

Global e-Public Service (GePS)

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Introduction

Global e-Public Service (**GePS**) is a mechanism for governments to efficiently deliver public services electronically for effective economic and social development.

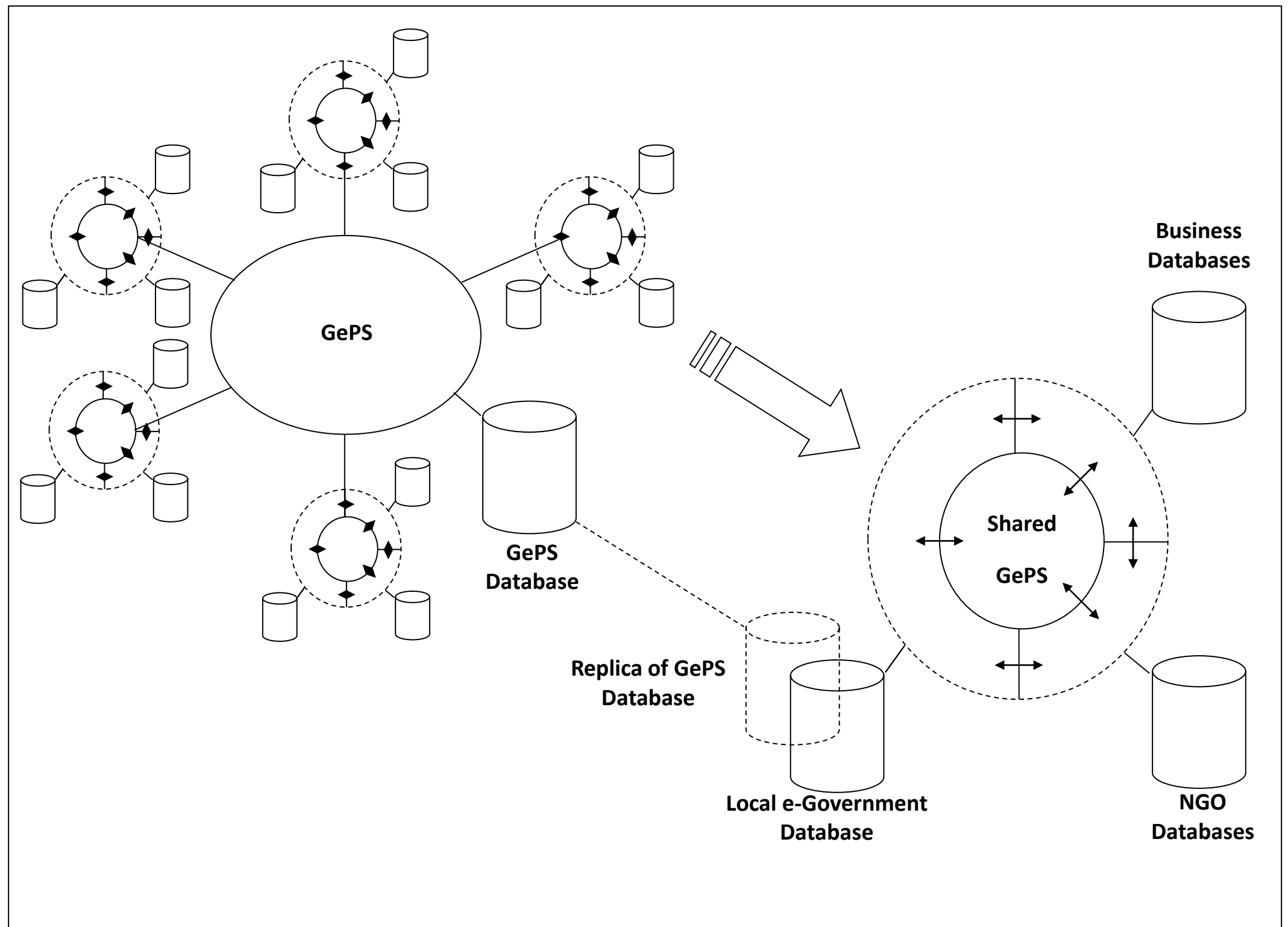
This will maximize the utilization of resources and provide a superior e-public service to help all governments around the world to reduce inequity in the world.

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



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

Government	Citizens	Businesses	Visitors	Services	Help
Executive Head of government Legislature Head of parliament Parliament Government Ministries Departments Authorities Judiciary Courts Laws & regulations Policies & standards Governance Feedback & interaction Electoral lists Country information Country statistics National symbols	Children Registration of birth Immunization Schooling National identification National examinations Adults Tertiary education University education Employment Social security Marriage registration Housing & property Driving license Passport Senior citizens Retirement benefits Retirement homes Social support Other Support Medical facilities Registration of death	Registration Business registration Guides & directories Financial Banks Insurance Accounting Auditing Taxing Stock market Regulations Monetary policies Foreign currency Import/export Customs and duties Business support Trade organizations Logistical companies Business consultants Investment	Travel permits Embassies Visa services Travel services Airlines Hotels & accommodation Taxi services Travel agents Tourism information Places to visit Cultural events Recreational activities Local customs Maps Other travelers Business travelers Expatriate workers Immigrants	Public health Hospitals Medical services Public transport Railway service Bus service Public security Police Civil defense Military Utilities Electricity Water Gas Communication Telecommunication Postal services General Weather Holidays News & events	Emergency Emergency numbers Emergency warnings Disaster management Help Desk Government help desk Frequent questions Internet security Utilities Virus guards Archival software Currency converter Login Citizen login Administrator login Search Search site Search web Policies Privacy policy Usage policy

Sharing of Resources



Novel way to fund and share resources would be for each country to contribute 1/5th 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.

