

# Forms Service Pilot

Product Guide  
Office of the e-Envoy

Version 1.0 03.10.03

# Forms Service: Purpose

## ■ Forms Engine

- a web service that enables a portal or application to pick up a copy of the latest government form and render it
  - makes form distribution easier
  - portals develop a forms rendering engine rather than hard coding all government forms
  - departmental maintenance of forms controlled by Gateway authentication / authorisation services

## ■ Forms Store

- a web service accessible secure system used to store part completed forms
  - allows a user to store long or complicated government forms and complete them in their own time
  - a user could continue completing a form on a different site than they started (handy if each site could help pre-fill different parts of the form, your bank could pre-fill your SA form, then you save it to the store, go to your employer site and log in, it retrieves the form and pre-fills it with the information it holds on you... and so on)
  - allows eg. a helpdesk person to view your part completed form (if you were to permit them) so they could provide better help
  - access controlled by Gateway authentication/authorisation services

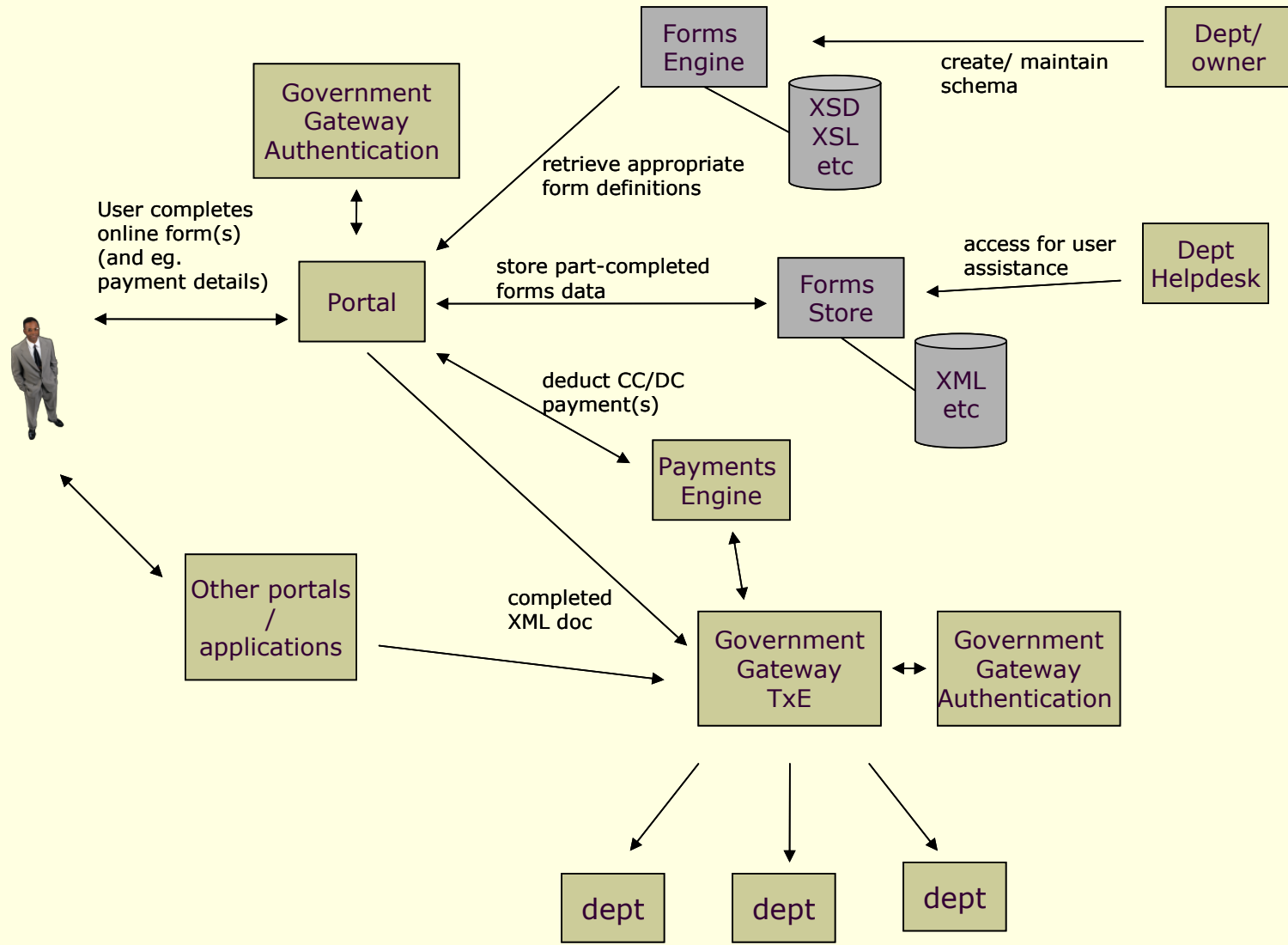
# Forms Engine

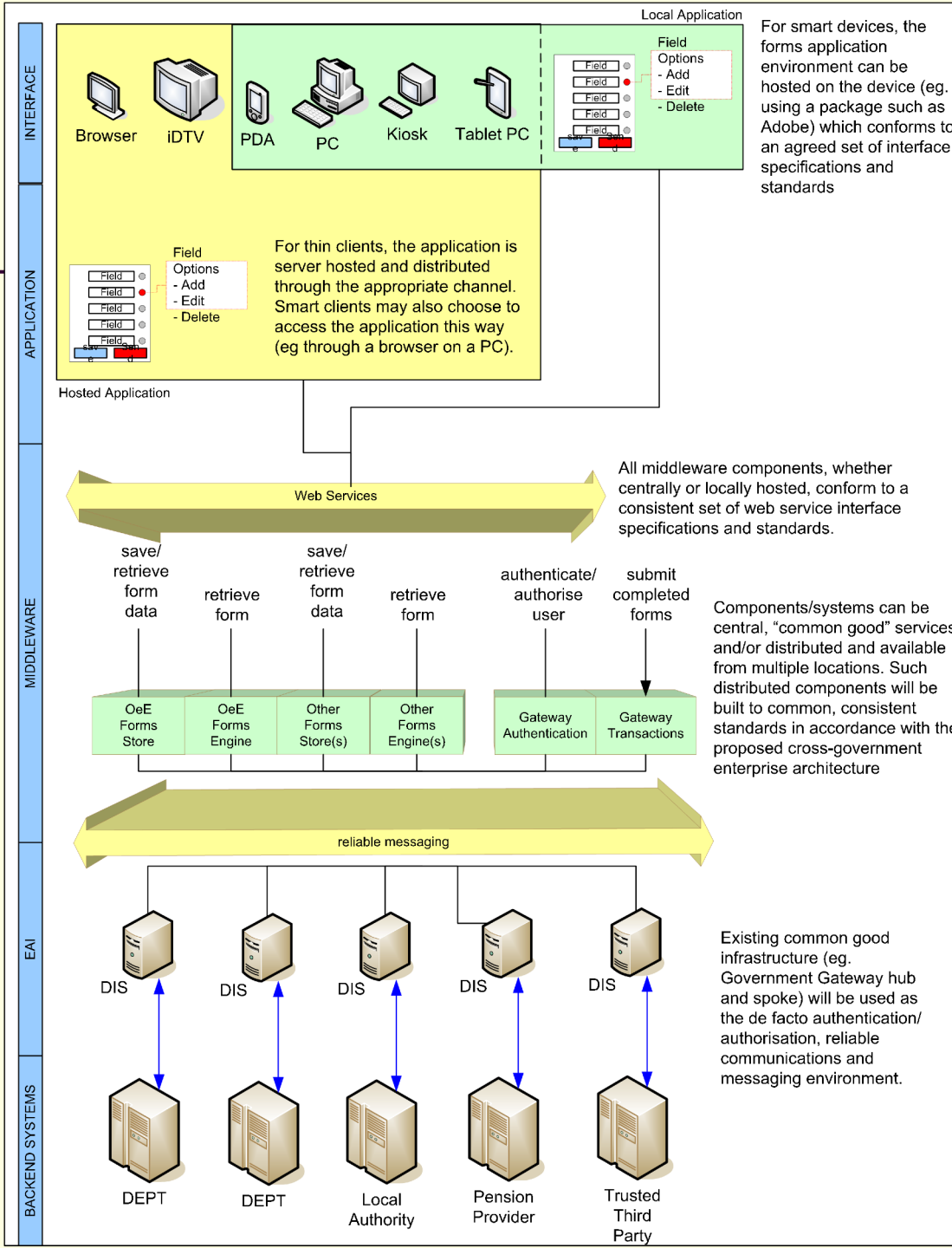
- repository of XSD, XSL and other related open-standard definitions (eg. XSLT, XPATH, XQUERY) used for creation of electronic government forms
- optionally also a repository for main proprietary format forms packages, such as Mandoforms, Adobe PDF, Microsoft formats, etc
- exposed via web services / SOAP interface
- structured to cope with multiple versions (eg. SA100 for different tax years)
- no authentication required for general retrieval (read) access
- methods to read / create / edit / delete
- methods to filter by specific types of form or departments and to initially retrieve eg. header listings only before full download
