Building the Infrastructure for eGovernment

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Ireland
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
What is e-Government?

Use of information technologies and new business processes to transform how Governments interact with citizens and businesses.
Transformation of..

- Information about services
- New access channels
- New levels of service
- Business processes (front and back office)
- Organisational structures
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
## Elements of eGovernment Infrastructure

<table>
<thead>
<tr>
<th>Element</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Vision</td>
</tr>
<tr>
<td>Governance</td>
</tr>
<tr>
<td>Common Systems</td>
</tr>
<tr>
<td>Customer Readiness</td>
</tr>
<tr>
<td>Technical Infrastructure</td>
</tr>
<tr>
<td>Legislative Framework</td>
</tr>
</tbody>
</table>
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
New Connections 2002

• Key Infrastructures
  – Telecommunications Infrastructure
  – Legal & Regulatory Environment
  – eGovernment

• Supporting Frameworks
  – eBusiness
  – R&D
  – Lifelong Learning
  – eInclusion
Governance

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

• Centrally Provided services for use across public service
• Hub architecture offers many benefits
Benefits of Central Services

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

- Customer Identity Management
- Authentication and authorisation
- Security
- Trust services
- Data services
- Forms engine
- Information Repositories
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
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
Reach Services portal

- Reachservices.ie – April 2002
- Information about services
- Registration and Authentication service
- On-line forms
- E-payments facility
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
Technical Infrastructure

- Telecommunications network
- Internal agency systems
- Cross-Government systems
- Service delivery network – access points
- Internet access
- Skilled staff
Infrastructure Ireland

- Growing internet access (40% of homes)
- Very high mobile phone usage
- Broadband being rolled out to smaller towns
- Agency legacy systems
Broker Architecture

Individual users

Business users

Government Agencies

Multi-channel

Business web service interface

External web services

Agency application

Agency application

Agency Web services

PSB Web service agents/adaptors

PSB Application agents/adaptors

Other e-government portals

Internet

PSB Portal
(User interaction management)

PSB Integration Middleware,
(XML Web service integration components, MOM, application server
transaction management, publish & subscribe, workflow, archiving)

PSB User management, authentication
& authorisation service

PSB Platforms

PSB user services

Data Vault, Customer Identity services, e-mail, forms

Secure hosting environment

Government private network

Agency application

PSB components
Customer readiness

- Educational levels
- Cultural readiness
- Income levels
- Confidence /trust in Government
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
Legislative Framework

- Privacy & data protection
- Use of Customer Data by Government
- Freedom of Information
- Electronic commerce
- Copyright
- Telecommunications
- Cross agency operations
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
Conclusions

• Many elements to infrastructure
• Choose appropriate strategies
• Consult with and learn from customers
• Infrastructures take time to build
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