



Modelling Governmental Information in Greece and Eastern Europe

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The idea

- n Develop a federated system for storing country-wide definitions of service metadata, execution process and exchanged data schemas for public sector organisations, under the Greek NIF (eGIF)
- n Support descriptions for all key elements in an eGovernment landscape (organisations, services, documents, web services, metadata)
- n Provide for automated data input by organisations and means of electronic collaboration and reaching consensus upon the new process and data.
- n Extend the functionality of the registry, with BPMN process models and XML schema descriptions for each service/document, providing also means for Service Transformation (process / data / technical architecture redesign).
- n Provide tools for service redesign, service simulation and cost/benefit calculation based on different scenaria.

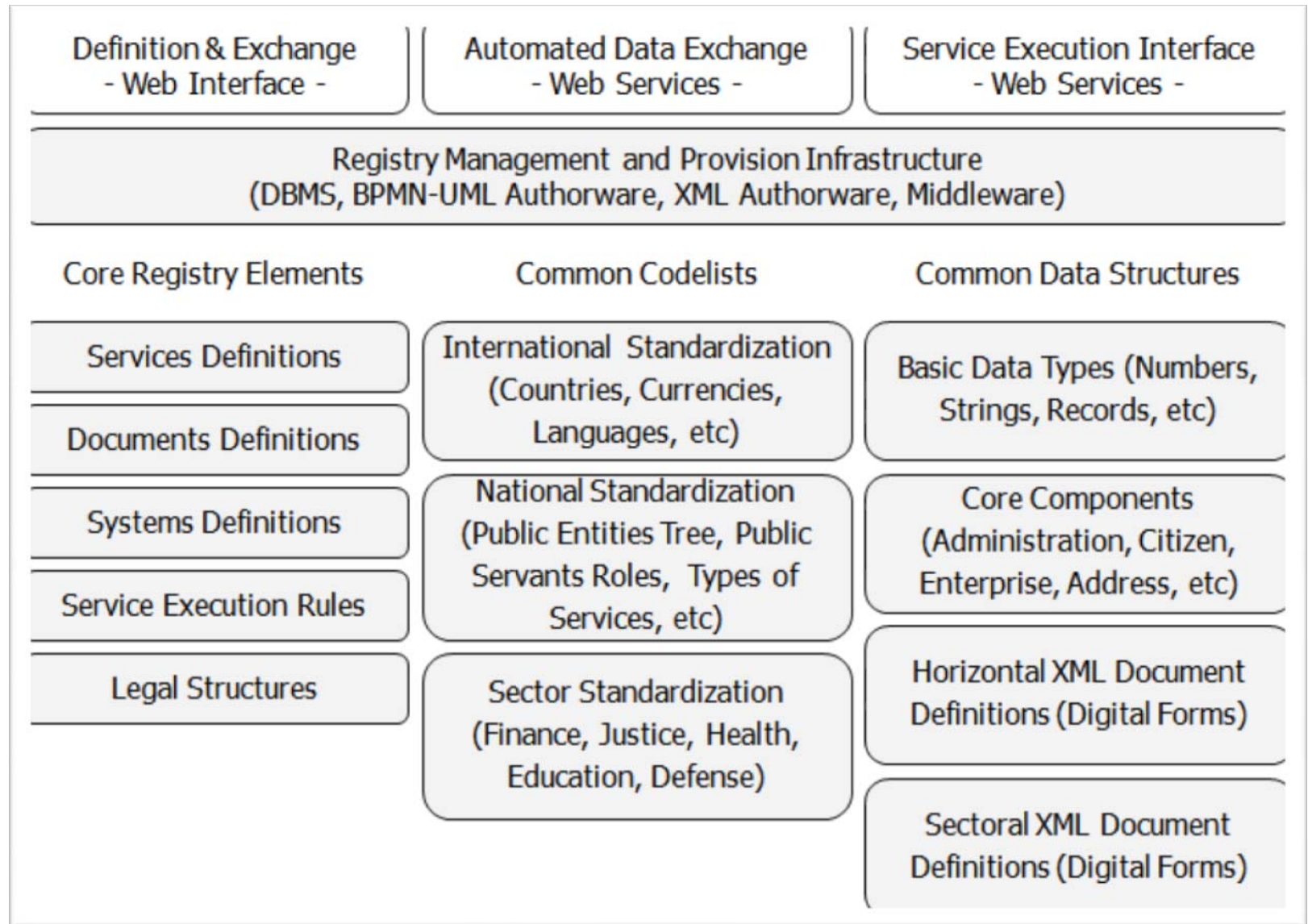
The Greek eGIF



- n 500 pages with standards (L-O-S-T levels)
- n 10,000 pages supporting documentation
- n 1 web site for the public
- n 1 interoperability infrastructure (registry), for administrations
- n Training Material (9 modules - 3 levels - 160 hrs)
- n Certification Material (for administrations, industries, practitioners)

The Greek eGIF is since 1/2009 a National Law in Greece, based on which all Public IT systems & services must abide to its provisions

The Contents of an extended Interoperability Registry



On-line Metadata for Organisations, Services, Documents, Fields

service Edit

DOCUMENTS	INVOLVED PUBLIC BODIES
ADDRESSEES	INFORMATION SYSTEMS
WEB-SERVICES	

GENERAL INFO	
Title:	Family Status Certificate Issuing
Identifier:	0002
Is a Generic Service:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Based on Generic Service:	n/a
Is Final Service:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Category:	...Family
Type:	Certificate Issuing
Providing Public Body:	...Municipality
Business Event:	n/a
Life Event:	n/a
Authorising Statute:	FEK τ. Β 896/16.07.2002
MANUAL SERVICE PROVISION INFO	
Demand On Presence In Submission:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Demand On Presence In Receiving:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Manual Authentication Type:	Identity Card OR Passport

Website:	http://www.kep.gov.gr
Provision Method:	Browser
Current Electronic Provision Level:	Level 3: Two-way interaction
Target Electronic Provision Level:	n/a
Multilingual Content:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Offline Provision Potentiality:	<input type="radio"/> Yes <input checked="" type="radio"/> No
XML File Dispatch Potentiality:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Progress Monitoring Support:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Electronic Authentication Type:	Username / Password
DIGITAL AUTHENTICATION FRAMEWORK INFO	
Data Type:	n/a
Trust Level:	n/a
Authentication Level:	n/a
Authentication Mechanism:	n/a
Registration Level:	n/a
SERVICE SIGNIFICANCE INFO	
Frequency (Transactions number / Year):	
International Policy:	<input checked="" type="radio"/> Yes <input type="radio"/> No
SERVICE REGISTRATION INFO	
Information Source:	http://www.kep.gov.gr/kepportal/CitizenGuide/CitizenGuideC1/CitizenGuideC2/CitizenGuideC3?PARAM1=1890&lng=EL
Date of last Update:	14/9/2007
Data Completeness State:	Final

