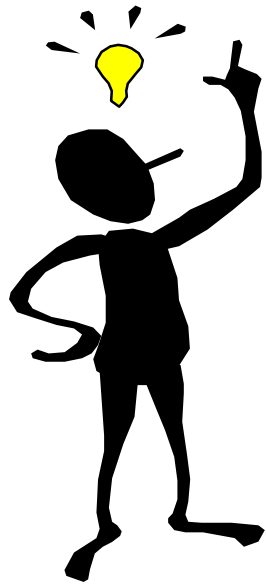


Government Online Forum

2 August 1999

Accessing Government
Information & Services



An International Perspective

Ian Barndt

Manager Strategy & Online Policy

Office for Government Online

Department of Communications, IT & the Arts

Internet World August 1999

Government's Online Agenda




- Efficient Services
- Improved Access
- A Leading Edge User

Online Strategy



- Calls for strong leadership
- The ability to identify and implement critical enabling infrastructure and projects
- Online initiatives in specific agencies, and across agencies and jurisdictions

Principle areas of investigation



- National Policy Frameworks “Bridging the Digital Divide”
- Stabilizing the GII (ICANN) and its protection
- improving access and self service
- Government Intranets & message handling
- Authentication - stimulating electronic commerce

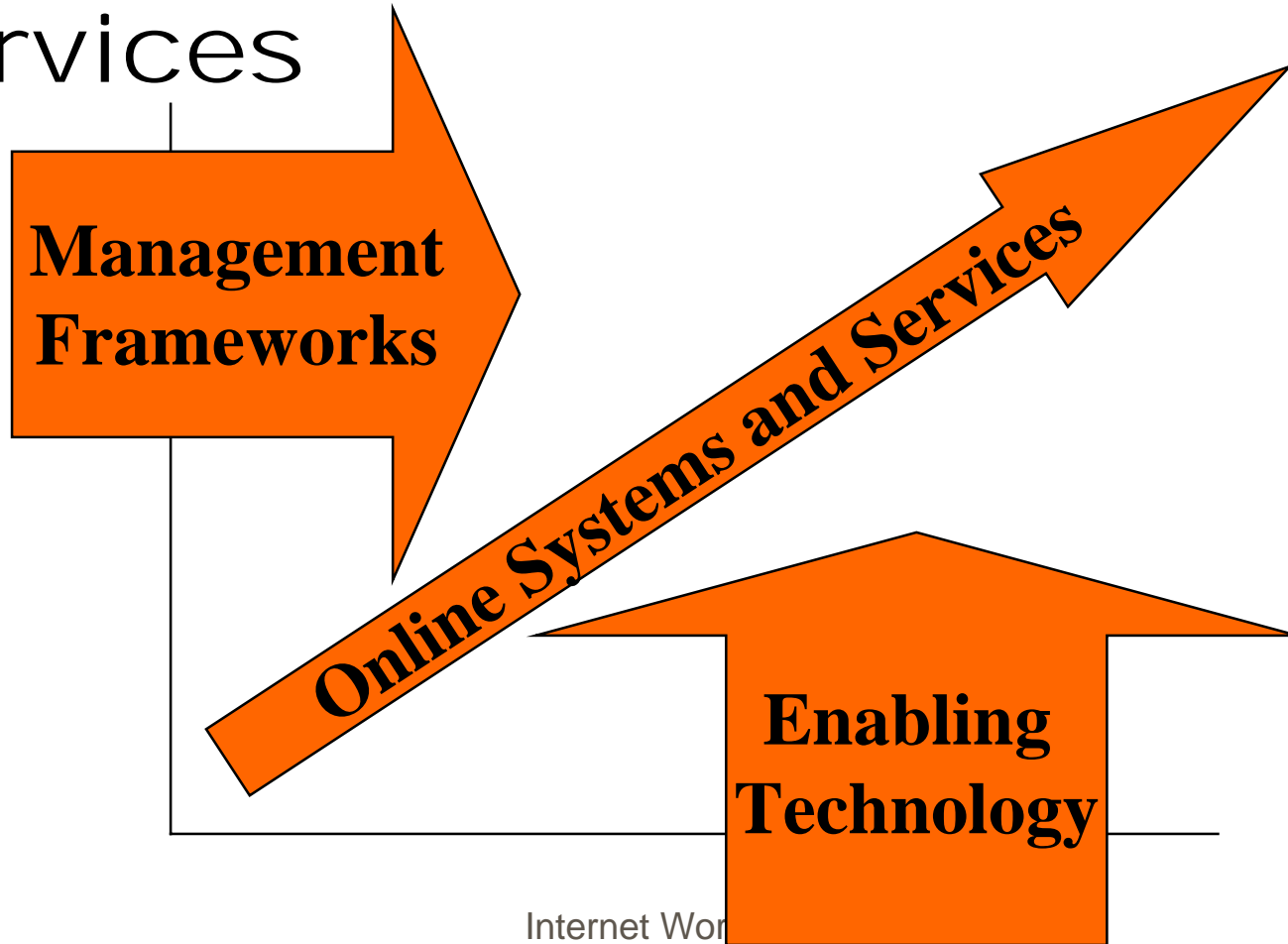
Trends in the Government Online Environment



