Why use *Access-eGov*?

🔵 *Access-eGov* provides a single entry point where citizens and entrepreneurs can obtain all relevant information and are guided through the whole complicated process

🔵 Public administrations can provide services through a single point of access, but still manage and maintain the data within the municipalities' systems

🔵 The availability of general information in a central place reduces the required maintenance effort of individual offices to provide this information on their own websites

🔵 Service providers can introduce new government services to the world of e-government interoperability in an easy way. A service registered in the *Access-eGov* may be subsequently localised and used through the interactive guide.

Access-eGov represents a practical solution of semantic interoperability, one of the key issues in e-government. Furthermore, *Access-eGov* supports the accessibility of the services for people with special needs, an important and necessary requirement for public services.

EU countries have evaluated *Access-eGov* in the real environment. Citizens found a complicated process easier, more transparent and more comprehensive than visiting different websites and offices.

"Semantic interoperability in the area of e-government is not only relevant for the integration of government services within a single state but also on a European level. Government services might have to be used also by foreigners, e.g. people wanting to sell their services abroad and need a permission to do so from the foreign state", Ralf Klischewski (German University Cairo).

Can I use Access-eGov products?

Access-eGov software products are free to use and are provided as open source products licensed under the General Public License (GPL). The products can be used or extended by any interested party, while the Access-eGov consortium can provide useful guidance on employing the Access-eGov approach based on its extensive experience.

How can I find out more?

To find out more:

🔵 visit the project website: www.accessegov.org

🔵 or contact Tomas Sabol: Tomas.Sabol@tuke.sk

For more technical information you can download from the project website:
🔵 Access-eGov Platform Infrastructure, Public administration resource ontologies, guidelines for semantic markup of e-government resources and the detailed project presentation
🔵 Access-eGov Methodological Guidelines document (available in early 2009) that provides guidance on the use of semantics for e-government services using the project methodology

Access eGov

🔵 Is your organisation interested in offering online public services?

🔵 Do you want to increase value of your electronic or non-electronic government service for service consumers, e.g. citizens and businesses?

🔵 Are you working in a public administration or are you providing public administrations with e-government services?

If you answered yes in any of these questions there is a high possibility you will be interested in the products of *Access-eGov*.

Access-eGov provides citizens with all relevant information on government services which they need in a specific situation, whether provided on municipal, regional, national or European level and whether they are provided electronically or in a traditional, non-electronic way.

What is the *Access-eGov* platform?

If you want to get married, build a house, establish an enterprise or receive some other complicated service from the government (or more usual from several government institutions), you will have to pay attention to quite a few administrative requirements that need to be met in advance: you have to get and fill in different forms from different offices, obtain and hand in the required documents and certificates. But what is the process you need to follow? Where do you need to go? Whom should you contact? Which documents and forms are needed in each step of the process and where can you get them? How much does it cost?

Access-eGov is an online e-government platform supporting the integration of government services, including the frequently occurring "hybrid" scenarios in which a citizen is offered some services online while others are available offline. Access-eGov guides the citizen or any user through the process in a step-by-step manner in order to complete the desired action. It directs each step to a service and always takes into account the "context" and the personal needs of the user (e.g. place of residence), while it provides useful information (e.g. responsible officer, fees, required documents).

"It is important to provide both traditional and online services because currently only few services are offered electronically by public administrations. Furthermore this leaves the choice to the citizen on using the online service or contact the office in person" Tomas Sabol (Access-eGov project coordinator).

What products does the *Access-eGov* suite include?

🟠 Personal Assistant

The Personal Assistant is a web application that first asks the user (a citizen or business representative) a number of questions. Based on the answers provided, it generates a personalised scenario consisting of a sequence of steps (services). Layout, structure, and ordering of elements in the interface are dynamically created from a dynamic knowledge base of the service and are customised based on the conditions/context of the given user. The citizen is guided through a scenario to achieve the defined goal that requires the use of public administration services. The user may also directly invoke electronic services provided via a standardised web service interface. Each task in the list is accompanied with descriptions, detailed information about required documents and payments. Moreover, the Personal Assistant provides a list of government services suitable for each task along with detailed contact information. The Personal Assistant has been designed as a dynamic application capable of supporting almost all possible life events and business episodes. Existing government web services can be securely integrated using innovative industry-standards in order to safeguard execution control based on fine-grained access policies.

Access eGov - My tasks

🟠 Annotation Tool

Government officers can use the Annotation Tool to publish online and offline services without needing to know the intricate details of semantic technologies, which drive the system. An officer simply provides information about the service by filling in simple forms and by dynamically inserting content from existing e-government websites. This ease-of-use is achieved by hiding the complicated details from the average user by using semantic templates for life events, business cases, and services. An officer simply selects the appropriate template, fills in the details, like opening hours and contact information, and then publishes the service. With these simple steps the service will be automatically available to citizens and business users to use in their personal list of tasks inside the Personal Assistant. In addition, the Annotation Tool has built-in support for multiple-languages (both for the user interface and the data), access control as well as simple publishing workflows.

| Street | Markt |
| Add another value Stree |
| House No. | |
| Add another value Hous |
| Postal code | 21509 |
| Add another value Post |
| Town | Glinde |
| Add another value Town |
| PO Box | 1360 |
| Add another value PO B |
| PO Box Postal | 21505 |