

SERVICE DELIVERY TECHNOLOGY STACK

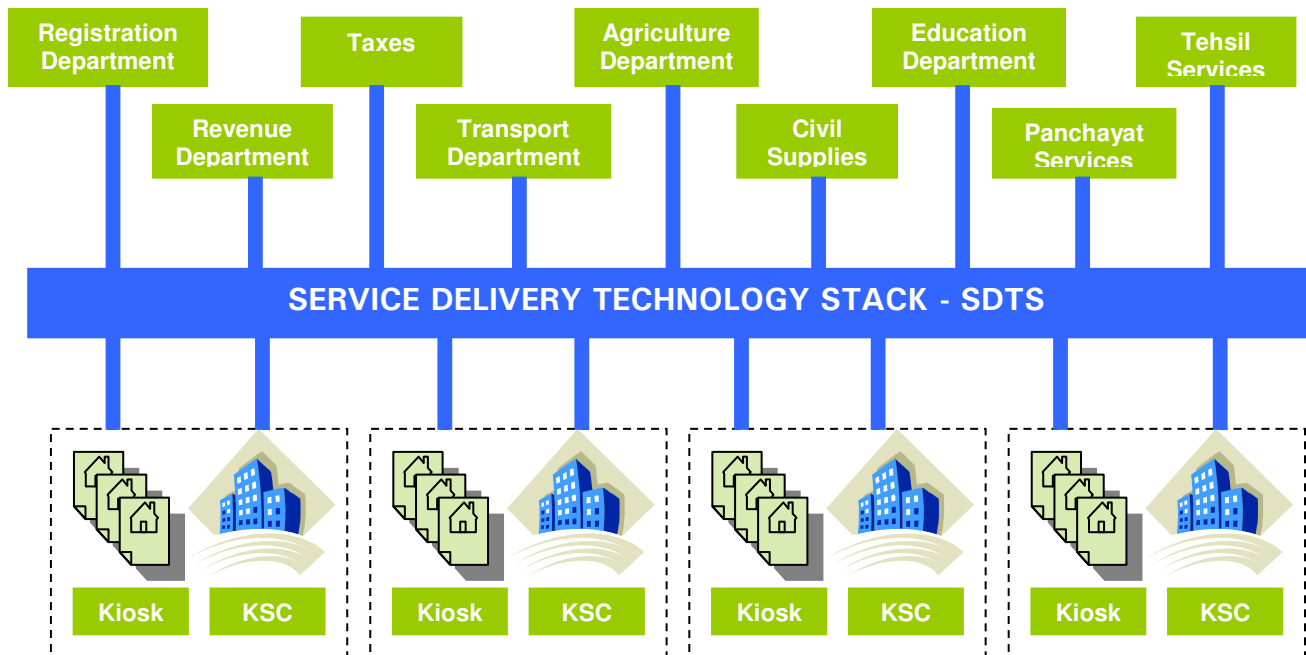


eGovServices Service Delivery Technology Stack is a fully integrated, comprehensive solution for citizen service that enables the Administration to track and manage citizen's requests more effectively and serve citizens more responsively. By providing complete front to back-office coverage of citizen care functions through a centralized Action point, SDTS brings enhanced efficiency, responsiveness and citizen focus to Administration

Government Administrations increasingly want to improve their interactions with citizens, enterprises, and other public administrations. With the Internet delivering an increasing volume of services, the citizens now expect 24/7 access to Government Departments and Agencies, so they can register, submit queries and requests, and obtain and submit information anytime, anywhere.

A complete and integrated solution for all citizen – centric tasks, [eGovServices Service Delivery Technology Stack](#), allows the Administration to capture, view and use key information to service citizens. By capturing and providing a complete view of the citizen request, eGovServices SDTS enables Administration to present an integrated interface to each citizen and support more efficient internal processes.

Now a fully established worldwide trend, capturing service requests from citizens is helping government agencies and those who rely on them to use the Internet to deliver and receive feedback from citizens and support with remarkable new efficiency. eGovServices SDTS can help public administrations improve the quality of service, stimulate feedback, and take remedial actions internally.



eGovServices SDTS seamlessly integrates all these capabilities, from front office to back office, linking Web-based forms to electronic service request cases. eGovServices SDTS supports internal processing, the integration of Kiosk systems to capture petitions, and action review functions. The solution also supports a wide range of citizen-care functions, including the ability of citizens, department officials, and other public authorities to communicate via multiple channels.

eGovServices SDTS can help Government Administration address all core citizen-driven tasks efficiently and cost-effectively. Key e-government capabilities of eGovServices SDTS include:

- Department Services
- Front Office kiosks Integration
- e-Request management
- Interaction Tracking
- Action Points Review
- Service request Disposal
- Knowledge Base
- Analytical Tools

