



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



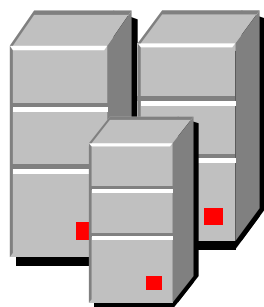
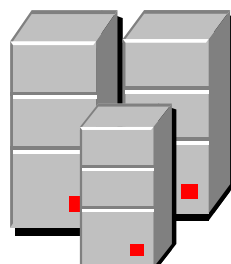
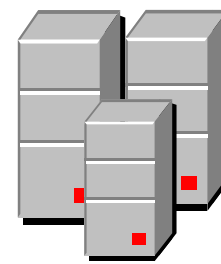
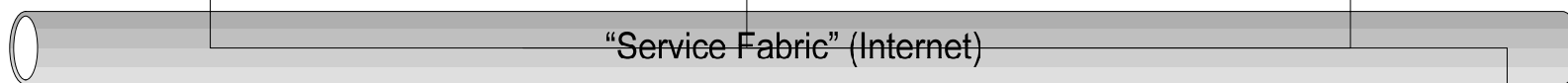
EU-Specific issues

- 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

eService
Admin 1eService
Admin 2eService
Admin n

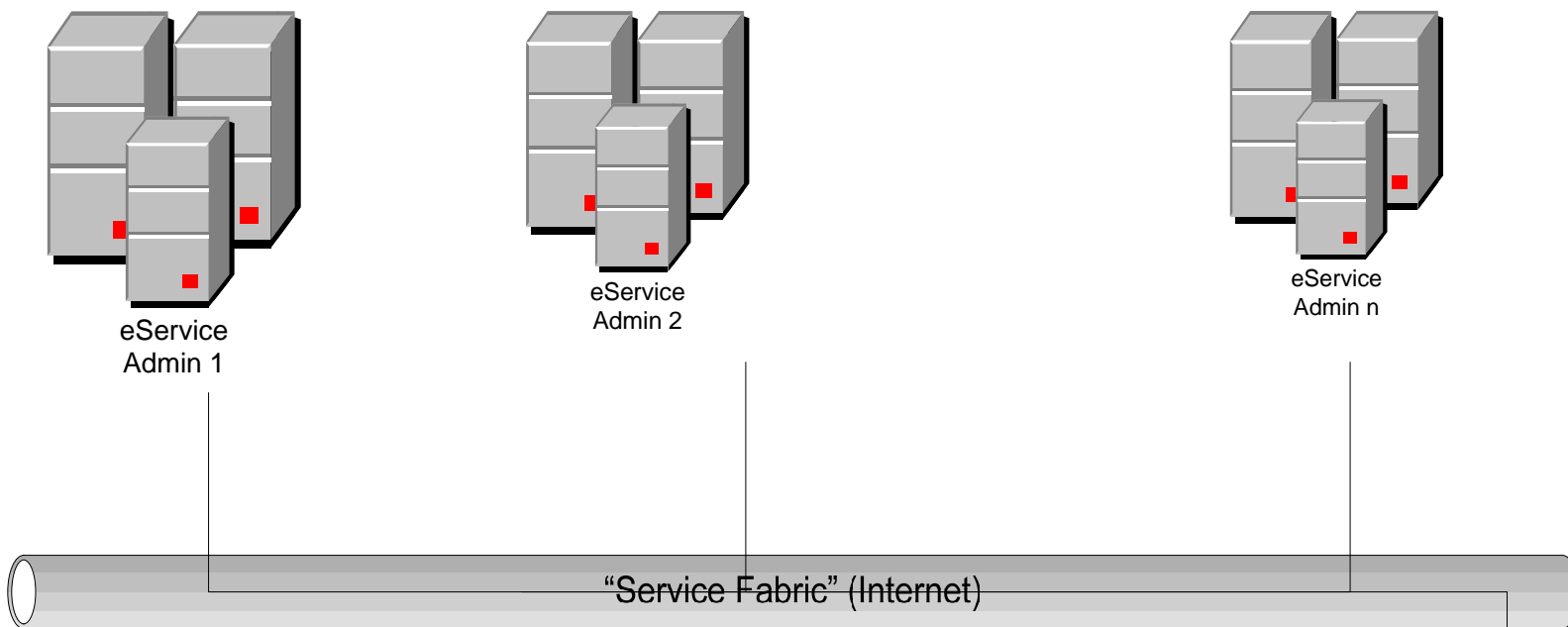
"Service Fabric" (Internet)

