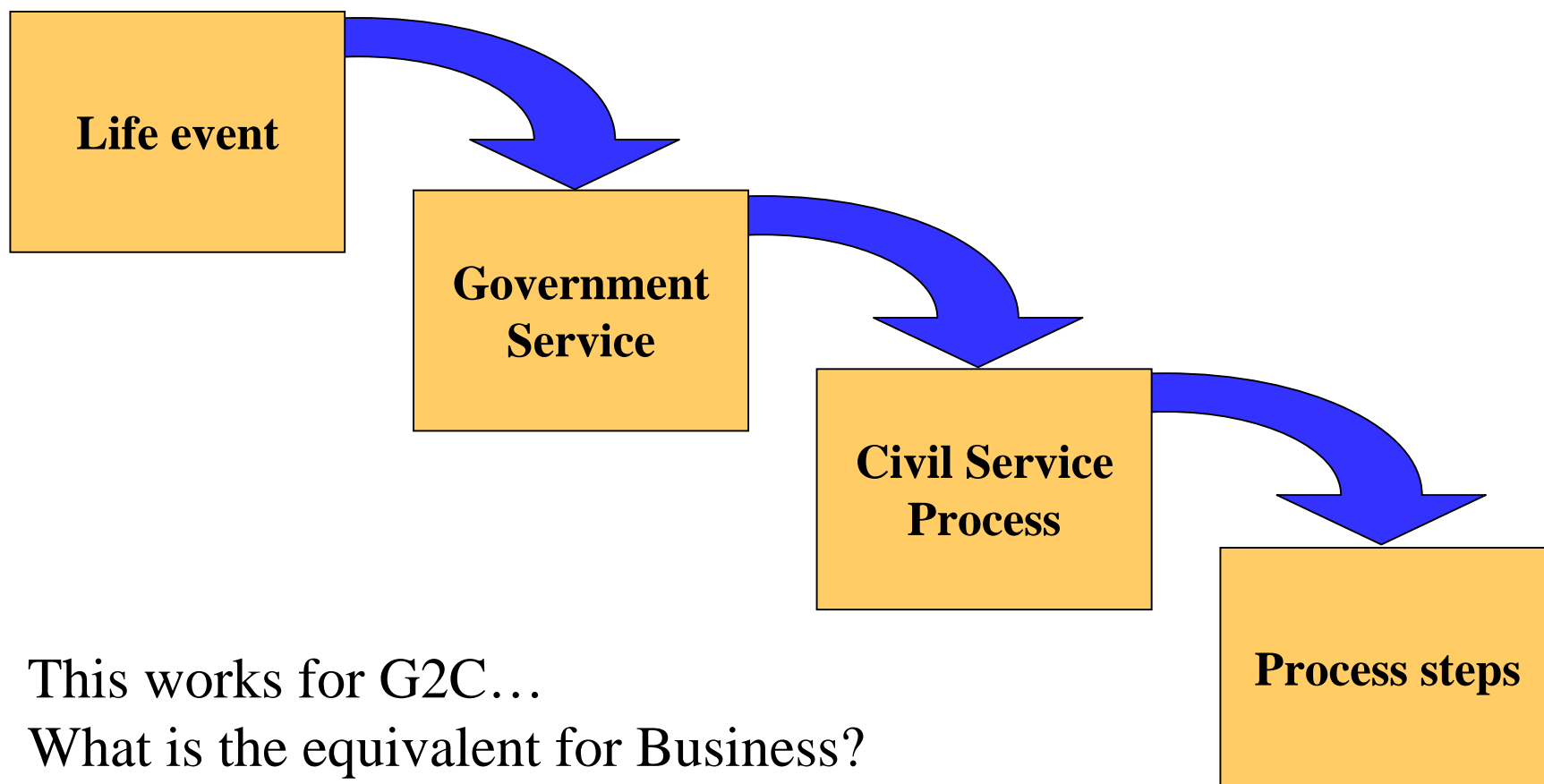
Gyandoot Rural
E-Government Kiosk

- ICT infrastructure
- Illiteracy
- Local intermediaries

What stages are common?



