An e-government working Experience

The CiTel Project

"Telematic Front Office for Citizen"

Leader of the Project - Franco Chesi
W3C Office in Italy - Oreste Signore
*Private firms - Maurizio Pallotti*

Framework

- **The Ci-Tel project was born in the context of the Rete Telematica Regionale Toscana**

- **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 is about 3.36 million euro**

- **Some of the Technological partners are: Regulus, Cedaf**

- **The Scientific partner is: *W3C Office in Italy***

In-progress Report

- **The project began in 2002 and must be completed before the summer 2005**

- **The 90% of the schedules for the different services are already ready**

- **In the next slide it is to see how far is Tuscany with the project**

In-progress Report of the e-government project in Tuscany
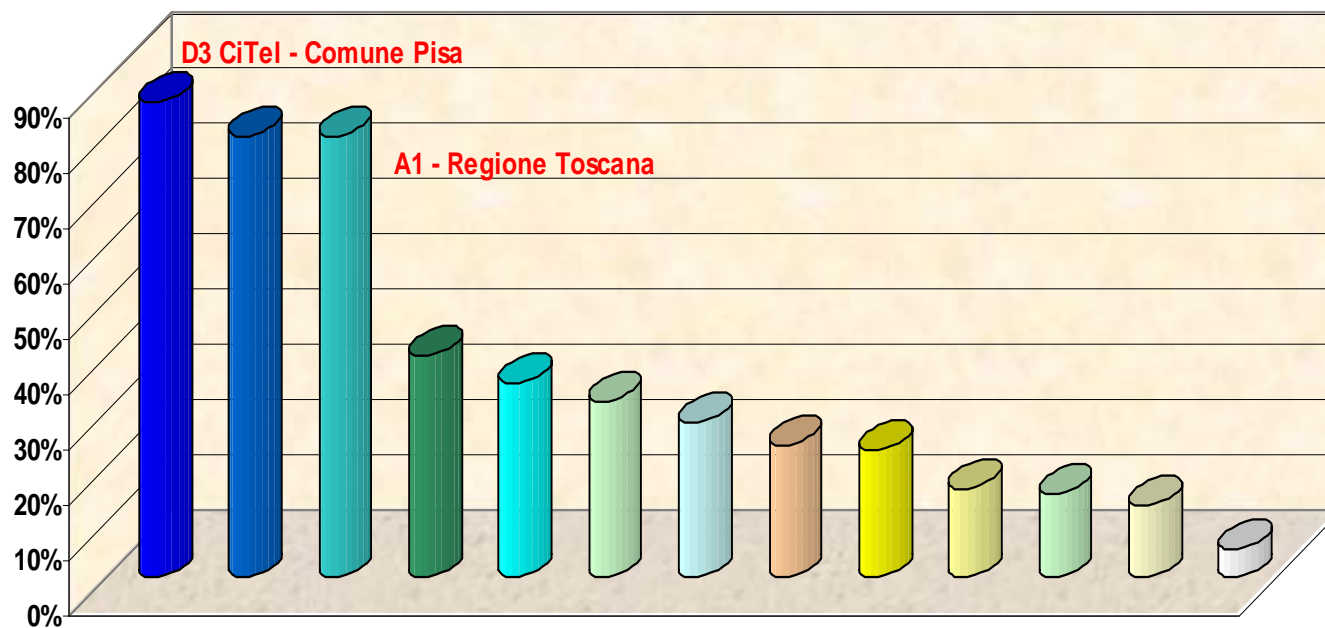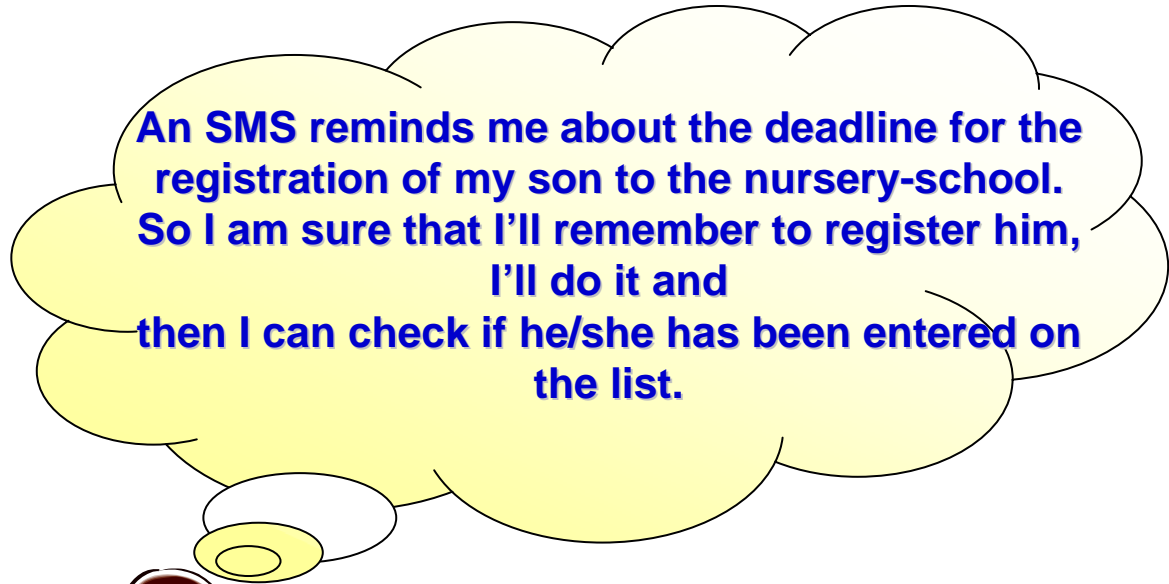

