

ISB Pilots

Product Guide
Office of the e-Envoy

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New e-Government Services Pilots

- Purpose and overall architecture
- Notifications Engine
- Forms Engine and Forms Store
- Personalisation and Circumstances Engine
- Rules Engine
- LA Portal Components
- Web Services Broker

Purpose and Overall Architecture

- the principle is to pilot the “build once, use many times” approach
- the pilots will identify and develop common re-usable components and services that accelerate and assist with e-government delivery
- the approach will ensure the overall e-government services architecture is developed within a common architectural framework
- all pilots will be underpinned with industry-accepted open interoperability standards
- where authentication/authorisation and/or transaction services are required, Gateway will be used
- new components will in general act as both ‘spokes’ of Gateway as well as exposing direct web services interfaces where appropriate

Security Framework

- the existing best practice security approach will be maintained, including:
 - use of Gateway authentication/ authorisation and security infrastructure
 - use of industry-accepted security standards (eg. 128bit SSL, including mutual authentication where appropriate)
 - use of eg. WS-Security and other recognised standards as appropriate
 - compliance with BS7799
 - independent security code and infrastructure reviews as required

Pilot Scope and Approach

- these projects are intended to be pilots – not production systems
- during the period between now and March 2004 the pilots 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 pilots will be able, by mutual consent, to continue using the interim pilot systems until the full production systems are 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

Summary of Pilot Components

Notifications

enables departments to send user's notifications via the user's chosen channel

Forms Engine

provides a repository of all government forms – schema, style sheets, etc

Forms Store

provides storage area for part-completed forms

Personalisation & Circumstances

single repository for user's preferences for web sites and store of personal data

Rules

central storage/service facility for business-related rules calculations

Portal

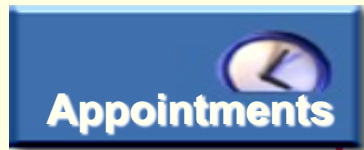
“shop-window” demonstrator, proving the use of the other pilot components

