

Training



# e-Governance Academy

Research

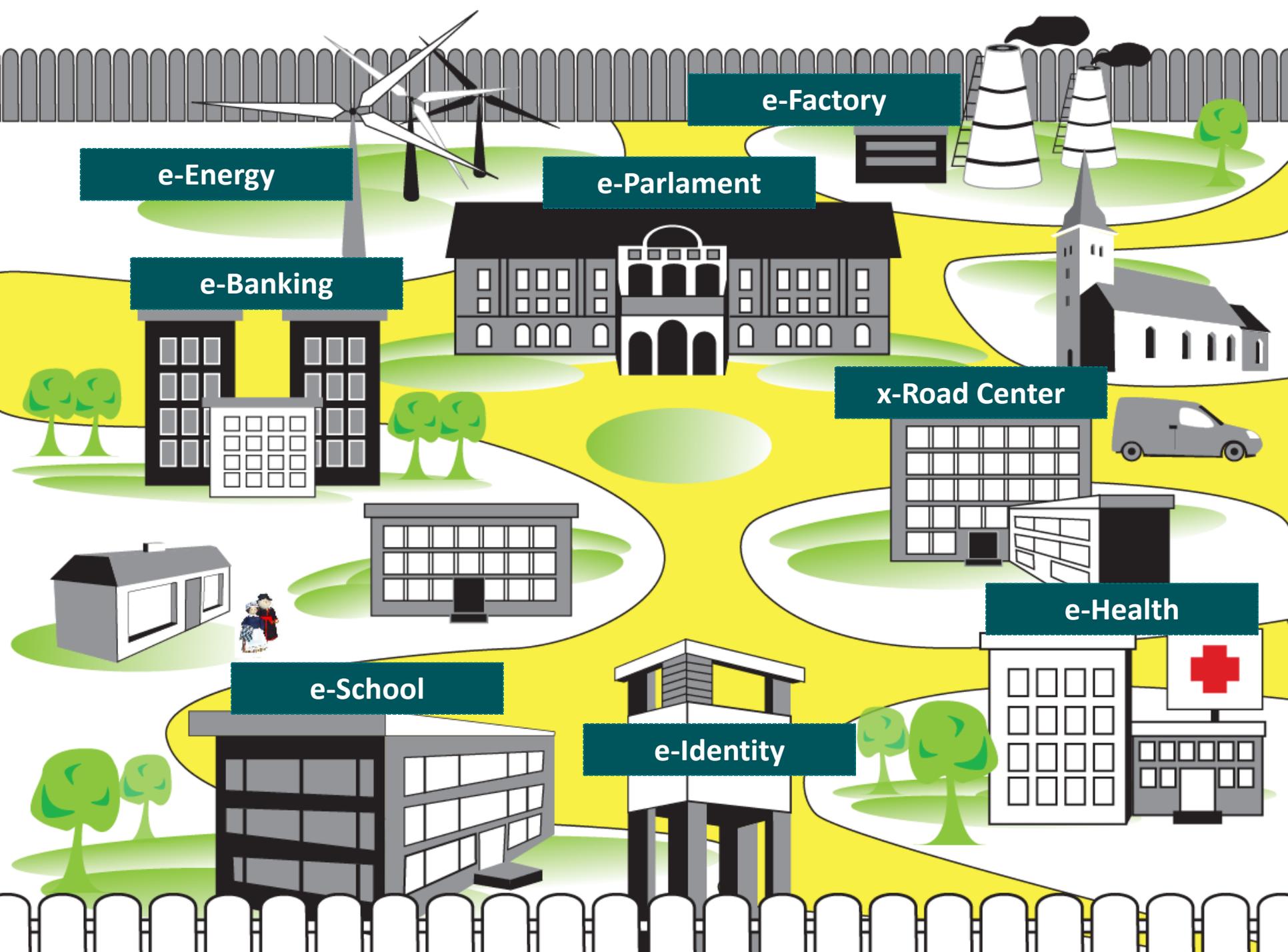
Consultancy



# X-road as Integrated Service Delivery Platform Lessons

Ivar Tallo

- ⦿ What does x-road do?
  - <http://vimeo.com/94158435>
- ⦿ X-road administration: RIHA
- ⦿ Lessons:
  - Technology
  - Time
  - Competence