Case 1 - Administrations

A "user" (normally a project manager from a public administration) needs to find out about available eServices

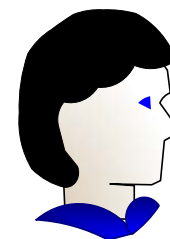
- irrespective of their location
- or native technology infrastructure
- any "component" (from a requirements doc through to a deployed service)

Administration
Project Manager

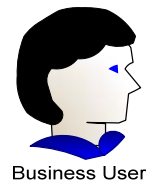


Case 1 Requirements

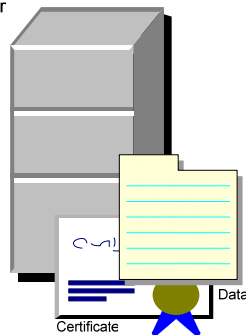
- Service Description – data model? language? is it important?
- Service Registry/Registration – common approach? standards?
- Service & Service Component Identity & Discovery
- IPR and re-use conditions
- Terminology (across languages)
- QA and SLA (service usage criteria and limitations)
- Authentication (“I am an authorised public service”)



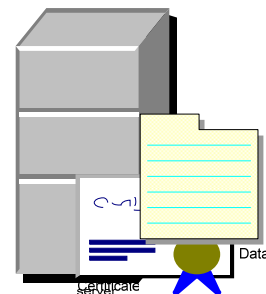
Administration
Project Manager



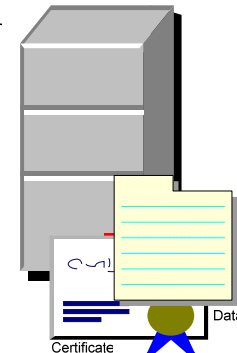
Business User



Business User



Business User



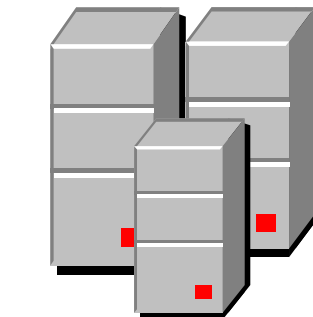
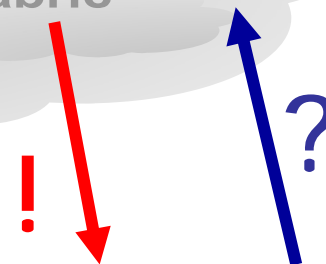
Service Fabric

Case 2 - Businesses

Public Tendering and eProcurement

A business that wants to tender for a public contract under eProcurement rules

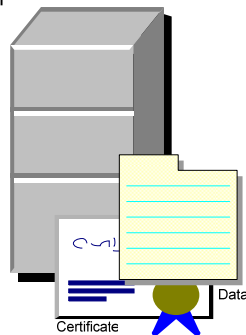
Public procurement represents 16% of EU GDP – not insignificant



