

# **ΗΛΕΚΤΡΟΝΙΚΗ ΔΙΑΚΥΒΕΡΝΗΣΗ Η ΚΑΙΝΟΤΟΜΙΑ ΣΤΗΝ ΠΡΑΞΗ**

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## Beyond e-government - towards 2020

The growth of the Internet has been a catalyst for new ways of working, thinking, and interacting. People are able to take part in a world that both reflects their needs and allows information and knowledge to be collected about them.

## ...Σιγκαπούρη



The iGov2010 vision is to be an Integrated Government (iGov) that delights customers and connects citizens through Infocomm.

It is a Government that works as one, across organisational boundaries, to reap synergies and exploit new opportunities in all aspects, whether in providing information that engages citizens, or being intelligent and interactive in fully understanding customers' needs to deliver quality services that delight them.

By 2010, we aim to have at least :

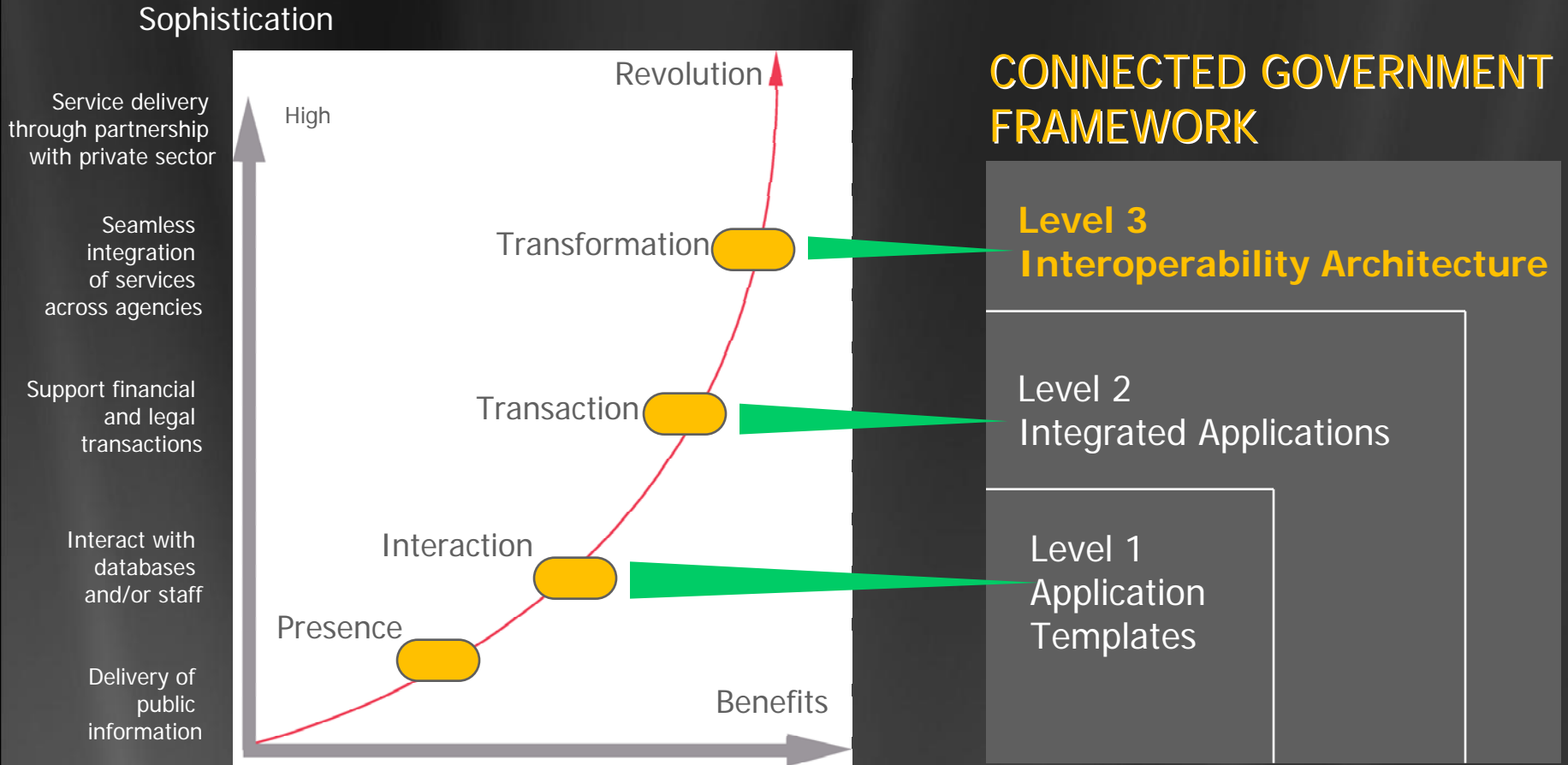
- 8 out of 10 users who are very satisfied with the overall quality of e-services;
- 9 out of 10 users who would recommend others to transact with the Government through e-services; and
- 8 out of 10 users who are very satisfied with the level of clarity and usefulness of information published online on Government policies, programmes and initiatives.



