

Global eStandards and Web Architectures for eGovernment projects

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eGovernment and W3C

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Technology and Society Domain

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These slides: <http://www.w3.org/2007/Talks/0528-Dubai-JA/>

World Wide Web Consortium (W3C)

Mission: Leading the Web to its Full Potential

- Founded by Web inventor Tim Berners-Lee in 1994, **W3C Provides the Vision and the Standards to Lead the Web:**
 - *From a Web of Documents ...*
 - *... toward One Web:*
 - of Data and Services
 - on Everything
 - for Everyone

Where's Wally eGov?



Don't try too hard, you won't find it... will you?

What is this about?

eGovernment

"the use of ICTs, and particularly the Internet, as a tool to achieve better government"

The Web is the main channel to deliver eGovernment services

Where's Wally eGov? (revisited)

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Government Information by Topic

<p>Benefits and Grants Loans, money, funding, financial aid, food stamps...</p> <p>Consumer Guides Identity theft, fraud, scams, recalls, consumer credit, debt...</p> <p>Defense and International Military, international affairs, trade, embassies, visas, immigration...</p> <p>Environment, Energy, and Agriculture Farms, food production, natural resources, conservation, weather...</p> <p>Family, Home, and Community Housing, human services, community development...</p> <p>Health and Nutrition Medical, health care, insurance, diet food...</p>	<p>Jobs and Education Employment, career, workplace, labor, school, students, teachers...</p> <p>Money and Taxes Unclaimed government money, credit, saving, retirement...</p> <p>Public Safety and Law Crime, prison, law enforcement, disasters, emergencies...</p> <p>Reference and General Government Libraries, forms, government news, laws, photos, maps, research...</p> <p>Science and Technology Space, biology, Internet security, media, phone, radio, patents...</p> <p>Travel and Recreation Transportation, air travel, international...</p>
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How do you like our **new** look ?

News and Features



[National Arboretum](#)
Celebrate Arbor Day, April 27.



[NEW National Recreation Pass](#)
Buy one pass to national parks, forests, and all federal lands.



[USDA Funding Recipients](#)
Free credit monitoring offered to select participants.

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Where's Wally eGov? (et, voilà!)

```
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html xml:lang="en" xmlns="http://www.w3.org/1999/xhtml"
lang="en">
<head>
<!-- Metadata -->
<title>USA.gov: The U.S. Government's Official Web Portal</title>
<meta
content="USA.gov: Home page of the U.S. Government's Official Web Port
name="description">
<meta
content="US Government, Firstgov, first gov, u.s. government, America,
name="keywords">
<meta content="Internet" name="classification">
<meta content="Global" name="distribution">
<meta content="Safe For Kids" name="rating">
<meta content="public domain" name="copyright">
<meta content="en" name="language">
<meta content="text/html; charset=iso-8859-1"
http-equiv="Content-Type">
<meta content="Vignette Content Management, V7 (raz)"
name="Generator">
<meta content="2007.04.25 19:47:07 GMT" name="Generated">
<link href="http://www.usa.gov/rss/updates.xml"
rel="alternate" title="USA.gov Updates: News and Features"
type="application/rss+xml">
<link href="http://www.usa.gov/rss/FAQs.xml" rel="alternate"
title="Popular Government Questions from USA.gov"
type="application/rss+xml">
```

HTML
CSS
WCAG
XML
...

Where's Wally eGov? (revisited, take two)

dubai.ae

The Official Portal of Dubai Government

حكومة دبي الإلكترونية
Dubai eGovernment



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UAE Government Strategy

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Information & services

Payments

Tourism

Education

Health

Entertainment

Employment

Transportation

Housing

Important links

> H.H. Sheikh Mohammed bin

Rashid Al Maktoum website

> UAE eGovernment

Dubai Government Information and Services Portal

We aim to provide online services and information for all [citizens](#), [residents](#), [visitors](#) and [businesses](#), by integrating the eServices being currently offered by government departments.

This website was created in line with the Dubai eGovernment initiative pioneered by [His Highness Sheikh Mohammed bin Rashid Al Maktoum](#), UAE Vice-President and Prime Minister and Ruler of Dubai, who declared in 2001 "We must ease the lives of people and businesses interacting with the government and contribute in establishing Dubai as a leading economic hub"

DUBAI UPDATES

Dubai to implement environment friendly ban on smoking

Public departments in Dubai will become smoke free from 'World No Tobacco Day' on May 31, following a decision by the Dubai Executive Council to issue a law regulating smoking in public places after it reviewed a proposal from Dubai Municipality on the subject. According to Hussain Nasser Lootah, Acting Director-General of Dubai Municipality the decision is in line with the Dubai Strategic Plan 2007-2015 to protect public health and improve the quality of life for UAE nationals and expatriates living in Dubai..... [more](#)

How to

- > Dubai visit visa for family member
- > Get a driving license in Dubai
- > Renew your car registration in Dubai
- > Report Lost Items in Dubai
- > Obtain a resident visa for your parents

[more >>](#)

Most used services

- > Traffic fines enquiry & payments
- > Payment of electricity bill
- > Pay/Enquire about Etisalat bills online
- > Flight information from Dubai airport
- > IRecruitment

[more >>](#)

What would you like us to improve on Dubai.ae?

