

## e-government framework



There are as many definitions of e-Government as there are people who have thought about it. Some refer only to online information or transactional services to citizens. Others include automated business relations with other service providers, companies, and other governments. But most now agree that e-government must include all digitalized government processes and interactions wherever, whenever and with whomever they occur.

e-Government is therefore at the heart of the modernising government agenda: from health information to police administration, from judicial systems to social security support, from intergovernmental communications to intranets.

There are however common themes. Citizens and businesses are demanding a higher quality of service from local and central government. They want to be able to access those services through a variety of channels and at a time of their choosing. Above all they demand that access is

user friendly, with services structured in ways that mirrors their needs and priorities. Public sector employees want new and improved working practices, with a reduction in repetitive data entry tasks and easier access to information they need to do their jobs more effectively.

The realization of an e-Government vision is a long journey, in which Governments desire a thorough understanding of each of the steps that lead them to their final destination. In reality, however, progress towards the vision is lost though the need to address immediate needs, such as security, system integration, citizen or business interactions, which are all tactical solutions rather than part of a larger strategic solution.

HP has designed the e-Government Framework with our partners to ease the delivery of an e-Government vision. Our strategy is to provide a modern, flexible and robust foundation on which e-services can be built.

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### your challenges

- Improve service quality and ease of access for citizens and businesses.
- Reduce the cost of delivery of new and existing government services.
- Comply with government directives, including the European Commission, eEurope 2002 and 2005 directives.
- Stimulate the development of a Digital Economy to maximize growth



There are several engagement models that HP can offer:

- **Complete e-Government Framework:** Implement a full e-Government platform, on which to build citizen, business or civil servant centric e-services;
- **Departmental Portals and eServices:** Implement specific portal services whilst ensuring that they do not create obstacles for the future;
- **Departmental and Application Integration:** Improve the efficiency of one or several departments and their systems immediately and allow progressive integration of further systems and services over time;
- **Consultancy Engagements:** Implementation of a part of the e-Government Framework solution to respond to specific concerns, for example increasing the security in the environment.

### Types of user

- citizens resident within administrative area
- citizens resident outside administrative area
- foreign citizens resident within administrative area
- foreign citizen resident outside administrative area
- citizen's agents and proxies
- businesses' employees and agents
- businesses operating within administrative area
- businesses operating outside administrative area
- public sector employees
- other government departments and administrative organisations

The value of HP's e-Government Framework is that it provides our clients with a realistic and sensible context "map" in which they can position their current and future needs. It enables them to plan each step, confident that HP is taking them in the right direction to achieve their vision.

The e-Government Framework is HP's response to the need to think big, start small.

### framework overview

Governments have to be able to introduce new public services and processes that are available to their citizens as well as public sector employees. They want to be able to perform tasks that none of the existing applications can do, either on its own, or through data integration. Therefore to help achieve the full potential of e-Government the HP e-Government Framework provides a standards based middleware infrastructure with process automation at its core. What we're talking about is "orchestrating" existing interaction between applications and staff to create new processes.

Governments will therefore have a process management system which allows process logic to be applied at every stage.

These processes may be:

- Citizen facing (e.g. tax assessment submission);
- Government-to-Citizen (notification of benefit entitlement);
- Business-to-Government (Customs documentation for export);
- Government-to-Business process (e-procurement);
- Department-to-Department (notification of death from health department to all other departments);
- Government-to-Government (EuroStat returns for example);
- Intra-departmental processes (payroll or travel expenses for example).

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The tasks within the processes are performed by a person using computerised forms, or by an application. The use of Open Standards allows for a far greater selection of suitable products that can be considered for use in the construction of the architectural components. The creation of a single Architecture for all e-government services, based upon open standards, ensures in-depth technology rationalisation throughout all government organisations by using:

- single authentication model;
- single authorisation model;
- single security model;
- single service description and discovery service;
- single management service.