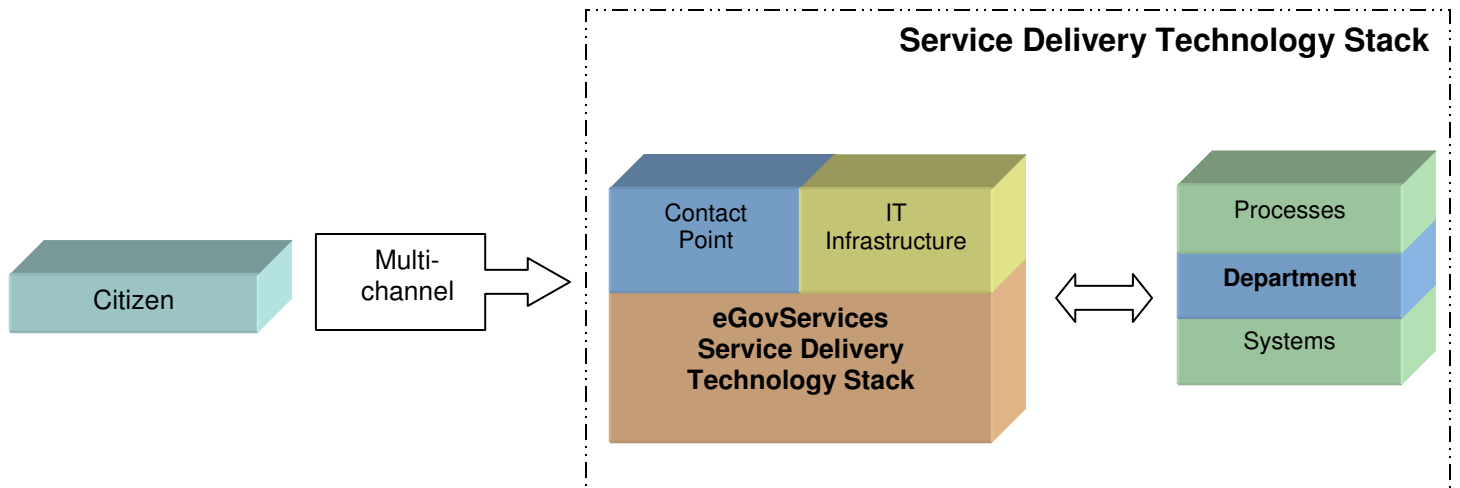
DEPARTMENT SERVICES

Department services are those services that Government Departments offer to the citizens. Such services may range from simple information requests, to requests for licenses and permits, to complex tax-return processes.

As part of the e-Government efforts, public administrations can offer Web- and phone-based access to these services. These access channels supplement the traditional ways constituents communicate with public organizations, such as letters, phone calls, faxes, or face to face, thereby increasing the service level to their constituents. To facilitate feedback from these services, administrations must adapt their internal processes and integrate the Petitions Management System. The Department Services capabilities of eGovServices SDTS let your agency easily implement online services and integrate them into Citizens Feedback strategy.

Integration with Front Office kiosks

eGovServices SDTS has platform-independent browser based interface that enables the access of the solution over Front Office kiosks. Moving forward. SDTS kiosks can be deployed at different



E-REQUEST MANAGEMENT

An Electronic Service Request is a collection of Service Request, document attachments, photograph attachments, and interactions with a common relationship. eGovServices SDTS provides powerful service delivery management capabilities that help public authorities structure and control their Service Delivery processes. eGovServices SDTS solution allows you to structure service requests, change-tracking, routing, and activity-management processes.

Government Departments need records – which provide the legal documentation of governmental actions – to operate and deliver Departmental services. The service request case management capabilities of eGovServices SDTS enhance the ability of governments to manage petition records through a new, easy-to-use, people-centric user interface.

eGovServices SDTS provides comprehensive authorization and authentication mechanisms, ensuring that the right people have access to the right applications, and that authorized personnel can access all pertinent constituent data. Citizens are assured that their data is securely received by concerned Government officials

INTERACTION TRACKING

Interaction Tracking Preserves the Resolution Interactions. When Service Delivery involves several back-and-forth interactions and more than one session, the interaction history is critical. eGovServices SDTS tags every interaction and automatically maintains sessions so that any official can understand and continue the interaction.

ACTION POINTS REVIEW

Action Points review ensures that the steps needed to service the citizen request within the stipulated time frame are being undertaken. eGovServices SDTS raises alarms and alerts for interventions, if required, by the Administration

SERVICE REQUEST DISPOSAL

eGovServices SDTS integrates Interaction Tracking with Action Points Review module and enables electronic closing and disposal of an e-Service request. The system facilitates the generation of jurisdiction area report for analysis.



KNOWLEDGE BASE

Knowledge base tools capture the information from Electronic Service Request cases and builds knowledge base to provide Government employees at all workplaces with exactly the knowledge they need to properly process requests, and handle other Service Requests, leading to enhanced citizen service and satisfaction while remaining within budget.

ANALYTICAL TOOLS

Over the Internet or in person, eGovServices SDTS offers proven technology to handle analysis of Service requests. The solution maintains a centralized citizen database available only to authorized Government staff. This provides a common service record mechanism that can help employees address citizen concerns across a wide spectrum of services. Integration with back-office applications provides a complete 360-degree citizen account

KEY ADVANTAGES

- Single Point of Contact for all citizens
- Multi-channel access to Citizens
- Integrated view of all interactions
- Seam-less Hand-off of Service Request to "Back-office" department personnel
- Mechanisms for monitoring Service Levels
- Single application and screening process
- Reduced administrative costs
- Faster and efficient system processing

PRE REQUISITES

- Administration's will with vision of improved service delivery to citizens
- Administration's commitment to implement SDTS
- Appropriate funding
- Right choice of technology and partners
- Practical staged approach to Implementation

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