

2nd FUTURE INTERNET USAGE AREAS WORKSHOP

A new approach to advanced citizen-driven services

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A NEW APPROACH TO ADVANCED CITIZEN-DRIVEN SERVICES

developed by the Public-Private Laboratory on Service Engineering (Engineering Ingegneria Informatica – University of Salento)

Research Focus

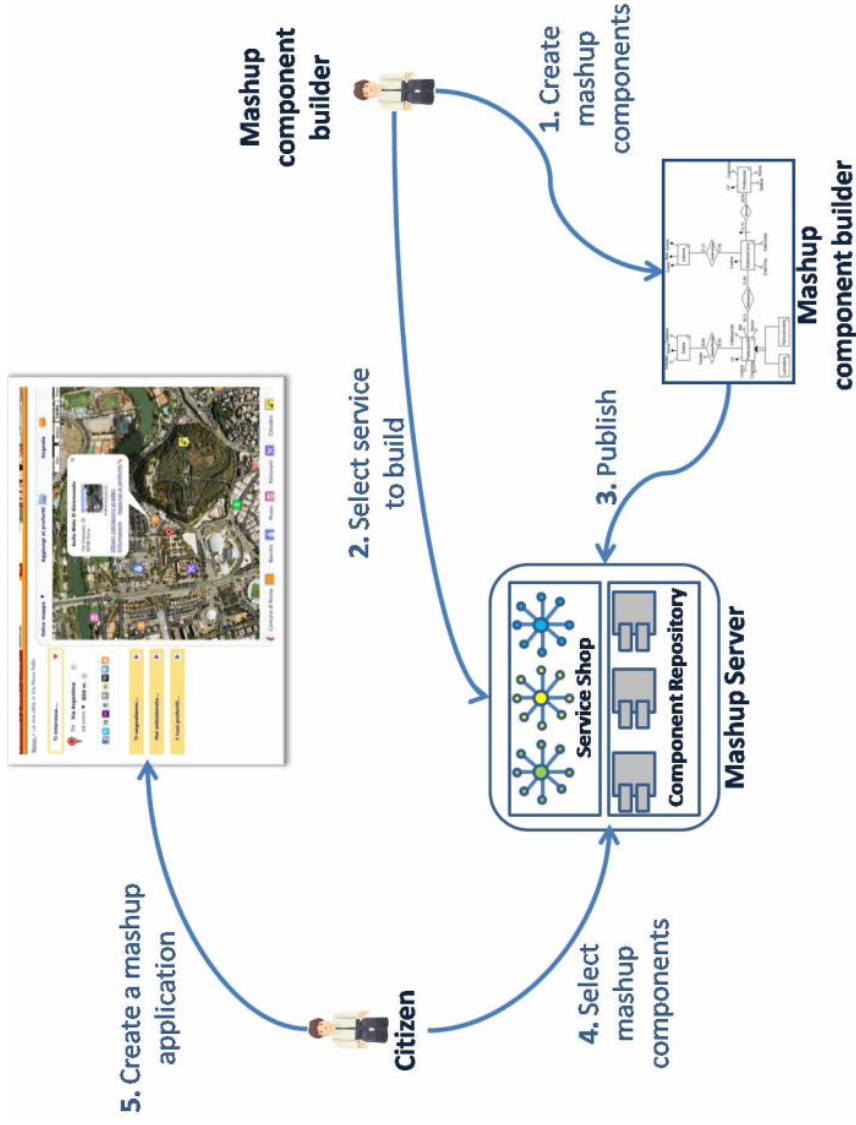
Design a System thought to enable a highly flexible and personalized network made of interactions among citizens, public administration, private and public service providers, able to

- guarantee inclusion at each level
- overcome the digital divide problem for some part of the society
- foster social innovation, not only by improving living quality by answering to the citizens needs
- ensure equal opportunities for all and active participation in the government activity.

A “Five Levels” Model

- **Identification:** a single authentication enabling access to different kinds of services through the use of technologies that ensure simplicity, transparency, safety (e.g. temporary tokens, biometric controls);
- **Interface:** the access and services use are facilitated by the choice of different devices in common use (e.g. i.smart-phones, game consoles, notebook);
- **Setting:** the environment is a virtual place, that can be represented according to the preferences of the Citizen, like a conceptual map, a virtual office, a 3D city;
- **Service:** introduced and presented by different providers, each one can be interfaced with a wide variety of data sources and other services, following non pre-determined combinations, and aggregating in complex services the simple ones.
- **Data:** data must be accessible in a flexible and secure way, free from the role of the data manager, data management is reconsidered according to the data self-described capability, released by the location in specific hardware infrastructure; they may be hosted on cloud computing infrastructure type.

Internet Functionalities and Technologies



- the application of the **SOA**
- in conjunction to the recently coined concept of **mashup**
- enables a **web 2.0** approach to **service composition**,

allowing final users to **self-create** in a **simple way ad-hoc services** that are tailored on their specific needs:

See also:

<http://sel.ebms.it/works/un-nuovo-modello-per-li-government/brochure%20e-gov%20-%20shanghai.pdf>

<http://www.youtube.com/user/igovernmentEng>