The fundamental benefit of the e-Government Framework is the consistent usage of a standards-based architecture that can be easily expanded with additional functionality at a later stage.

To ensure that the citizen / business user perceives the quality of the services provided and trusts the new electronic services being delivered, the e-Government Framework has been designed around the following principles.

- **High Availability:** to ensure that the citizen can access Government Services at their convenience, giving 24 by 7 government. This is achieved by the use of a high availability architecture including resilient servers, clustering of servers and the provision of disaster recovery facilities.
- **Ease of Use:** to ensure that the citizens, businesses and public sector employees use the services they are structured in a way that makes sense to the users. The users can enter the information required by a service over multiple sessions and have it stored securely until being submitted.

- **Reliability:** ensuring data integrity and guaranteed delivery of data is maintained at every stage in the process. An asynchronous delivery model is used to ensure reliability of delivery, as there can be no guaranteeing the availability or performance of existing systems.
- **Scalability:** to ensure that as new services are developed the existing services are not degraded.
- **Security:** citizen, business and departments are able to trust the system to be secure and have confidence in the Government services they are using.
- **Manageability:** the processes must be supported and managed by departments, using commercial applications to ensure ease of manageability and support.
- **Measurability:** to demonstrate the increase in the quality of service, show the levels of usage, as well as ensuring that the solution is proving value for money.

## architectural components

**Citizen and business portals** are the public facing web sites that enable interaction with and access to e-Government information and services via a number of different access channels. These include PC based browsers, mobile phones and public kiosks. These portals offer the personalisation of the user experience, effectively providing a "tailor made" service.

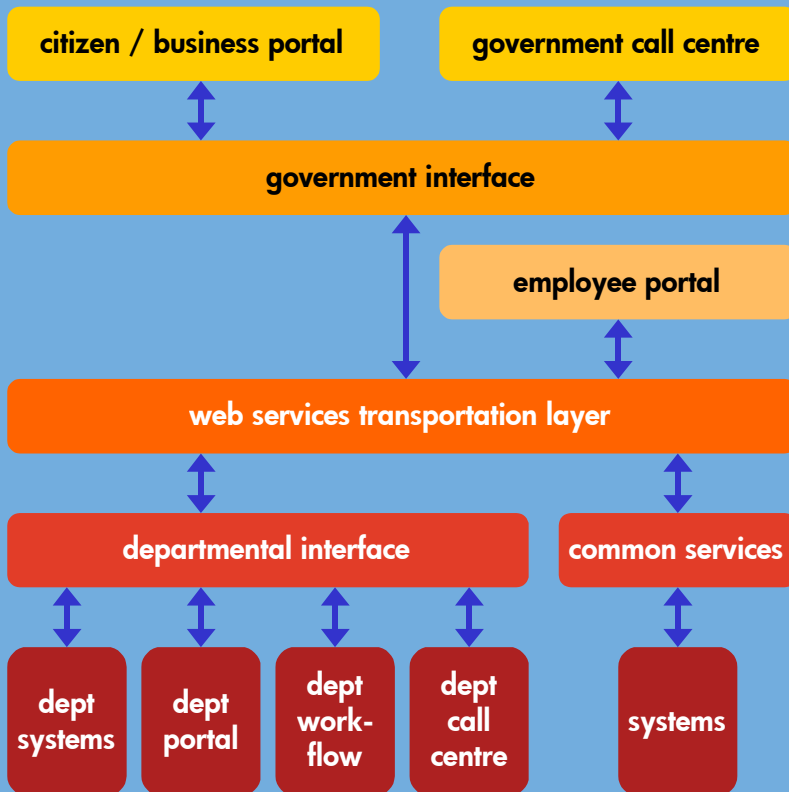
The **Government Call Centre** is used by the public to access Government information and services from their phones, these service requests are either answered within the Government Call Centre or forwarded to the Departmental Call Centres for resolution.

