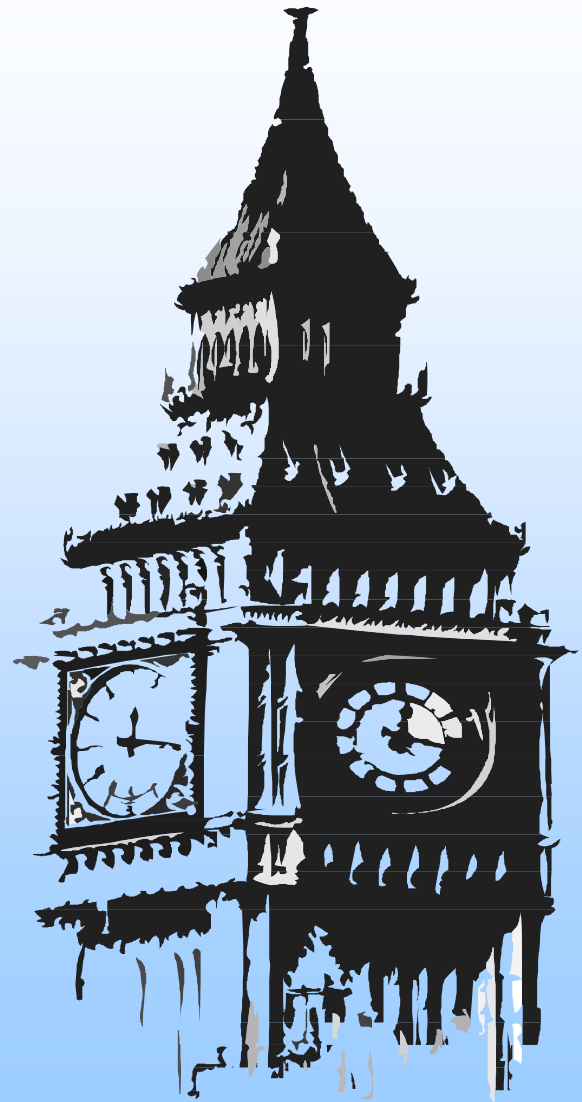




The UK Government Gateway: 3 years on...

Dr David Rowe
Government Solutions Group
Microsoft EMEA
davrowe@microsoft.com

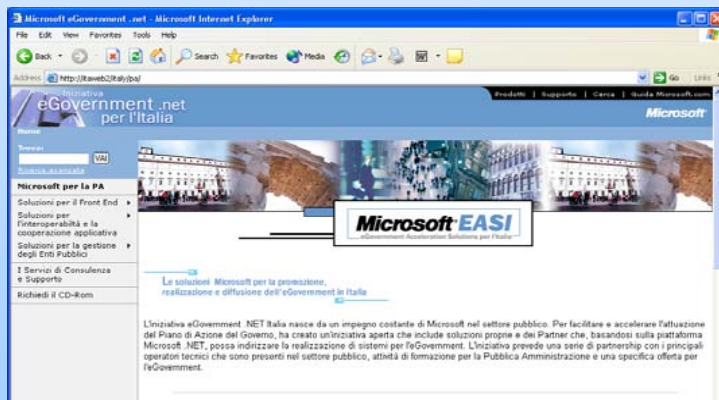


Microsoft in another light

- ◆ **Helping drive Standards and Interoperability**
 - ◆ Extensive contributions to standards bodies
 - ◆ ISO/IEC 23270 (C#) and ISO/IEC 23271 (CLI)
 - ◆ Experiences include GovTalk (UK) and EASI (Italy)
- ◆ **Intellectual property access program**
 - ◆ XML Office 2003 reference schemas
 - ◆ Shared Source initiative
 - ◆ Royalty free University and Research program
- ◆ **Developer and IT Pro communities**
 - ◆ Great conferences – like NT2004!!
- ◆ **Local R&D sponsorship**
 - ◆ University outreach
 - ◆ MSR Cambridge
- ◆ **Digital divide efforts**
 - ◆ Avanti project

Sharing solutions & best practices in e-Government

- ◆ **Help drive standards and interoperability for governments**
 - ◆ Consistent, XML-based, web services ecosystem
 - ◆ Real experiences include GovTalk (UK) and EASI (Italy)
- ◆ **Utilise best-of-breed solutions across the region**
 - ◆ Our experience and exposure is international
 - ◆ Real experiences: UK Gateway, Project, Malta R+A, German e-Gov Startup Kit
- ◆ **Facilitate knowledge sharing and solution reuse**
 - ◆ Partner workshops to spread knowledge about EAI solutions in Public Sector
 - ◆ Application Sharing between governments: UNDP, UNESCO, Deventer



Connecting e-Government thought-leaders

E-Newsletter - Microsoft and Government - Microsoft EMEA - Microsoft Internet Explorer

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Address http://www.microsoft.com/emea/publicAffairs/microsoftAndGovernment/governmentnewsletter/default.aspx

Europe, Middle East and Africa

Microsoft

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Microsoft in Government provides information specifically geared to p into the current issues and solutions in the public sector, case studie discussed, and active partners profiled.

March's edition of the e-newsletter has a focus on Criminal Justice. T articles become available they will be listed on this site.

Alternatively, [subscribe](#) to receive the full newsletter by e-mail every

Lead articles to date include:

- [Criminal Justice](#): Supporting Criminal Justice Agencies with a Single
- [Economic Development](#): Creating Opportunities in a Knowledge-Ba
- [E-Government](#): Crossing Organisational Boundaries
- [Electronic Healthcare](#): Improving Access and Outcomes for Patient
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- [Good Governance](#): Deploying Technology to Support Openness and
- [Healthcare Without Boundaries](#)
- [Intelligent Government](#): Deriving Knowledge from Data
- [Local, Regional and State Government](#): Doing More With Less
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- [Security](#): Trustworthy Computing and the Government Security Pr
- [Taxation](#): Challenging the Tax Paradigm
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welcome

Microsoft

insight

Executive briefings for the agile enterprise

inside insight

 Page 4
Vivienne Jupp
managing partner, global
Government services
Accenture

"A key to successful e-government is the citizen-centric approach of customer relationship management"

Andrew Hawkins
EMEA Government Marketing Manager
Microsoft

 "We have to help... adapt for the in..."

