

**All the Public Services by a Single Point in
Electronic Government:
Government Portal in Iraq**

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Abstract

E-government reflects the ultimate visions for public administration to undergo a huge modernization and re-organization .the project that aims at developing an integrated platform for realizing online one-stop Government ,a global access point to enter different governmental services and information at distinct levels of public administration and with different devices ,the development of one-stop government process models implemented in local service repositories and a governmental markup language as an open standard for data exchange and communication within the platform .

1. Introduction

Electronic Government is often defined as (e-business of the state) This is justifiable by fact that both e-government and e-business use the same infrastructure ,hardware and sometimes also software .However there are clear differences between the market models of the private and public sector, which justifies dealing with e-government as an own research area.[1] .

Electronic government can be defined as government use of information communication technologies to offer citizens and businesses the opportunity to interact and conduct business with government by using different electronic media such as telephone touch pad ,fax ,smart cards, self-service kiosks ,e-mail /internet .It is about how government organizes itself :its administration ,rules ,regulations and frameworks set out to carry out service delivery and to co_ordinate communicate and integrate processes within itself.[2,3]

The use of electronic means and media to exchange and to overcome these difficulties is known as E-Government. The term E-Government can be defined as government use of information communication technologies to offer citizen and business the opportunity to interact and conduct business with government by using different electronic Medias such as telephone touch pad, fax, smart cards, self-service kiosks, E-mails/ internet.[1,4]

Why E-government?

As is true all over the world, government in the developing nation's costs too much, delivers too little, and is not sufficiently responsive or accountable.

Good governance reforms aim to address these shortcomings. Yet progress – after many years of effort in implementing such reforms – has been much more limited than expected. E-Governance offers a new way forward, helping improve government processes, connect citizens, and build interactions with and within civil society. . [5]

2. Online One- stops Government:

One-Stop government refers to the integration of public services from a citizen's -or customer of public services- point of view. Online one-stop government allows citizens to have 24 hours access to public services from their offices or even on the move using different access media and devices .The concept requires that all public authorities are interconnected and that the citizen is able to access public services by a single point even if these services are actually provided by different departments or authorities .One-stop Government requires the reengineering of the public sectors processes towards online public services .It calls for a holistic framework that supports integrated modeling of electronic public services and synchronization with the technical developments .[4]

The following key requirements have been derived for the online one-stop government platform to be implemented in EGOV:

- 1. Customers can access public services via a single entry point even if the services are provided by different departments or authorities.**
- 2. Customers access the services in terms of life-events without needing to know to Which public authority the functional competency is assigned to.**
- 3- Different stages can be approached (and monitored) for a service:** simple what-is, what-is-required and where-to-go information on the service; possibility to contact people and to get further information (information and intention building); downloading and handing in forms for applications of public services (contracting); handling a complete service (transaction); citizen relationship management or complaints. [4]

2 .1 Requirements of One Stop Government:

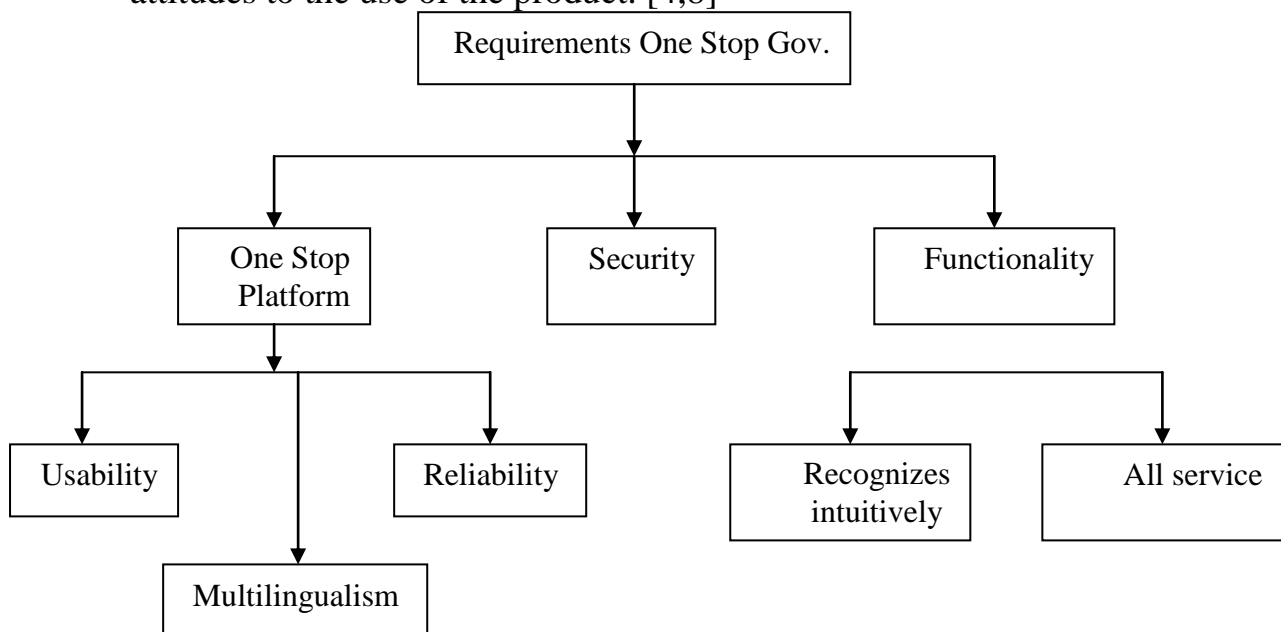
- 1. Services relevant for the user group (e.g. functionality):** It should be clear for the user what each service is good for and how it works (functionality). Ideally, the user recognizes intuitively how to use the service (awareness), but additional help should be available if needed.
- 2. Technical aspects at the user's site (e.g. security):** The user is expected to have and be able to use certain technology. In case of an online one-stop platform, the user is expected to have a browser and certain technical

equipment. It should be mentioned that the level of technology demanded from the citizen should be as low as possible while the level for businesses and public authorities can be higher.

3. **Reliability:** The user should be able to rely on the way the system works and to count on its timeliness. Therefore, the system should be predictable, i.e. the user should not be surprised by the way the system reacts. Further, the system should inform the user that something is going on and what is going on (feedback). Finally, it should deliver the expected results within a reasonable , short time.

4. **Multilingualism:** The system should not be restricted to one single language. The user should be able to choose the language in which he/she wants to use the system. However, since multilingualism is a costly issue, a reasonable trade-off has to be defined for how many languages the system should offer in respect to the context it will be used.

5. **Usability:** The user should have the feeling that the system is easy to use, that s/he can operate it intuitively, that interaction objects have a consistent behavior (look and feel) and that the system does what s/he wants in an adequate time with only little effort of the user. In specific, the standard ISO 13407 [4] defines usability as the “extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specific context of use”. In this respect, *effectiveness* refers to the accuracy and completeness with which users achieve specific goals; *efficiency* puts the resources expended in relation to the accuracy and completeness with which users achieve goals; and *satisfaction* describes the freedom from discomfort and positive attitudes to the use of the product. [4,8]



Fig(1): Requirements One Stop Gov.

2.2 Planning for change:

the realization of e-government affects everyone as either as citizen or public worker but also all kind of companies and organization from private businesses to public organization and to non-profit organization the role of leaders is of paramount importance for the success of realizing e-government these will come from politically elected. Results of a study regarding e-government in 22 countries suggest that there are some common elements in the development of successful e-government programmers.[6,7] These are:

- There must be visible and committed leadership for administrative the e-government
- There must be the right infrastructure and implementation program with clear accountability for results
- There must be a clear policy statement ,set deliverables and a timetable
- There must be a framework for an authentic e-government strategy

According to above there are six stages to build e-government :

1. Information publishing /dissemination
2. Official two-way transactions
3. Multi-purpose portals
4. Portal personalization
5. Clustering of common services
6. Full integration and enterprise transformation [7,8]

2.3 Holistic approach to build E-government

E-government can be seen following perspectives

1. The addresses (citizens) perspective :integrated access management and one-stop (single -window services)
2. The process perspective : redesigning organizations
3. The co-operation perspective :sustaining collaborative decision making
4. The knowledge perspective :managing distributed domain knowledge
5. Building services around citizens choices
6. Making government and its services more accessible
7. Social inclusion
8. Using information better