- Outsourced Technology
- Devolved Service Delivery
- Quest for Best Practice in Service Delivery
- Client demands for Seamless Access to information and services

Online Frameworks

Technology + Frameworks =
Services



Online Strategies



- Visibility in online world - Canada
- UK White Paper Modernizing Government - UK
 - Improve “the view from the queue”
- Access America
- Vision and Strategy of the Electronic Government - Korea
- Information Economy Strategies

Government Information and Services



- “Information is an asset and must be managed”.
- “Better information management means better services for the citizen”.

A Single Window for Government?



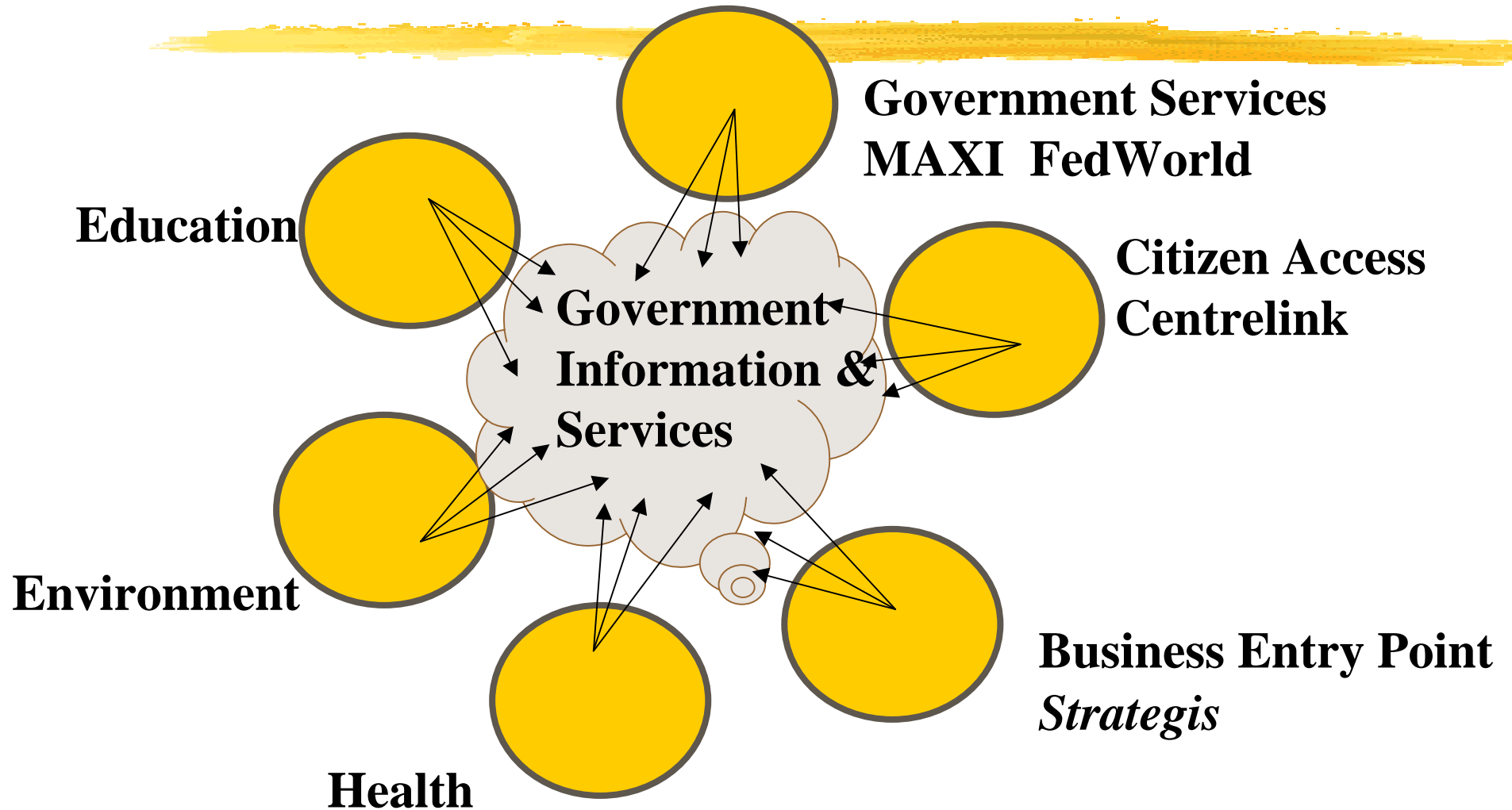
- What happened to the “Single Window”?
- Can there ever be just one window?
 - Windows come in all shapes and sizes.
 - Clients want their own personal window to Government Information and Services.

