E-Government Challenges
and
the CiTel Experience

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W3C Office in Italy - Oreste Signore
Private firms - Maurizio Pallotti
E-Government – the project in four phases

- **Catalogue**
  - Realization of web site for administrations

- **Transactions**
  - Interface with internal applications
  - Choisce to run transactions

- **Vertical integration**
  - Integration between central P.A. and local P.A.

- **Horizontal Integration**
  - Integration between the different services and functions
Technical Issues

- **Interoperability**
  - The new systems between each other and with the existent systems
  - Necessary "open standard" architectures
- **Privacy**
  - Personal data are recorded
  - Technical procedures are solid and transparent
- **Security**
  - On-line payments
- **Multimodality**
  - The users can choose the modality
Economical Issues

- **Costs**
  - Implementation and evolutive maintenance

- **Maintenance**
  - Legislativ Modifications and technical variations
  - Technological environment in evolution

- **Reusabilities**
  - The e-government must be seen on a national scale

- **Portability**
  - The independece of the platform HW / SW
Social Issues

- **Accessibility**
  - Social commitment and law obligation “web for everyone”

- **Usability**
  - Large and different users communities
  - Italian law 4/2004

- **Acceptation**
  - Internal organizational impact of the P.A.
  - New organization of processes based on users
  - The citizens must believe in the new system
The Ci-Tel project was born in the context of the Tuscany Telematic Regional Net.

In 2002 the Ci-Tel project has been proposed in the framework of the multi-project E-Toscana in the selection advertised by M.I.T.

The total cost has been about 3.36 millions euro.

The service are intended from resident in seven neighbor cities.

Tecnological partner: Regulus, Cedaf.....

Scientific partner: W3C Office in Italy.
Progress Report

- The project is started in 2002 and ended before summer 2005
- The 90% of the schedule services are been activated
- The advanced state of plan is show in next slide
Progress Report of the e-government Tuscany project

D3 CiTel - Comune Pisa

A1 - Regione Toscana

Fonte M. I. T.
Achievements

- On-line services
- La Multiutenza
- La Multicanalità
- Il Multiaccesso
- Customer satisfaction
- Reuse
A SMS reminds me about the deadline for registration of my son to the infant-school. I will register him. Afterwards, I will check the final ranking.
CiTel User

On-Line Credential, PWD in envelope C.I.E., signature

Multichannel Applications

Supply the Services

De-coupling Legacy

Base Framework
- Identification system
- Digital signature
- Management
- Log management
- Payments management

Protocol SOAP - XML

Municipalities R.C.U. of Pisa
Legacy applications

Web Services

Back-office

Certification authority
Payment systems
Bank systems

Payment systems
Bank systems
Diffusion

- Assign about 8,000 E.I.C. to Citizens
- Assign 150 digital signature thoward civil servants of municipality of Pisa
- Distribute more then 1,000 login and password to Citizens
Reuse

- E-government projects are going to reuse the base framework:
  - ET-Web - Municipality of Catania
  - FromCi - Municipality of Vicenza

- New entry to reuse citel modules
  - Municipality of Pietrasanta
  - Municipality of San Miniato
The reutilization plain

- Building Area
- School Area
- Payments Area
- Demografic Area
- Turism Area
- Municipality Police Area
- Citizen Area
Reuse environments (school area)

- Registration and payments scholastic fee
- Registration refectory service
- Registration schoolboy transport service
- Consultation list
- Consultation class-register
Future Work

- T-CiTel project which got funding in the framework of a contest for digital terrestrial television transmissions, manged by the M.i.T.

- Reuse ...