

ICA 40th Conference
ICA Country Reports (Round Table)
Chair: Larry Caffrey, ICA

Day 2

Today we pay our second visit to your Country Reports. The format will be exactly the same as yesterday: I will identify a topic, I will invite one or two countries to speak on that particular issue and then I will seek additional comments from the floor. If I don't get any comments I will then ask some people to talk on that particular issue. So it is no good being shy, I've always got half a dozen countries that I want to talk a particular item and if you haven't volunteered you're going to get asked anyway. If we run out of a bit of time, or if one item is taking a bit longer than perhaps is necessary, I will just move on to another subject.

Yesterday, we had a good response. Fifteen countries spoke yesterday within that hour session. Today, therefore, I will be looking particularly to those countries who have yet to make a contribution. Remember, if you yourself haven't anything to add as to what's already in the Country Report, or you feel the comment isn't for you, please tell me and we will just pass on. The last thing I want is to embarrass anybody. Also today, I will be inviting our guest countries to speak; they are very welcome to ICA Conference and we would be very happy to hear from them.

Okay, now to recap over yesterday. We started with the view that e-government is a reality. Now all countries are in their second phase of implementing their strategies. Many of them have new strategies since last year - I mention in particular Switzerland who were actually placing their new strategy before their Ministers yesterday which is the only reason they weren't here. We noted in the Country Reports a great deal of prominence was given to governance issues, systems issues and the services supporting their systems, and then we spent the rest of the session, talking about the centralisation; the move towards centralisation, the strategies themselves, and the policies and management underpinning those strategies. We looked at collaboration across sectors, the new methods of networked government and we also looked at a little bit of the detail in the technological moves towards procurements and the skills that are needed to implement the new strategies.

Now, unless somebody has something they would like to add to yesterday's talk or they now feel they would like to mention something particular, I will move on. But here is a final and only opportunity to say something on the governance issues.

I am going to move on now, and identify that within the systems descriptions of your Country Reports a number of features came out very strongly. There was the consolidation of the common functions and a huge amount, on shared services. There was a lot of talk about new architectures. I know I highlighted enterprise architecture but that was very much dealt with earlier today in the study group report and again although we've allowed time to talk about some architecture we won't delve into the enterprise architecture end too much. We will talk at some length about identity management features but I'd particularly do want to move on fairly rapidly towards the standards issue because every country had a lot to say about the way in which they are looking at and addressing the standards issues.

Now, as I have just mentioned, on shared services we had a huge amount in the reports and there was even mention of agencies being set up just to run those shared services. I thought that was quite interesting. We also noticed that government-wise there are more than just enterprise architectures. One that caught my eye because it does underpin the enterprise architecture was contained in Denmark's report. Look at their Country Report, particularly at

what they're doing on what they call their OIO architecture I think you will find something of real interest there.

I will move to somebody who didn't really get much of a chance to talk yesterday. Although you've mentioned, MERKAVA, I think that really is something where you are looking at shared services and perhaps, Shimon, you would like to say something on that.