What do clients want?

- Convenient and easy access.
- Use familiar technology: phone and internet
- Choice of self-serve or assisted service access.
- Logical groups of services, tailored to meet personal needs.
- Greater participation in determining what services are provided how and when



Client Oriented Access Points



Channels



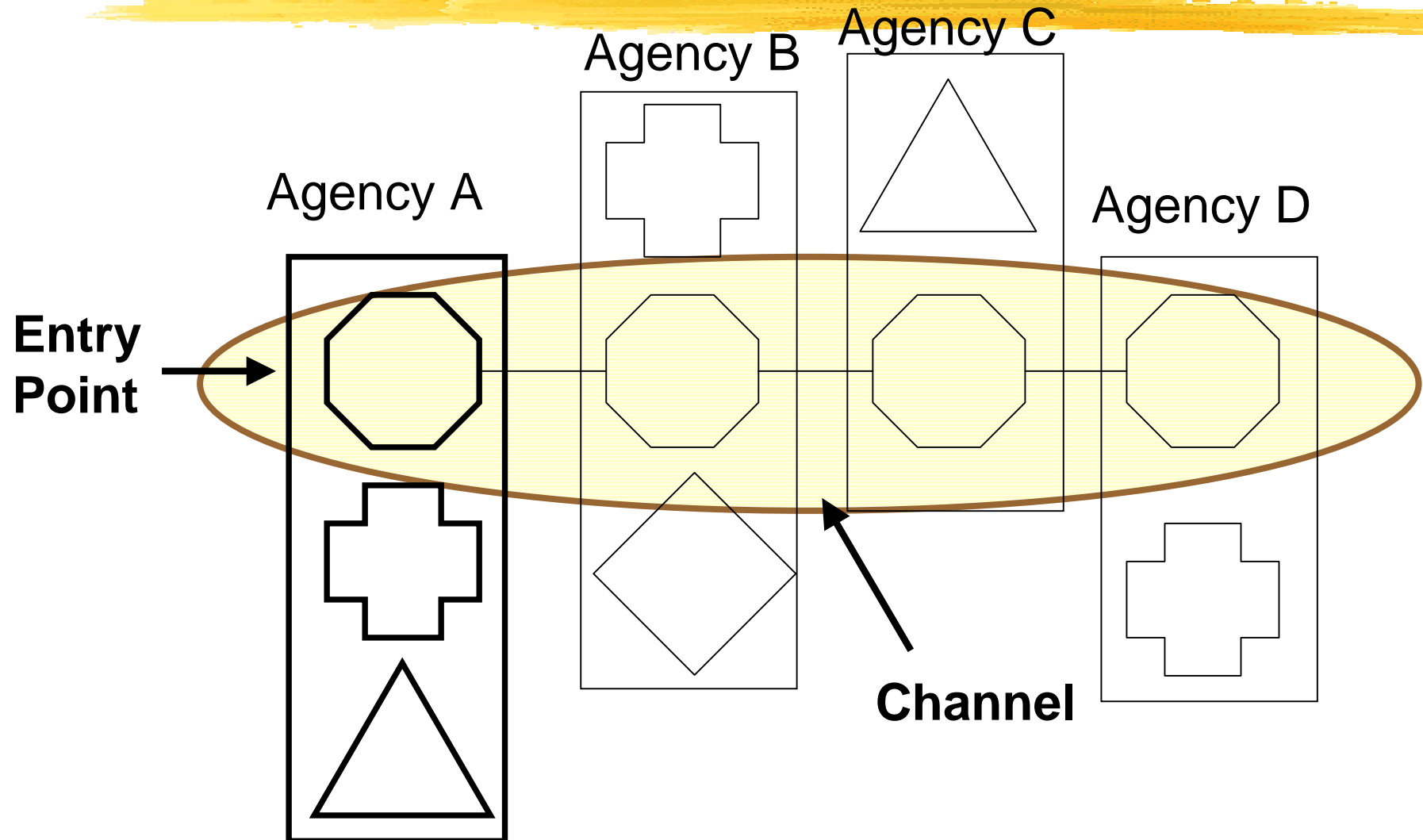
- Channels are logical groupings of information and services.
- Information and services from an agency may belong to one or many channels.

