



CiTel



Ministro
per l'Innovazione
e le Tecnologie

Piano Nazionale di e-Government



E-Government Challenges and the CiTel Experience

Leader of the Project - Franco Chesi
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
 - Choise to run trasactions
- **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 indipendence 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

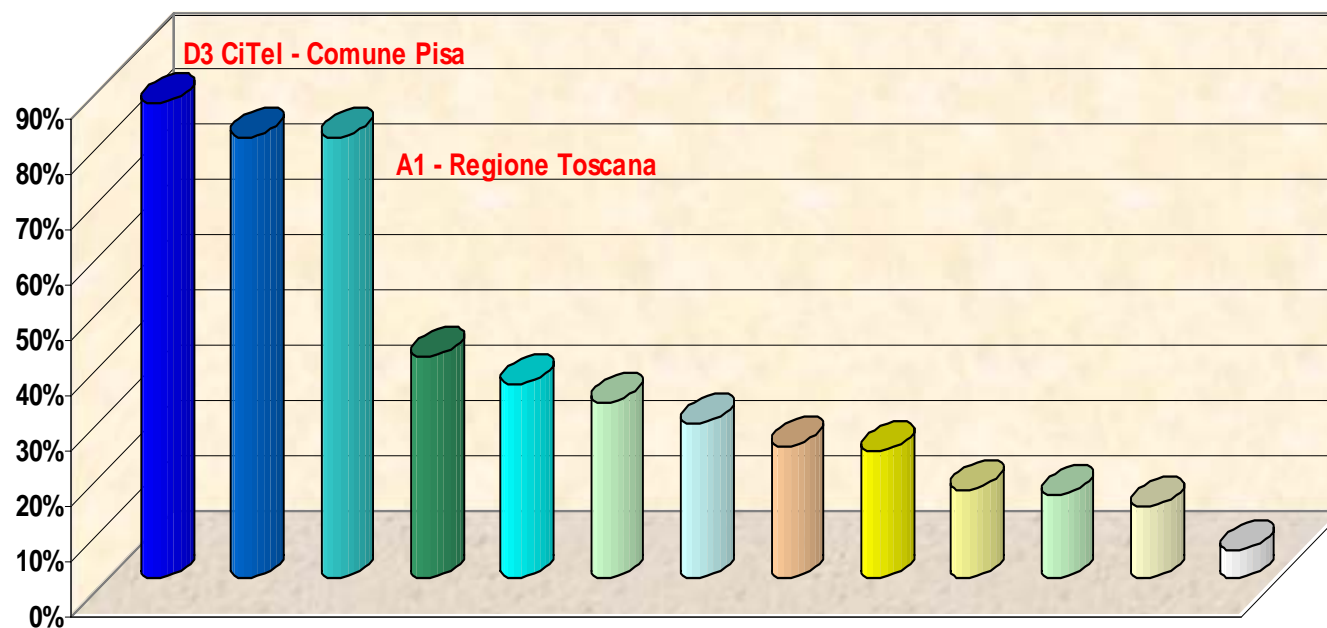
Project card

- 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 neightborry cities
- Tecnological partner: Regulus, Cedad.....
- 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



Fonte
M. I. T.

Achievements

- On-line services
- La Multiutenza
- La Multicanalità
- Il Multiaccesso
- Customer satisfaction
- Reuse