"Microsoft's 'Insight government' is widely read by e-Government decision makers across Europe" – Doug Holmes

 Page 22
Vincenzo Maresucci
associate professor of
Internal medicine
Policlinico Gemelli

"The development of Bedside Florence was very easy. Microsoft is very generous with its information."

 Page 30
Bill Macbeth
president
ERIS&

"We're really about developing a viable business model that will encourage the private sector investment that's necessary, we think, to create a sustainable e-region."

About Microsoft Insight

Microsoft Insight provides business and organisational leaders with executive briefings on essential topics for building an agile enterprise.

Each edition combines keynote articles from industry leaders, insights from the analyst community, snapshots of exciting solutions – their business value and the partners who delivered them – and fast facts on today's hot topics.

Microsoft Insight considers three key areas where investments can produce significant business advantage: integrating business partners, connecting customers and empowering employees. It also explores the unique application of these themes within the government, retail, financial services and manufacturing industries.

To receive the entire Microsoft Insight series, please contact your local Microsoft office.

Editor, Microsoft Insight – Government: Douglas Holmes
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Microsoft | [Insight_government](#)

UK: Modernising Government

- ◆ **The UK Prime Minister's Vision:**
 - ◆ **100% services online**
 - ◆ **Joined-up government**
 - ◆ **Citizen focused... high take-up!**



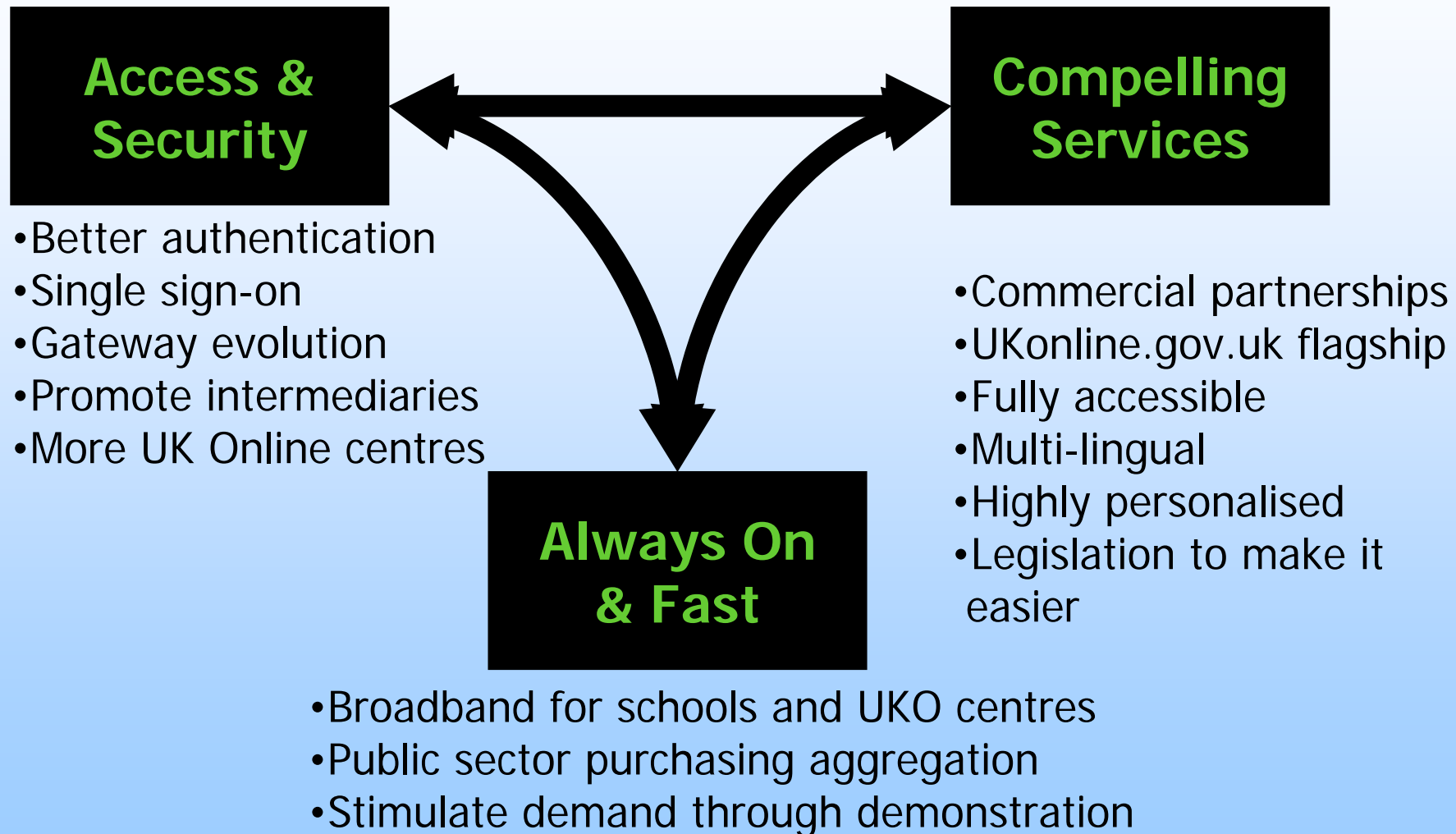
“We're asking everyone to change, not only Government itself....