Entry Points

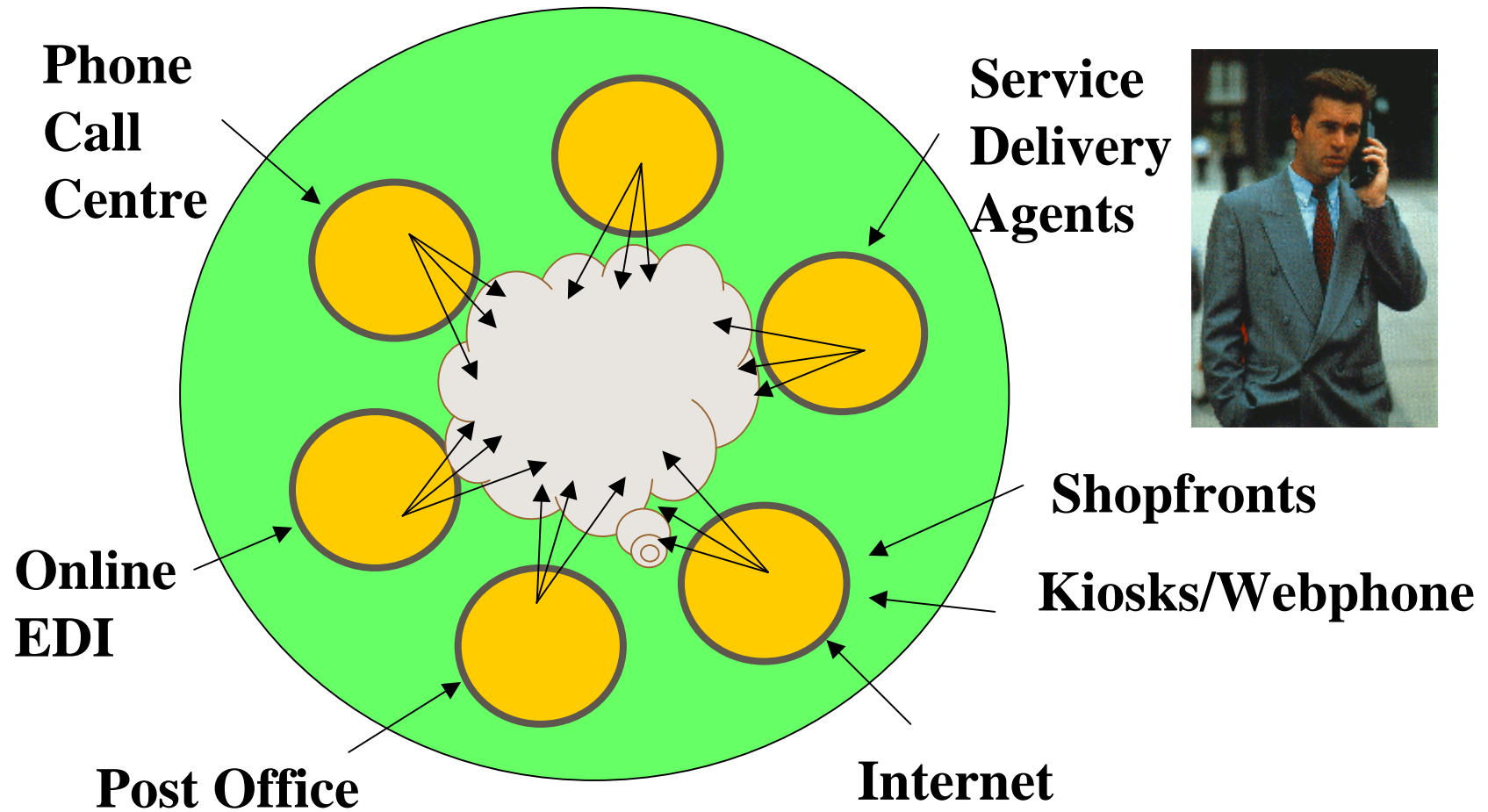


- Entry Points are the logical gateways to channels.
- Entry Points offer value added services and make it easier to access information and services within a channel.
- Entry Points are tailored to client needs and life events.
- Ideally any information or service can be accessed through any entry point.

Entry Points and Channels



Accessing Entry Points



Accessing Entry Points



- Personal access via the Internet
- Shopfronts - Govn't Info Centre
- Agents and service providers - bank managers etc.
- The phone, web payphone & Call Centres (bridging technology)
- Embedded into online systems - EDI

How do we make it work?