Population of the Greek Registry

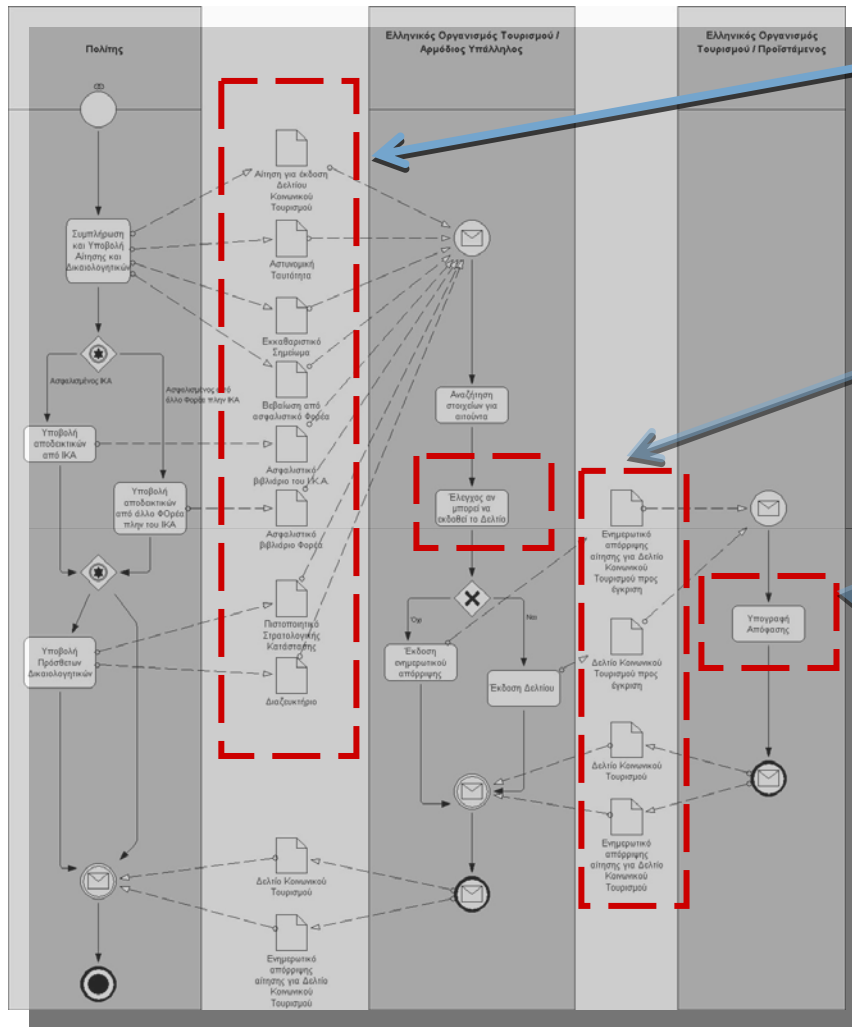
Entity	Population
Public Administration Organisations	1,797
Governmental Services Definitions	1,890
IT Systems Definitions	900
Service Execution & Orchestration Models – BPMN	614
Web Services Definitions – WSDL +	35
Government Category List - RDF	200
Life Events / Business Episodes	35 / 25
Other Taxonomies (Legal, Security, Quality, Channels, etc)	200
Documents Definitions	1,106
Document Field Definitions / Unique	10,000 / 1,434
Standard Codelists (ISO, UN, EC, CEN, GR)	16
Standard Document Schemas – XSD	404
Reusable Business Information Entities – CCTS	154
Core Components – CCTS	36



*Best Paper Award
for the most Compelling,
Critical Research: Reflection 2008 - 2009*

*International Conference on
Electronic Government (DEXA, IFIP),
Torino, September 2008.*

