
Challenges of E-Government at the Local Level Some Experience from Ireland

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Change Management towards a Citizen Centric View

Citizen Centric

Government exists for the benefit of the Citizen

Citizens are now demanding that Government recognises this relationship

Requires:

- More efficient & effective Government
- Better 'Customer Service' - The Citizen as a 'Customer' rather than a 'Victim'. (The Citizen feels that only time they interact with Government is to pay taxes)

Change Management

Providing a 'Citizen Centric' Government requires changes in:

- Organisation of Government (Departments)
- Methodologies within Departments
- Cross Department Interactions

In Ireland, Change Management for the Citizen Centric Approach was introduced in 1994 – this did not mention the Internet

The Government must build relationships with Citizens – every aspect, form or interaction must have this in mind.

Identifying the 'Citizen' and what is needed to support the 'Citizen' will become a critical area of transformation.

Internet one of many Channels to the Citizen

eGovernment is the use of modern Information & Communications Technologies (ICT's) to deliver services to the Citizen.

Channels can be:

- Internet
- Mobile Internet/Phone
- Citizen Care Centres
 - Call Centres
 - Public Libraries
 - eGovernment Kiosks

It is the Citizen Centric approach that is important - these Channels are not a requirement but make implementation considerably easier.

Paradoxically the eGovernment brings the opportunity to become more Socially Inclusive – balance of access to ICT & training vs Care Centers that can provide a One Stop Shop.

Identifying the Citizen

Current

- Passports
- Driving Licence
- Handwritten Signatures

Authentication so that:

- Citizen's key details need only be supplied to Government once
- Many/Most Interactions with Government do not require absolute identification
- Digital Signatures
- Details of Identity to be safeguarded by Data Protection Principles – so that Citizen has trust that their privacy is protected

Ireland

- PPSN – unique identifier

**Who delivers the Service - Should the
Citizen know or care?**

Service for the Citizen

The Citizen should not need to know – the Service should be packaged to hide the Government Interactions required.

Integrate Services around Life Events

- Getting Married
- Buying a House

Information in Ireland:

- OASIS – Citizen Life Events
- BASIS – Business Life Events

Life Event Service

Design a 'Life Event Service':

- What information is actually required from Citizen
- What information is required from Different Government Departments
- What information is required by Different Government Departments
- Is any Inter-Government Information Required
- Taxonomies – XML Schemas
- Is it a single or multi-step transaction
- Department Structures & Ownership of Departmental Information remain

Life Event Service

Design Forms and Business Process Management to:

- Elicit information required from Citizen
- Provide Service as BPM
- Interact with Government Departments – ideally directly to/from Department Systems through Messages/Web services

Design Service Descriptions – What the Service provides rather than How it is provided

Design Feedback mechanisms to show Citizens that their involvement is important

Citizen's Requirements

I want to Tax my Car

- I don't know (or care) who provides this service
- I probably prefer to think that this was a local service
- I know that cost of taxing a car is the same in every county as are the benefits – (I can legally have my car on the road)
- Same form rebranded for each provider

I want to apply for Housing Benefits

- I expect this to be a locally provided service
- I expect the same basic service as elsewhere in the country
- I expect extras because of the special circumstances of where I live
- Extra specific questions to standard form for each provider

Branding & Involvement of Providers of Service and Citizens

Branding at a 'County' level

Citizens prefer to think that the Service is provided locally.

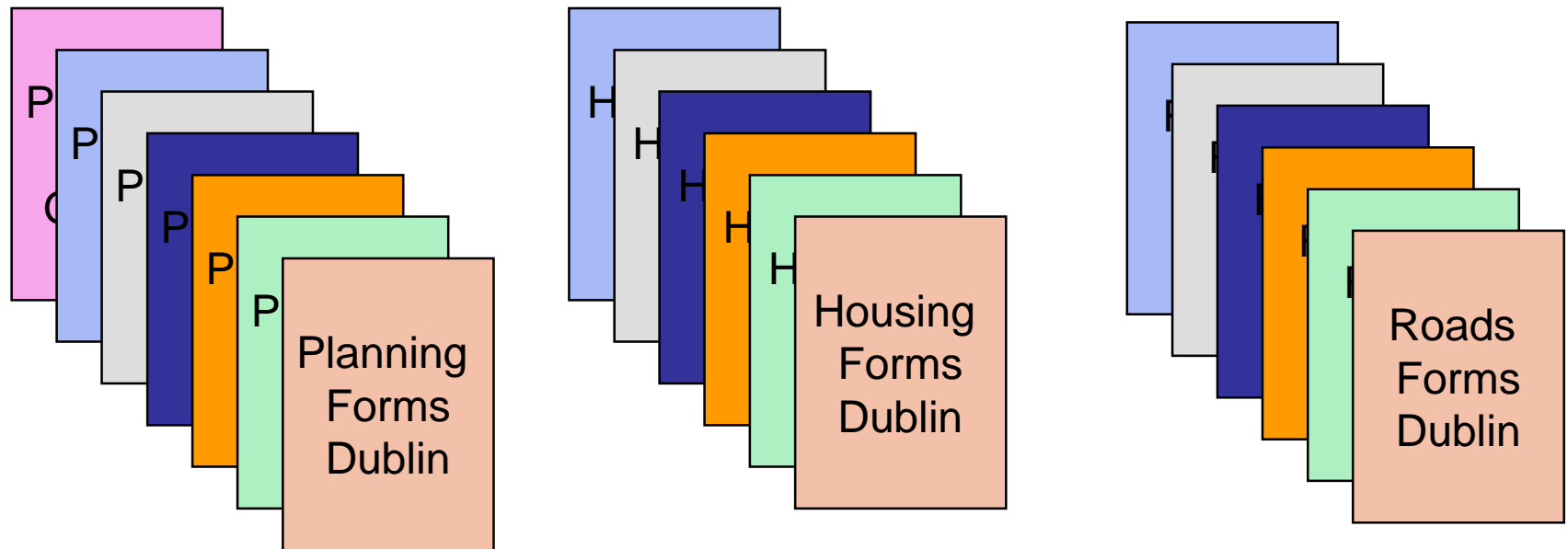
More 'buy-in' from Service Providers when they have 'local' ownership.