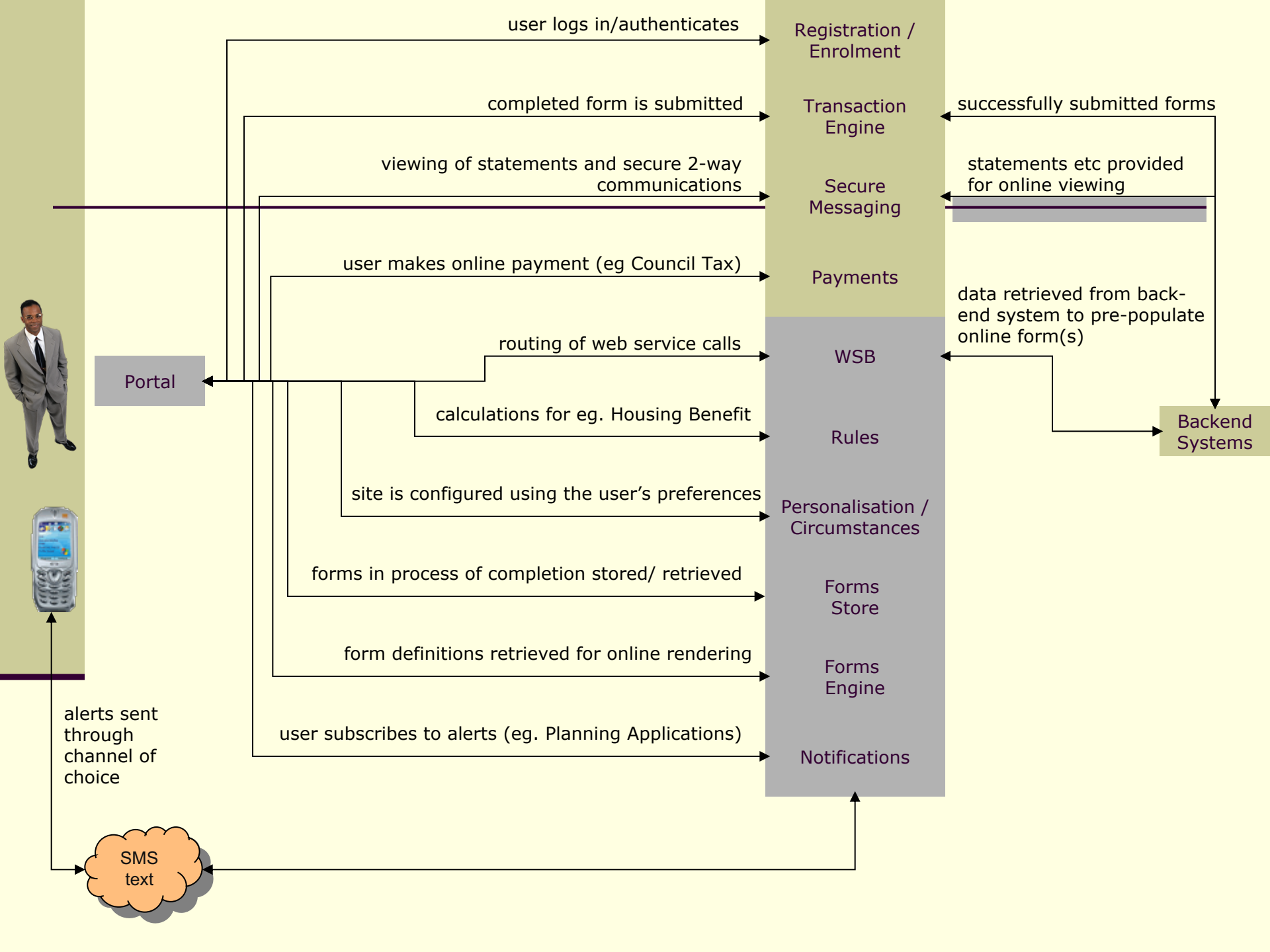
WSB

provision of web services / data retrieval interface for the Government Gateway

Services Architecture Conceptual Overview

Result: Consistent Citizen/Business/ Intermediary-Centric Government Services

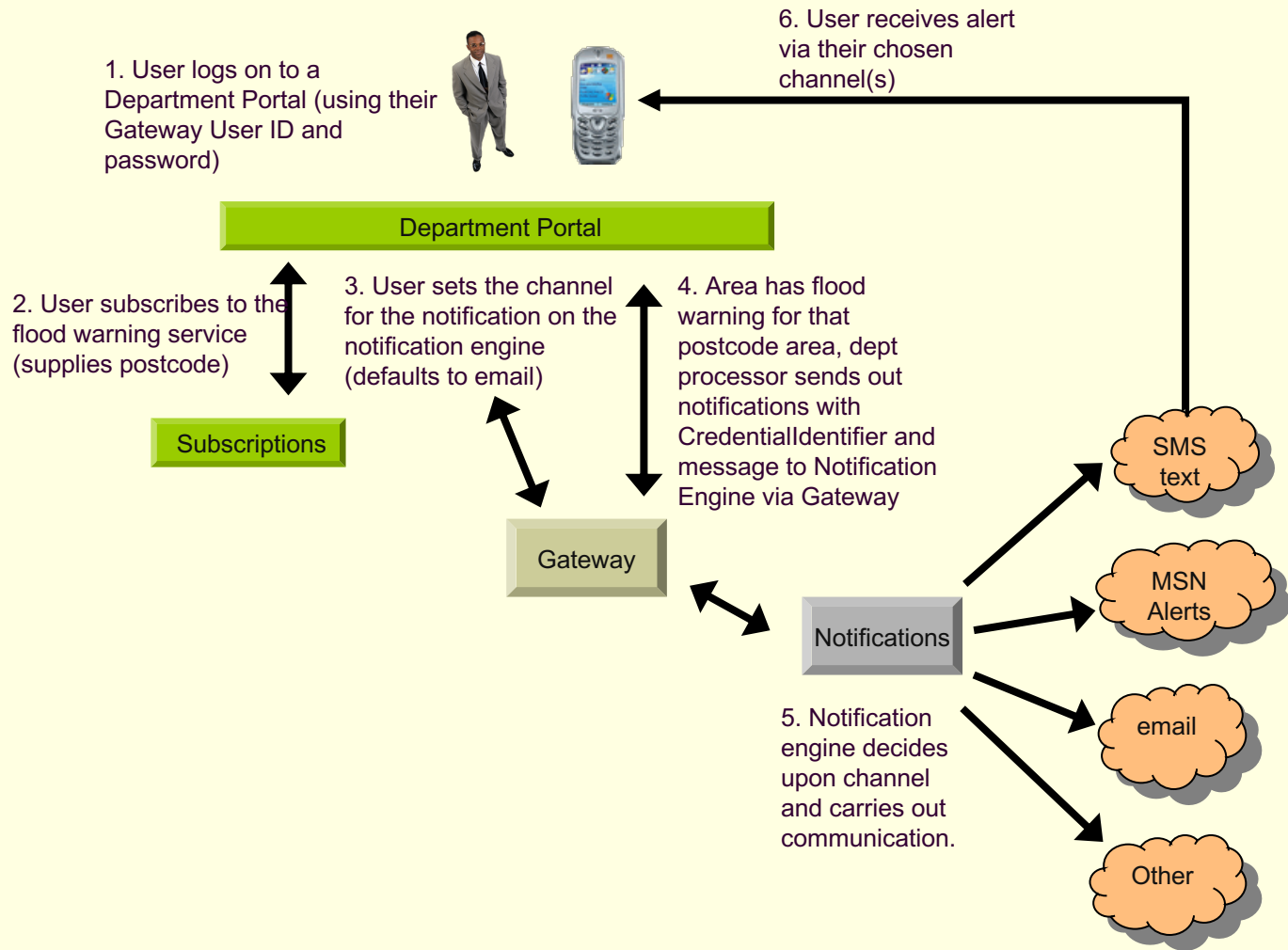




Notification Engine Pilot

- allows departments to send user's notifications via the user's chosen channel
- examples of notifications include
 - new Government mail (secure messaging system)
 - flood warnings
 - exam results
 - appointment changes
- example channels include
 - email
 - SMS text message
 - MSN alerts and IM
 - AOL IM