# ...η πρόκληση



# ...εξέλιξη e-διακυβέρνησης



# ...νέα προσέγγιση

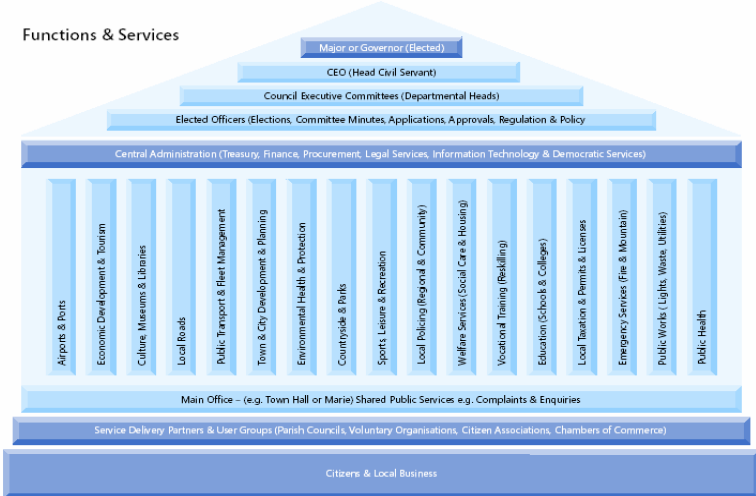
σενάρια



λύσεις



προϊόντα



# ...μετασχηματισμός μέσω τεχνολογίας

Improved Outcomes for Constituents of Government

Business Applications

Government  
Administration

Citizen Service  
Delivery

Governance &  
Transparency

Global Cross  
Border Services

Business Applications

Serve  
Citizens  
Seamlessly



Build  
Connections



Drive  
Performance

Infrastructure

## Connected Government Framework

Solution Platform → SOA, Development  
Organizational Productivity → Comm & Collab, ECM, BI  
Core Infrastructure → Scalable, reliable, secure, manageable

Blueprint  
Roadmap  
Reusable IP  
References

Policy

Privacy

Accessibility

Usability

Security

Standards

Interop

# ...διαλειτουργικότητα

## Νομοθεσία & Πολιτική

- Definition of interop
- Role of IP
- Preferences or mandates
- Int'l standards governance

## Υποδομή ΤΠΕ

- e-Gov delivery & constituent services
- Legacy interop
- COTS to custom interop

## Οικονομία Γνώσης

- Economic opportunity
- Skills development
- Innovation & competition
- Geo-political factors

Neutral Principles/Open Standards

Maximize Value for Money

Build for the Past and the Future

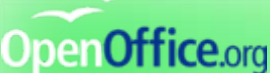




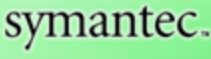














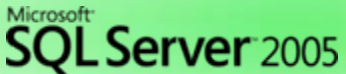




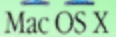




















# ...διαλειτουργικότητα...η αρχή





# ...διαλειτουργικότητα...σήμερα

  	Client Application	   
    	Server Applications	   
  	Databases	 
  	Operating Systems & Middleware	   
 	Systems Vendors	 
 	Networking Vendors	 
 	Processors	 
 	Storage	 