Shimon Broner, Israel

Okay, about shared services we are talking about the Merkava project. The Merkava project which is based on SAP software and is a government-wide system for managing all the financial, human resources, logistics and real estate. It should be operational across the government of Israel. Merkava has been now implemented in 32 ministries and government agencies. The programme that until 2009, all the agencies and ministries which means over 80 together will be working on the same platform. If you are working in other services, the government here are dealing with so we have first of all the e-Gov service portal. What we do there is there is Government policy for the introduction of e-Government is to enable the public to enter freely into all information and services we are connecting on to the Internet. Out of the 50 agencies and sites connected to those portal and people can either send fill up forms or get information from each agency or each Government. Another service we are dealing with we call pay-Government. We enable all citizens and companies in Israel to pay tax through the Internet. The project is technological infrastructure for e-commerce production. It is in production for almost 2 years and it enables the citizen to make payment to the Government via the Internet. The system includes also acceptance of payments for tax etc - it allows the use of cards like Visa or credit cards, that people can also, go together with all the banks in Israel as well, so that people can share the payments not in one payment but to make some payments according to their ability. The payments that are allowed until now are payments of VAT, payment of annual fee of the following register, all the fiscal services like renewing driving licence or renewing weapon licence – you can pay for via the Internet. Paying royalties of Chief scientists of a number of foundations, payment of communications frequency fee, etc., and etc. Another services we are dealing with is the e-form project. There are over a hundred fees. The project allows all of those agencies, the people, services and citizens working with the Government to interactivity fill in the forms. Therefore it would be automatically checked up, sent to the Government and the citizen would be able to see the status of the treatment each time he gets in, where it is from, is standing and what has happened with this. Another service we are talking is 'Cybersafe'. Where is cybersafe? It is for each citizen who can get in his safe all the information he wants to get from the Government and to send information to the Government. It is like a private safe for the use of all the citizens of Israel. And, of course, there is the service of the smart card. The set up of the smart card system has been already completed in the Ministries of Justice and Finance, the process of examination and adaption of the smart cards as an electronic signature is taking place. Over than 50,000 smart cards have been given to government employees and the problem is to reach all the 40,000 employees of the government with smart cards. The Ministry of Finance also has carried out this year some Internet on-line tender where the participants were using smart cards in their electronic signatures and above all the last service we are talking about is the secure government and communication network.

Israel is dealing with over upward of 50 thousand e-mails per day, about a thousand users trying to get into the network and over four hundred attacks of hacking attempts of trying to get into the government network which today is supplying good results and all the cities that are using the same network.

Larry Caffrey

Okay, thank you very much. I know even then that is only scratching the surface if one reads your report. Thank you.

Yesterday as Korea didn't get the chance to discuss their strategy – I notice in your report that your main goals in achieving your new strategies are service delivery and acknowledging the sovereignty of the citizen so I wonder if you would perhaps give us a few words on that.

Young-Il Kwan, Korea

Yesterday, one of our e-government committee members gave a presentation on the state of Korean e-government. So in Korea, since 2003 so we have 31 projects but 11 is the number of common service projects among the ministries and 23 are just by 18 ministries. Most of the big and challenging common services Korean government established, the government information technical centre so I think the Singapore also adopts this kind of approach to make a common centre to provide, to share the system and/or platform.

But some delegate asked about when you established your government IT centre but we are thinking about some kind of reduction of the work force or the budgetary reduction but in my personal view the first initial step is not related like the work force cut or the budgetary reduction. In case of Korea so do we establish the first IT centre last year but right now we host 24 ministries but we just despatch from each ministry their core engineer to operate the system so the total is 165 persons. Basically what is the benefit of this kind of common system is we can have the benefit of the broadband infrastructure, more height, security and also more like a recovery plan so also the government is more focused on the human resource developments for the operations but I think most of the country has this big challenge how to integrate or share the services because every year they are really a big burden to support the board of each ministry but the Korean strategy of the platform, infrastructure and network is really shared but in the Korean platform they each have a unique work process function and this is cemented by each administrative engineer support. Also, we have front end services like a single platform, as we presented yesterday, so all issues by the on-line reporters in this kind of strategy we just integrate and also integrate each government function horizontally and also we have the single sign-on. Also we approached the government wide information architecture called ITA. This is similar to Singapore but we are not actually working with the private sector but the government wants to make ITA a reference model and this is one of the 31 government projects.

Larry Caffrey

Thank you very much. Before I throw the item open for discussion I would just like to mention one or two architecture main things that I think are worth reading. If you want to talk to them you are welcome, if you want to just pass on again you are very welcome.

The Netherlands, I note you have got your GBO Overheid system; there is Estonia with their X Road system which is particularly worth reading; Singapore, I was interested to read your approach to shared services includes a web services strategy. What else have we got? We've got the US with data reference models. Now would anyone like to talk to them? Yes, the Netherlands.