e-Energy

e-Factory

e-Parlament

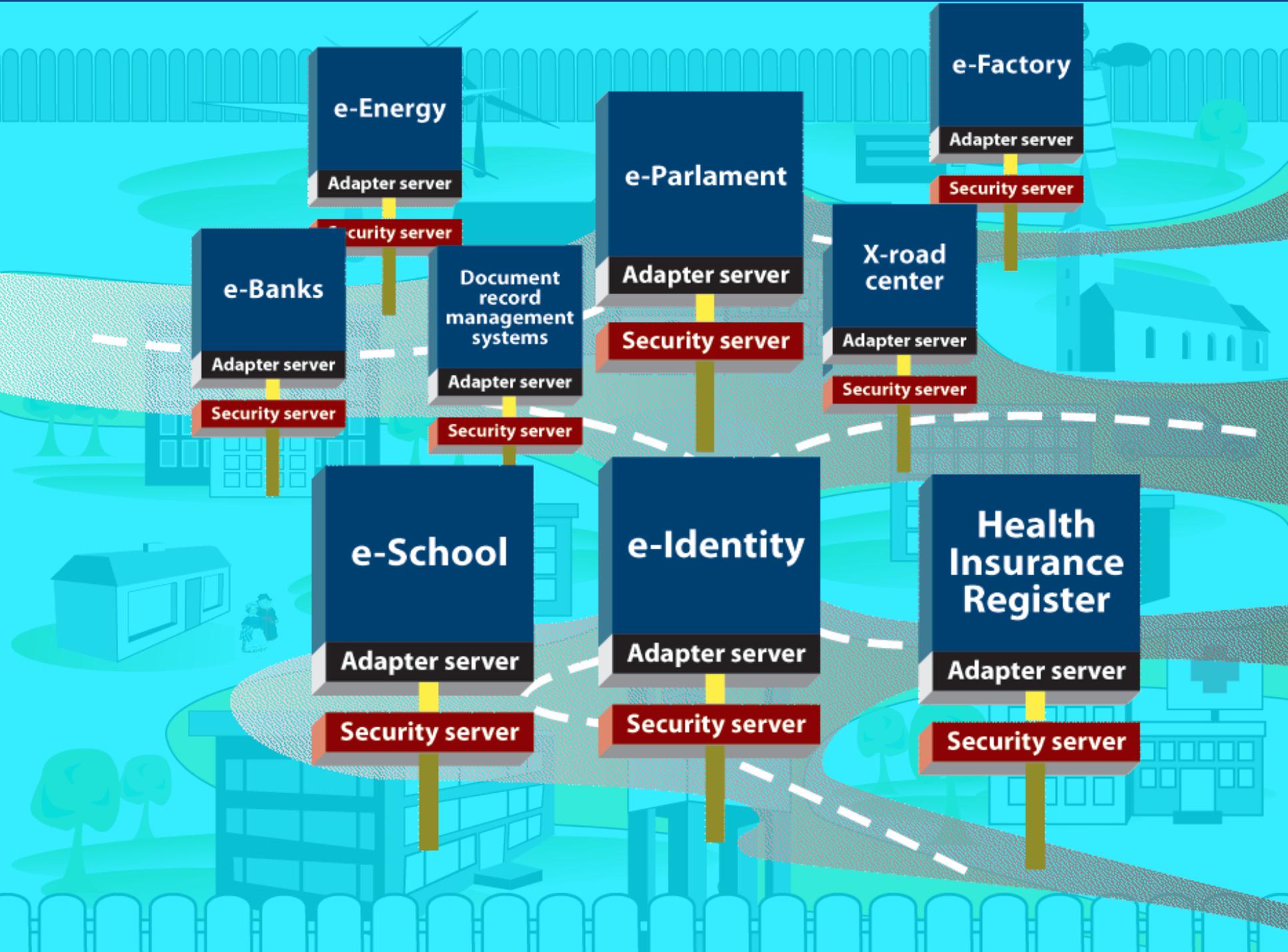
e-Banking

x-Road Center