Most Services are still Local

Most Services have a Geo-Spatial Element

- Planning Permissions – where you can Build
- Social Housing etc

Problem – Paper Forms



Lots of Forms

Different Organisations with Similar Requirements but 'Local' Imperatives

Forms

Used to initiate Service Requests

Used to gather Information

Used for Payment purposes

Common Features of Forms

Forms have questions

Questions (should be) logically arranged

Some questions are dependant on others

Some questions should be standard

- DOB – Date of Birth
- Mother's Maiden Name – Mother's Birth Surname

Some are Boolean - Yes/No – Radio Buttons

Some are Enumerated/Drop Down

Some are Tables

Some are Mandatory

Require different types of validation

Create Forms Dynamically from information & questions in Database

eGovernment Requirements

Transactional Forms

- Information capable of being directly delivered to existing backend systems
- Where there is no automated back-end systems – then information in electronic file

Thereafter – Interactive Forms

- Allow a conversation of Forms
- WebServices
- Submit Form – XML to service provider - XML back to prepopulate another form. Submit this form etc.
- Business Process Management at Back-end

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Based on Personal Public Service No.

Online Registration Process

Authentication – Same Level as for Internet Banking

Online Forms

- Pre-Population with PPSN and 5 key fields
 - Name
 - Address
 - Date of Birth
 - Marital Status
 - Mother's Birth Surname
- Pre-Population of answers from other sources

Online e-payments for services

2 way links to

- OASIS - Government Site – Citizen Life Event Information
- BASIS – Government Site – Business Life Event Information

Key Features

Access to information on services/forms

Customer Registration

Partial Completion of Forms – pre-population of data

Submission of forms to agencies by authenticated customers

Transactional/Conversational Forms – Process Workflow

View all forms sent/part completed

What does it offer the Citizen

Conduct their business electronically 24/7

On-line and Off line Options

Access Control System / Registration

My Forms / My Profile Service

Help System

Frequently Asked Questions

Form Validation and Logic

Results

Less forms – less problems with maintenance or externally driven changes

Common description of services & forms – Citizens have the same interaction with different Providers of the same Service

Providers can move to transactional at different times

Use of XML for interchange and XML transformations allow Answers to be integrated into many different systems

Registration/Authentication

Need Simple Registration process

Majority of interactions with Government require no more security than On-line Banking

Logon/Password/PIN gives Service Providers same level of guarantee that user is who they say they are – Suitable for most Services

Some Services – Passport Application or Legal Application may require Digital Signatures – though acquiring & using Digital Certificates still too complicated

Some require no authentication – only capability to pay – If someone wants to pay my parking fines – that's OK

On-Line Payment

Credit Card Gateways & Electronic Funds Payment Gateways

Provider has a Merchant ID

Form has associated:

- Cost
- Merchant ID
- Credit Card or EFT handled by Gateway

Future

Current Tenders under evaluation for next stage to:

- Offer Higher Levels of Authentication where required
- Offer 'Personal Data Vault' under control of Citizen of Common & Useful Information
 - Passport
 - Birth Certificate etc
- Government Initiated Services – Passport Reminders etc
- Secure mail – SMS

Piercom's eGovernment Customer



http://eforms.reachservices.ie/eforms/approot/browse.taf?&_UserReference=E7062FBEBACCC5433CAC8F - Microsoft Internet Explorer

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Browse by Organisation

Browse by Service

Core Services

Exploration and Mining

Election

Environment Section

Freedom of Information

Housing Section

Motor Tax

Local Authority Services

Finance Section

Fire Services

Higher Education Grants

Planning & Development Section

An Roinn Pleanála agus Forbartha

Roads Section

Water and Sanitary Services

Other Public Services

Grants

Health

Mortgage Interest Relief

Faoiseamh cánach ag an bhfoinse

PAYE

Vehicle Registration Tax

Done

Start

Inbox - ...

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explain i...

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Internet

18:35

Learning by doing

Success Metrics

The only real Success Metric is the 'Take-up' by Citizens.

Suggest an iterative cycle with both sides – Citizens and Providers – 'Learning by doing'.