Standardizing Government Processes

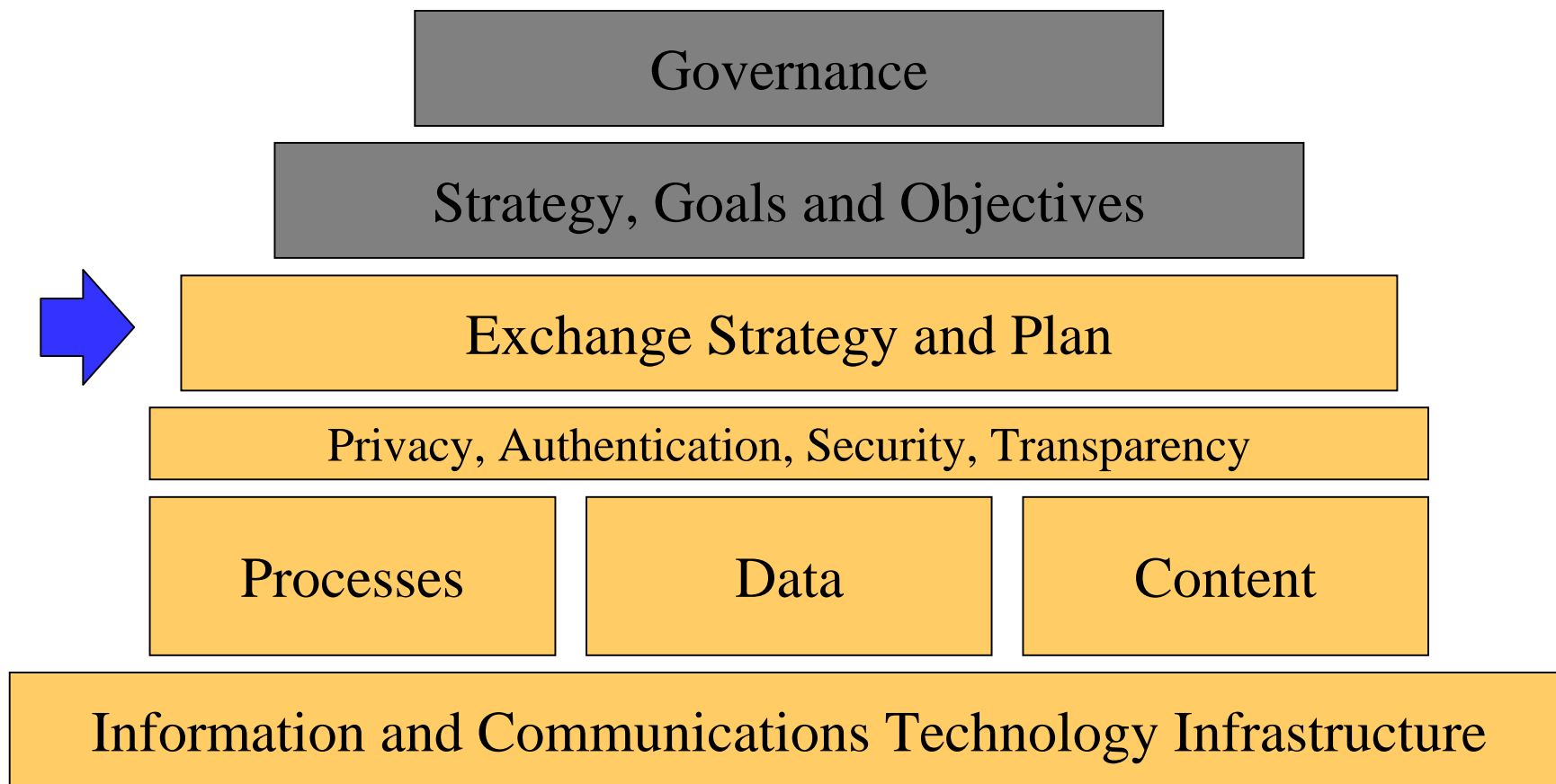


This works for G2C...