...We are setting a target that within five years, one quarter of dealings with Government can be done by any member of the public electronically - through their television, telephone or computer”

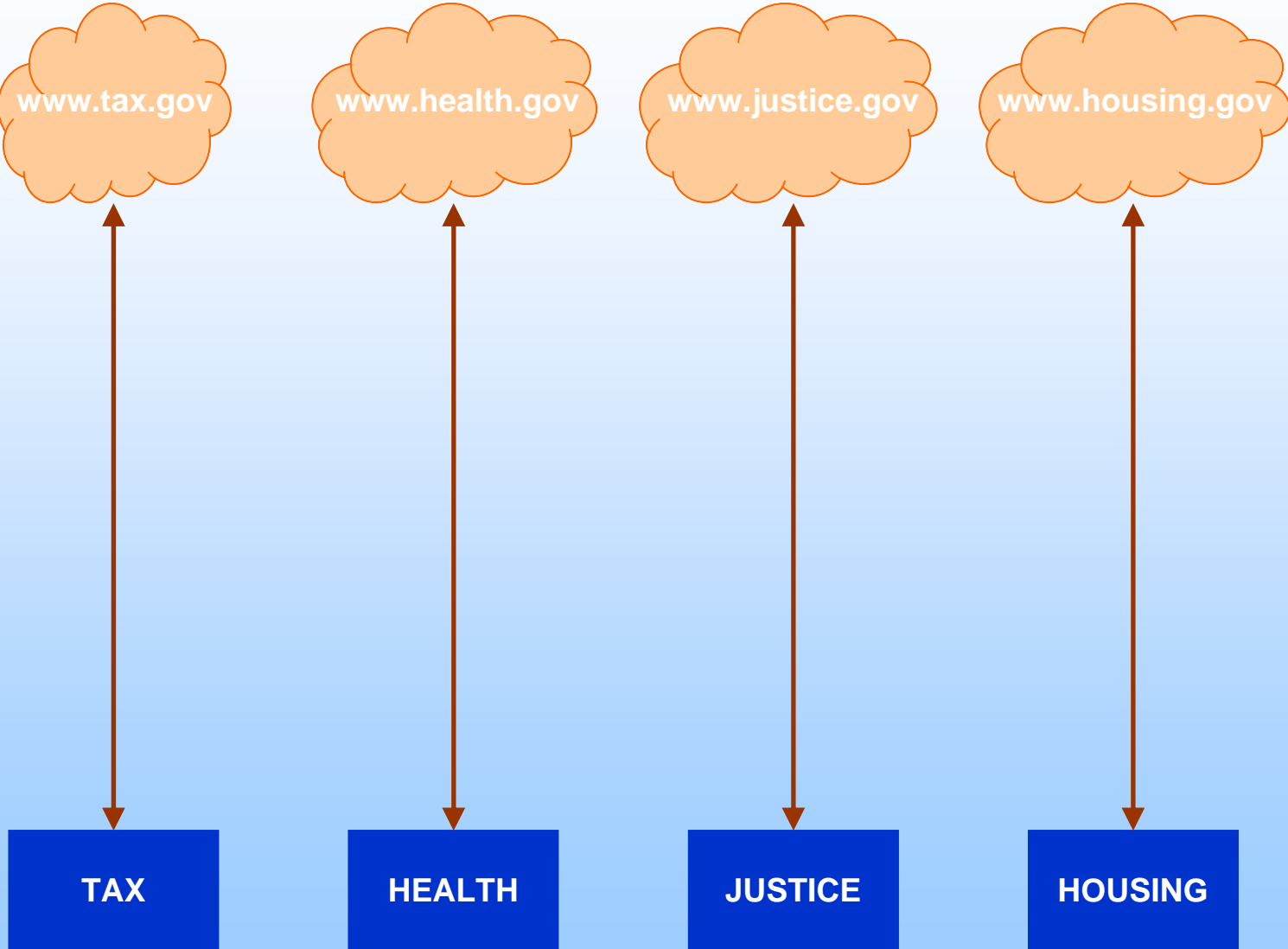
UK e-Gov Agenda

- ◆ **UK PM appointed an e-Envoy**
 - ◆ Andrew Pinder
- ◆ **The Office of the e-Envoy (OeE) is responsible for driving & delivering on the UK e-Gov agenda**
 - ◆ **UK Online: one-stop, citizen-centric Portal**
 - ◆ <http://www.ukonline.gov.uk/>
 - ◆ **UK Gateway: central authentication and transaction**
 - ◆ <http://www.gateway.gov.uk/>
 - ◆ **GovTalk PartnerLink: service implementation guidance**
 - ◆ <http://www.govtalk.gov.uk/partner>
 - ◆ **Bridging the digital divide: citizen-centric services and digital inclusion initiatives**
- ◆ **Microsoft is fortunate to work closely with the OeE to help deliver on the UK Online vision**