Notification Engine Pilot Illustration



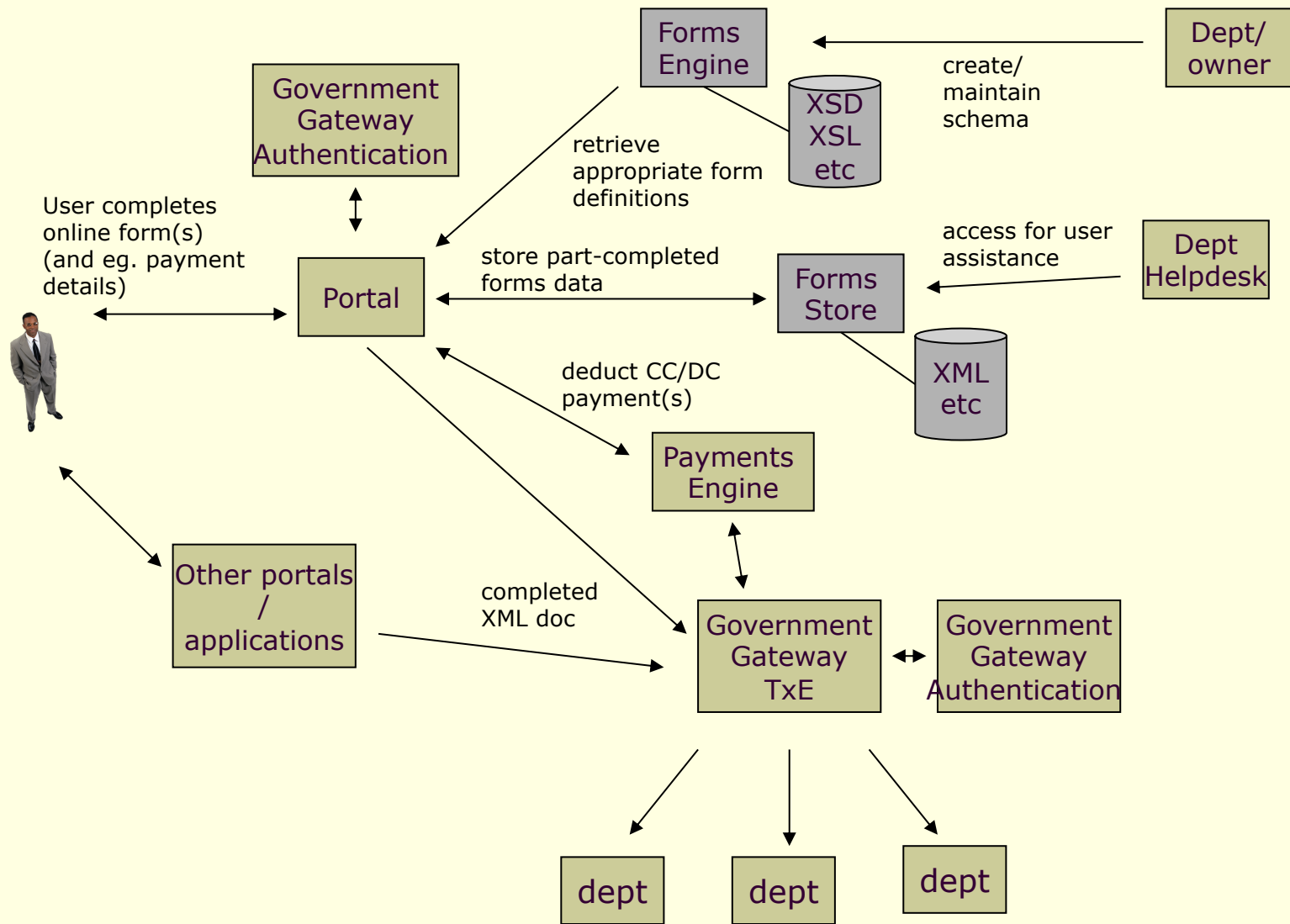
Notification Engine Pilot

- departments only need to interface to one engine to get full use of multi channel capability for notifications
- the business logic for trigger events is managed locally by departments
- easy to add new notification methods (transparent to departments)
- XML based up to point of delivery to channel

Forms service: Forms Engine and Forms Store Pilot

- forms engine
 - a SOAP service that will allow a portal or application to pick up a copy of the latest form and render it
 - makes form distribution easier
 - portals build one form rendering engine rather than hard coding all government forms
- forms store
 - a SOAP based secure storage system used to store part completed forms
 - allows a user to continue a form at 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 a helpdesk or IR tax person to view your part completed form (if you were to permit them) and so they could provide better help
 - access controlled by Gateway authentication/authorisation services

Forms Overview Potential Use Scenario



Personalisation and Circumstances Engine Pilot

- as most web sites allow users to personalise them, the result is duplicated information around various websites and portals
- the personalisation and circumstances engine will allow users to enter their information once and then select which Government sites are allowed to see it
 - examples include preferred language, date of birth, post code, etc
- each time a user logs on to any Government site it would (if permitted) already know a user's preferences
- the circumstances part extends this (for use with the rules engine)
 - it will permit a user to store and control far more general information such as marital state, number of children, other dependants etc..

Rules Engine Pilot

- the rules engine is a central storage facilities for service rules
- the rules (for example, benefit entitlement rules) can then be run against a user's circumstances. The more information that has been provided the more accurate the resulting view of benefit entitlement will be
- would allow a 'what if' facility to find out how entitlements could change:
 - what if my husband is made redundant?
 - what happens if I have to care for my mother?
 - what happens if my new child is disabled?
- the rules would be produced once by the service-owning departments allowing any portal or website to provide the rules service

ISB Portal Demonstrator

- during the pilot the portal will act as the ‘shop window’ that illustrates how all the pilots integrate together to provide an enriched user experience

Web Services Broker Pilot

- provides a consistent interface for developers (one web service delivery endpoint rather than 100s), with no touch on client
- provides a 'pull' facility to parallel the existing asynchronous submission interface (enabling backend data to be retrieved for pre-population into online forms, for example)
- changing the location of web services becomes transparent to the client rather than hard coded to a particular server
- the existing Gateway security environment ensures all government web services are protected by a common, consistent, strong security regime
- a dept's XML Web service could be taken offline for maintenance without modifying either the client code or its configuration. A Gateway administrator can ensure redirection of the SOAP messages to an alternative endpoint

Gateway web services broker