3. Technology frameworks:

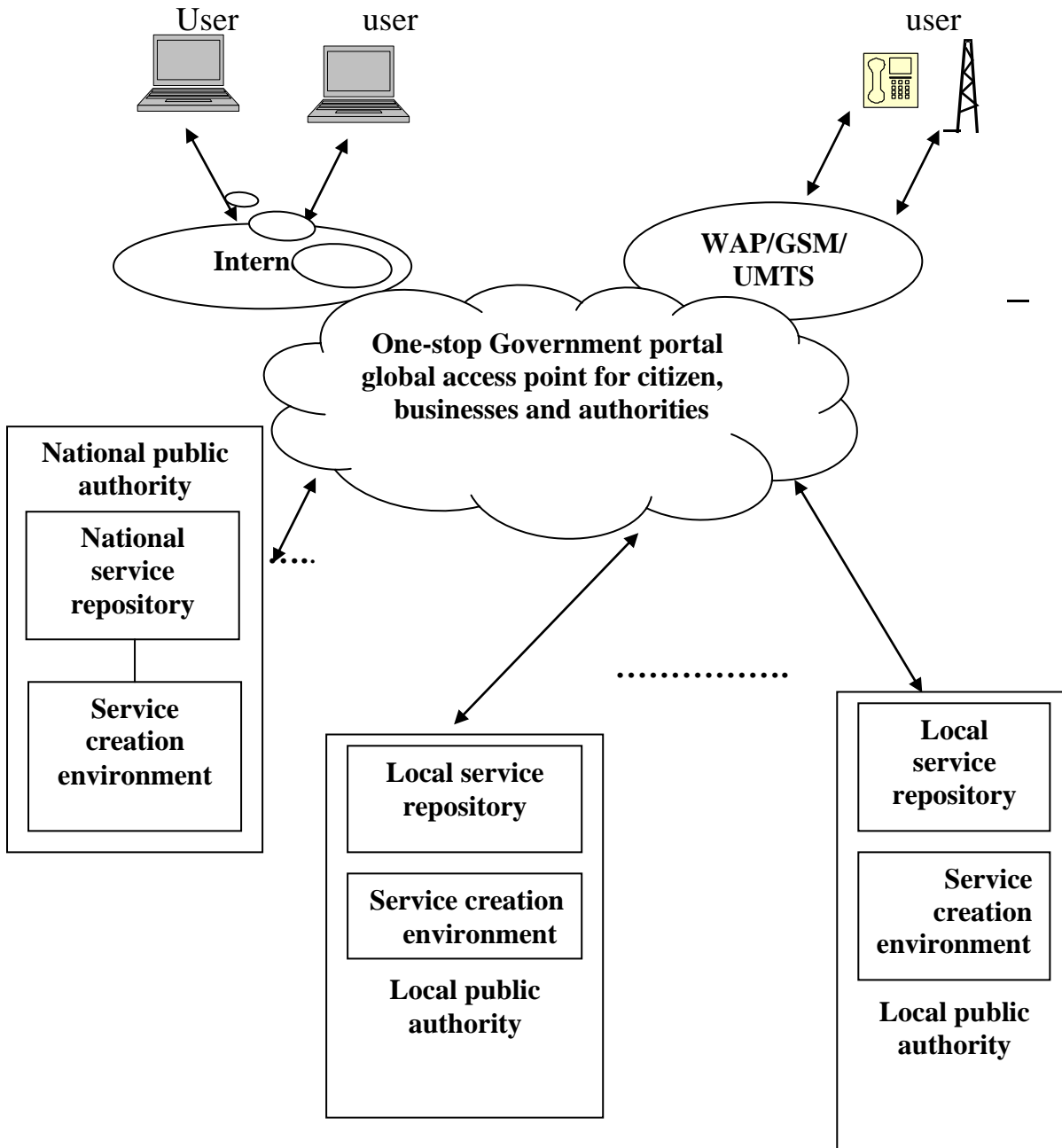
With regards to technology frameworks it has been suggested that realizing e-government consists of the following layers .:

- points of access :web ,wireless ,telephony ,kiosk
- Software applications: business license application, ticket payment, permits renewal.

- Software components :payment engine, workflow ,personalization , e-forms
- System infrastructure :message brokering ,audit and logging session management ,scalability

E-government has the potential to change the way that citizens and businesses interact with the public administration but also the way the public administration is organized and operating .the transition from government to e-government is not only technological, it also involves legal organizational socio-economic and democratic aspects .essential ingredients of a successful transition include vision relevant policies mission strategic objectives funding are also critical factors for success.[3,4]

The figure below. depicts first draft of the general one-stop government architecture where the portal represents the global entrance to many different local service repositories of the distinct public service providers.