# ...διαλειτουργικότητα 'by design'

## Products



*Deliberate delivery of interoperability in Microsoft products and technologies*

## Community



*Listen to and work with customers, partners, and competitors to build bridges and coexist*



*Make Microsoft technology assets available to others*

## Access

*Participate in standards bodies and support product standards to foster interoperability*



## Standards

# ...αρχές διαλειτουργικότητας

## *Microsoft Interoperability Principles*

In February Microsoft announced a set of broad-reaching changes to its technology and business practices that will increase the interoperability of its six high-volume commercial software products and provide greater choice, competition, opportunity, and innovation across the IT community of developers, partners, customers, and competitors.

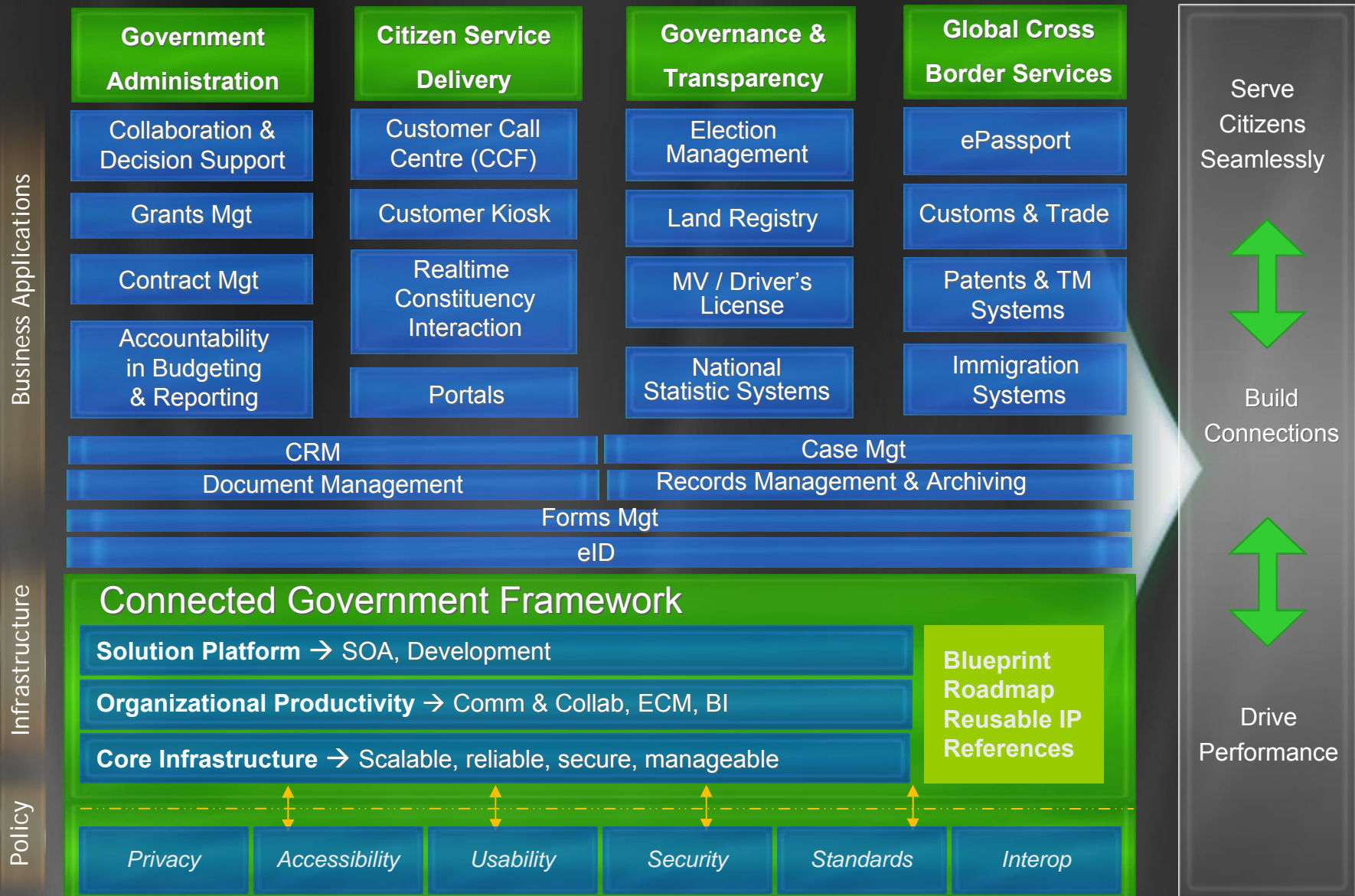
These principles include:

- *Ensuring open connections*
- *Promoting data portability*
- *Enhancing support for industry standards*
- *Fostering more open engagement with the industry*



# ...μετασχηματισμός μέσω τεχνολογίας

Improved Outcomes for Constituents of Government





# ...Gov Gateway - Αίγυπτος

## Bilingual Portal

## Government Gateway:

- SSO Platform
- Authentication
- Intelligent Routing & Request Tracking
- Enterprise Application Integration

## G2B and G2C Services

- More than 700 services

The screenshot displays the Egyptian Government Services Portal (Gov Gateway) interface. At the top, there are navigation tabs for 'English' and 'Arabic' (عربي). Below these, a search bar is visible with the text 'مرحباً بكم في موقع خدمات الحكومة المصرية' (Welcome to the Egyptian Government Services Portal). The main content area is divided into sections: 'Services for Individuals' (Citizens, Foreigners), 'Services for Businesses' (Companies, Investors, Suppliers, Exporters), and 'Resources' (Ministries Directory, Governorates Directory, Laws & Constitution, E-Gov Documents, Government sites, Egypt's Information Portal, Egyptian Cabinet, Administration Development, Egyptian Investment Portal, Ministry of Foreign Affairs, Egypt's Information Portal). A central banner features a video player and text: 'Welcome to Egypt's government services portal where you will find information related to more than 700 services provided by the various ministries. You can also access services online such as retrieving and paying your phone bill.' Below this, a 'Popular Services' section lists various services with icons and links, including 'Request a Birth Certificate', 'Taxation Services', 'Request National ID Replacement Card', 'Vehicles Licenses Renewal', 'Vehicles Infractions', 'Electricity Bills For Business', 'Check Your Phone Bill', 'Qualified industrial zones', 'Tansik', 'Export Services', 'Tourism Complaints', 'Taxpayer Services', 'Sales Tax Services', 'Legal Gateway', 'Lost and Found', 'Environmental Affairs', 'Investment Conflict Resolution Committee', and 'opera house services'. The right sidebar contains a 'خدمات للأفراد' (Services for Individuals) section with links for 'مواطنون' (Citizens), 'أجانب' (Foreigners), 'خدمات للأعمال' (Services for Businesses), 'شركات' (Companies), 'مستثمرون' (Investors), 'موردون' (Suppliers), and 'مصدرون' (Exporters). At the bottom, there is a 'مصادر' (Sources) section with links for 'دليل الوزارات' (Ministries Directory), 'دليل المحافظات' (Governorates Directory), 'المستور ووثائق' (Laws & Constitution), 'وثائق الحكومة' (E-Gov Documents), 'دليل المواقع الحكومية' (Government sites), 'موقع مجلس الوزراء' (Egypt's Information Portal), 'موقع وزارة التمدن' (Egyptian Cabinet), 'بوابة الاستثمار' (Administration Development), 'بوابة وزارة الخارجية' (Egyptian Investment Portal), and 'بوابة معلومات مصر' (Ministry of Foreign Affairs).