Jan Timmermans, The Netherlands

I can say something about the structure of our work because I work for let's say the core department – the core department makes policy but a lot of work has to be done which is not let's say the first activity of the core department. So we have a system in which we have an ICT, which is a group who is working on plans we have made in the core department and who elaborates on them and after that we have an organisation which will do the operational work so that will be the GBO which is described in the country report. This GBO is concerned with the contacts with citizens and the contacts with businesses.

We also have an organisation which works for central government which also does the shared services for all central government organisations in let's say standardised working places, networking all kinds of things so in that way we have divided the work and have put the work into place where it can be done the best. So the GBO is at this point in time it is working

especially on digital identification, authentication in which we have a 3-layer system user name password for the let's say the not very security interested organisations. You can use that in say a basic level. We also are looking into banking tokens which can be used for let's say government services and the highest level will be the electronic identity card.

Last year we had one million citizens take up the user name password combination which on a twelve million population is very high and next year all taxes from citizens will also be done by that approach so then we will have about seven million citizens who will work on that.

Larry Caffrey:

Thank you very much. Now would anyone else like to talk about architectures, consolidation of services before I move on?

Abraham Sotelo, Mexico

Well, something that is not really clear in our report and we will appendix the comment I am going to make within a week. It is about our inter-operability framework that we had to find as part of a service delivery strategy in which we are adopting the standards for making these services, allowing these services to inter-operate among each other and it is something we have learned from other countries in the past years and is a framework based on a service oriented architecture and we plan to inter-connect all these different services and grade in these single window more than one stop shop that covers all with their series of portals the possibility of having very specific areas of service like foreign trade, some other areas related to the commendation of official documents that citizens have to get like passports and others so one citizen from the perspective of a citizen you could get one single point of contact in order to get these services. We have almost 2,000 free services available and having this framework which we didn't have two or three years ago and now we are building will allow us to continue this effort over the next years so it is something we will include in our report but I would like to mention that it is part of a strategy for e-services and integration adopting a standard like XML, creating a single sign-on, UDDI protocols and so on like very similar to other countries now have and these will connect us with facilities which are more technical and will facilitate also the take-up and the realisation of benefits from the citizen's perspective so the services could become more interactive, more user friendly for different sectors of society so it is something that I would like to comment on which we didn't mention clearly and which will put in our report. So thank you.

Larry Caffrey

Thank you very much Abraham. I must say that listening to the opening speeches yesterday and looking at the country reports of the last two or three years the speed in which you are moving is most impressive.

Martha Dorris, USA

I just want to report that we have published version 2 of our data reference model which is the final reference model in our enterprise architecture. The purpose of it is to provide a standard for data sharing over three areas. It provides a data description, a way of describing data uniformly, the context of that data and a means for sharing the data via a uniform access. The unique thing about our data reference model was that we developed it using a wiki and a collaborative on-line collaborative environment. It was very well received as well but it is on line, it is at www.egov.gov if anybody is interested

Larry Caffrey

I will move on. I will mention in passing identity management that can be described in many ways but it could be described from the details of your report as authentication, authentication, authentication. I must admit I think everybody has tapped in the issue. Most of you are tackling this in exactly the same way. I think it is worth looking at Finland's VETUMA model. We heard from Belgium yesterday and the Netherlands very much on a similar course whether near neighbours or not. The argument in the UK is of course whether

or not we have identity cards at all in the first place – they are an anathema in the UK. Lots and lots of details on smart cards; the thing that was missing this year that was in last year at all was the work on biometrics -eyes and fingerprints etc.. Austria - you were doing a lot of work on that perhaps you can say something on that just before we leave it.

Hans Werner Ksica, Austria

Thank you Larry. In June 2005 Austria started to issue the smart e-cards for the health sector. Delivered and 100% roll out, the e-cards were in December 2005 for 7.5 million citizens. These cover 100% of the health sector including hospitals, ambulances, private health support and all the other related institutions.

The next step is planned very soon to include e-pharmacy services. An easy example, a citizen comes from the doctor, needs some articles, goes to the pharmacy and the articles will be delivered. Yes, that is from Austria is the current status.

