



# The New Generation of Government Online Application Service

❏ Public Service Also Has Multi-Channel Delivery ❏

Do you know you can apply the Household Certificates on internet? Or even apply it at convenient stores? This is one of the multi-channel service deliveries provides by a local government Online Application System. People can apply the services at the counters, on internet, or at convenient stores nearby.

## ❏ Apply Online, Simple and Convenient

With wide range of territory, this local government territory has more than two million of population. In order to provide more convenient and faster services to the populace, the local government had promoted a “Certificate-free Service System” in 2003. While the populace applies services at the counter, instead of providing hard-copy relevant certificates or approval documents by the populace, the staff can access and retrieve the related data for Household and Land Certificates directly from the system. The “Certificate-free Service System” surely reduces a lot of time and transportation costs for the populace travel between authorities.

However, the “Certificate-free Service System” is only available for this local government’s database of Household and Land Certificates, the system has not been expanded all around Taiwan. Most of the services still require populaces to attach lots of certificates or approval documents during application process. Moreover, people still feel inconvenient for the lack of online payment function. In other words, people still need to travel between authorities in order to gather all relevant documents and then apply for services.

## ❏ Online Service Saves Transportation Time and Money

In order to provide a complete online service, the local government started using the “Integrated Online Service Application System” in 2007. The system provides more than 60 online application service items, not only combines the internet authentication such as Citizen Digital Certificate (MOICA) and Business Digital Certificate (MOEACA), but also the online payment function. Furthermore, the system exempt from providing certificates or approval documents while people applying for services by integrates 9 certificate-free service systems to access and retrieve data. By using the “Integrated Online Service Application System”, people is needless to go to the authority to apply for services, thus no more wasting time waiting in line, and reduces countless time and money on transporting between authorities.

In addition, the “Integrated Online Service Application System” also combines an EIP (Enterprise Information Portal) which provides a core interface for staffs, managers, and administrators to all operation and auditing processes. The “Integrated Online Service Application System” also links up with an existing government Document Management System, which automatically assigns a document number to each application case. This linkage makes it easier to check and query case status, and also more convenient to manage and audit the cases for the competent authority.

## ❖ Convenience Stores Are Extension of Online Services

This year, the local government has teamed up with chain convenient stores and provided 16 common services to its populace. For those people who are far from the authority, or not familiar with computer operations, has one more option and channel to apply services. People are able to apply services using Kiosk, such as ibon machine in the convenient store nearby their home. Store clerk can assist people to operate the machine when needed. There are more than 500 convenient stores partner with the local government, which means the government has extended its services to more than 500 delivery channels providing 7 x 24 year round services in the neighborhoods everywhere.

## ❖ BPM Flow Engine, the Core of Online Application Service

The key to provide the populace with more than 60 online service items is the strong Power Process BPM flow engine from [AboveE Technology Inc.] in "Integrated Online Service Application System." More than 60 service items means there are dozens of forms and flows. With such complex processes and operations, strict access controls, high flexibility flows, and powerful and strong flow engine are provided by high scalability Power Process BPM to ensure "Integrated Online Service Application System" works perfectly. The local government has also achieved a "Public Inspection Reporting System" into the scope of "Integrated Online Service Application System" to provide a public channel to report various issues. For example, ditch sediment cleaning, road potholes fill-ups, abandoned vehicles reporting ...etc. All those internet reporting channels are open and transparent to public, and people are able to check case status anytime, anywhere by an internet access.

AboveE Technology's Power Process BPM provides strong integration capacity to connect with other information systems, such as EIP, the existing workflow platform and Active Directory...etc., and gather up various workflows together to provide the staffs more convenient single sign-on operation. With the optimized and standardized workflows, and the highly flexible and automated processes, the "Integrated Online Service Application System" significantly accelerates and improves government authorities' operational performance.

## ❖ 7 x 24 Year Round Online Service Benefits the Public

The local government receives around 680,000 service cases per year. There are 517 service items in total, 63 items are already running on the "Integrated Online Service Application System", 16 of them can be applied at the convenient stores. According to the statistics of the local government\*, the average volume of the "Integrated Online Service Application System" per month is about 2,848 cases. Although the number is only 4.31% of the total service cases, with a high usage of internet nowadays, the online application are expected to increase greatly, and the goal of providing 7 x 24 year round service will be reached in the near future.

The local government is devoted to provide better services to its populaces as well as to save energy for a better world. Assume the average transportation time takes 30 minutes to travel between the authorities per person, and the average of 2,848 cases per month would require 85,440 minutes. 85,440 minutes can be converted to 1,424 hours, and also equals to 178 working days. Obviously, the time and cost are saved tremendously and are expected to grow significantly in the near future while internet and mobile internet access becoming fundamental to people's life. Besides time saving, other hidden costs such as transportation (fares, gasoline), paper, and printing can also be reduced enormously.

\* Statistics Source: from the statistics of the local government.