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EMEA Public Sector

Global Forum:

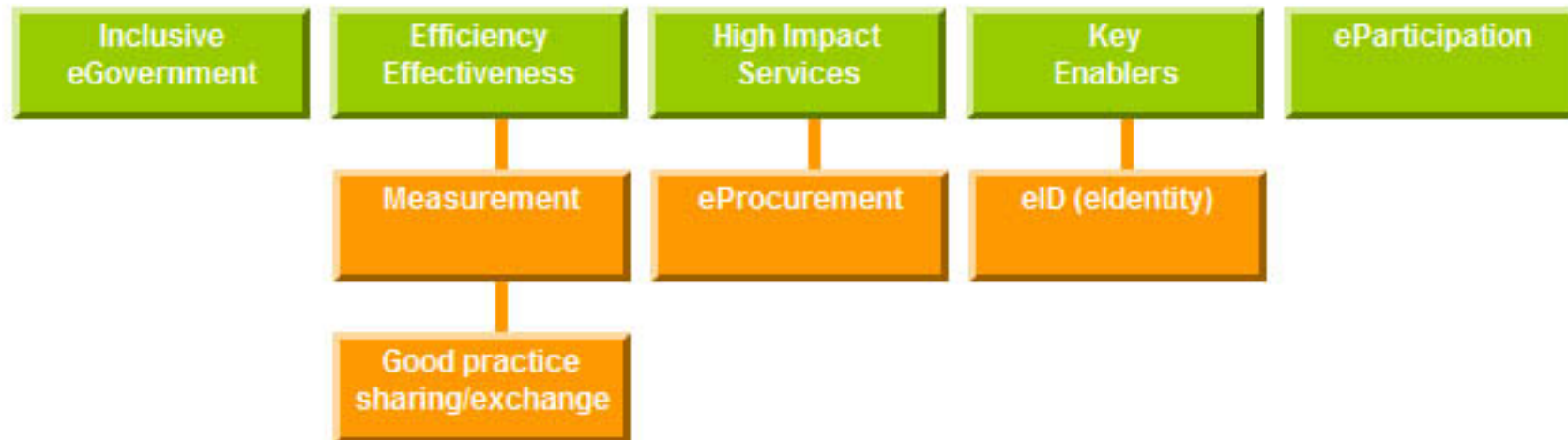**How converging technologies transform Government**

Mel Proudfoot
Oracle EMEA Public Sector

e-Government - Better public services for everyone

The eGovernment topic covers a wide range of public services that are delivered using Information and Communication Technologies (ICT). eGovernment has two important roles, the first is as the interface between governments and the citizens and businesses they serve, the second is to provide common interfaces and shared data between collaborating government departments. While this website will allow you to view our **policy lines**, relevant supporting **programmes** as well as ongoing projects and background material (left-hand menu), general introduction to the eGovernment topic can be viewed on the **Information Society Thematic Page.**

5 Priority Objectives

Inclusive eGovernment	Efficiency Effectiveness	High Impact Services	Key Enablers	eParticipation
	Measurement	eProcurement	eID (eIdentity)	
	Good practice sharing/exchange			

From EU e-Government website

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Introduction of a user centricity composite indicator

Security	*Authentication and mutually recognised eID*
Convenience	*Number of data fields requested for transactional services*
Multiplatform	*Alternative delivery channels*
Transparency and accountability	*Tracking and tracing system*
Multilanguage	*Service available in an other official EU language*
Integration	*Basic services are accessible through the national portal*
Accessibility / inclusion	*Sites compliance with international standard of accessibility*
Support and mediation	*Mediation services (help-functionalities)*

Short listed indicators

i2010

Information Space
Innovation & Investment in R&D
Inclusion

Transformational Government

- Address the **end-to-end process** that leads to a **measured delivered benefit**

  - IMPLICATION:
    Information driven process – identify current situation, determine desired situation, agree targets

  - MEASUREMENT: Built into the overall process, before and after

  - APPROACH:
    Incremental projects based on a common interoperable infrastructure

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Key capabilities for Public Sector

- Evaluated Information Security
- Public Sector specific functionality
- Mobile technologies
- Scaleability & High availability
- Spatial technologies
- Sensor technologies
- Identity Management
- Case management
- Master data

Key Capabilities for Transformation

- Identity Assurance
  - Infrastructure level capability capable of
  - Including multi-mode biometric controls
  - Including federated identity model

- Consistent view of the constituent
  - Integration (wide range of legacy platforms)
  - Master data (ability to model entity to entity relationships)
  - Centralised and distributed core constituent and functional data

- Fit for Government use
  - Open standards compliance
  - Government approved Security evaluations
  - Compliant with Government process

Oracle Capabilities for e-Government

Database

Database

Real Application Clusters

Partitioning

OLAP and Data Mining

Security

Spatial

Secure Enterprise Search

Oracle Lite

Times Ten

Fusion Middleware

Application Server

SOA / Integration

Business Intelligence

Content Management

Identity Management

Data Hubs

Collaboration Services

Java Development Tools

(Enterprise Performance

Management)

Applications

E-Business Suite

PeopleSoft Enterprise

Siebel

JD Edwards

Oracle Retail

i-Flex

Communications Billing
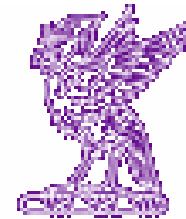
Utilities

ProfitLogic

G-Log

Enterprise Manager
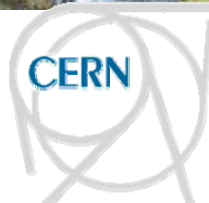
Configuration Management
Service Level Management

Application Performance Mgmt
Lifecycle Management

Dashboards
Heterogeneous Support

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A Few of Oracle's Government Customers

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