Global e-Public Service
(GePS)

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ITU-T Kaleidoscope 2010 - Beyond the Internet? - Innovations for future networks and services
Global e-Public Service (GePS) is a mechanism for governments to efficiently deliver public services electronically for effective economic and social development.

This will maximize the utilization of resources and provide a superior e-public service to help all governments around the world to reduce inequity in the world.
Salient Features

1. Centrally developed superior system to deliver public services electronically.

2. Sharable by all governments to deliver core e-public services to its citizens.

3. Ability to customize and develop unique e-public services as per the needs of each country.

4. Ease of integration with other governments, businesses and non-governmental organizations for value addition.
Architecture of GePS

Figure 1: Architecture of Global e-Public Service (GePS)

- GePS Database
- Replica of GePS Database
- Local e-Government Database
- Shared GePS
- Business Databases
- NGO Databases
Opportunities

1. Reducing inequity by having at least core e-public services for all governments around the world to use.

2. Sharing of expertise and resources without re-inventing the wheel to provide e-public services.

3. Seamless inter-governmental collaboration for the greater good of global citizens and integration of disconnected systems.

4. More e-business opportunities for value added services due to increased demand from global citizens.

5. Novel services and support for early warning systems, disaster management, e-learning and many more.
## Reference Model for eGov Portal

<table>
<thead>
<tr>
<th>Government</th>
<th>Citizens</th>
<th>Businesses</th>
<th>Visitors</th>
<th>Services</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>Children</td>
<td>Registration</td>
<td>Travel permits</td>
<td>Public health</td>
<td>Emergency</td>
</tr>
<tr>
<td>Head of government</td>
<td>Registration of birth</td>
<td>Business registration</td>
<td>Embassies</td>
<td>Hospitals</td>
<td>Emergency numbers</td>
</tr>
<tr>
<td>Legislature</td>
<td>Immunization</td>
<td>Guides &amp; directories</td>
<td>Visa services</td>
<td>Medical services</td>
<td>Emergency warnings</td>
</tr>
<tr>
<td>Head of parliament</td>
<td>Schooling</td>
<td>Financial</td>
<td>Travel services</td>
<td>Disaster management</td>
<td>Public transport</td>
</tr>
<tr>
<td>Parliament</td>
<td>National identification</td>
<td>Banks</td>
<td>Airlines</td>
<td>Railway service</td>
<td>Help Desk</td>
</tr>
<tr>
<td></td>
<td>National examinations</td>
<td>Insurance</td>
<td>Hotels &amp; accommodation</td>
<td>Bus service</td>
<td>Government help desk</td>
</tr>
<tr>
<td></td>
<td>Adults</td>
<td>Accounting</td>
<td>Taxi services</td>
<td>Financial</td>
<td>Frequent questions</td>
</tr>
<tr>
<td></td>
<td>Tertiary education</td>
<td>Auditing</td>
<td>Travel agents</td>
<td>Banks</td>
<td>Internet security</td>
</tr>
<tr>
<td></td>
<td>University education</td>
<td>Stock market</td>
<td></td>
<td>Insurance</td>
<td>Utilities</td>
</tr>
<tr>
<td></td>
<td>Employment</td>
<td></td>
<td></td>
<td>Accounting</td>
<td>Virus guards</td>
</tr>
<tr>
<td></td>
<td>Social security</td>
<td></td>
<td></td>
<td>Auditing</td>
<td>Archival software</td>
</tr>
<tr>
<td></td>
<td>Marriage registration</td>
<td></td>
<td></td>
<td>Taxing</td>
<td>Currency converter</td>
</tr>
<tr>
<td></td>
<td>Housing &amp; property</td>
<td>Financial</td>
<td></td>
<td>Stock market</td>
<td>Login</td>
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<tr>
<td></td>
<td>Driving license</td>
<td>Regulations</td>
<td></td>
<td></td>
<td>Citizen login</td>
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<tr>
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<td>Passport</td>
<td>Monetary policies</td>
<td></td>
<td></td>
<td>Administrator login</td>
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<tr>
<td></td>
<td>Senior citizens</td>
<td>Foreign currency</td>
<td>Tourism information</td>
<td>Public security</td>
<td>Search</td>
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<td>Retirement benefits</td>
<td>Local customs</td>
<td>Places to visit</td>
<td>Police</td>
<td>Search site</td>
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<td>Retirement homes</td>
<td>Maps</td>
<td>Cultural events</td>
<td>Civil defense</td>
<td>Search web</td>
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<td></td>
<td>Social support</td>
<td></td>
<td>Recreational activities</td>
<td>Military</td>
<td>Policies</td>
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<tr>
<td></td>
<td>Other Support</td>
<td>Other travelers</td>
<td></td>
<td>Utilities</td>
<td>Privacy policy</td>
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<tr>
<td></td>
<td>Medical facilities</td>
<td>Business support</td>
<td></td>
<td>Electricity</td>
<td>Usage policy</td>
</tr>
<tr>
<td></td>
<td>Registration of death</td>
<td>Business support</td>
<td></td>
<td>Water</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gas</td>
<td></td>
</tr>
</tbody>
</table>
Sharing of Resources

Novel way to fund and share resources would be for each country to contribute 1/5\textsuperscript{th} of what they spend on e-government systems to a common fund to develop the GePS.

This would enable to develop an e-government system worth 40 times of what each country could afford on their own.

<table>
<thead>
<tr>
<th>e-Gov Spending per Country</th>
<th>1/5th Contribution</th>
<th>No. of Countries</th>
<th>Available Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000,000</td>
<td>200,000</td>
<td>200</td>
<td>40,000,000</td>
</tr>
</tbody>
</table>

\textit{With} 20\% \textit{Gets} 4,000\%

Further advantage is that each country will still have 4/5\textsuperscript{th} of their e-Gov budget for customization and unique services.
Usage Model

Integrated GePS with e-Government, Business and NGOs
Accessed by Public
http://

Secure Updates by Governments
https://

Sharing and Integration with
* Internet protocols
* RSS feeds
* Social networking
* Internet devices
* Mobile devices

Shared GePS Database
Challenges

1. Accessibility to e-public services at an affordable rate as global Internet penetration is approximately 20% among 80% of the population.

2. Literacy rate of public with adequate ICT skills for usability, localization of content for better understanding.

3. Willingness of governments to share information and legal conformance for greater good of its citizens.

4. Integration with existing systems in multiple environments and maturity levels.

5. Global organization acceptable to governments with sufficient funding for implementation of GePS.
Recommendations

1. Independent global organization to develop and provide implementation support for GePS.

2. Implementation team comprised of expert project managers, database designers, application developers, security experts, and other professionals.

3. GePS to be designed centrally with core e-public services capable of using from day one for interested countries and integration support for existing systems.

4. Provision of basic infrastructure facilities for hosting databases and web services for developing countries.

5. Development of future Internet standards and protocols to support delivery of e-public services.

6. Governments to share non-confidential data in a legally conforming manner for the betterment of its citizens.
Useful References


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IT professional passionate in using information and communication technology for economic and social development with a particular interest in e-government.

MBA from University of Sri Jayewardenepura with research on “Strategic use of IT for e-Governance”. A Master Certified Novell Engineer with multiple professional qualifications.

Over 25 years experience in education, training, networking, databases, software/web development, project/program management, business administration and management.

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