Governmental Service / Data Patterns



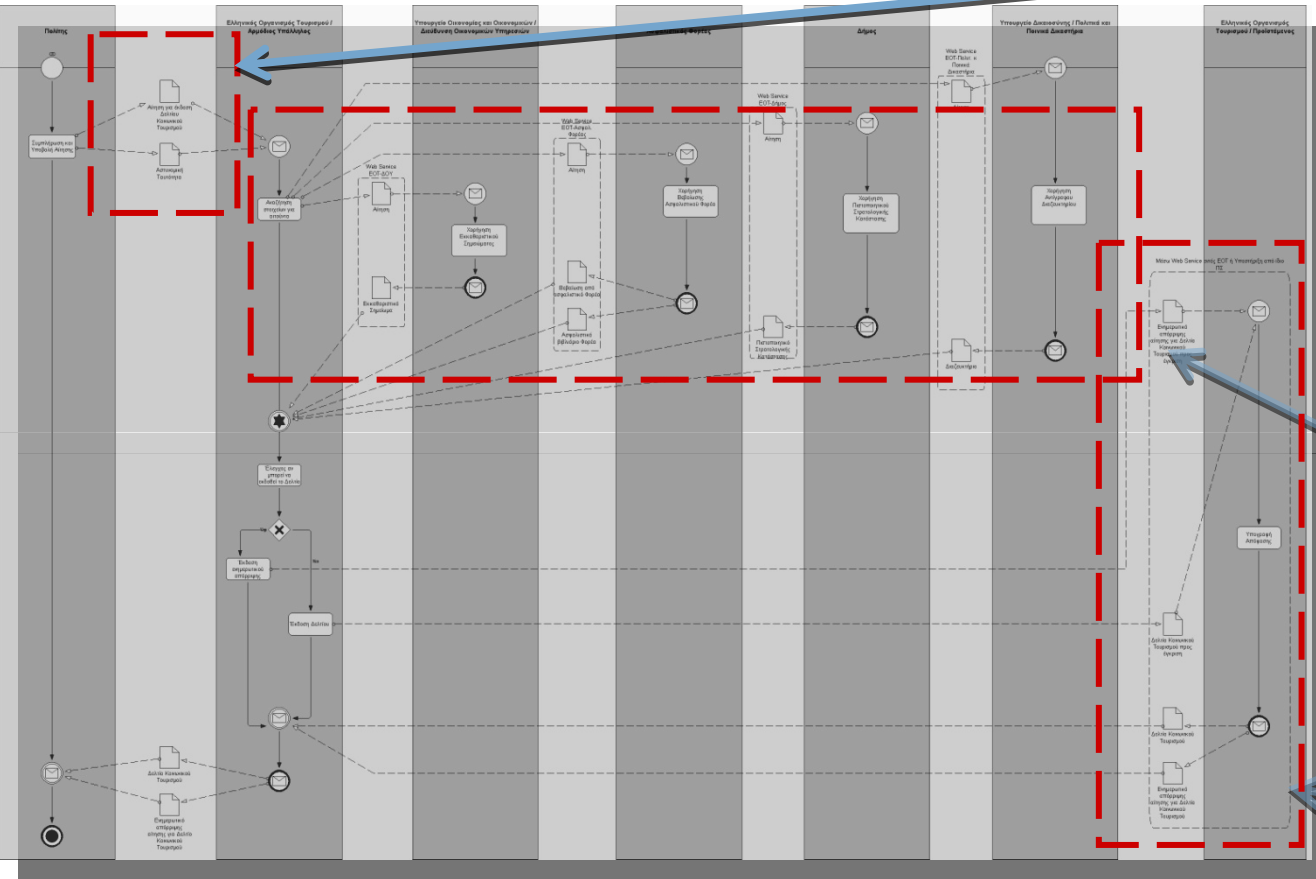
Forms, Certificates, Permits,
submitted by the Citizen

