E-Government Service Delivery

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Microsoft e-Government Strategy
E-Government Definition

eGovernment is a spectrum of technology-inspired strategies adopted by governments to achieve:

- Transformation and efficiencies in their administration
- Agile and responsive policy and service delivery
- Strengthened transparency and accountability and
- An enhanced ability to function effectively in a global context.
Vision Statement

Enable Government Transformation through Technology to Deliver Improved Outcomes to Consumers of Government Services and Realize Superior Economic Performance

Key Themes
- Transform government
- Reduce the cost burden
- Change programs
- Governance and transparency
- Globalization
E-Government Technology Challenges

- Interoperability
- Productivity
- Information Access
- Agency Integration
- Digital Divide
- Security
E-Government Technology Challenges

TRUST

RELEVANCE

Interoperability
Productivity
Information Access
Agency Integration
Digital Divide
Security
Aligned to Government Strategies Globally

New World of Government Work

Transformation
Seamless service
Connected government
Core capability solutions
Technology as policy lever
Measurement - productivity
Digitized processes

US

Transformation
Efficiency
Collaboration
Powering America’s future
Citizen at center
LOB
Infrastructure optimization

Korea

Take-off to world’s top class nation
Citizen oriented service
Efficiency & transparency G2B
Productivity gov admin
Secure credible infrastructure

UK

Transformation
Citizen at center
Technology – strategic asset
Public services & policy outcomes
Efficiency

Australia

Connected government
Seamless service – citizens +
Reduce cost of interacting
Every door the right door
Value for money - capability
Reform and improve
Authentication – security

Hong Kong

Transformation – HK economy
Integrated customer centric Top-down commitment
Measurement - efficiency
Infrastructure strategy
CRM – process/culture change
Desired Outcomes from e-Government

- Improved Citizen Service
- Capacity Development
  - Citizens – “Knowledge Society”
  - Government – “Information Workers”
  - Companies – “New Economy”
- Better integration of information
- Economic Development
- Improved Governance/Transparency
- Per Agency Benefits
  - Reduced cost
  - Improved accuracy and quality
Technology for Government Transformation
Maturity Model

CONNECTED GOVERNMENT FRAMEWORK

Level 1
Application Templates

Level 2
Integrated Applications

Level 3
Interoperability Architecture

Service Maturity

Benefits:
- Seamless integration of services across agencies
- Support financial and legal transactions
- Interact with databases and/or staff
- Delivery of public information
- Service delivery through partnership with private sector

Revolution

Transformation

Transaction

Interaction

Presence

Service delivery through partnership with private sector

Seamless integration of services across agencies

Support financial and legal transactions

Interact with databases and/or staff

Delivery of public information
Presence

Citizens

Agency A
Content Delivery

Agency B
Content Delivery
Microsoft Connected Government Solution Framework
CGF Implementations Worldwide

- National & Regional Efforts:
  - UK: Government Gateway
  - Norway
  - Czech Republic
  - US States
  - Egypt: National Portal
  - Jordan
  - Lebanon
  - Kuwait
  - Qatar
  - Italy: Easi II
  - Austria & Switzerland: E-GORA
  - Germany: eGSK
  - Spain: Digital Cities
  - Sweden: Swedish Local Government
  - Latvia
  - Slovenia
Microsoft provides guidance on key technology policy areas for eGovernment:

- Privacy
- Accessibility
- Usability
- Security
- Standards
- Interoperability
# Connected Government Platform

- Address the technology platform needs for eGovernment
- Incorporates three main categories of capabilities:
  - Application Platform – Services Oriented Architecture, Development
  - Business Productivity – Communication and Collaboration, Business Intelligence, Content Management
  - Core Infrastructure – Secure, scalable, reliable systems
- Microsoft Technology Maturity Model (Infrastructure Optimization) provides a clear path for improving technology maturity within Government organizations creating an environment for eService development and delivery
- Includes eGovernment specific guidance for building effective eGovernment architecture
  - Based on experiences in UK, Czech Republic, etc.
Microsoft Technology Maturity Model (IO)

- Developed based on industry best practice
  - IDC technology cost profiles
  - Gartner IT maturity models
- Initial survey to understand technology capabilities
- Prescriptive guidance to move to higher levels of maturity
Infrastructure Optimization

Cost Center

- Basic: Uncoordinated, manual infrastructure
  - Key enabler is hardware standardization

- Standardized: Managed IT infrastructure with limited automation
  - Key enabler is software standardization

- Rationalized: Managed and consolidated IT infrastructure with extensive automation
  - Key enabler is process standardization

- Dynamic: Fully automated management, dynamic resource usage, business linked SLA's

More Efficient Cost Center

Business Enabler

Strategic Asset
Shared Services

- Specific solution areas which are valuable for cross government implementation
  - Reduce cost by implementing as Shared Services
  - Improve time to deliver solutions by leveraging technology investments
- Shared Services can be leveraged across business applications and Government agencies to help deliver eGovernment
Key Shared Service Solution Areas

- Portals
  - Internal
  - Citizen/Internet facing
  - Search
- Identity Management
- Government Messaging
- Cross-Government Integration
- Business Process Automation
- CRM/Citizen Case Management for Public Sector
- Email for citizens
This site has been developed especially for people who live within the City of Contoso as well as those that work in the City, and everyone around the world who are interested in developments undertaken by the City. All the links listed in the left frame have lots of interesting facts and give you access to a number of Council services. Just click on the particular item of interest from the Navigation frame to the left.