Larry Caffrey

Thank you very much, Hans. As there are other things that Israel, for instance, have three smart cards, you mentioned them very briefly. I will not go into them now, but they are quite detailed in your report. There is something from the USA on identity called Presidential Directive 12. I am not even sure I want to know what that is! But, Martha, can you give us perhaps very, very briefly, something on that – it sounds very ominous.

Martha Dorris, USA

Basically that is Homeland Security Presidential Directive 12, that everybody refers to as HSPD12, and it is a policy for a common identification standard for Federal employees in contacting and accessing Government facilities.. So, basically it is a unique identification number with fingerprints and biometrics that would be issued to all Federal employees, again, and contractors, as well as require agencies to do background checks on any employees that had not been in the agency longer than 15 years. The deadline for that is October 27 and those are supposed to be in place at that time.

They are also supposed to use standard products and services that are on contract that's being awarded by GSA and I have actually just found out that the contractor has been protected so that is jeopardising agencies' ability to meet this October 27 date, and I don't know any more about it than that. But it has been very contentious because there was no more money given for this and there was a huge requirement which has impacted agencies' ability to do their work because it takes time, they are backlogged on this background checks and the credentialing and it has been difficult to get contractors in the building quick enough to give them access to the system to be able to work. So, it is the first step in some electronic identification needs that hopefully we will learn from and Take a little further.

Larry Caffrey

Thank you Martha. The reference to homeland security: there is quite a lot in the Country Reports in that. Again, I am going to let you read it yourself. Also, lots of references to geospatial issues, uses and advances; again it's worth reading. What I want to do is to spend just a few minutes on standards because, again, that's an item that comes up quite a lot in your Reports. Malta, we haven't visited you yet, I wonder if you are able to say a few words on your road map?

Brian St. John, Malta

Larry, we are not actually re-writing a strategy, we are actually consolidating it at the moment. Essentially, we have four main thrusts. The first one is obviously to look at the current e-services, which are online, and to essentially perform an assessment to see those that are more customer-centric than others. Our next thrust should be to develop and deploy more e-services during this year. Essentially, our target is to actually double the number of e-services that we plan to put online. Another important thing we did and are also doing,

essentially is strengthening the role of the CIO. We did have an information management officer level within ministries. That is now being replaced under and into a CIO role, which is a more strategic approach, we are looking at it as a strategic role rather than as simply an operational role. Again, the objective of all of this is to reap the benefits multi// investment.

Again, we are working on a consolidation exercise, which again is very similar to what other countries are doing. What is good about this is that all ministries and departments, including police stations, hospitals and all that, are connected to the government network. So there is essentially a high element of information sharing already. We do have problems with entities, which are quite autonomous, with tradition really. We are actually working on getting those entities as well onto the government network in order to leverage the infrastructure and to use their data also in a better way.

Also, we are working on outsourcing. We have started by outsourcing desktop support issues which was quite encouraging, we did have some problems when we tried to outsource our software development and we had problems in quality management relating to that, which we are working on at the moment.

I am not sure if I am actually jumping the gun over here but I would like to mention something about the economic goals of our ICT. I don't know if where you are coming to that later, because it's actually mentioned in our ICT report as well.

We were in a bit of a good situation because during the '80's we practically stopped at all or nothing so our infrastructure today is relatively robust. We are actually leveraging our infrastructure also to try to attract more direct investment to Malta. Our recent development, I was actually signing of a contract with a Dubai investor to create a "smart city" in Malta. It's going to be modelled on the 'internet city', which exists already in Dubai, and we are looking at creating around 5,600 jobs specifically in ICT. We do foresee some problems with regard to the availability of skills so we are actually working on more industry academia agreements in order to ensure that we do have the necessary skills to furnish the jobs when they become available.

Another area is the internet gaming sector, which we are attracting with an element of success for Malta. We have 70 internet gaming companies registered in Malta as at today. Again, we have now emerging the investment made in ICT over the years. Thank you.

Larry Caffrey

Thank you very much.

(Editor's Note: The last few minutes of the debate were not recorded)