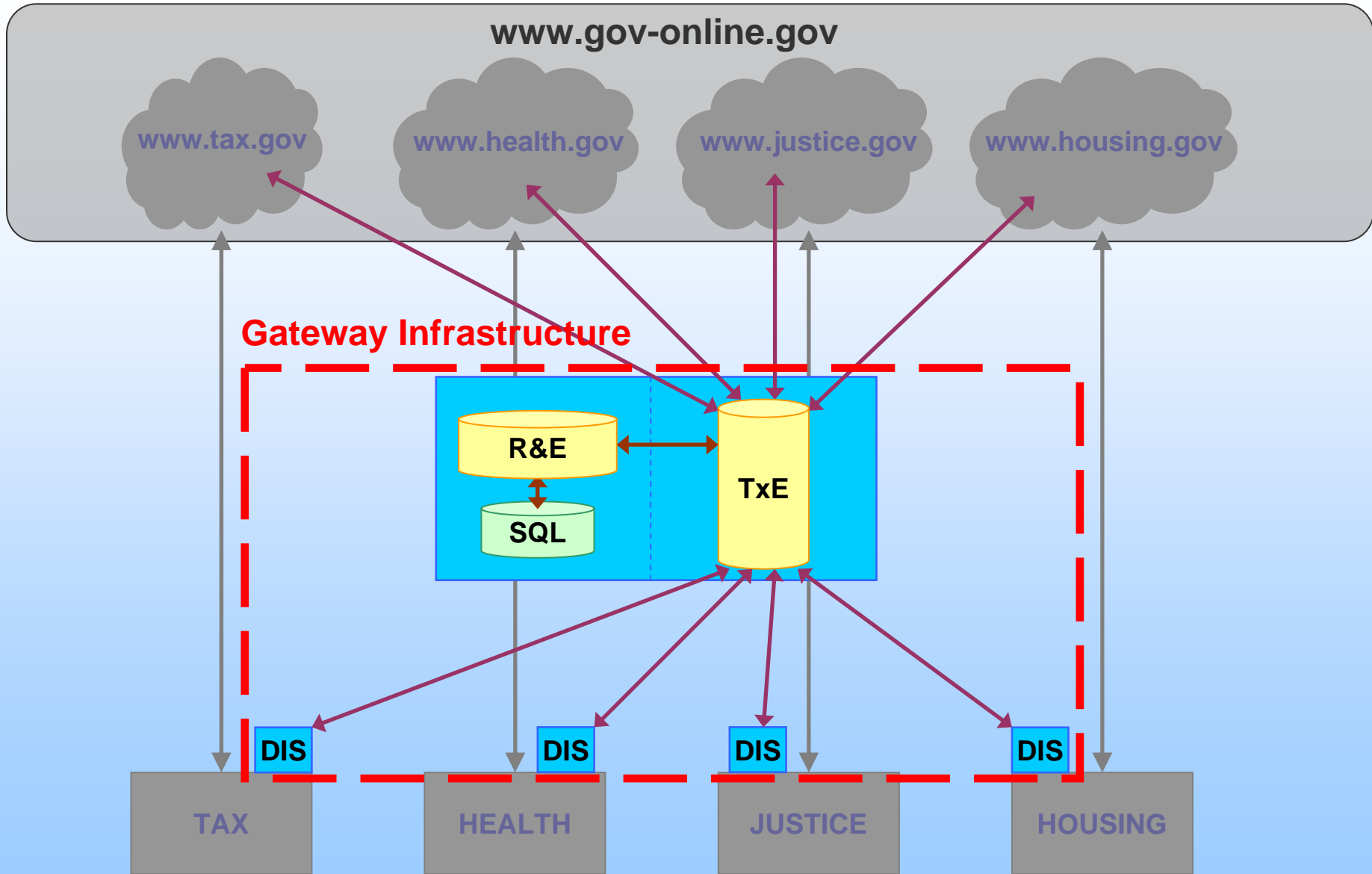
The e-Envoy's Online Vision



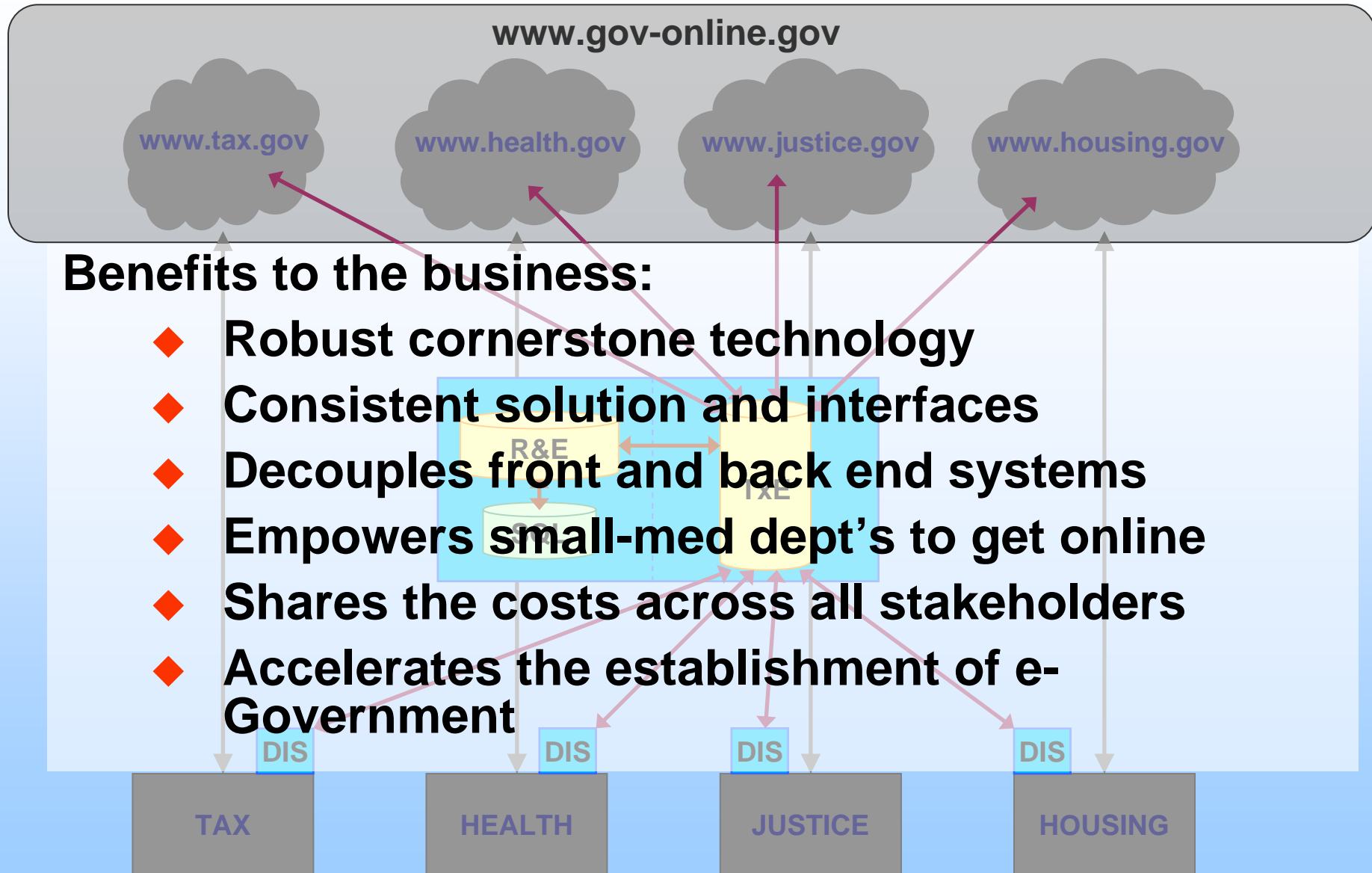
Gateway – Business Scenario



Gateway –Technology Solution



Gateway – Business Benefits



UK Government Gateway

- ◆ Scalable transaction engine for government to provide services for 60M consumers and 3M businesses
- ◆ Live since Jan 2001
 - ◆ 3 years of 24x7 availability
 - ◆ Over 5m registered users
 - ◆ Over 30 transactional services
 - ◆ Millions of transactions per annum
 - ◆ Capable of over 400 transactions/sec
- ◆ Project led by MCS
 - ◆ V1.0 Implemented in 15 weeks
 - ◆ Approx 80 people and 16 companies
 - ◆ 5,400 man-days of effort
- ◆ Strong leadership from the OeE was invaluable.