Public Administration
organisations collaborate
manually

Some steps may be repeated by
another PA entity

Service / Data Redesign

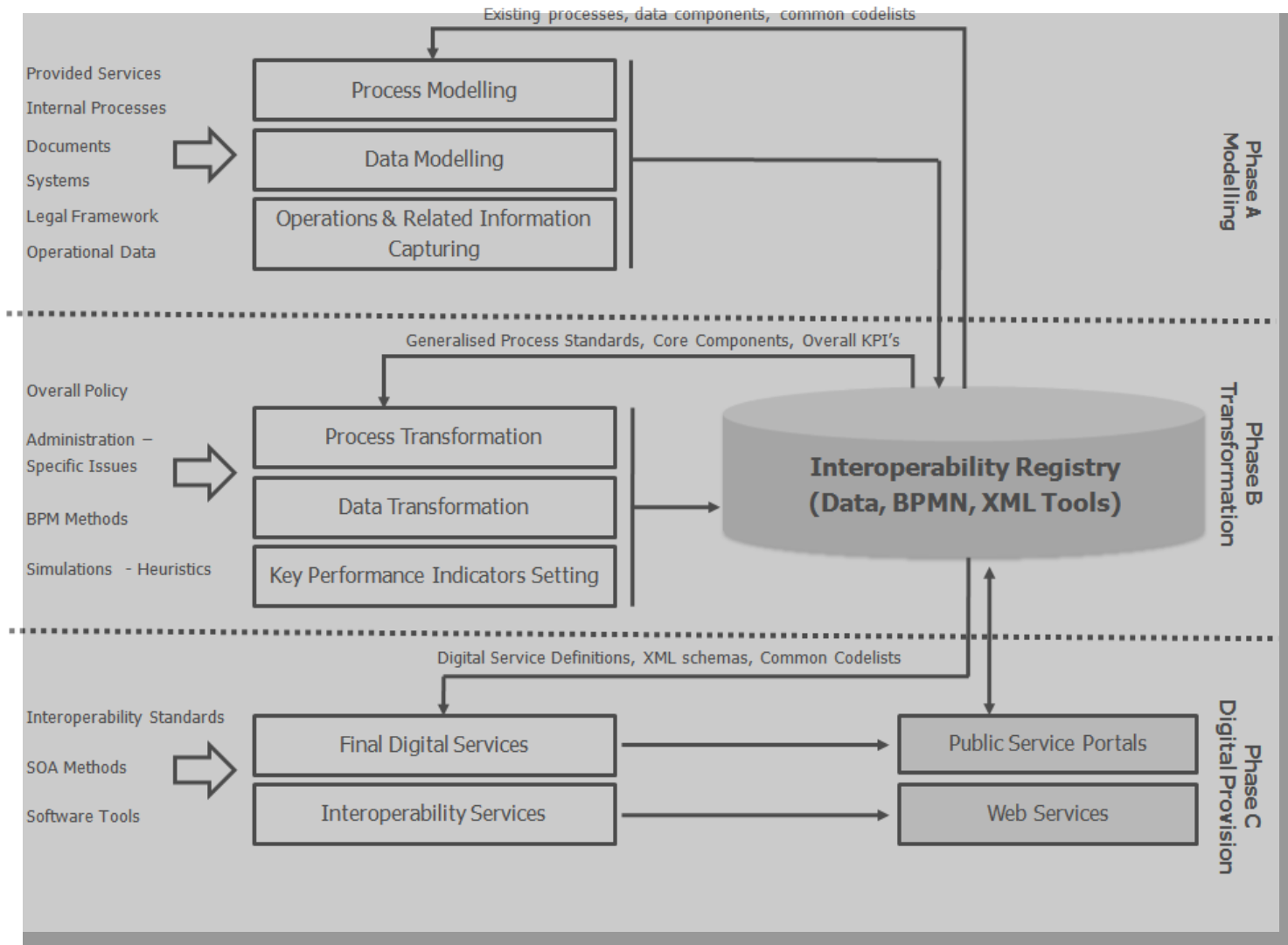