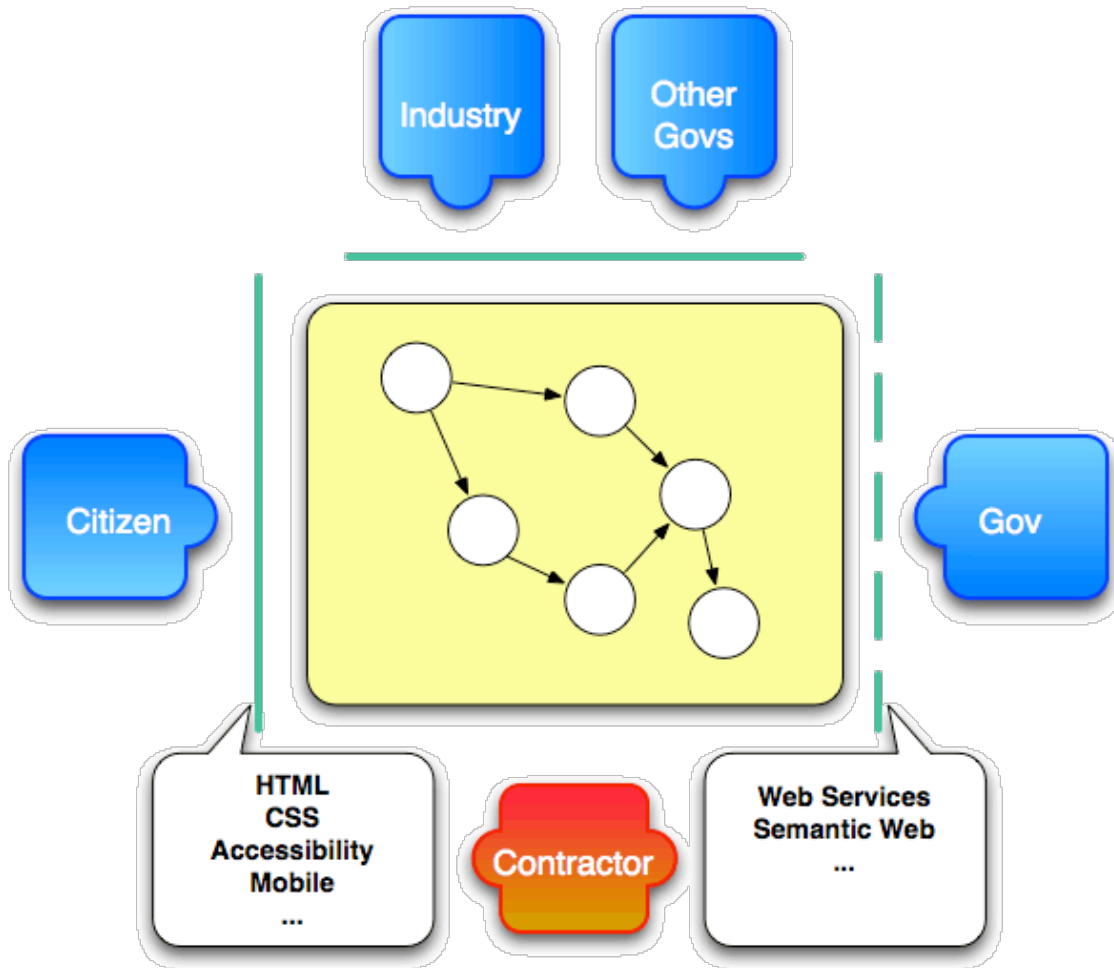
Where's Wally eGov? (et, voilà!, take two)

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org
<!-- Copyright (c) © 2000-2007 Dubai eGovernment. All Rights Reserved. -->
<html xmlns="http://www.w3.org/1999/xhtml">
  <head>
    <meta http-equiv="Content-Language" content="en-us">
    <meta http-equiv="Content-Type" content="text/html; charset=us-ascii">
    <meta name="author" content="Dubai Government">
    <meta name="Description" content="Dubai Government Information Services p
    <meta name="Geography" content="Dubai, United Arab Emirates">
    <link href="/v7/framework/skins/deg_en/css/dae.css" rel="stylesheet" type
    <script type="text/javascript" src="/v7/framework/skins/deg_en/js/dae.js"
    <title>Dubai Government Information and Services Portal</title>
    <meta http-equiv="Content-Language" content="en-us"/>
    <meta http-equiv="Content-Type" content="text/html; charset=us-ascii"/>
  </head>
  <body class="bea-portal-body" onload="initSkin();">
    <?xml version="1.0" encoding="utf-8"?>
    <div class="bea-portal-body-content">
      <div class="bea-portal-body-header">