Government Gateway - Homepage - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://secure.gateway.gov.uk/default.asp?frm_usrLang_sel=0 Go Google

Government Gateway

To register with the Government Gateway, please read the three sections below and decide whether to register as an Individual, an Organisation or an Agent. [More information about registration.](#)

To find out how the Government Gateway uses the information you provide, read the [Privacy Policy.](#)

If you have problems logging in, please read the [Help.](#)

Individuals	Organisations	Agents
If you are registering for your personal use, please register as an individual.	If you are registering on behalf of a business (including employers, sole traders and farms), or on behalf of a non-commercial organisation such as a charity, please register as an organisation.	If you submit forms to Government on behalf of other businesses or individuals, and you already have an agent ID issued by at least one Government Department, please register as an agent.

Select your language

Login

Log in with your certificate
OR User ID and password,
or register below

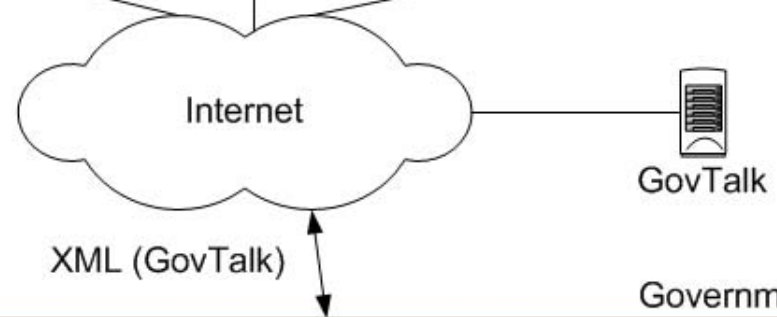
User ID

Password

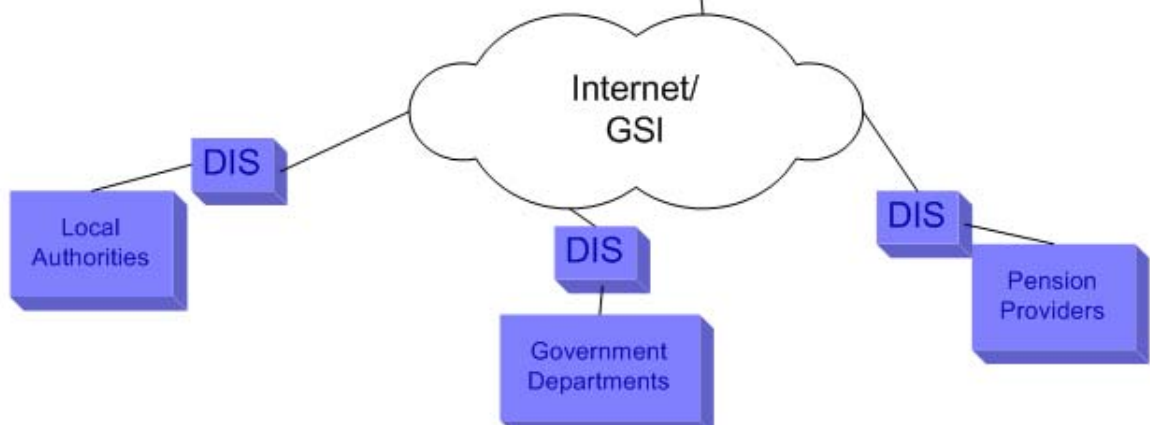
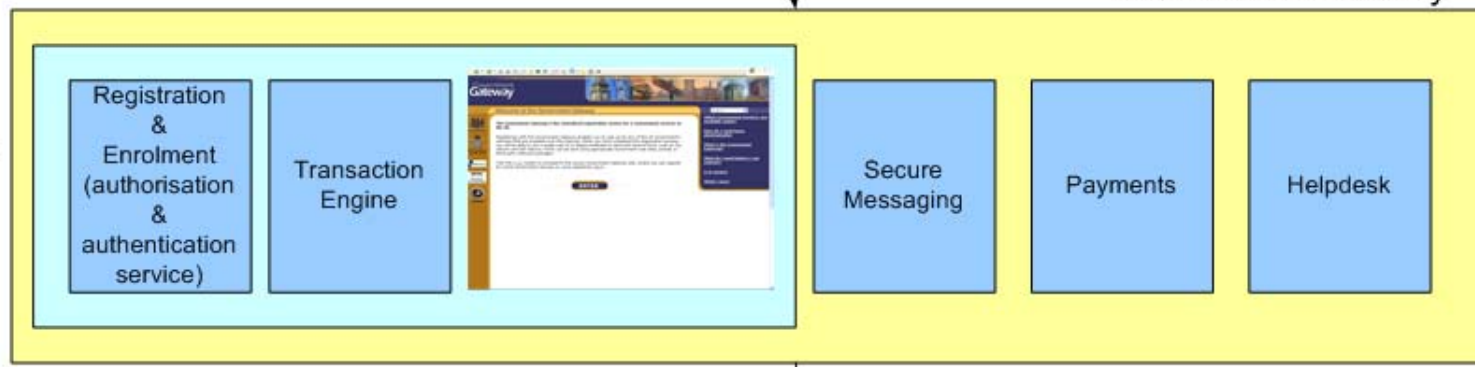
Or select a certificate provider