What is the equivalent for Business?



A proposed E-Government practice model





What level and type of sharing and exchange?

- Some infrastructure elements may be the same.
- Some E-Government processes go across different departments



US E-Authentication

- It takes an estimated 3 to 5 years for federal agencies to develop electronic identity authentication systems.
- Duplicative agency efforts to create such systems, which do not communicate with each other, are a substantial cost burden for the government.
- The public is burdened by having to complete a separate registration process (e.g., user name, password, or other electronic credential) for each agency.



US E-Authentication

- The E-Authentication initiative will provide the trusted and secure infrastructure – or gateway – to support the 24 government-wide E-Government initiatives
- Eliminates the need for each initiative to develop a redundant solution for the verification of identity and electronic signatures.



State of Bahia Brazil

Citizen Assistance Service Centers

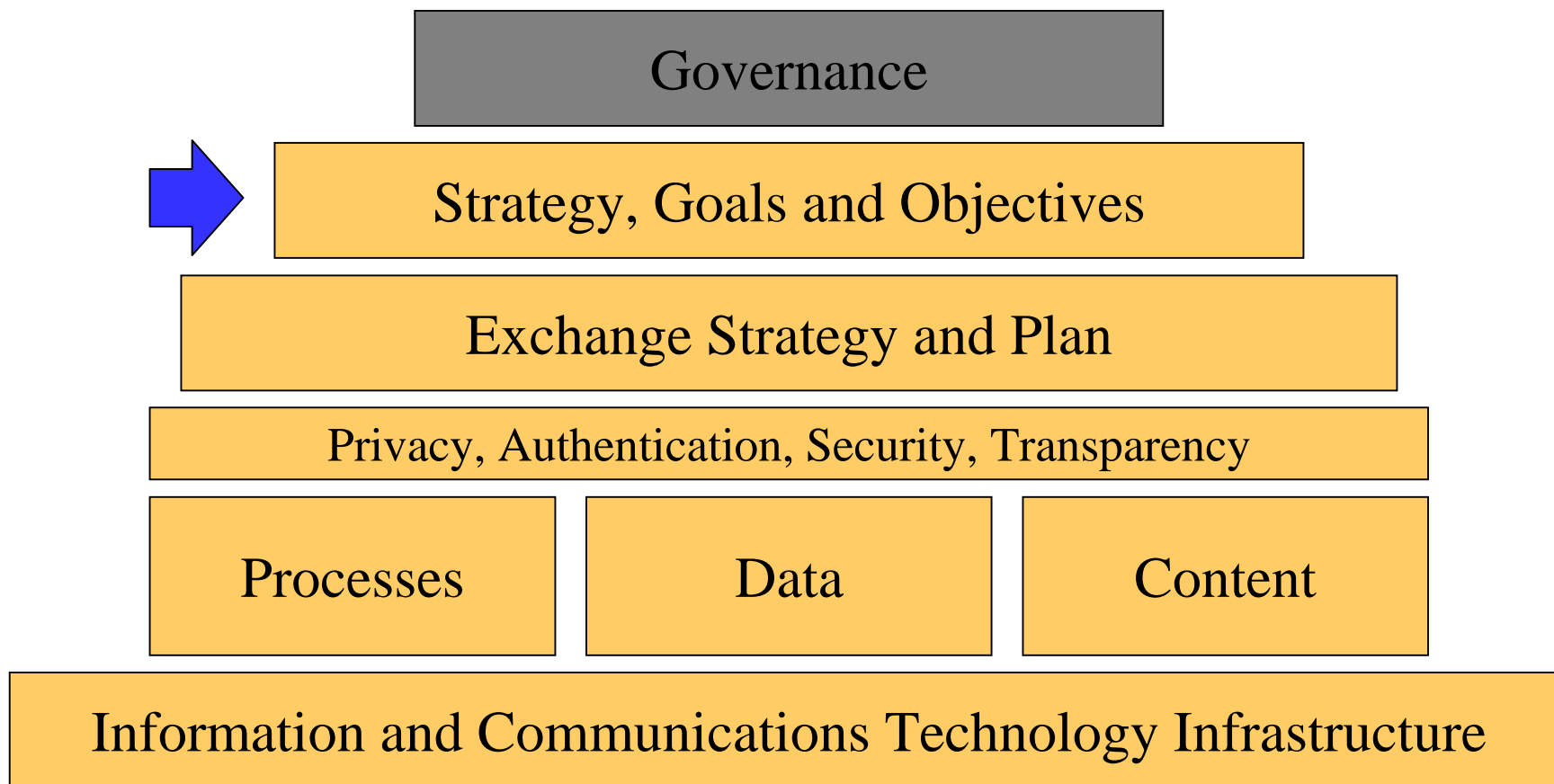


Picture of a Citizen Assistance Service Center in a Shopping Mall

- 29 government agencies represented in total SAC system
- 500 different services
- Mobile SAC in trucks with limited services



A proposed E-Government practice model





The US E-government strategy

- Government to Citizen (G2C)
 - to provide one-stop, on-line access to information and services
- Government to Government (G2G)
 - facilitate collaboration between levels of government
 - empower State and Local governments to deliver citizen services more effectively
- Government to Business (G2B)
 - reduce burdens on business
- Internal Efficiency and Effectiveness
 - Applying Industry best-practices to government



eEurope 2005 Action Plan

The objective of this Action Plan is to provide

- a favourable environment for private investment and
- for the creation of new jobs,
- to boost productivity,
- to modernise public services, and
- to give everyone the opportunity to participate in the global information society.

eEurope 2005 therefore aims to stimulate

- secure services,
- applications
- content
- based on a widely available broadband infrastructure.



WorldBank E-Government Goals

- Better Service Delivery to Citizens
- Improved Services for business
- Transparency and Anticorruption
- Empowerment through Information
- Efficient Government purchasing

