Ensuring e-Government Interoperability: Guidelines for Asia-Pacific Countries

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UN Development Programme
Regional Centre in Bangkok
UNDP Regional Centre in Bangkok

• 3 Regional Centres serving Asia and the Pacific
• Bangkok, Colombo and Fiji
• 25 country offices serving 44 countries

Priorities:

• Support **UNDP country offices** with **advisory services**
• Support the **Asia Pacific region** with **regional support initiatives**
Democratic Governance Practice (2008 – 2011)

- Focus Areas

- Local Governance and Decentralization
- Parliamentary Development
- Indigenous Peoples
- Public Administration and Anti-corruption
- Access to Justice and Human Rights
- Aid Effectiveness
- Access to information, e-Governance and Media Development
Access to Information, e-Governance and Media Development
- Examples of regional Initiatives

• Access to Information Legislation and Systems for Supply and Demand
• Communication for Empowerment of Asia’s Indigenous Peoples
• Enabling environment and capacity for Independent media Development
• Inclusive Government e-Service of marginalized groups
• e-Government Interoperability for Asia-Pacific Countries
Presentation content

• Why is UNDP concerned with interoperability?

• How did the GIF project evolve from idea to output?

• How are they being used today?

• What are the key highlights and lesson to remember from the study and the resulting guidelines?
Why is interoperability important for a development agency like UNDP?

- Growth but growing inequalities in Asia
- Basic services doesn’t reach those in most need – the poor and vulnerable
- Systematic lack of access to information that feeds corruption
- ICT and e-Government systems are emerging as essential for transformation of public service delivery
- Lack of interoperability between systems has emerge as a key obstacle
The GIF project: What is the rationale?

- Enormous amounts allocated to e-Government
- Difficulties in implementation and uncoordinated action
- Reinforcement of old barriers
- Information available but inaccessible
- Little attention to the need to connect, exchange and re-use data with other agency’s systems.
E-Government has become synonymous with a “patchwork of ICT systems” and not with improved public service and enhanced governance.
How did the GIF project evolve?

- Regional Conference on Open Standards in 2006 in Bangkok

- Key conclusion:
  - Interoperability is an essential problem
  - Action is needed
  - Asian Governments should consider formulating their respective Interoperability Frameworks

- A project was formulated and UNDP raised funding from the private sector
Project Description

**Phase 1: Research and publication**
- GIF review
- GIF Study group
- Interoperability Case studies
- Study group meeting and workshop in Beijing
- GIF toolkit and guidelines
- Launch at the Global Knowledge Forum in Kuala Lumpur

**Phase 2: GIF formulation and policy changes**
- Dissemination and promotion of guidelines
- Technical assistance to Asia-Pacific countries to develop their GIFs
- Integration of GIFs into national e-government plans and programmes
## GIF Review

<table>
<thead>
<tr>
<th>Country</th>
<th>Framework</th>
<th>Version</th>
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<tbody>
<tr>
<td>Brazil (e-PING)</td>
<td>Standards of Interoperability for Electronic Government</td>
<td>December 2006, v2.01</td>
</tr>
<tr>
<td>Canada</td>
<td>Government of Canada – Service Oriented Architecture</td>
<td>December 2006</td>
</tr>
<tr>
<td>Denmark (DIF)</td>
<td>Danish e-Government Interoperability Framework</td>
<td>June 2005, v1.2.14</td>
</tr>
<tr>
<td>Germany (SAGA)</td>
<td>Standards and Architecture for e-Government Applications</td>
<td>October 2006, v3</td>
</tr>
<tr>
<td>Malaysia (MyGIF)</td>
<td>Standards, Policies and Guidelines – Malaysian Interoperability Framework</td>
<td>August 2003, v1</td>
</tr>
<tr>
<td>US</td>
<td>Federal Enterprise Architecture</td>
<td>December 2006, v2.1</td>
</tr>
<tr>
<td>EU (EIF)</td>
<td>European Interoperability Framework for Pan-European e-Government Services</td>
<td>2004, v1</td>
</tr>
</tbody>
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GIF study group