Login Help

Gateway Overview

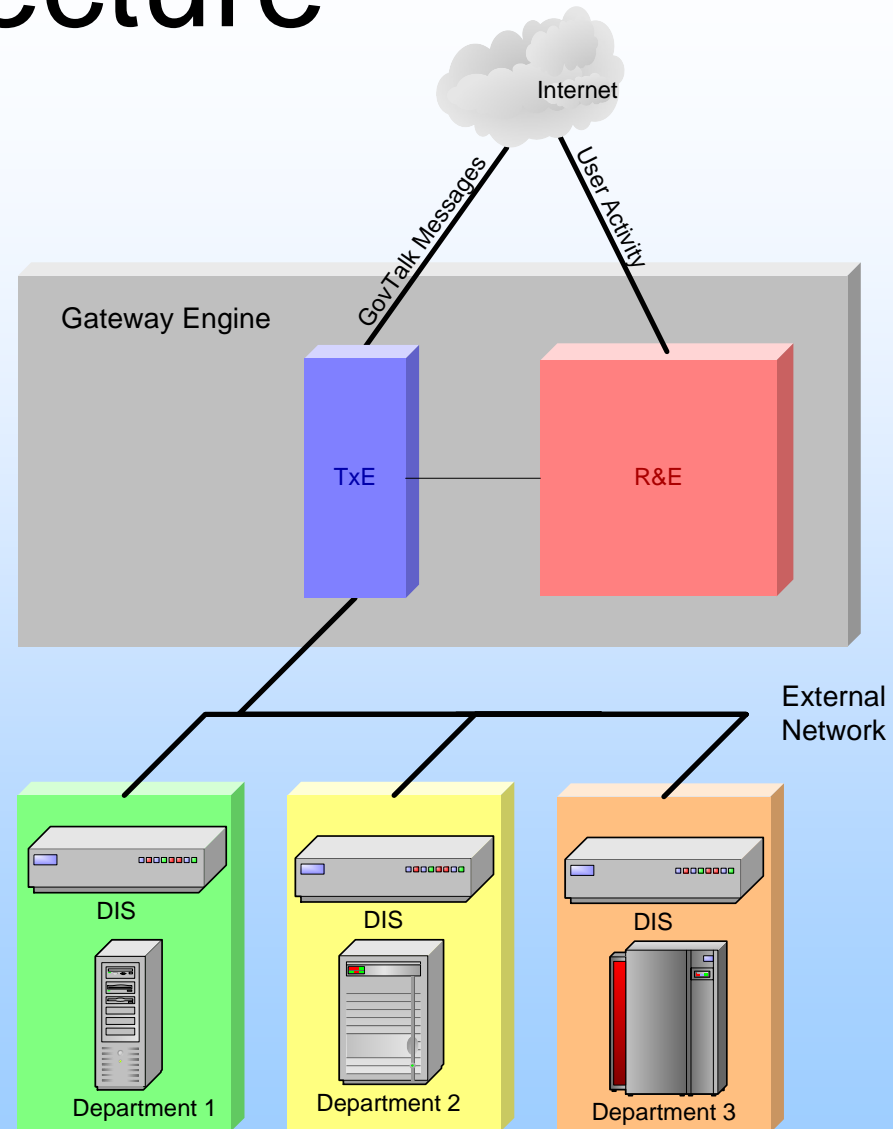


Certification Agencies

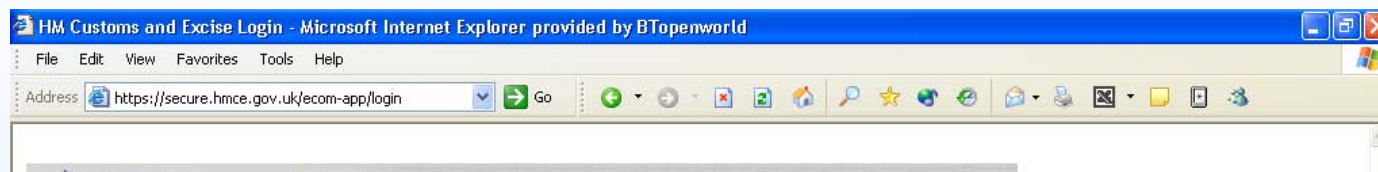


Gateway Architecture

- ◆ Three core elements:
 - ◆ Registration & Enrolment (R&E)
 - ◆ Transaction Engine (TxE)
 - ◆ Dep't Interface Server (DIS)
- ◆ Utilises open standards
- ◆ Submission from internet over secure HTTPS
- ◆ Highly available infrastructure
- ◆ Secure and reliable
- ◆ Architecture is disconnected & asynchronous
- ◆ DIS integrates the back-end and protects investment



Gateway-Single Sign-on sites



HM Customs and Excise

HM Customs and Excise Login

Please supply login ID and password
or click 'Login' to sign in with your certificate

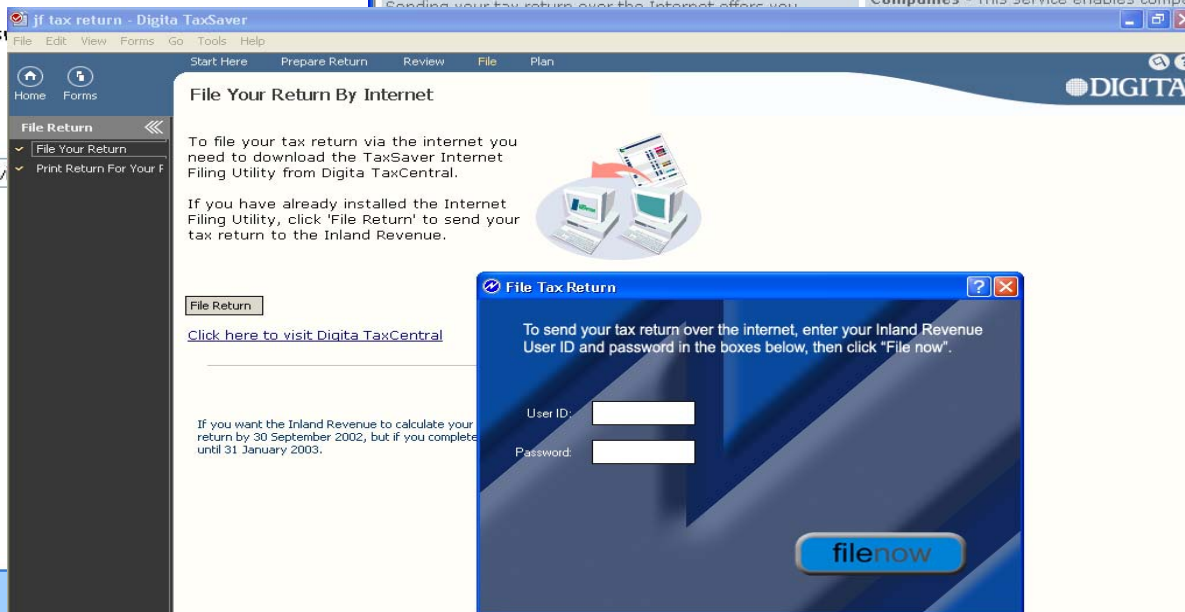
A note about passwords.