Citizen only provides ID and application



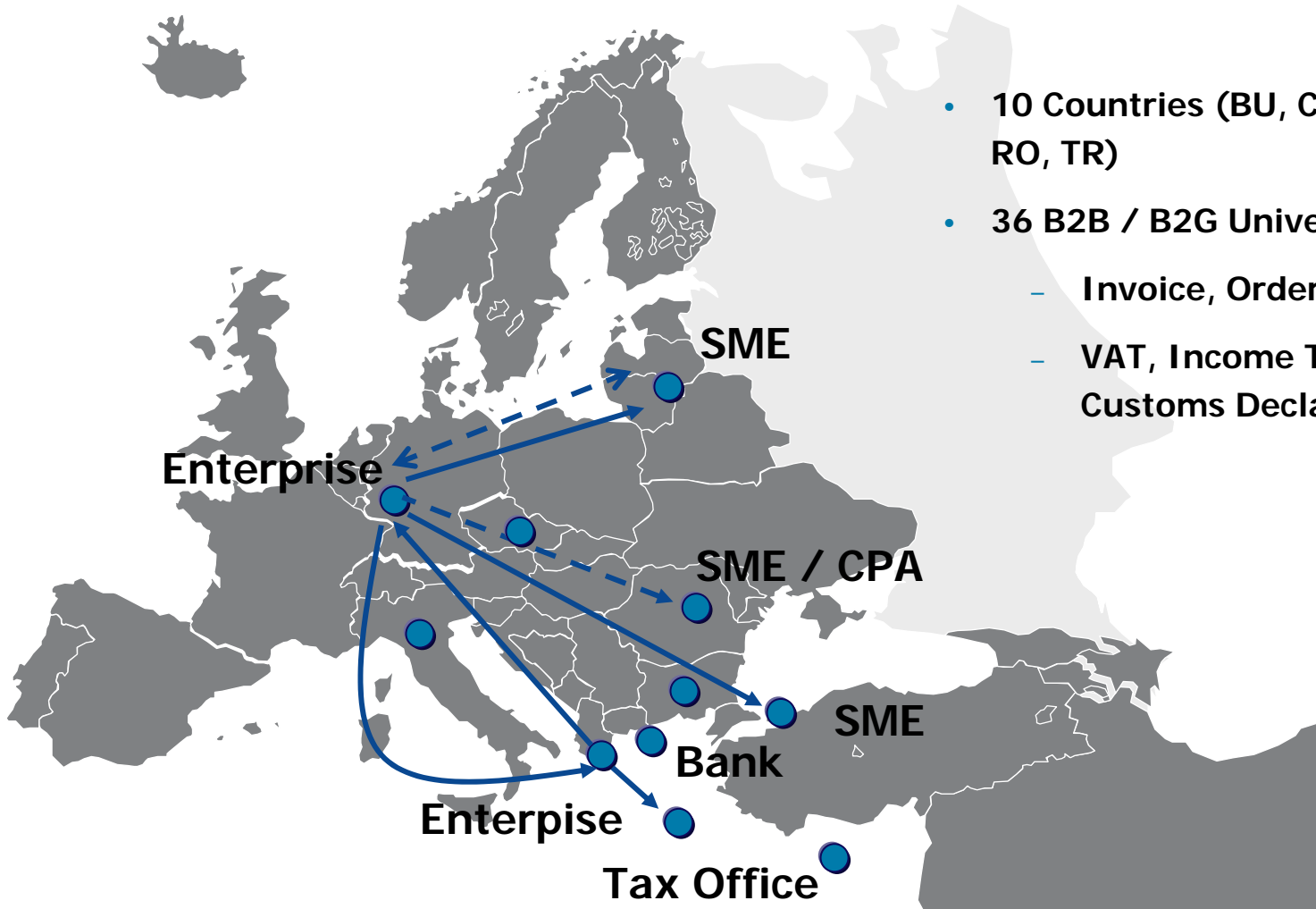
Web service / XML / CCTS collaboration between PA entities

