Building the Infrastructure for eGovernment

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Ireland - where are we?

Ireland - some facts
- Population: 3.9m.
- Joined EU in 1973
- Annual Ave. Growth Rate 1994 - 2000: 9.0%+
- inward investment in technology
- export orientation
- largest exporter of software in world

REACH Agency
- Cross-Departmental Agency set up by Irish Government
- Mandate:
  - Radical transformation in quality of service to customers of Government.
  - specify and establish single gateway to Government - Public Services Broker

Scope of Reach Activities
- Applicable across full public service
  - Central Departments
  - State owned service delivery agencies
  - Regional & Local Government
  - Health & Education sectors
• Develop and implement common systems
• Develop and apply interoperability and operational standards
• eGovernment coordination and programme management role

[Slide 6]  What is e-Government?
Use of information technologies and new business processes to transform how Governments interact with citizens and businesses

[Slide 7]  Transformation of...
• Information about services
• New access channels
• New levels of service
• Business processes (front and back office)
• Organisational structures

[Slide 8]  Infrastructure for e-Government
• 1st Requirement
  – Government in good working order
  – Functioning governance processes
  – Availability of resources
  – Consensus on drivers for e-Government
  – Political support & leadership

[Slide 9]  Elements of eGovernment Infrastructure
### Overall Vision

- Appropriate national strategy
  - Degree of centralisation
  - Scope
  - Level of “compulsion”
  - E-Government role in overall “Information Society” agenda
- Communication and marketing of Strategy
- Validation of strategy – consultation & feedback.

### Overall Vision Information Society in Ireland

- Information Society Action Plan
- Prime Minister's Department
- 1st Plan – March 1999 to end 2001
- 2nd Plan March 2002
- New Connections

### 1998 - Information Society Action Plan

- Telecommunications infrastructure
- e-commerce & business opportunities
- enabling measures (access, certification, authentication)
- legislative & regulatory measures
- electronic delivery of public services
- information services
- interactive services
- integrated services

[Slide 13] New Connections 2002

- Key Infrastructures
  - Telecommunications Infrastructure
  - Legal & Regulatory Environment
  - eGovernment
- Supporting Frameworks
  - eBusiness
  - R&D
  - Lifelong Learning
  - eInclusion

[Slide 14] Governance

- Making and implementing decisions
- Leadership
- Organisational arrangements
- Resources and funding
- Accountability
- Measuring success

[Slide 15] E-Gov Governance in Ireland

- Cabinet Sub-committee, chaired by Prime Minister
- Information Society Policy Unit in Prime Minister’s Department
- E-Govt Secretaries General Group
- Board of Reach
- Information Society Development Fund

[Slide 16] Common Systems

- Centrally Provided services for use across public service
- Hub architecture offers many benefits

[Slide 17]

Picture

[Slide 18] Benefits of Central Services

- Economies of scale
- Common Standards
• Enforcement of standards
• Consistency of customer experience
• Sharing of customer data
• Integration of customer services

[Slide 19] Central Services
• Customer Identity Management
• Authentication and authorisation
• Security
• Trust services
• Data services
• Forms engine
• Information Repositories

[Slide 20] Ireland - Public Services Broker
• Common services hub for public service
• offers common services to citizen and public agencies, e.g.,
  – Identity management and access control
  – security and certification
  – Customer data services
  – Routing and messaging
• caters for three main access channels
  – Telephone
  – Walk-in office
  – Self service over internet

[Slide 21] Personal Data Vaults
• Data “owned” by citizen
• managed on citizen’s behalf by Public Services Broker
• secure storage of personal data
  – basic identity data set
  – shareable data
  – additional personal data
• rules/procedures for updates/release of data
• Secure personal e-mail account

[Slide 22] Reach Services portal
• Reacheservices.ie – April 2002
• Information about services
• Registration and Authentication service
• On-line forms
• E-payments facility

[Slide 23] Principal Broker Services
• Portal
• Customer data vault
• Forms service
• Secure mail
• Public service identity
• Business service identity
• Tracking (case, request)
• Audit/logging service
• Reporting service
• User Access Management Systems
  • User management
  • Authentication
  • Authorisation
  • Administration of security and access control policies
• Integration Framework
  • Messaging, XML schemas
  • Transaction management
  • Workflow
  • Agents & adaptors

[Slide 24] Technical Infrastructure
• Telecommunications network
• Internal agency systems
• Cross- Government systems
• Service delivery network – access points
• Internet access
• Skilled staff

[Slide 25] Infrastructure Ireland
• Growing internet access (40% of homes)
• Very high mobile phone usage
• Broadband being rolled out to smaller towns
• Agency legacy systems

[Slide 26] Picture

[Slide 27] Customer readiness
• Educational levels
• Cultural readiness
• Income levels
• Confidence /trust in Government

[Slide 28] Customers in Ireland
• Rapid uptake of new services and technologies - where value added
• Concerns about privacy, but willingness to share data – again if value added
• Human /social contact valued
[Slide 29] Legislative Framework
- Privacy & data protection
- Use of Customer Data by Government
- Freedom of Information
- Electronic commerce
- Copyright
- Telecommunications
- Cross agency operations

[Slide 30] Legislation in Ireland
- E Commerce Act 2000
- Copyright & Related Acts 2000
- Broadcasting Act 2001
- Criminal Justice Act 2001
- EU (Data Protection) Regulations 2001
- Social Welfare Act 2002 (Public service identity)
- Communications Regulation Bill
- Electronic Money Directive
- Public Services Broker Bill 2002

[Slide 31] Conclusions
- Many elements to infrastructure
- Choose appropriate strategies
- Consult with and learn from customers
- Infrastructures take time to build

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Note: Please visit http://www.apcity.org to browse the original slides