- Navigation the Infostructure - finding the correct source.
- Authentication - verifying what we find.
- Electronic Democracy - Citizen input and feedback to ensure the right services are being provided.

Navigating the Infostructure



Information and Services provided online

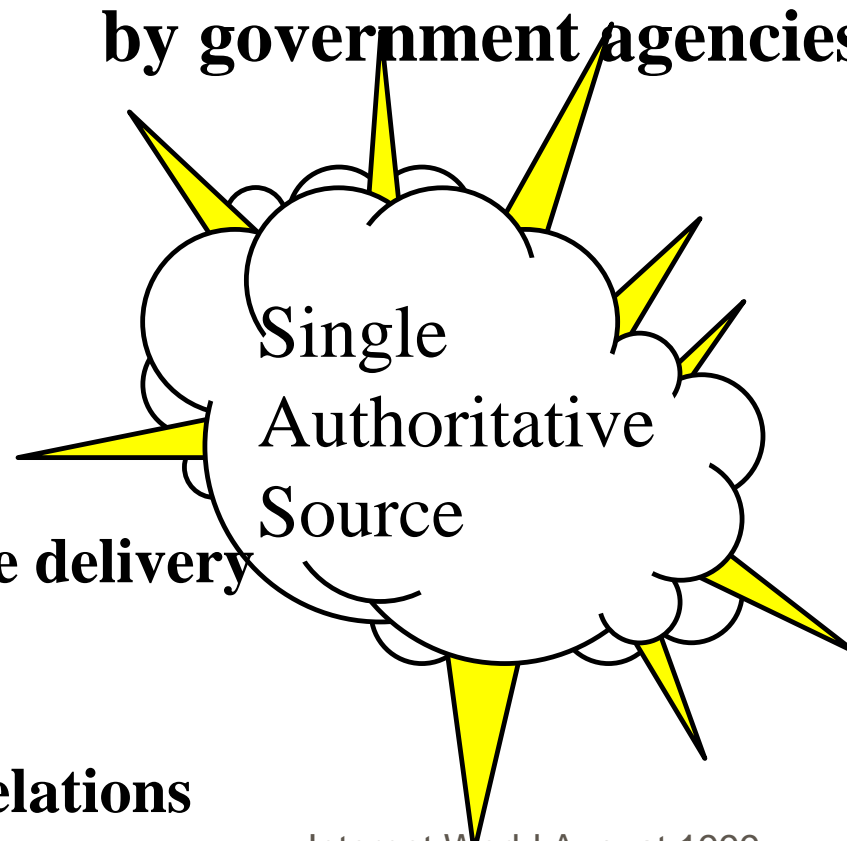
by government agencies

Information

- Reports
- Documents
- Web Pages
- Brochures
- etc.....

Modes of Service delivery

- Intermediaries
- Agents
- Friends and Relations
- etc.....



Online Services

- Forms
- Databases
- Directories
- etc.....

Client Consultation

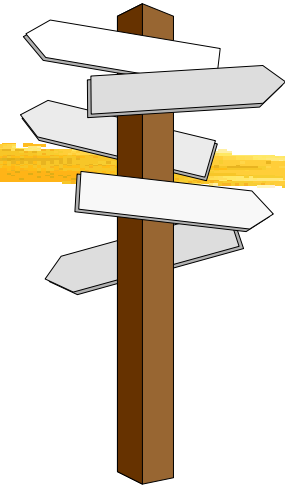
- Feedback
- Surveys
- Advisory Cttees
- etc.....

Single Authoritative Sources



- Two key criteria:
 - Information and Services can be catalogued, located and accessed
 - Information and Services can be authenticated.

Cataloguing Information & Services



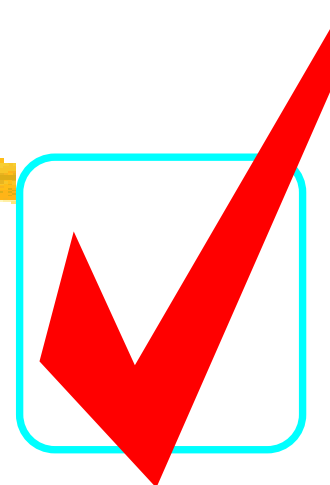
- Information and services must be consistently described.
- Metadata can provide a “catalogue card” to index and locate information and services.
- G8 GOL Information Description sub-project
- Convergence of Dublin Core and GILS