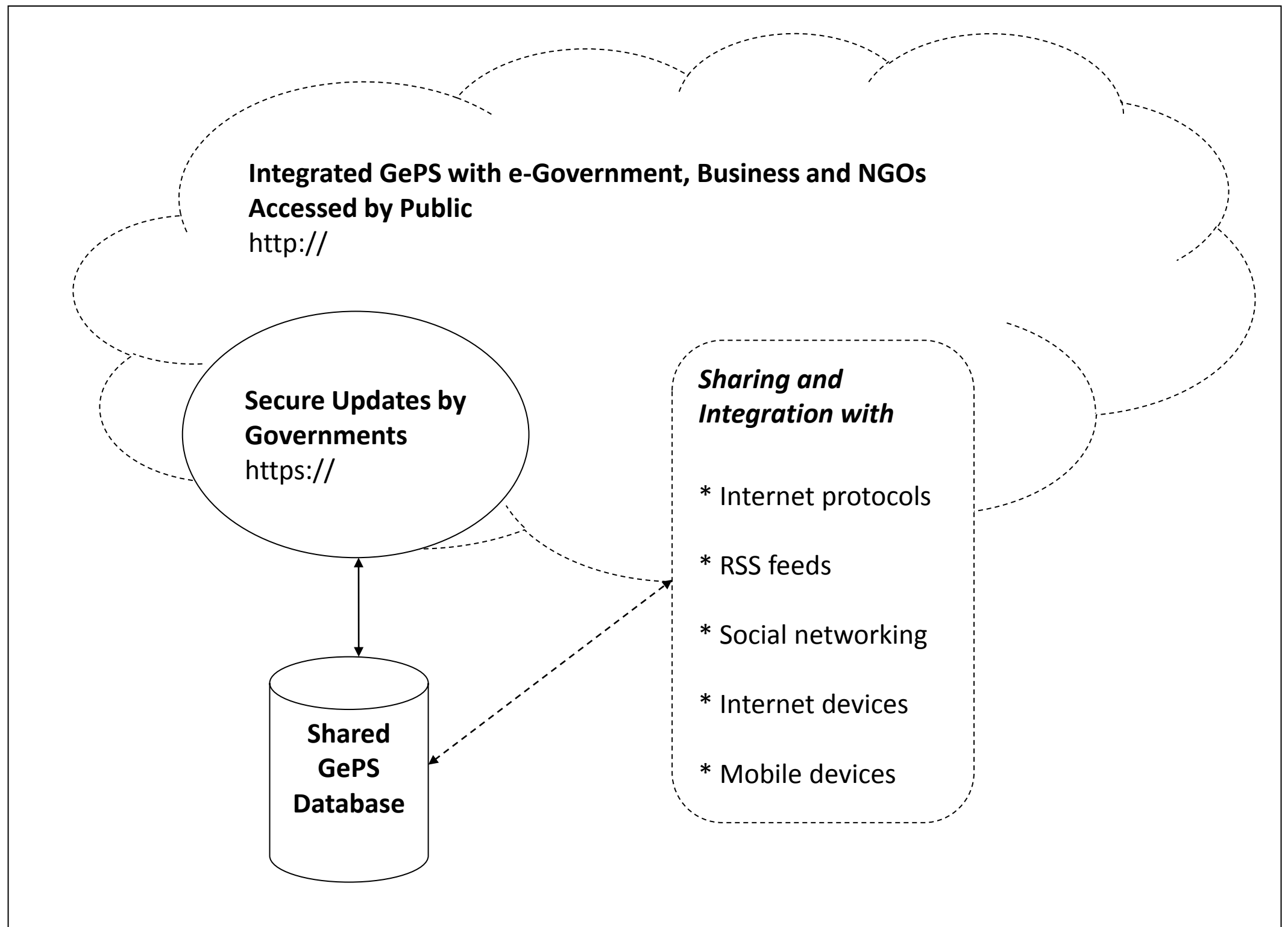
e-Gov Spending per Country	1/5th Contribution	No. of Countries	Available Amount
1,000,000	200,000	200	40,000,000

With
20%

Gets
4,000%

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

Usage Model



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

1. United Nations Public Administration Network (UNPAN), “Global Survey”, http://www2.unpan.org/egovkb/global_reports/index.htm
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5. Telecommunication Development Sector (ITU-D), “Information Society Statistical Profiles 2009”, Statistics of Telecommunication Development Bureau, International Telecommunication Union (ITU), <http://www.itu.int/ITU-D/ict/>

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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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