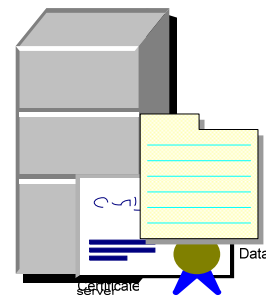
Public Service Requirement



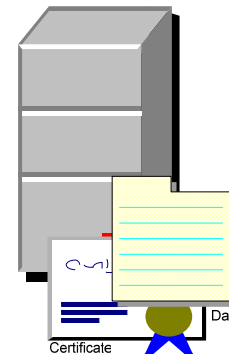
Business User



Business User



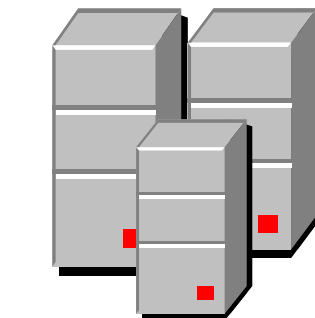
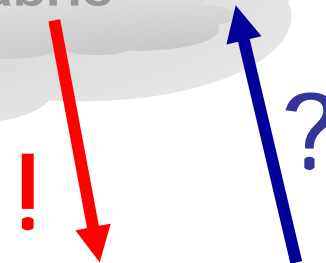
Business User



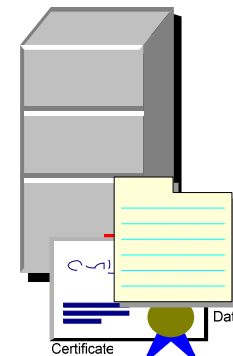
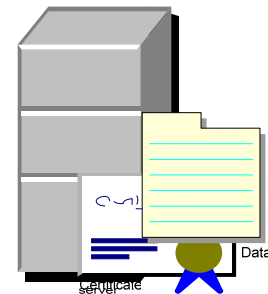
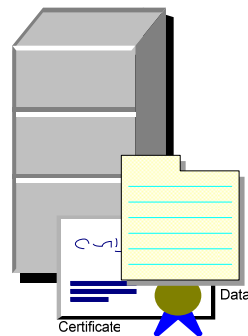
Case 2 Requirements

- 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

Service Fabric



Public Service Requirement

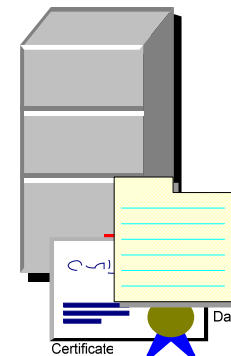
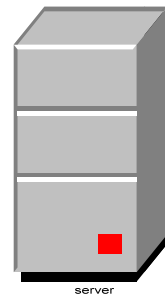
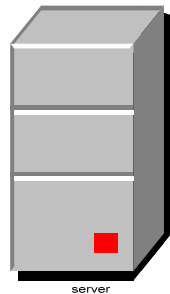


Case 3 - Citizens

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

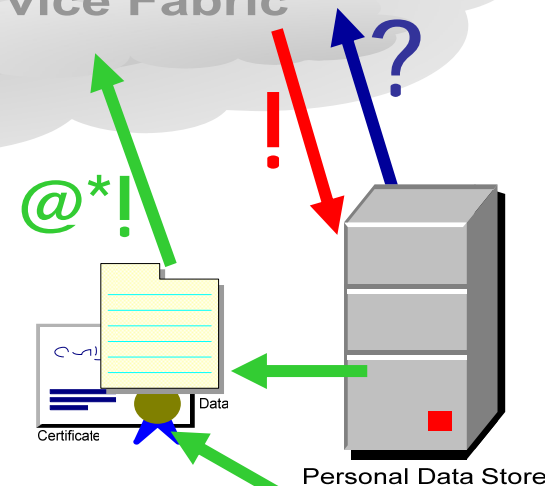
“Ignorance is bliss” – no pre-requisite of technology competence

User declaration of needs

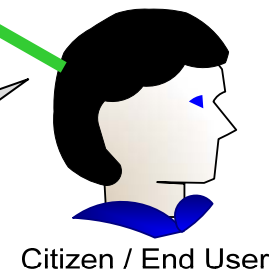
Back-office orchestrated responses

Use of personal data:

- It's my data after all
- Authentication of person and of data



I'm moving: who can help me?



Citizen / End User



Thanks for your attention!

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