<http://www1.worldbank.org/publicsector/egov/>

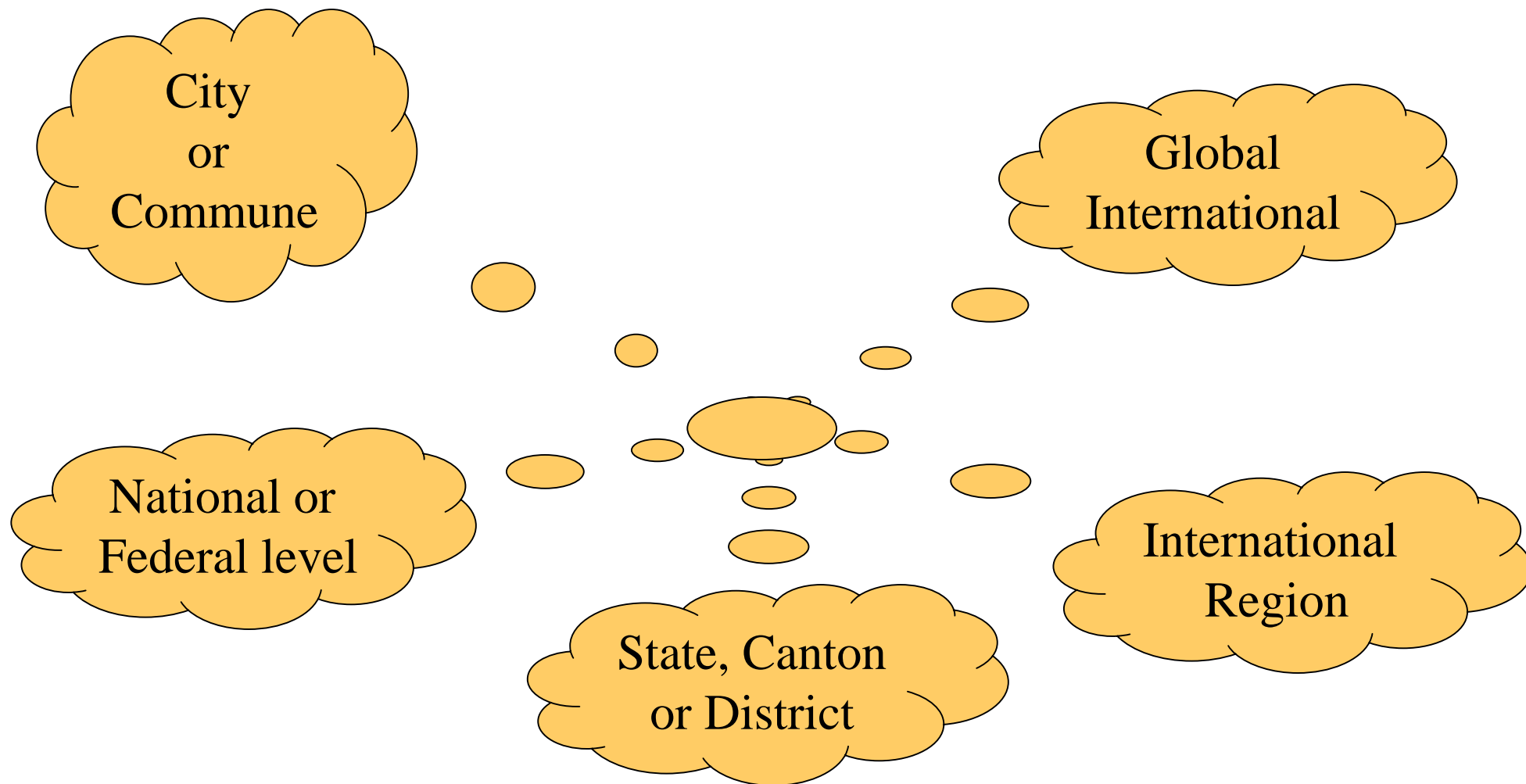


Strategic Goals

- Are the previous goals sufficient?
- Or do they have a developed country bias?
- What goals constitute minimum standard E-Government Strategic goals?



Geographical Strategic Choices





EU - Common list of basic public services

- **Income Taxes**
- **Job Search Services**
- **Social Security Contributions**
- **Personal Documents**
- **Car Registration**
- **Application for building permission**
- **Declaration to police**
- **Public libraries**
- **Certificates (e.g. birth, marriage)**
- **Enrolment in higher education**
- **Announcement of moving**
- **Social Contributions for employees**
- **Corporation tax**
- **VAT: declaration and notification**
- **Registration of a new company**
- **Submission of data to statistical offices**
- **Customs declarations**
- **Environment related permits**
- **Public procurement**



EU - Benchmarking survey services clusters

- Income-generating
 - Services where finance flows from citizens and businesses to the government (mainly taxes and social contributions)
- Registration
 - Services related to recording object- or person- related data as a result of administrative obligations
- Returns
 - Public services given to citizens and businesses in return for taxes and contributions
- Permits & licenses
 - Documents provided by governmental bodies giving permission to build a house, to run a business etc.

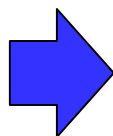


Strategic Services Choices

- What Services should E-Government offer?
- Are there standards or good practices that can be applied both in developed and developing countries?
- How should Services be clustered?