Service component can be a pattern for other similar services

The Interoperability Registry in Service / Data Transformation



Best eGovernment Paper Nominee, 42nd HICSS Conference, Hawaii, 1/2009



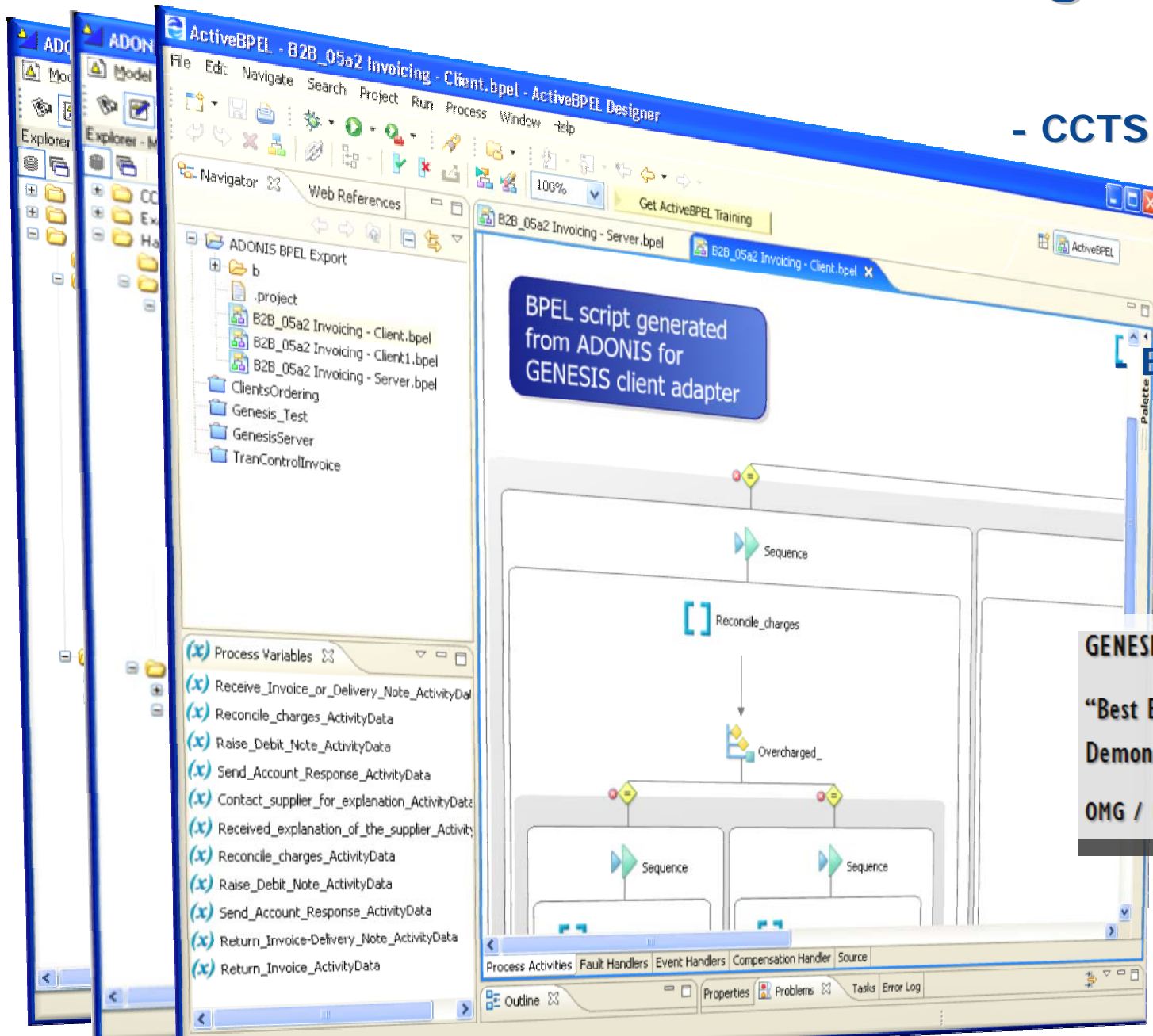
- 10 Countries (BU, CY, CZ, GR, IT, LT, RO, TR)
- 36 B2B / B2G Universal Schemas:
 - Invoice, Order, Fullfilment
 - VAT, Income Tax, Intrastat, Customs Declarations