e-Health

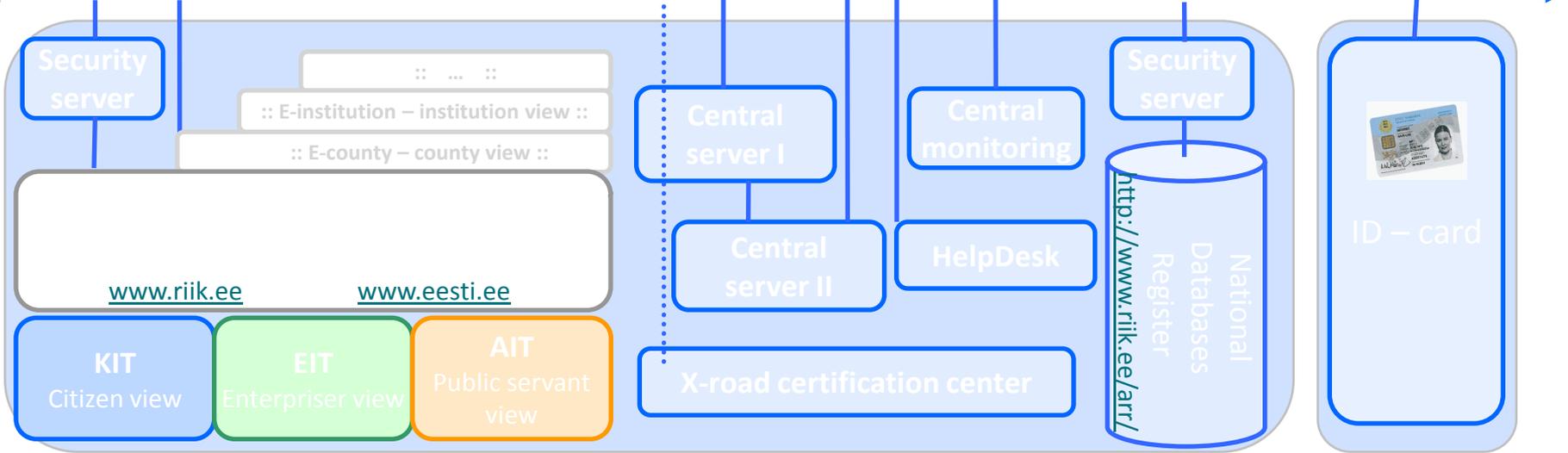
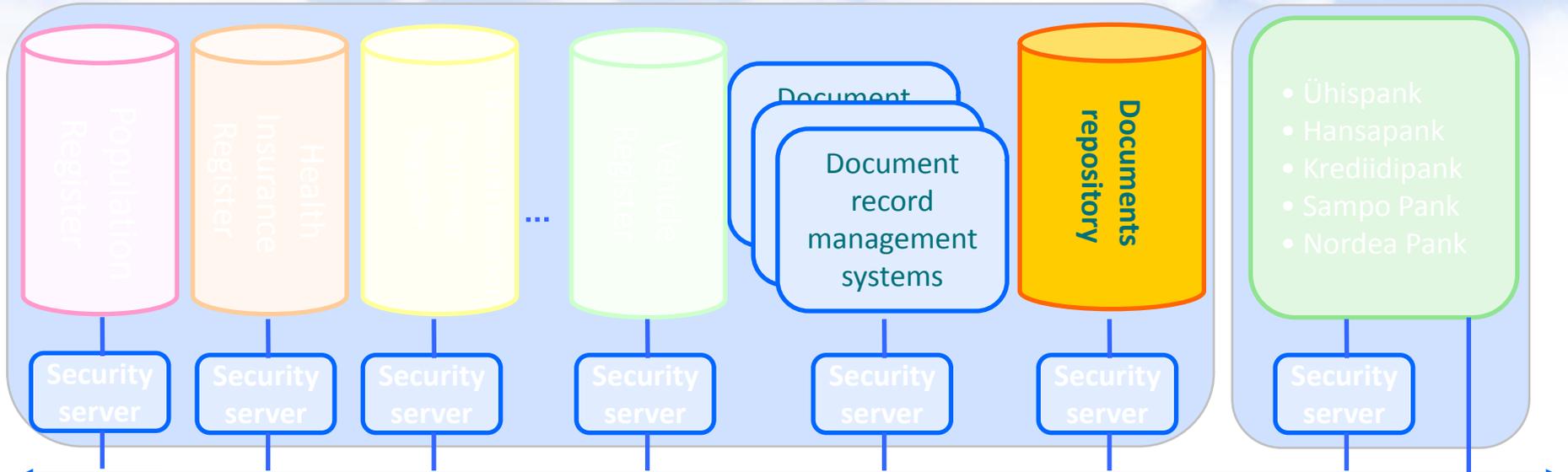
e-School