- authentication / authorisation required for maintenance (create / edit / delete access)
- departments/organisations have rights and tools to update their own schema etc

# Forms Store

- repository of forms data instances (data/forms in the process of completion)
- exposed via web services / SOAP interface
- authenticated/authorised access control (Gateway A&A)
- XML schema documents used: may contain proprietary 'blobs' to support eg. PDF, Mandoforms, Office and other document formats
- methods to create / retrieve / update / delete as well as filtering for eg. specific contents
- helpdesk tool set of interfaces / methods
- provides audit/history details to user – for example, of who has edited forms data and when
- futures:
  - option for multiple parties to access the store to part-populate form details (eg. banks, employers, etc). Granular access/authentication implied
  - option to retain completed forms in store post submission to Gateway (subject to overall individual storage limit)

# Potential Use Scenario





# Pilot Scope and Approach

- this project is a pilot – not a production system
- during the period between now and March 2004 the pilot will:
  - identify the full business requirements with the active involvement of stakeholders
  - prove and refine the proposed components through a series of pilot systems built in the OeE's R&D labs
  - develop full business and technical requirements to be taken to full procurement, where applicable
- those stakeholders who participate in the pilot will be able, by mutual consent, to continue using the interim pilot system until the full production system is procured and operational
- note that as with any pilot, 24x7 availability of the systems cannot be guaranteed and expectations should be set accordingly with consumers of the pilot systems
- current stakeholders include:
  - OeE
  - DCA
  - FCO
  - Forms Product Vendors: Adobe, Mandoforms, Microsoft, Formfill, X-Port.Net