GENESIS Unified Modelling Method

- CCTS / Data Modelling

- MultiCountry

Executable Services



GENESIS Case Study voted

“Best BPM Application that
Demonstrates the use of Standards”

OMG / BPTrends Competition, Jan. 2009



Conclusions and Next Steps

- n The extension of the registry from textual info to process models and XML schemas now provides a much more complete infrastructure for governmental organisations.
- n Binding registry with the Central Governmental Portal for citizens and businesses (Hermes) is on for 2009, in Greece.
- n Training is important for PA officials (currently more than 100 users from 25 key organisations)
- n More emphasis on:
 - Government Schema Generator (GSG): CCs, BIEs and XSDs design and management
 - UDDI Interface: Import and export data through Web Services
 - Infrastructures for Management of eGIF Standards and Specifications / Rules and Assessment of public sites and administrations
 - Advanced eParticipation functionalities for committees / approvals
 - Simulations for processes, services, policy: what-if scenaria and impact analysis on administrative cost, service time, service quality

Application Opportunities

- n Urgent need for simplification and reduction of administrative burdens by the “Services Directive” (Directive 2006/123/EC), and the EC Policy on Administrative Burden Reduction
- n i2010 calls for the provision of “one stop” services and the deployment of pan-European eGovernment Services (PEGS), requiring cross-country collaboration, will soon be a need
- n Interoperability Infrastructures for coordinated management of processes / data / web services will be a need in most cross-country lighthouse projects (STORK, PEPPOL, SPOCS)
- n The registry is also under initialisation in other EU Member States, now joining the NIF experience.
- n Cooperation with SEMIC for sharing semantic artifacts, components, service definitions, tools.

Next Opportunities to work together

- n “Worldwide Advances in eGovernment Interoperability Minitrack”, American Conference on Information Systems (AMCIS), 3-9 August, 2009, San Francisco, US (deadline for submissions end of February 2009)
- n «Interoperability in Digital Public Services and Administration: Bridging E-Government and E-Business», Charalabidis Y. (ed), a book from IGI Global, US. (deadline for submissions 30 April 2009)

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