

Provide information in one easy location

Governments today are facing an increasing demand to provide individualized, online services. The challenge they face is to meet these needs with solutions that are also cost-effective to create and maintain, easy to use, and highly secure.

Portals are an ideal solution as they provide a single point of contact for citizens to access services from different departments and agencies. Moreover, this information is delivered in a more citizen-friendly way, rather than along traditional departmental lines.

Using Microsoft® Office SharePoint® Server government departments can securely aggregate relevant information into a single, secure portal site, providing innovative online services to citizens.

For example, through a single portal site, citizens can pay taxes, licenses, and library fines, as well as submit building plans, make business license applications and renewals, view development applications, community information, and download forms. A Web portal can also be connected to information kiosks in libraries and government buildings running Windows Vista® where citizens can use smart card devices to prove their identity and pre-populate forms and applications.

Many portal sites allow for the tracking of permit approval processes and some feature video content, including Web cams with live feeds of everything from government committee meetings to traffic jams.

Better still, access is not restricted to a PC. Through alternative channels such as mobile devices and digital TV, governments are offering an increasing array of e-services. These include healthcare referrals, employment searches, and tax filing.

Government staff can also benefit from an internal Microsoft® Office SharePoint® Server portal solution integrated with their electronic document management system. With such a solution they can have the convenience of one complete view of citizen correspondence, payments, and interactions for a more informed, personalized service.

When a government organization is ready to offer individualized access to records, applications, and payments online, the first priority has to be increased security. Regardless of whether citizens access e-services from an Internet kiosk, the phone, the office or home, you require a system capable of managing multiple identities, authentication, and authorization.

The Microsoft roadmap for identity lifecycle management combines metadirectory, user provisioning, and certificate management capabilities into one solution called Microsoft® Identity Lifecycle Manager (ILM).

This simplifies the management of the lifecycle of digital identities by providing a single view of an identity across a heterogeneous organization and managing it by automating common tasks.



“Using eGovernment services has increased the efficiency of our employees. For example, the time to submit a request has dropped by an average of 40 percent.”

Ashraf Abdelwahab, Deputy to the Minister,
Egyptian Ministry of State for
Administrative Development

Are your **people**  **ready?**

Featured Microsoft solution

Make information and services available online

This Microsoft solution makes it easy to share sensitive information securely between diverse systems and authorized individuals, allowing you to provide more accurate, expedient information to those who require it. Moreover, back-end systems, including the mainframe, render the data in multiple layouts according to user authorization levels, ensuring utmost confidentiality.

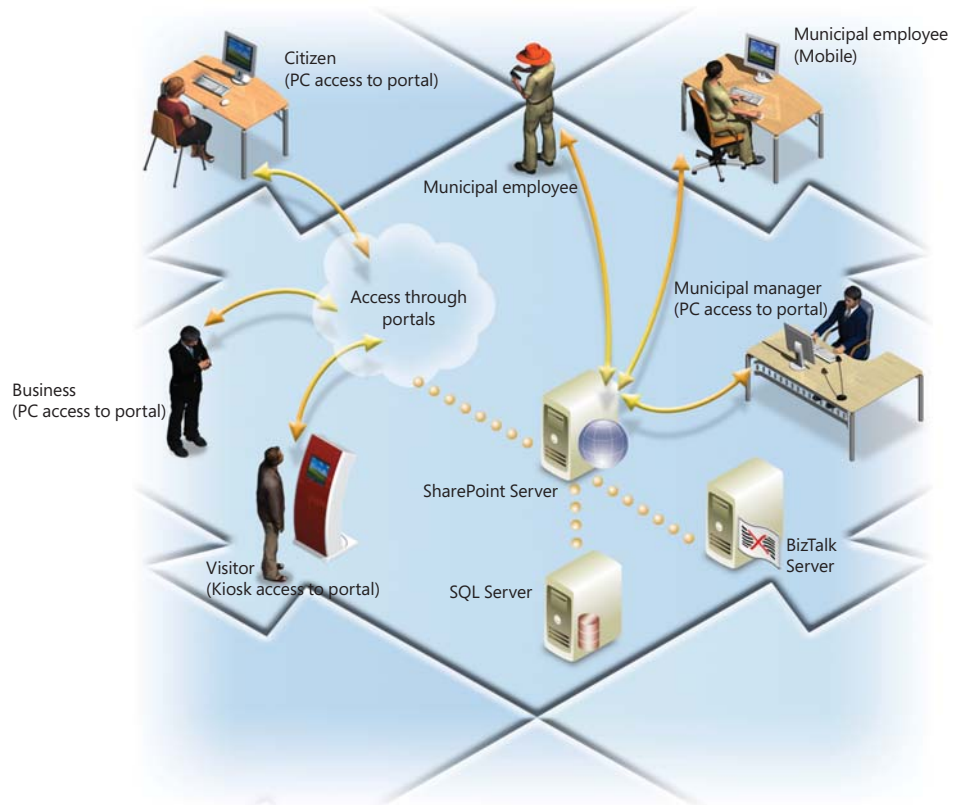
To connect these disparate systems effectively and efficiently, Microsoft® BizTalk® Server orchestrates complex, whole-of-government interactions, sequencing activities across

different systems as well as managing the transformation of the various data definitions. Microsoft® SQL Server™ is the fault-tolerant database used for the staging and aggregation of information. Microsoft® Host Integration Server provides mainframe

connectivity. Microsoft® Active Directory® manages the complex security access controls and any custom application development that utilizes the Microsoft® .NET Framework. Information is exposed to users via a portal through Microsoft® Office SharePoint® Server.