Catalogue Cards and Entry Points



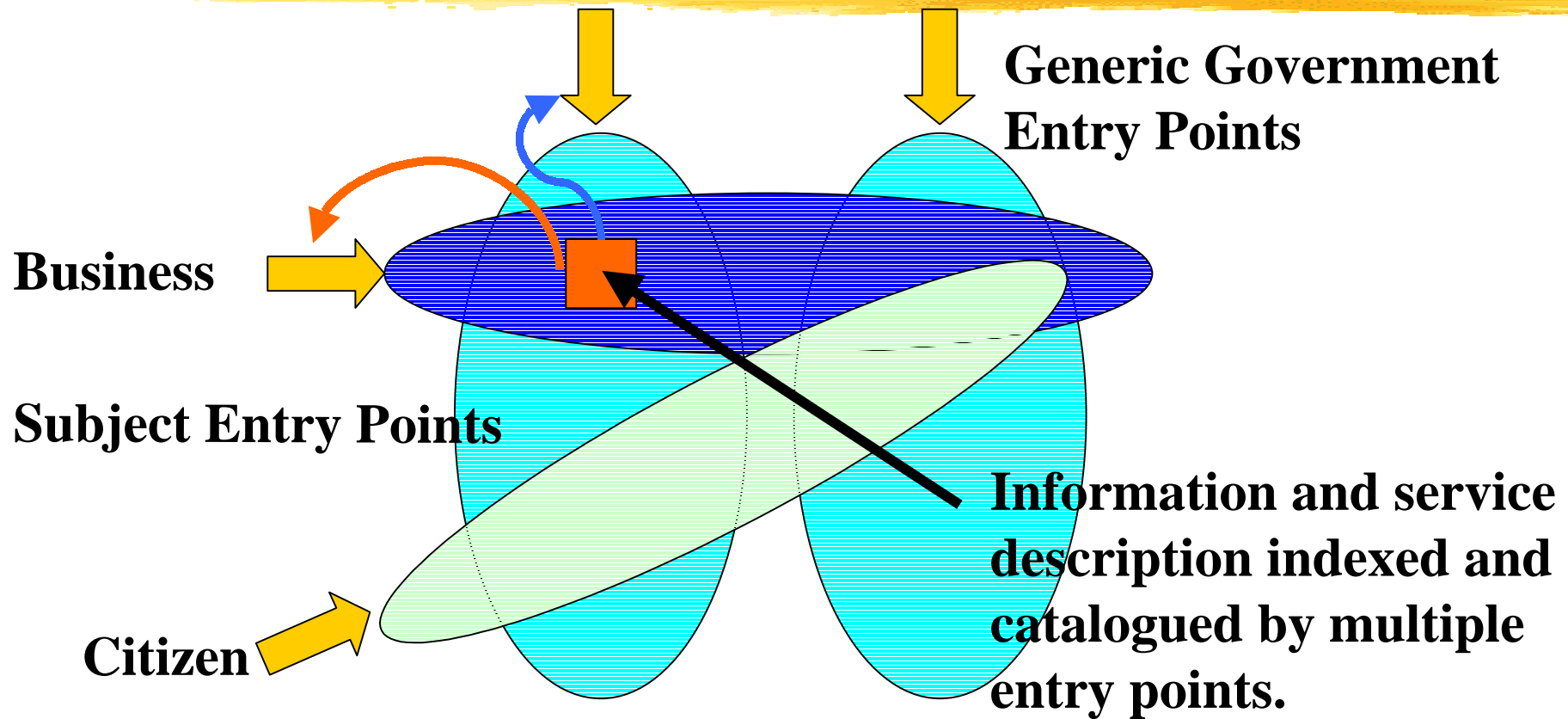
- Catalogue cards and the location of information and services can be harvested by **any** entry point.
- Any government or non government entry point can create a catalogue tailored to needs of their clients.
- Opportunity for government to harvest electronic catalogues from vendors

Authenticating Information and Services



- Public Key technology can provide “Electronic watermarks”, which can be used to verify the authenticity of information and services.