e-Identity



# Databases / information systems

# Banks



# X-road center

# Certification Center

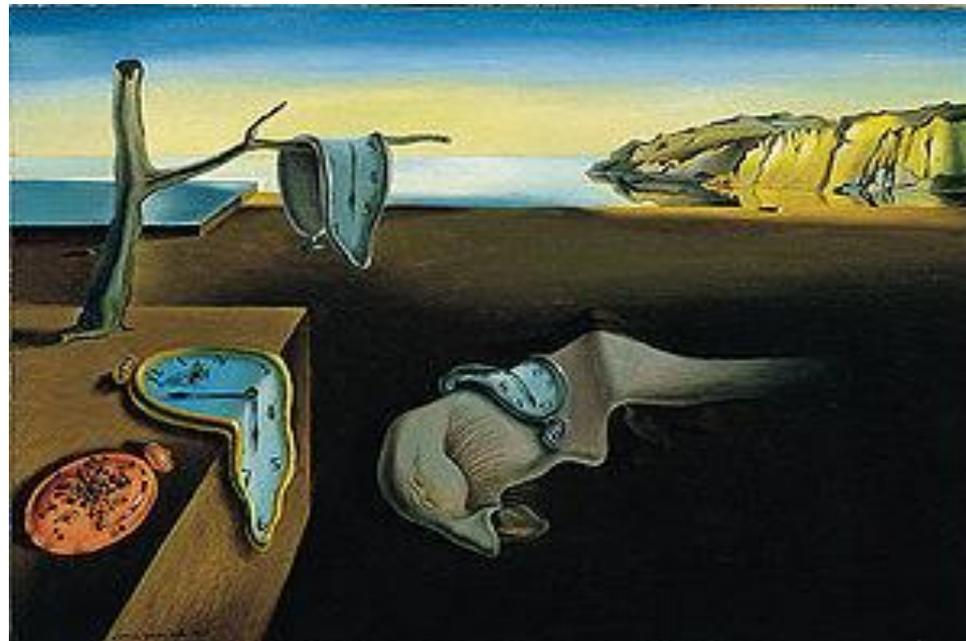
## X-road administration: RIHA

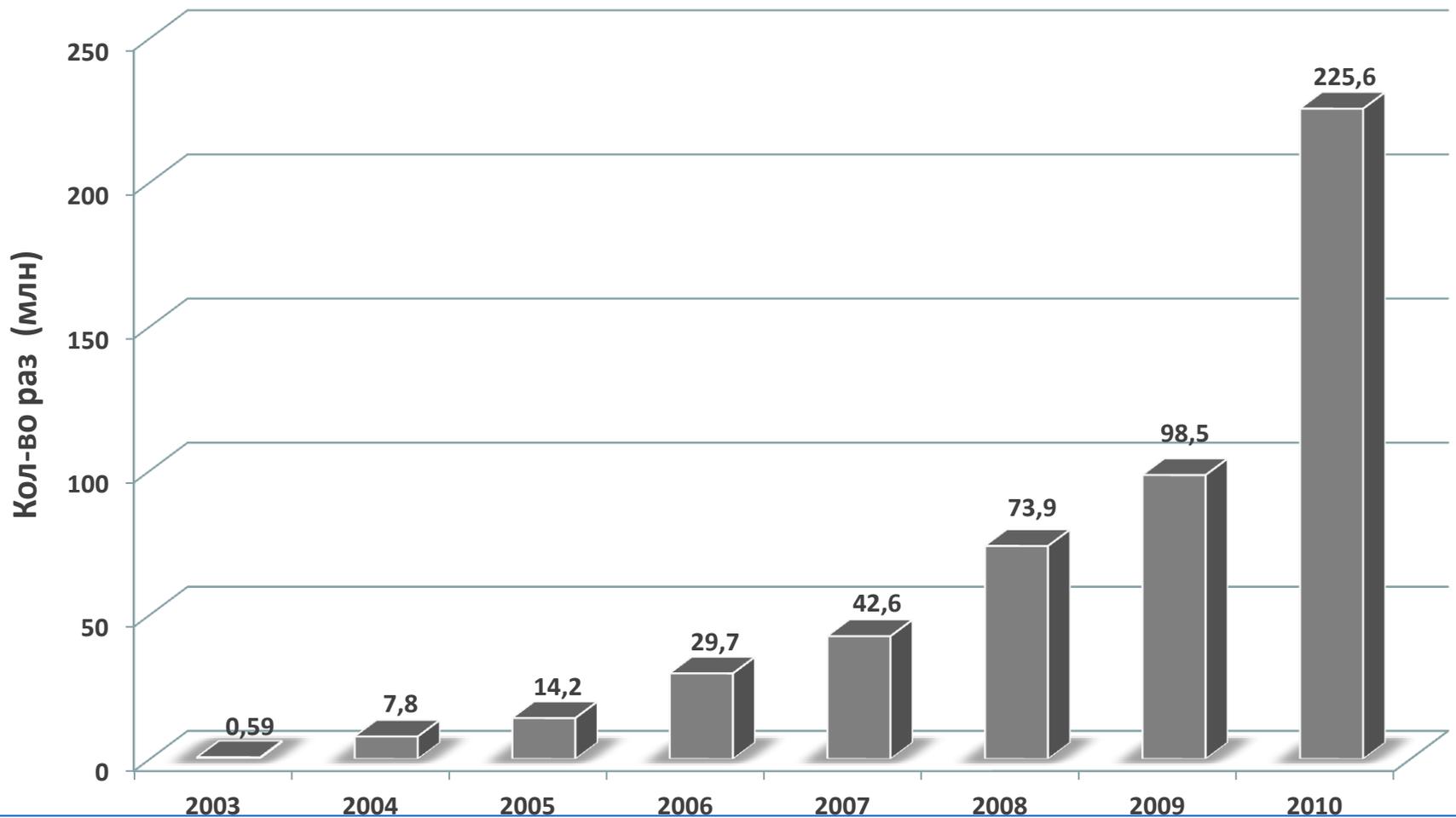
- ⦿ What is RIHA?
  - RIHA is a mechanism to manage the state information systems
  - RIHA is the catalogue of our state information system
  - RIHA is the environment to ensure interoperability, data protection and other necessary requirements for the x-road to function
  - RIHA is a support system for X-road, classifiers system and government portal
- ⦿ Maintained centrally by the Information Systems Authority
- ⦿ Each participating organisation has to designate (and train) a person to act as a contact point for RIHA