Tuscany - Italy



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



TV digitale terrestre





**CiTel
User**

Certification authority
Payment systems
Bank systems



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

Supply the
Services

Base Framework

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

Multichannel
Applications



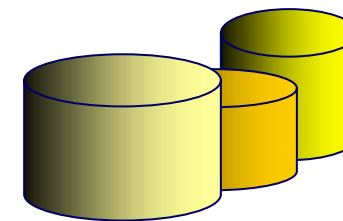
De-coupling
Legacy



Protocol SOAP - XML

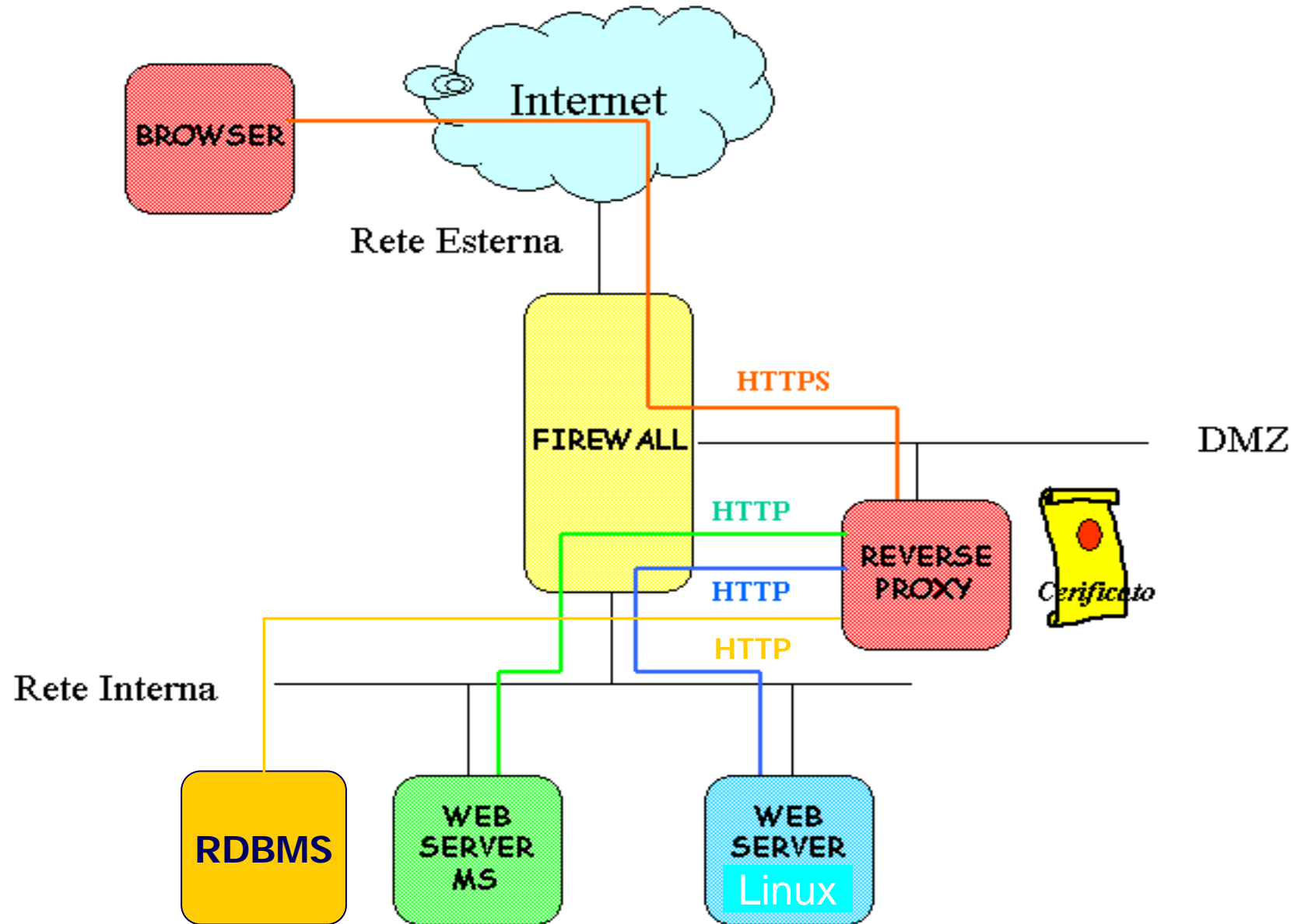
Municipalities R.C.U. of Pisa
Legacy applications

Web Services



Back-office

Architecture with Reverse Proxy



Diffusion

- Assign about 8.000 E.I.C. to Citizens
- Assign 150 digital signature toward 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, managed by the M.i.T.

- **Reuse ...**