Relevant Microsoft technologies

- Microsoft® BizTalk® Server
- Microsoft® SQL Server™
- Microsoft® Office SharePoint® Server
- Microsoft® Active Directory®
- Microsoft® Host Integration Server
- Windows Server®



Microsoft and our solutions partners can help you deliver citizen-centric services online

Microsoft Certified Partners are independent companies that can provide you with the highest levels of technical expertise, strategic planning, and hands-on skills. Microsoft and our partners can help your organization to:

- **Deliver integrated citizen-centric services efficiently**, connecting people, processes, and systems online for improved citizen satisfaction
- **Efficiently process forms and other submissions** without the need for duplicate data entry. Information can be entered through portals, and routed to back-end systems
- **Accelerate eGovernment transformation** by integrating multiple sources of customer data with multiple channels of service delivery, including call centers
- **Increase efficiencies with data sharing** by ensuring that disparate systems, services, processes, data, and applications work with each other to achieve seamless, citizen-centric government
- **Track service delivery metrics** with sophisticated data capture and reporting
- **Reduce service load on individual departments** by integrating business processes

Government agency expands services while streamlining administration

With roughly 76 million citizens, the Arab Republic of Egypt is one of the most populated countries in Africa. The services once offered by the Egyptian government were largely manual, which made completing routine procedures difficult and time consuming for everyone involved. To obtain and process necessary forms, citizens and business owners had to visit a government office during business hours—often waiting in long lines or having to return multiple times. In addition, many services were hard to access for citizens living in rural areas or abroad.

Improving public service

The country needed a faster, more efficient service system, so the Egyptian Ministry of State for Administrative Development (MSAD) set out to create a citizen-centric, online gateway that would connect citizens and businesses directly to the government, allowing them to easily exchange information and access services.

Fast, reliable recovery

As part of its country's modernization plan and to improve the way it interacts with citizens, the Egyptian government team has deployed more than 63 projects, including online services for completing tax forms, paying telephone bills, enrolling in universities, and paying traffic fines. Each project meets certain standards for

communication and interoperability, so services that involve different government branches can interact intuitively.

Integrates with existing IT environment

The Egyptian government created an eGovernment infrastructure that helps citizens use technology to accomplish vital services while avoiding long lines, lost time, and frustrating paperwork. Citizens and interested investors can now easily access information that was previously difficult or impossible to find.

Moreover, the government services portal provides citizens and businesses with access to services where they can perform government transactions completely online, as well as file, submit, and download forms, or complete procedures over the Internet.

The implementation of the portal has reduced crowds and paperwork at government offices, which is reducing costs

and time. Citizens can now perform many governmental services anytime, from home. For example, 2007 university enrollment was processed entirely online. Previously, Egyptian universities received around 400,000 applications, with each applicant visiting the central university enrollment office to buy the required application form. They then had to complete it and submit it manually—a process that typically required two visits and payment of a US\$8 fee. University administrators would then have to manually enter all student information into a computer database. With online enrollment there is no longer a cost for the application form and no need for multiple visits, or an administrator to retype application information.

MSAD implemented a workflow system that tracks requests from citizens, sets response times and standards for each service, and allows officers to monitor the performance of different units and individual employees.

Ashraf Abdelwahab, Deputy to the Minister at MSAD comments: "A side benefit of the eGovernment platform is that it also automates internal processes, improving the productivity of public servants, and increases transparency and accountability.

"Using eGovernment services has increased the efficiency of our employees, for example, the time to submit a request has dropped by an average of 40 percent."

"Citizens can now perform many governmental services anytime from home, avoiding the need to visit specific locations during business hours and wait in line."

Ashraf Abdelwahab, Deputy to the Minister, Egyptian Ministry of State for Administrative Development

www.microsoft.com/casestudies/casestudy.aspx?casestudyid=4000000619

Overview: The Egyptian Ministry of State for Administrative Development employs 380 people to provide government services to a population of 76 million citizens.

Business Situation

Manual processing made accessing Egyptian government services difficult and time consuming. Citizens had to line up in government offices during business hours to obtain forms and have them processed, while citizens living in rural areas or abroad had difficulty accessing many services.

Solution

The ministry worked with Microsoft to create a citizen-centric, online gateway that would connect citizens and businesses directly to the government, allowing them to easily exchange information and access services.

Benefits

- Increased citizen satisfaction
- Faster, more efficient processes
- Greater productivity and accountability
- Better access to information, encouraging business development
- Skills development for local IT partners

Software & Services:

- Microsoft Enterprise Strategy Consulting Services

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