      <div class="bea-portal-book-primary">
        <div class="bea-portal-book-primary-content">
          <div class="bea-portal-book-primary-page">
            <table class="bea-portal-layout-flow" cellspacing="0" ali
```

HTML
CSS
WCAG
XML
...

A big picture



Why W3C has been caring?

- The Web has become the main channel for Governments to deliver electronic Services to citizens
- Web technologies are playing a crucial role in the relationships between Governments, and between Governments and Industry
- Use of W3C Technologies in eGov is constantly increasing
 - *they've even started to appear in laws all over the world (e.g. WCAG)*
- Govs give more and more importance to consensus building and open standards

W3C and eGov, an old story

... and not only a technical one

- Platform for Internet Content Selection (PICS)

- Started in 1996;

"originally designed to help parents and teachers control what children access on the Internet, but it also facilitates other uses for labels, including code signing and privacy"

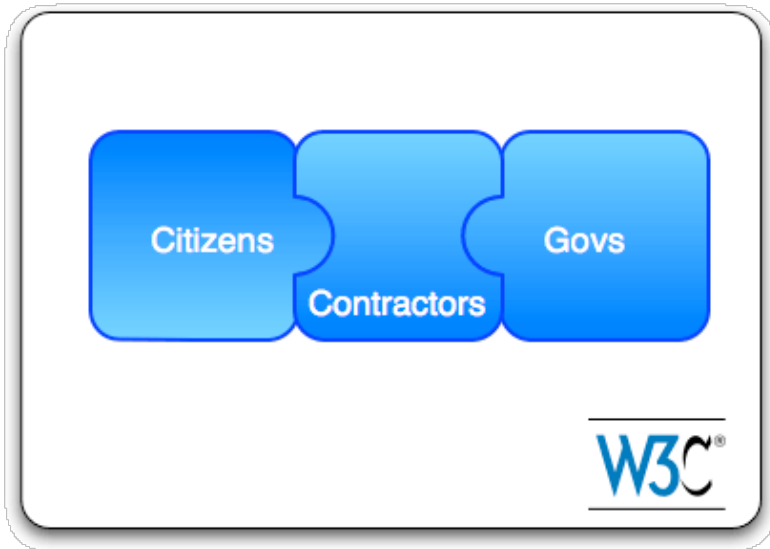
- Platform for Privacy Preferences (P3P)

- Started in 1998;

"enables Websites to express their privacy practices in a standard format that can be retrieved automatically and interpreted easily by user agents. P3P user agents will allow users to be informed of site practices (in both machine- and human-readable formats) and to automate decision-making based on these practices when appropriate"

Current eGov efforts at W3C

Series of discussions to understand better the needs of Government in deploying current Web standards and the directions that future Web standards should take to best address delivery of Government services.



Why Web Standards?

- **Cost Savers**

- *Cooperation with the best Web experts - saves consulting costs*
- *Share of R&D costs: beyond the resources of a single organization*
- *Exchange of ideas and experiences*
- *Best specifications due to a broad review*
- *Royalty Free*
- *Share of testing costs*

- **Increase of Benefits**

- *Open Standards increase innovation and competition*
- *Growth increase due to market trust*
- *More Customers trust - not tied to proprietary solutions*

Short term plan

- European Symposium on eGovernment [[symposium page](#), [report](#)]

Gijón, Spain, 1-2 February 2007

- Toward More Transparent Government: Workshop on eGovernment and the Web [[workshop page](#), [call for participation](#)]

Washington DC, USA, 18-19 June 2007

Several interesting findings so far, let's review the main ones

Best Practices and Methodologies

- the ability of interoperable frameworks is key to improving efficiencies and increasing the value of IT investments
- Foundational technologies based on Web standards, together with best practices for deployment, is the focus of the World Wide Web Consortium's work

Semantic Interoperability of Web Architecture Frameworks

- Lots of initiatives and interoperability frameworks built or in the works, but usually work only in a given context (national, regional...), hard to interoperate between them yet
- Producing XML does not mean being interoperable
- Interoperability is not a technical (only) issue
- **Semantic Web** approach is powerful, but a few challenges currently perceived:
 - *it's not cheap nor easy*
 - *lack of expertise in the Industry and Governments*

Creating a Trust Context for Citizens

- Privacy and Security are requirements to build trust with citizens to use eGovernment services
- W3C's work in Web Security will help governments to standardize and provide solutions that citizens can understand clearly and trust

We expect more to come

- Workshop in DC will try to validate the findings mentioned and about topics not much explored yet, e.g., dissemination of information, long-term doc archival, digital identity...
- Number of Governments all over the world using W3C techs is constantly increasing
 - *IDABC, REDGEALC (OAS), etc.*
- *new technologies, old problems, e.g.:*
 - *mobile phones as enablers of Gov services even in developing countries*
 - *difficult to build an interoperable solution (too many devices, browsers...), see the [Mobile Web Initiative \(MWI\)](#) work*

Conclusions

- eGovernment Services increasing sophistication, but "good old problems" not solved yet, e.g., interoperability
- need to explore more to see if those findings are interesting enough for Membership and eGov actors
- need cooperation and skip reinventing the wheel, e.g., use cases and best practices
- W3C has a role to play, but we cannot do it alone

Thanks



[cover photo: <http://www.flickr.com/photos/bohane/221024840/>]