# ...Gov Gateway - Τσεχία

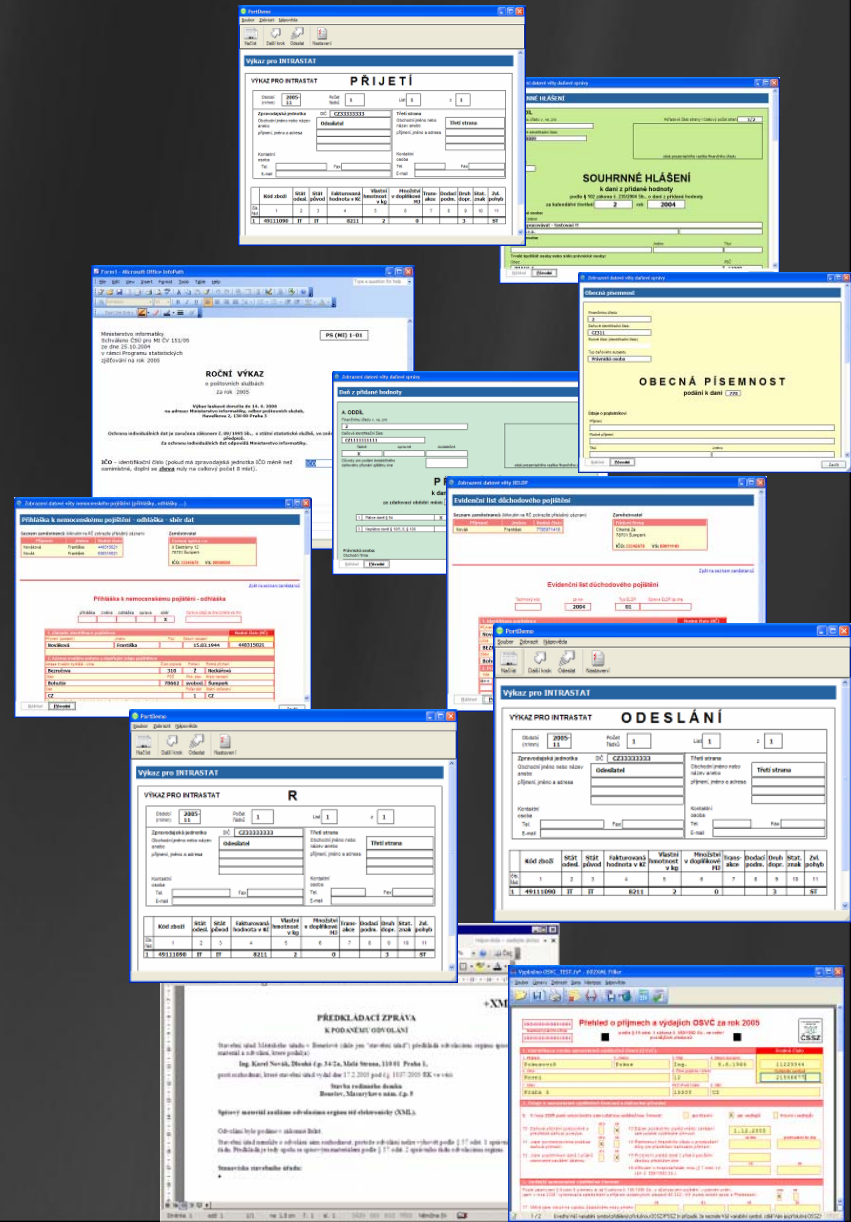
## Government Gateway:

- Ministry of Interior
- Telefonica O2
- Microsoft
- Local Partners

10+ ministries

## G2B and G2C Services

- Accepted >33 000 000 pension + healthcare insurance forms



A low-angle, upward-looking photograph of several large, white, classical columns. The columns are part of a grand building with a pediment, and the sky is visible in the background. The perspective creates a sense of height and grandeur.

**Microsoft<sup>®</sup>**

*Your potential. Our passion.<sup>™</sup>*