**Fig (2): General System Architecture of the E-government
online one-stop government platform**

As the figure indicates, users such as citizens, businesses as well as public authorities can access the offers of the (local, regional, national and even supra-national) public services via the internet or even on the move ,via devices such as mobile phones ,handhelds ,etc.) .

The technical development of the e-government components (portal, service repository and service creating environment) will be accompanied with a study of process models.

4. The development approach of the one-stop government portal

To development of the one-stop government portal is divided into three major phases:

1. Analysis and specification :different user group will be interviewed. Three different questionnaires (for citizens ,for businesses and for public administrations) and structured interviews will be used to investigated the current situation weaknesses and potential ideas for improvement on existing services and portals , process models and technical is sues . as the e-government platform should reflect the next generation of governmental one-stop shop platforms ,a further input will be the state – of-the-art studies on processes , technologies ,services and current platform .
2. Design and implementation : the technical components of the e-government platform as described above will be realized ,the one stop government portal the national and local service repositories as well as the service creation environment will be implemented . Despite of that the governmental markup language ,which represents the basic medium and standard for electronic communication in the e-government portal ,will be formulated
3. Evaluation and rollout : the evaluation of the implemented platform and process models will be carried out ,this evaluation will mainly be performed by the users that have been involved in the analysis phase

5. To build online one-stop government portal.

To realize the project definitely several resources are needed like what hardware to select? , platform and the programming environments. Those resources would decide the type and topology of the network. I am going to describe the components and specify resources needed to accomplish this project. They are:-

- Survey of service document Handling
- Platform (MS-DOS, Windows or Linux)
- Hardware

Used Development environment (IDE) by hayder H. “design and implementation of an integrated development Environment for an electronic government “ to all official government individual and summation in one point .

5.1 Database Design:

There are at little two database in system, the first database designed in manager part, it working receive requests from the remote web page after user filing ,and call it *remote database* .

Remote database designed shaped dynamic where depending on written script command and consist of five main column ,every one of column continent of important information returned user , The remote database is appended with new request from the web submitted by citizens while the local database is kept for administration purposes , The second database is local database connected with manager parts this allows updating the receiving list box in the manager form. Every request processed will be transferred to a local database as a complete processed request while at the same time request is removed from the remote database. The employee has no access to both databases in the user level while the manager can manipulate both databases freely through a user name and a password previously set in the programming level. But this database cannot arriver any one to it, only authentication can used it.[4].

5.2 Objectives:

The main objective of the research is to find more automated ways to deal with the increasing number of requests from public to the official and /or commercials services. While the automatic processing is required to handle requests still the user needs to manually process some of those requests. Automatic request for sure reduces the time consumed during the process allowing more requests to be processed leading to service more people .For some reason the user still needs to process some request manually. Most of those reasons are within the circle of authentication, document security and integrity. The manual tools are the same as the automatic tools only those manual tools are realized as buttons and windows controls with the manager forms or separates form depending on the time of the request.

The technical objectives of the E_gov project include the specification and development of :

1. The next generation of online one-stop governmental portals and the supporting network architecture .the portal will feature a number of advanced characteristics ,access from different devices including WAP-enabled devices ,personalization ,customization , multilinguality, support of push services and digital signatures
2. The service repository (SR) and the *service creation environment* (SCE), the SR will be the data source that is going to contain the interpretations of online services in terms of data and information ,while the SCE will be a framework (a collection of tools) that will serve as the frontend to the SR.

3. A government mark-up language which will be the connecting of the portal and of all public repositories .

5.3 To Apply one-stop government portal in Iraq

We must start to apply the software that explains at flowchart, in all government institutions and arrives the site in national portal where all ministries will be services it in one portal and any one can be used it. that is imply an improvement to be of the services for citizens and businesses and offering services 24 hours a day accessible from anywhere and via different .

6. Conclusions:

E-government has the potential to change the way that citizens and businesses interact with the public administration but also the way public administration is organized and operating .the transition from government to e-government is not only technological.

- 1) you must customers can access public services via a single entry point even if the services are provided by different departments or authorities.
- 2) Access is possible via different media channels and devises form citizen.
- 3) We must establish the " one stop government portal global access point for citizen, businesses and authorities.
- 4) We must build local service repository and service creation environment that called local public authority.

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