Please note that all pass

Login ID:

Password:

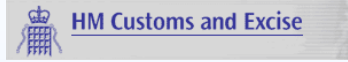
or select your certificate prov



UK Gateway features

- ◆ **Single route into any government system**
 - ◆ Government portals – <http://www.ukonline.gov.uk/>
 - ◆ Application Software – Quicken accounting software for payroll tax
 - ◆ Third party portals e.g. Yahoo.com
- ◆ **Provides “single identity” access for users**
 - ◆ Authentication (user ID and password + digital certificate)
 - ◆ Authorisation (service eligibility/enrolment)
- ◆ **Highly secure, resilient “always on” environment**
 - ◆ Designed for 100% availability
 - ◆ First Government PKI implementation
 - ◆ First full WS-* (Web Services Security) implementation for Government
- ◆ **Processes and routes XML “e-forms”**
 - ◆ Reliable message routing/delivery
 - ◆ Message management, audit and tracking
- ◆ **XML to legacy integration**
 - ◆ Translation to legacy
 - ◆ Protects back-end investment
 - ◆ Allows ‘joined-up’ government

UK Gateway Services



- ⇒ Duty Deferment
- ⇒ Electronic Statements
- ⇒ Rebated Oils
- ⇒ Tied Oils
- ⇒ Electronic Binding
- ⇒ Tariff Information Application Form (eBTI)
- ⇒ VAT EC Sales Lists
- ⇒ Electronic Declaration (ECSL)
- ⇒ VAT Variations (e-Services)
- ⇒ VAT Returns (e-Services)
- ⇒ e-VAT Returns (old)
- ⇒ New Export System



- ⇒ PAYE Online for Employers
- ⇒ Tax Credits Online
- ⇒ Corporate Tax Online
- ⇒ Self Assessment Online
- ⇒ Self Assessment Online for Trusts
- ⇒ Self Assessment Online for Partnerships



- ⇒ LRNI landweb direct
- ⇒ DARD Sheep Annual Premium Scheme
- ⇒ DARD Suckler Cow Premium Scheme



- ⇒ e-IACS Area Aid Application
- ⇒ Seed Certification
- ⇒ Communications Diary (Small Applications)
- ⇒ RPA e-IACS



- ⇒ Export Licence Application



- ⇒ SEERAD e-IACS



- ⇒ Child Benefit Online
- ⇒ Carer's Allowance
- ⇒ Employers Direct Online



- ⇒ Shepway DC e-Payments



- ⇒ GASPs (LOGASNET)

Coming Soon



DETI Ortlly Employment Scheme



Home Office e-CPAS

Kings Lynn & West Norfolk

Strangford Ferry (NI)



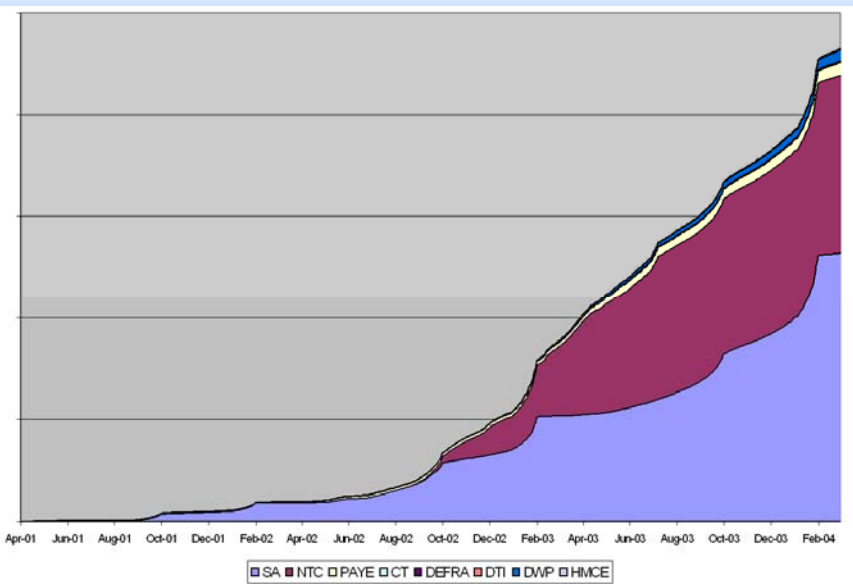
Whole Farm Appraisal



UKPS Passport e-Payments

Gateway Uptake & Submissions

- ◆ **More than 30 online services**
 - ◆ Initially tax payments and farmer subsidy requests
 - ◆ IR SA has 300% rise in online submissions
 - ◆ Most popular service (in time since launch) is NTC
 - ◆ Over 60 more services planned to go live this year



- ◆ **UK Demographic**
 - ◆ 50% Internet have access
 - ◆ 14% Citizens use e-Government services
- ◆ **Cumulative Enrolment Growth since Feb 2001:**
 - ◆ Enrolments now exceed 5 Million
 - ◆ Gateway Active Enrolments:
 - ◆ 6.19% increase month on month
 - ◆ 146.85% increase year on year
- ◆ **Cumulative Transaction Growth since April 2001:**
 - ◆ 2.25% increase month on month
 - ◆ 135.08% increase year on year

Getting Services Online

- ◆ **Departments and NGO's can provide services**
 - ◆ **Slovenia has approximately 300 services in the pipeline**
- ◆ **Portals & App's submitting documents must:**
 - ◆ **Adhere to the appropriate security standards:**
 - ◆ **Utilise encryption standards**
 - ◆ **Support client-side doc signing**
 - ◆ **Support Portal Authentication Protocol**
 - ◆ **Portals and App's must 'talk' XML (Govtalk)**
- ◆ **UK OeE Engagement Model**
 - ◆ **e-Service specification via GovTalk**
 - ◆ **Seek GovTalk sign-off from GovTalk committee and Dep't**
 - ◆ **Develop then Test service via Gateway's ISV test service (<https://secure.dev.gateway.gov.uk/help/>)**
 - ◆ **Deploy, register and certify the e-Service**
- ◆ **Guides and reference @ <http://www.govtalk.gov.uk/>**

Gateway PartnerLink Portal

UK GovTalk - Microsoft Internet Explorer

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Address <http://www.govtalk.gov.uk/partner> Go

HM Government UK online Government headlines:

UK online gov.uk Gateway Partnerlink

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Homepage Resources Project areas Partner directory

Friday, 7 June 2002

Overview

- > The Government Gateway
- > In context
- > Why use the Gateway?
- > Secure building blocks
- > When to act
- > Projects summary
- > Case studies
- > Supported scenarios
- > Events



On 1 March, 2002, the Government Gateway had in excess of 430,000 registered users in the UK. This figure is steadily increasing as more and more services are added to this critical piece of national infrastructure.