Source M. I. T.

Achievements

- **The services are intended for people that are resident in seven of the cities in the neighbourhood**

- **The project releases about 60 services**

- **The citizen may use several media**

- **The citizen will be admitted to services after being identified througt credentials**
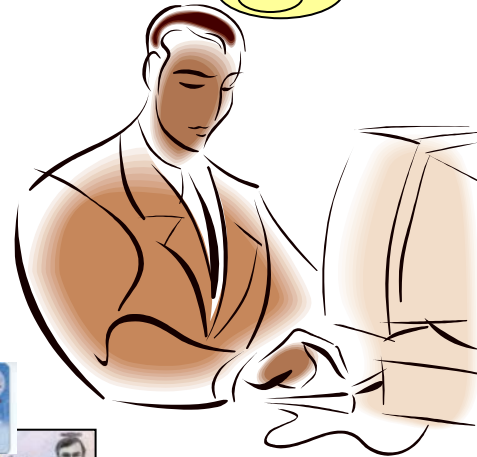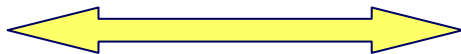
- **The website is www.e.comune.pisa.it**

Tuscany - Italy

Web Services

An SMS reminds me about the deadline for the registration of my son to the nursery-school.
So I am sure that I'll remember to register him, I'll do it and
then I can check if he/she has been entered on the list.

Open standard SOAP-XML

Digital TV

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Front Office CiTel

PIN
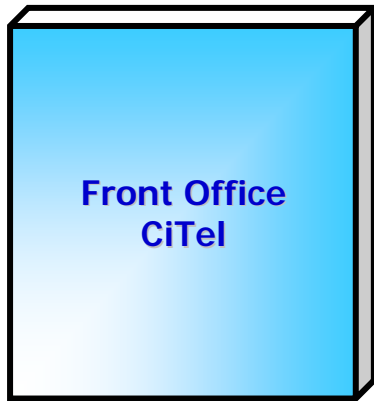
Tecnological issues

- **The Base Framework is the main architectural component of the system and it makes possible different processes as:**
  - Authentication and Authorization Management
  - Menu management
  - Log management
  - .....
- **The front office acquired its own information through web services**
- **Services have been structured separating various logical events:**
  - Presentation (user interface)
  - Application logic
  - Integration with Back-Office

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**

Future Planning

- An other project "T-CiTel" has been already presented. It has been one of the 29 projects in Italy which got funding in the framework of a contest for digital terrestrial television transmissions, managed by the Ministry for Innovation and Technologies.

- The project can be employed in a lot of other area in the future as in the :
  - Building Area
  - School Area
  - Payments Area
  - Demographic Area
  - Tourism Area
  - Municipal Police Area
  - Citizen Area