Channels and Entry Points



Benefits of Single Authoritative Sources



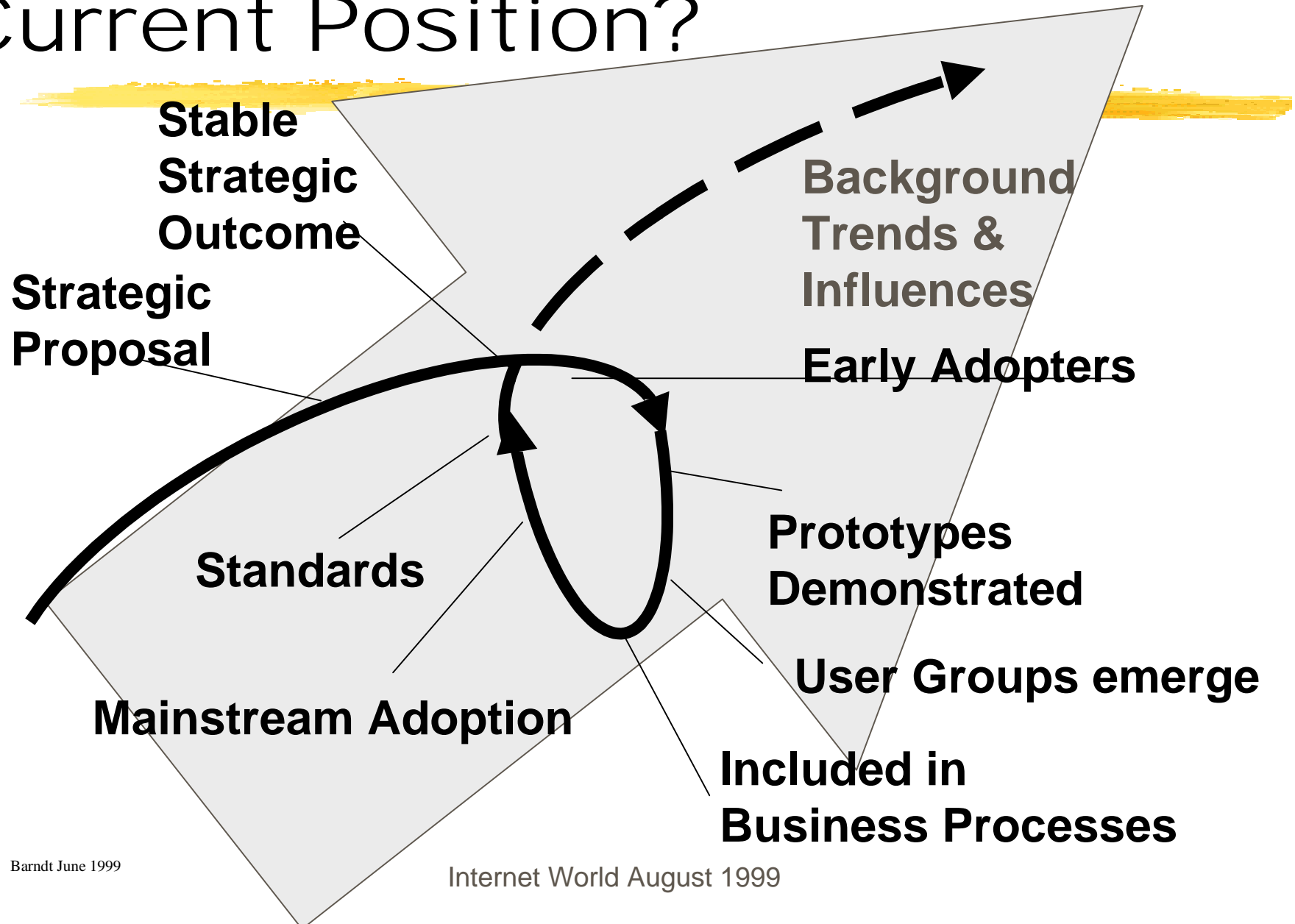
- No duplicated or out-of-date information
- Information and Services can be verified and trusted
- Services can be accessed by the individual citizen or delivered by a service provider.

Electronic Democracy



- Providing an online environment for citizen participation.
- Based on Service Charters - aimed to improve Service Standards and quality
- Build public confidence in government by including them policy development process.
- Major topic being investigated by OECD PUMA (Public Management Office)

Current Position?



Coordination



- International Council for IT in Government Administration
- G7 GOL
- OECD (PUMA)
- UNESCO

International Council for IT in Government Administration



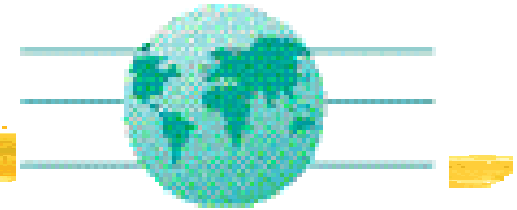
- 26 Member countries
- Promotes informal exchange of knowledge
- Key areas
 - IT in public administration
 - Integrated Service Delivery
- Annual conference and Study Groups

ICA Recent Study Group Reports



- E-Mail
- Information Sharing within and between Governments
- Secure Intranets
- Public Key Infrastructure

G8 GOL



Government On-line

G8 Government Online

- One of 11 Information society projects
- Aimed to provide environment for global co-operation and collaboration
- Examined and reported on
 - Electronic Democracy
 - Information Management and sharing
 - Directory Services
 - Best Practices
- <http://www.open.gov.uk/govoline/golintro.htm>

OECD



■ Public Management Service (PUMA)

- reports, analyses and assesses information on public management developments in OECD Member countries.