The Navigation Bar above provides aids to quick navigation around the site, access to help features and the ability for users to access a wide range of online services. Please keep visiting us as we are continually adding new information and services to the site, and the update of most content occurs in real time.

**Latest News**

- New Mayor Elected 10/9/2007
- Local Taxes Reduced 10/9/2007
- New Road Opened 10/9/2007

**Upcoming Events**

- Autumn Carnival 10/9/2007
- Centre Park Fair 10/9/2007
- Shooting Season Starts 10/9/2007
- Fishing Fair 10/9/2007
Connecting Government Applications

Service Providers
- Legacy Systems
- Enterprise Data
- BPM
- G2G
- ERP, CRM
- J2EE Applications
- .Net Applications

Service Consumers
- Portals
- ERPs, CRMs
- Mobile Applications
- Connecting Government Applications
- Web Services
- Legacy Systems

ESB
Government Solutions

- High Priority solutions for Governments world wide
- Microsoft and its partners deliver these solutions based on the CGF architecture principles (SOA)
- Address the business needs of Connected Governments
- Through the CGF approach applications can leverage additional services to optimize Government service delivery
Connected Government in Action

- Scenario – Registering a business

Today

- Business Owner visits multiple government offices with paper documents
- Each office completes part of the process
- Usually takes weeks to complete
- Can result in inconsistencies as forms are sometimes filled out incorrectly
- Duplication of effort due to entry of information on paper forms and then entry of information into computer systems for tax, licensing, permits
Scenario – Registering a business

With CGF solutions

- Business Owner fills out a form on the Portal. Required documentation is scanned and attached.
- Electronic Form is received by Government systems and routed to correct agencies to continue the process and workflow is automated.
- Electronic data can integrate directly into back-end systems – no re-entry of data.
- Entire process can be completed in hours.
- No separate workflow required to issue permits, etc.
Current Processes

Forms Submission (Manual)

PS Internet Portal → Form → Citizens

Forms Processing (Manual)

Form → Paper → Mail → Approver

Verification Services → Document Filing (Paper) → Internal Systems

Notifications & Paper Artifacts
Optimization Opportunities

Forms Submission (Manual)

PS Internet Portal

E-Form Submission

Citizens

Forms Processing (Manual)

Automated E-Forms Processing Workflows

Verification Services

Approver

Document Filing (Paper)

Internal Systems

Automated

Paper

Mail

Paper Artifacts

Form

E-Status Notifications
Re-Engineered Processes

Forms Submission (Automated)

- Citizens
- E-Form Submission
- PS Internet Portal
- Paper Artifacts

Forms Processing (Automated)

- Automated E-Forms Processing Workflows
- Verification Services
- Approver
- E-Records Management
- Internal Systems
- E-Status Notifications
- Mail
Architecture Design Considerations

- Interoperability
  - Multi-vendor environments
  - Multi-version technology
  - WS-*

- Service Orientation
  - Business and technology focused services

- Scalable
  - Transaction volumes
  - Functionality

- Security
  - Secure in Design, Development and Deployment
  - Integration of Identity
Case Studies
Case Study: U.K. Government Gateway
U.K. Government Gateway: Customer Profile

- Government of the United Kingdom
- 59 million inhabitants

- [www.govtalk.gov.uk](http://www.govtalk.gov.uk)
By 2005, the United Kingdom expects all public sector organizations to provide their services electronically.

A new project, called Government Gateway, promises to help central and local government and devolved administrations get services online faster than ever before.
U.K. Government Gateway: Desired Solution

- To offer simple, consistent electronic interaction with citizens and businesses.
- In particular, it should implement the infrastructure which will eventually enable individuals to log on and exchange information with any government department, agency, or local authority.
U.K. Government Gateway: Proposed Solution

- A single hub which links a variety of interfaces including Web sites, kiosks, and digital TV with public sector organizations, from the largest departments to local authorities and healthcare trusts.

- A scalable and agile platform enabling many interfaces to connect with an almost unlimited number of organizations.
U.K. Government Gateway: Benefits

- Single authentication point for all tiers of government.
- Scalability for the future.
- Outstanding return on investment (ROI).
- Sharing of central administration costs.
- Reduction of Web site maintenance costs at an individual partner level.
- Build once, use many times solution.
Recommendations
Defining a way forward

- Vision
- Workforce Analysis
- Infrastructure Optimization

Strategic Goals
- Cost
- Revenue
- Strategic positioning
- Improved processes
- Complexity reduction
- Time to Market
- Productivity

Impact

Possible Measures

Measurable Results

Complexity

Time to Adopt

Time to Implement

(Re) Consider

Abandon

Quick Wins

Strategic Projects

Sweet Spot
Moving Forward

- Joint strategy development
  - Highlight key areas to develop
    - Service Delivery
    - Identity
- In-depth workshop
  - Microsoft Consulting Services
- Develop Joint Proof of Concept or Pilot for specific areas