- Experience of 16 countries and 1 intergovt organization mined through Study Group

- Brazil
- Canada
- China
- Egypt
- India
- Indonesia
- Malaysia
- Netherland
- New Zealand
- Philippines
- South Africa
- Sri Lanka
- Thailand
- US
- UK
- Vietnam
- EU
Interoperability case studies

• E-Ping - Public security through interoperability in Brazil
• SCOSTA – open standards and interoperability in India
• The case of labour insurance in the construction industry in China
• The evolution of UK eGIF
Overview

- Introduces the concepts
- Vision, rationale and value of GIF
- Q & A format
- Aiming at policy makers
Guide

- Practical tool to draft or revise a GIF
- Details on approaches and principles
- Step-by-step guide
- Case studies
- Targeted at technical officials
Review

- Comparative analysis of 8 country GIFs
- Useful resource for Government officials, corporate sector and civil society
Impact

• “The UNDP GIF Study Group process was very important in shaping our thinking in terms of how we updated our interoperability standards document.” Aslam Raffee, South Africa.

• Being used in a dozen of countries in Asia Pacific and elsewhere – not as a blueprint but as inspiration and guidance.
What is e-Government interoperability?

• The ability of constituencies to work together.
• The ability of two or more diverse government ICT systems or components to meaningfully and seamlessly exchange information and use the information that has been exchanged.
Why e-Government Interoperability?

- Allows data compiled by different agencies to be used together to make faster and better decisions.
- Governments are able to manage internal operations better – including cost avoidance/ savings.
- Ability to create new integrated, citizen-centric services
- Promotes international cooperation.
What should e-Government Interoperability accomplish?

- Better Decisions
- Better Public Services
- Better Governance
How is interoperability realised?

• Adoption of *standards* –
  - agreement among independent parties about how to go about doing some task.

• Through *architecture* –
  - the fundamental organization of a system embodied by its components & their relationship to each other & to the environment and the principles guiding its design & activity.
What is a Government Interoperability Framework (GIF)?

A set of standards and guidelines that a government uses to specify the preferred way that its agencies, citizens, and partners interact with each other.

— “... the basic technical specifications that all agencies relevant to the e-Government strategy implementation should adopt.”
What are the different Interoperability Categories?

- Business process and organizational Interoperability
- Information or Semantic Interoperability
- Technical Interoperability
Architecture is like a town plan
  – Where common resources are provided for and rules for their use are defined

GIF as building code
  – A set of rules that specify what standards are to be used
What is the role of **Open Standards** in interoperability?

- Easy accessibility for all to read and use;
- Developed by a process that is open and relatively easy for anyone to participate in; and,
- No control or tie-in by any specific group or vendor.
What are the elements of a GIF?

• Context
• Technical Content
• Process Documentation
• Implementation and Compliance Regimes
Who are involved in developing a GIF?

- GIF Lead agency
- Policy makers and Technical Officials – central and local
- Industry
- Civil Society
What is the role of the policy maker?

Reasons for lack of interoperability:

- Policy
- Privacy
- Heterogeneous government information systems
- “Turf”
What is the role of the policy maker?

- Provide the specific vision that their government hopes to achieve with the use of technology.

- Provide political sponsorship to the development and implementation process.
Lessons to remember

- No government will achieve interoperability in one big step.
- Securing e-Gov Interoperability is a process that includes many incremental activities over time.
Lessons to remember

- The development of a GIF involves the creation of an inter-agency organization and mechanisms for coordination.
Lessons to remember

- A significant infrastructure of people, technology, and knowledge needs to be in place to create, use, and revise an eGovernment Interoperability document
Lessons to remember

- An open and inclusive process not only helps create a better document but also ensures support for the document among those who will eventually implement it.
Lessons to remember

• e-Government Interoperability cannot be realized by addressing technical issues only.
Lessons to remember

To truly enable e-Gov interoperability

- Do not start with technology
- Start with the government's strategic framework and the vision and goals of its leaders.
Thank you

http://www.apdip.net/projects/gif