## RIHA cont.

- ⦿ RIHA consists description of the basic formalisations of the system as such:
  - Organisations, information systems
  - Services
  - Classifiers
  - Data objects
  - Dictionaries
  - XML (standardised metadata)
  - Procedures of administration
  
- ⦿ All data is searchable by variety of parameters

# Time factor

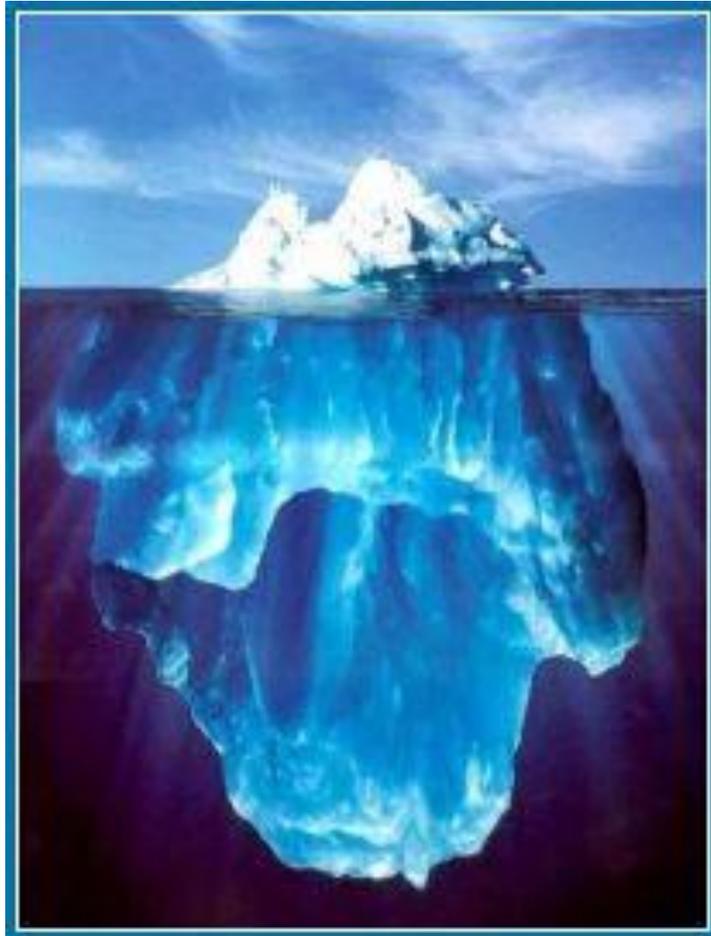




# Spiderweb of dependencies



# Food for thought ...



20% COMPUTER/SERVER

80% LEADERSHIP  
ORGANISATION  
ACCESS  
SOFTWARE  
LEARNING  
TECHNICAL  
SUPPORT  
SECURITY  
RE-ENGINEERING OF  
BUSINESS PROCESSES

# e-Government infrastructure

- ✓ Access
  - citizens: PIAPs, Look@World
  - offices – village road 1, 2, 3
- ✓ Digitalized information
  - Information systems and databases in all levels of government
- ✓ Formalized exchange
  - x- Road - the connection of government databases by a data exchange service layer
- ✓ Electronic Identity
  - Authentication of a user by digital certificate imbedded in the ID card or SIM card