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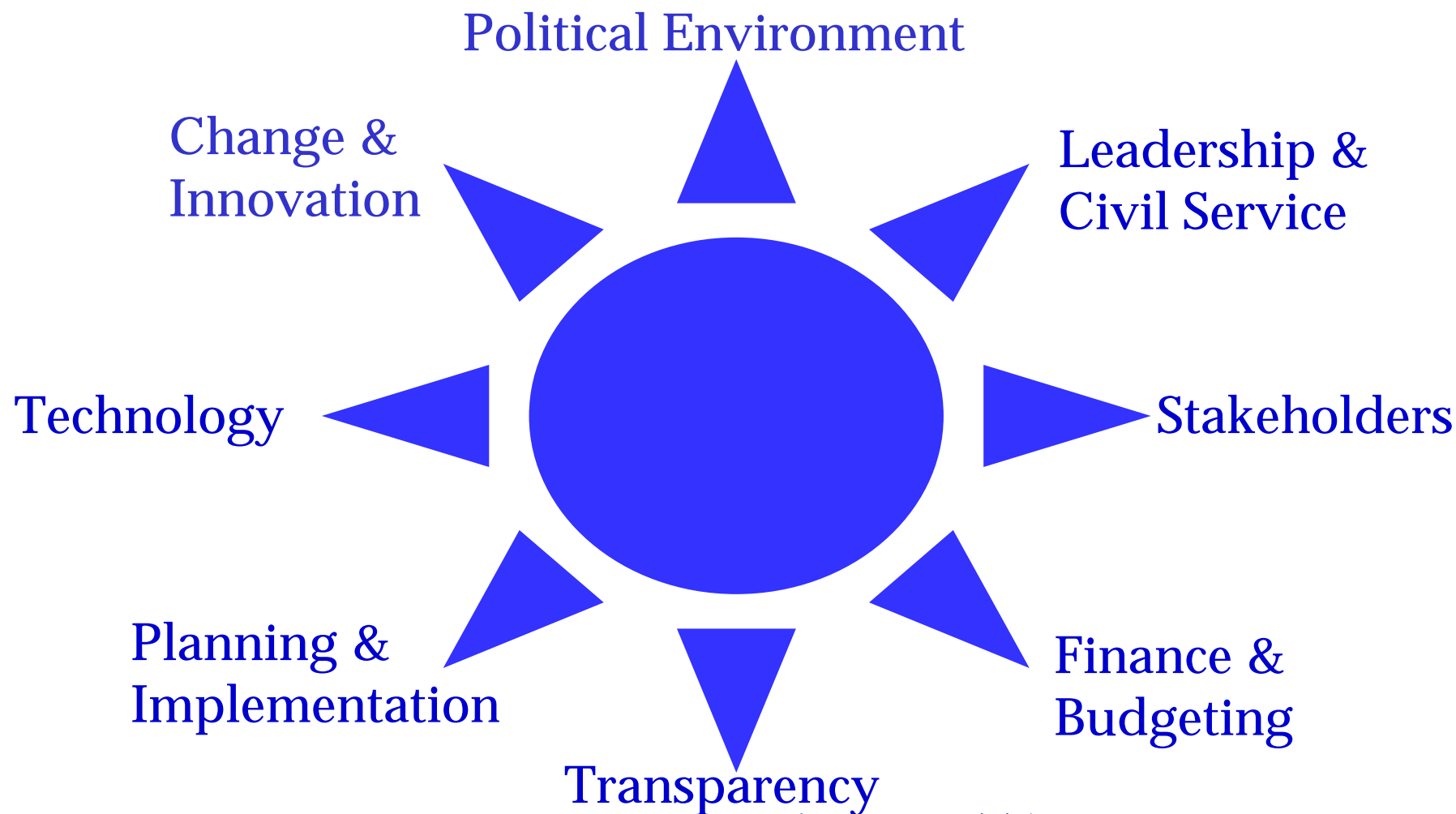
Data

Content

Information and Communications Technology Infrastructure



Governance Factors



<http://www.cvc.nic.in/>



E-Government Benefits

- Less corruption
- Increased transparency
- Greater convenience for citizens and businesses
- Revenue growth
- Cost reductions



E-Government Governance

- Are there standards or good practices which can be applied at the Governance level of E-Government?



Thank you!

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