**Government interface** is the boundary between the public intranet and the private Government intranet, allowing communication between the public facing



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Government portals and Businesses 'line-of-business' applications. The Government Interface is highly secure, allowing service requests into the secure Government environment, validation of service requests and the application of the first level of business process automation before distributing the service request to multiple departments.

**Government employee portals** are hosted at Departmental or at a Government level. The portal is used by public sector employees to interact with a process, this could include initiating a process or participating via a 'work flow' model within a process. A version of the Government Employee Portal can be used by call centre staff and staff working in drop-in centres to access services on behalf of the citizen.

**Web Services Middleware Layer** connects the Government interface, departments and common services together to form the framework for the provision of e-services. The Web

Services Middleware Layer is standards based ensuring that there is no vendor tie in, and allowing for different technologies and platforms to be used within different departments.

**Departmental Interface** hosts a business process engine. This performs complex validation of messages, ensuring smooth integration into business systems, portals and workflow processes.

**Common Services** are used to provide common 'core government' functionality to multiple departmental systems such as citizen databases, property database, and payment gateway. A number of Common Services also support the operation of the e-Government Framework such as the authentication & authorisation service and audit services. The architecture of the Common Services is identical to that of the Departmental interface, reducing both complexity and cost.



## benefits

By delivering e-Government Services via the HP e-Government Framework there are a large number of benefits

	benefits to citizens	benefits to businesses	benefits to public sector workers	benefits to government departments	benefits to central government
Access to Government Service 24 x 7	X	X			
Access to Government Services via a number of different access channels	X	X			
Single point of access for all Government Services	X	X			
Consistent 'Look and Feel' for all Government Services	X	X			
Improved quality of Service for Government Service	X	X		X	X
Simplification of Government Services	X	X			
The abstraction of Services from the complexities of Government structures	X	X			
Access to new multi-agency services	X	X		X	X
Potential reduction in the number of correspondences with Government	X	X	X	X	X
Reduction in the number of errors in receiving Government Services	X	X	X	X	X
Ability for 'Line of Business' applications to interact directly with Government.		X	X	X	X
Reduction in the amount of Data Entry tasks.			X	X	
Automation of work allocation			X	X	
Re-allocate workers to higher value tasks			X	X	X
Reduction in data entry errors			X	X	
Minimal re-development of existing systems			X	X	X
Ability to gain access to common Government Functionality that has been developed and funded centrally.				X	X
Ability to reduce the development time and cost for new online services.				X	X
Ability to exchange data with other departments and governments in a standardized format.				X	X
Ability to comply with Government e-Government Targets				X	X
Ability to reduce the total cost of IT development to meet e-Government Targets.				X	X
Ability to comply with a number of e-Europe and other international Governmental initiatives.					X
Can be implemented in stages or only specific sections.				X	X
Standards Based	X	X		X	X
Application Vendor Neutral.	X	X		X	X
Scaleable	X	X	X	X	X
Ease of Use	X	X	X	X	X
Reliable	X	X	X	X	X
Secure	X	X	X	X	X
Maintainable			X	X	X
High Performance	X	X	X	X	X
Measurable	X	X	X	X	X



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## for further information

Please contact any of our worldwide sales offices for more information.

hp government solutions: <http://www.hp.com/hps/sol/egovernment/>

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## why hp?

- The e-Government Framework builds on HP's strategy. It links "always on" Infrastructure, appliances and e-services. It builds upon HP's core competency around infrastructure and is a 'government flavoured' instantiation of our core technology knowhow.
- HP's declared focus innovation plans around security, manageability, and our overall R&D budget of over \$4 Billion..ensuring market edge development and product improvement;
- Commitment to standards based solutions, no vendor lock in;
- HP is the #1 partner for most suppliers working in the e-Government arena;
- Broadest range of partners, able to contribute to the (phased) realization of the e-Government vision and on a technological, application and process level;
- HP range of capabilities in Consulting, Inshore / Offshore development, Support, Management and Financial services.

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