Semantic Web Technologies and Pan-European eGovernment Services

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Overview

• Background to eGovernment services requirements in the EU
• EU-specific problems
• 3 Use Cases
Background

- Considerable growth in online services provided by public administrations within countries
- Commitment to provide "pan-European eGovernment services"
- Recognition that "semantic web technologies" offer a way forward
- Technologically agnostic
EU-Specific issues

- Multi-lingualism
  - 20 official languages
  - …and counting

- Presumptions
  - Legal presumption of linguistic equivalence
  - Freedom of movement of people and services
3 Cases

• For administrations:
  – Discoverability of existing services available
  – Cross-administration service binding and composition

• For businesses:
  – eProcurement

• For the citizen:
  – Cross-border “life event” management
Case 1 - Administrations

A “user” (normally a project manager from a public administration) needs to find out about available eServices:
• irrespective of their location
• or native technology infrastructure
• any “component” (from a requirements doc through to a deployed service
Case 1 Requirements

- Service Description – data model? language? is it important?
- Service Registry/Registration – common approach? standards?
- Service & Service Component Identity & Discovery
- IPR and re-use conditions
- Terminology (across languages)
- QA and SLA (service usage criteria and limitations)
- Authentication (“I am an authorised public service”)
Public Tendering and eProcurement
A business that wants to tender for a public contract under eProcurement rules
Public procurement represents 16% of EU GDP – not insignificant

Case 2 - Businesses
Case 2 Requirements

- Location and language independent
- Legally binding and enforceable terminology
- Equality of treatment of requests
- Authenticated identification of businesses (and the requesting administration)
- Protection of confidentiality
Case 3 - Citizens

Increasing availability of online public services
Increased focus on “life event management”
- death and taxes
Similar provision across national borders

I’m moving: who can help me?

Citizen / End User
Case 3 Requirements

“Ignorance is bliss” – no pre-requisite of technology competence
User declaration of needs
Back-office orchestrated responses
Use of personal data:
- It’s my data after all
- Authentication of person and of data

I’m moving: who can help me?
Thanks for your attention!

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