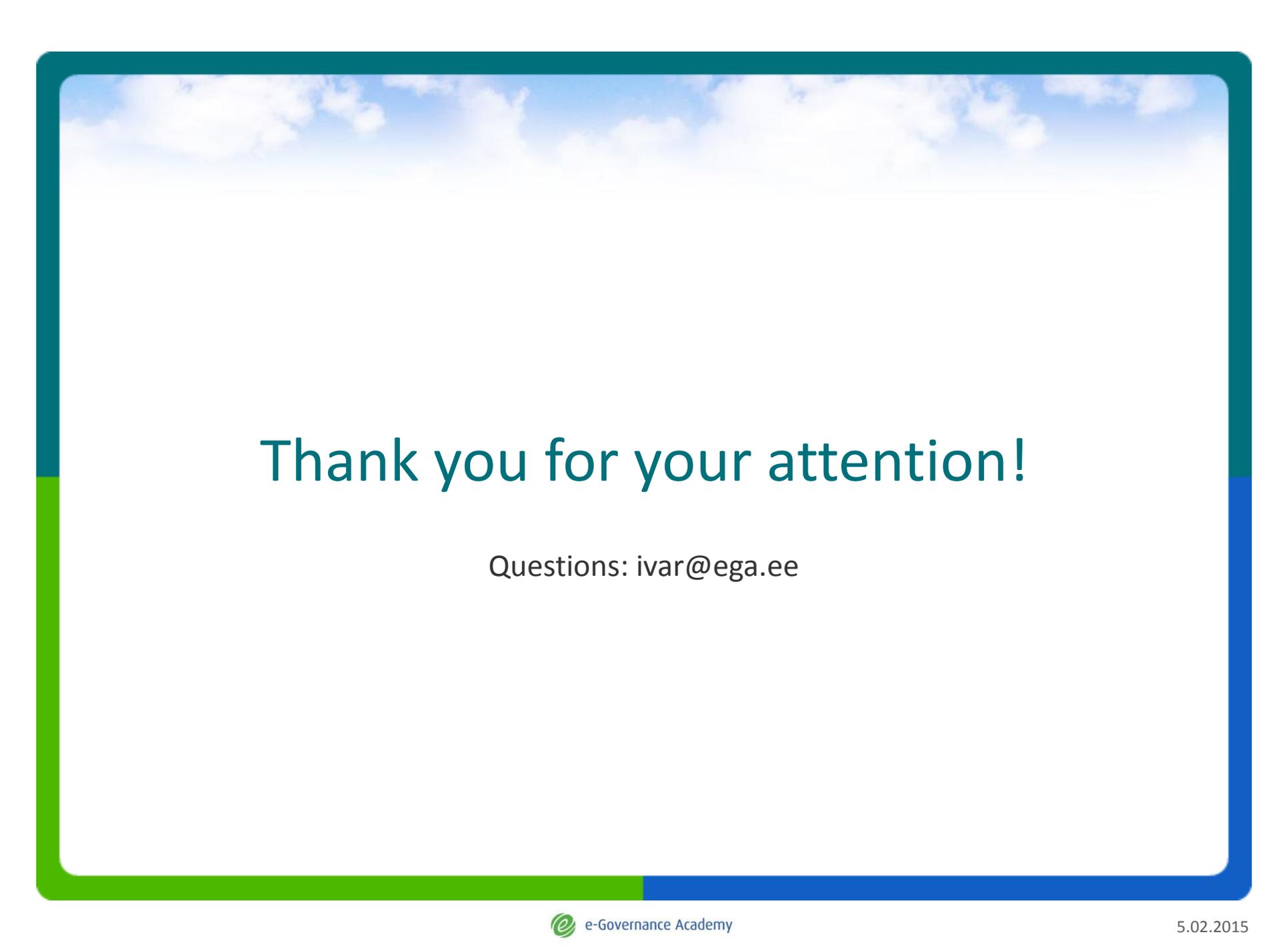
TO SUM UP:

**The eGov world has become very complex**

**We need to find a balance between  
standardization and flexibility**

**Interoperability is the way to reap the real benefits  
from the IT**

**It is essentially a Governance process, not  
technological**



Thank you for your attention!

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