■ Strengthening Government-Citizen Connections

- addresses government efforts to inform, consult and engage citizens in the policy process, including the use of IT in these efforts.

■ <http://www.oecd.org/puma/>

UNESCO



■ Observatory on the Information Society

- Aims to raise awareness on the constant evolution of ethical, legal and societal challenges brought about by new technologies.

- providing updated information on the evolution of the Information Society at the national and international levels and fostering debates on the related issues.

- <http://www.unesco.org/webworld/observatory/index.html>

EC ISPO - INFORMATION SOCIETY PROMOTION OFFICE



- Promotes co-operation and development in Information Society.
- Acts as a bridge builder between Commission Services and external organizations.
- ISPO is part of DG XIII (Information Society : telecommunications, markets, technologies – Innovation and exploitation of research).
- <http://www.ispo.cec.be/>

World Best Practice Examples



Internet World August 1999

Business Entry Points

www.business.gov.au



- Interactions between Business & Government
 - Benefits for Business - cutting through the red tape
 - Industry and State Government Involvement
 - Issues - Legal Change, Authentication, BPR
 - Int'l Benchmark - Canadian *Strategis* Project
 - Internet, large metadata implementation

Tax lodgement

www.ato.gov.au



- Electronic lodgement (filing) of tax returns
 - Benefits - faster turn around
 - Issues - Authentication
 - Technology - ISDN, pilot using Internet

Citizens Guide Finland



- Linking 50 Agencies and 200 Local government authorities
- Making various databases available to public
- www.opas.vn.fi

Centrelink



- Physical one stop shop service
- Integrated Service Provider for Employment, Social Security and Education
- Supported by Call Centre and Internet
- Pilot project using Web Pay-phone

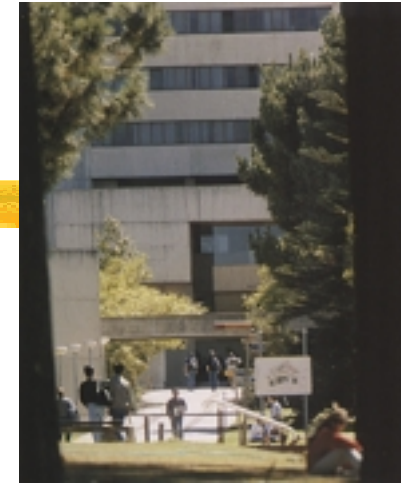
UK Intelligent Forms



- Aims to put online up to 7000 forms
- Three major agencies contributing -
Inland Revenue, Customs, Social Security

Medclaims

www.hic.gov.au



- Electronic Direct Bill Claims
 - Benefits - Payments direct to Surgery Accounts
 - Supported by Health Sector
 - Issues - Providing service over Internet
 - Technology - X400/EDI


Education Network Australia (EdNA)

www.edna.edu.au



- Information from across the education and training sectors
- Supported by Government and non-government schooling systems and the Vocational Education and Training sector

Customs Cargo Re-engineering



- Automated lodgement of import and export clearances
 - Benefits - Improved Trade facilitation, faster turnaround and clearance
 - Industry - Strong support from trade sector. Reduced costs.
 - Issues - security, authentication
 - Technology - move from x400 to Internet

Electronic Travel Authority (ETA)



■ Electronic Visa

- Benefits : Passengers cleared prior to landing in Australia
- Processing time at 50 seconds per passenger reducing to 20
- Most advanced in the world
- Pilot with QANTAS - passenger issued entry card, with encoded information on magnetic stripe
- Vendors : CPS Systems, SITA

Veterans Compensation Claims Processing System

- Processes 60,000 claims for compensation pensions pa on desktop
 - first artificial intelligence system in the Govt
 - decision support system, investigative tool
 - encyclopaedia of policy and legislation
 - productivity improved 80%
 - Claims processing reduced by 40%
 - Vendors : Softlaw Corporation

JobNet

- World's largest kiosk network
- Kiosk, Internet and terminal access
- over 43,000 positions advertised
- around 1.2 m inquiries per day
- Trails underway for direct lodgement of advertisements
- Future - virtual job exchange



Thank You

- Office for Government Online
www.ogo.gov.au
- Commonwealth Government Entry Point
www.fed.gov.au