For existing partners and newcomers to the Government Gateway, this site is designed to provide you with an overview of the Gateway projects and explain how your organisation can participate.

The Government Gateway makes e-government a reality in the UK. It provides a resilient "always on" service in a secure environment and has a proven capacity to handle high volumes. Citizens, businesses and their agents can register for any

Gateway Update, the e-newsletter for Gateway partners

[Subscribe](#)

FAQs

- > What Gateway-enabled services are available?
- > What is new in the Gateway?
- > What Gateway test facilities are available?
- > What is secure mail?
- > What do I need to know about digital certificates?
- > Which browsers and operating systems are supported by the

Standards & building blocks

- ◆ **Gateway provides common building blocks**
 - ◆ **Generic building blocks for creation of end-to-end services: R+E, TxE, DIS**
 - ◆ **'Always on', 'store and forward'**
- ◆ **Standards-based approach for Gateway**
 - ◆ **Interoperability standards (eg. XML) and common metadata approach (GovTalk)**
 - ◆ **Internet open standards: HTTP, HTTPS, UDDI, SOAP**
 - ◆ **Security standards**
 - ◆ **PKI, X509 digital certificates**
 - ◆ **WS-*: WS-Security, WS-Trust, WS-Profile**
 - ◆ **Support for cryptographic service provider (CSP) interfaces**
- ◆ **Enterprise Application Integration via Gateway**
 - ◆ **DIS box provide connectivity and translate XML messages into other formats as they reach departments.**
 - ◆ **BTS-based DIS boxes provide off the shelf connectivity**
 - ◆ **Already hundreds of AICs for:**
 - ◆ **Systems such as MQ Series, Java, AS/400, CICS ...**
 - ◆ **Proprietary solutions e.g. SAP, PeopleSoft, etc**
 - ◆ **DIS also available on SUN and Linux**

Gateway Replication

- ◆ **Microsoft proud to have worked with Office of E-Envoy to achieve the UK Online vision**
- ◆ **MS now working with the UK Government to:**
 - ◆ **package the core functionality of the Government Gateway**
 - ◆ **provide support for a customisable Gateway Solution Offering (GSO)**
 - ◆ **enable implementation of similar functionality and benefits by other governments**
- ◆ **Established Partnering Strategy**
 - ◆ **Delivery and support via partners**
 - ◆ **Strong local presence backed by EMEA resource**
- ◆ **Other consulting services**
 - ◆ **Utilising best practice e.g. XML and GovTalk**
 - ◆ **Piloting of new solutions e.g. BizTalk Server 2002/4**
 - ◆ **E-Gov thought leadership and workshops**

References – Short List

UK Government Gateway (www.gateway.gov.uk)

- Customer is the UK Office of the e-Envoy
- Originally implemented by Microsoft with the help of 16 partners
- Currently operated and maintained by slumbergerSema
- Dev lead by Microsoft: v1.0 went live 15th March 2001. v1.5 live June 2002.
- 70 Servers and 192 processors capable of over 100 docs per second
- 280k lines of code. Total of approx 10,000 man-days of effort
- Gateway Services Offering (GSO) born from this project

Romania Gateway (www.e-guvernare.ro)

- Based on GSO v1.0
- Ministry of Communications and IT
- Deploying a 12-server config
- Integrated 3 e-gov services
- Gone live Dec-02, local MCS lead
- Approx. 550 man-days (€280k)
- Project lead: Sorin Eftene

Czech Republic Gateway (<http://podani.gov.cz>)

- Based on GSO v1.6
- Project primed by Czech Telecom
- Deploying on a 12-server config
- Integrated 3 e-gov services
- Live Sept-03, SBS as partner
- Approx. €1m over 4.5 years
- Project lead: Jan Sebek

Romanian Gateway: WSIS 2003 Award Winner

- ◆ The Romanian Gateway (referred to as *The National Electronic System* - www.e-guvernare.ro) was the only e-Government application from Europe that received the World Summit Award at WSIS, Geneva
- ◆ *“It is truly an honour to receive this award that will encourage us to continue the digital reform program in Romania at least at the same high standards that were today appreciated through this award. It’s even more a reason to be proud as the solution for the national electronic system was developed by Romanians, by companies from our country, which demonstrates the high level of competence in the software development domain.”* stated, after receiving the award, the Romanian Minister for IT&C, Dan Nica.



Critical Success Factors

- ◆ **E-Government Environment**
 - ◆ Leadership from the top
- ◆ **Empowered management**
 - ◆ UK Office of e-Envoy model very successful
- ◆ **Established frameworks/process**
 - ◆ e.g. Security, Interoperability, etc.
- ◆ **Effective use of technology**
 - ◆ Use of proven platforms to reduce risk
- ◆ **Great partners**
 - ◆ Microsoft is committed to Government

UK Gateway Resources

- ◆ www.gateway.gov.uk
The website citizens, business representatives and business agents must visit to register to use Gateway-enabled online government services.
- ◆ www.ukonline.gov.uk
A one-stop shop for citizens providing a 24 hour point of access to available online government information and services. The site links to information from government and other organisations to help with some of the important events that happen in 'Your Life'.
- ◆ www.ukonlineforbusiness.gov.uk
UK online for business is part of [UK online](#), a nationwide partnership that brings together government, industry, the voluntary sector, trade unions and consumer groups to help make the UK one of the world's leading knowledge economies.
- ◆ www.govtalk.gov.uk
The GovTalk site provides a consultation forum for public sector, industry and other interested participants to work together to develop and agree policies and standards across all areas of e-government.
- ◆ www.e-envoy.gov.uk
For all centrally provided information about the UK online strategy and e-initiatives in the knowledge economy.

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