The Context
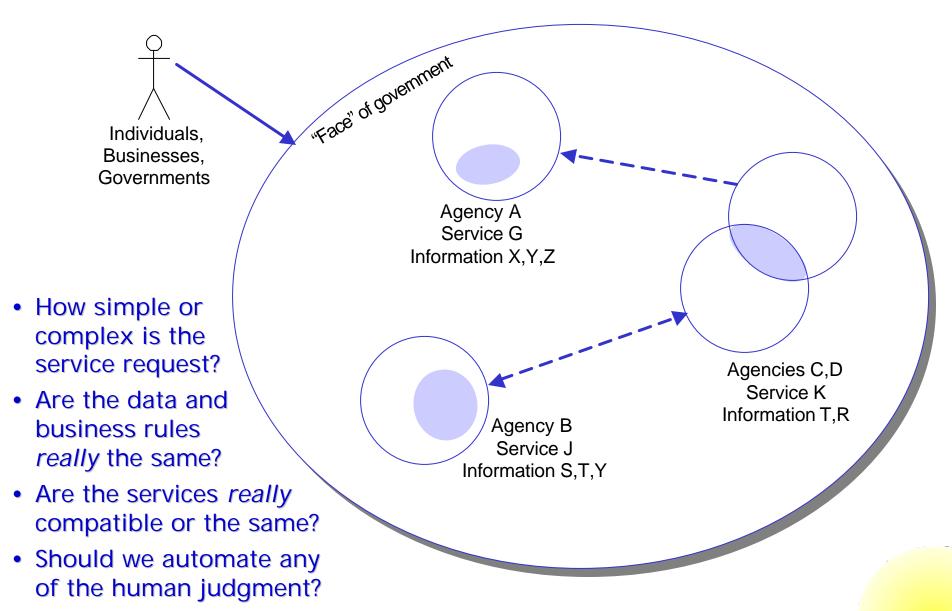# ~
User–Centered Design for

E–Government and

Federal Enterprise Architecture

Duane Degler, IPGems

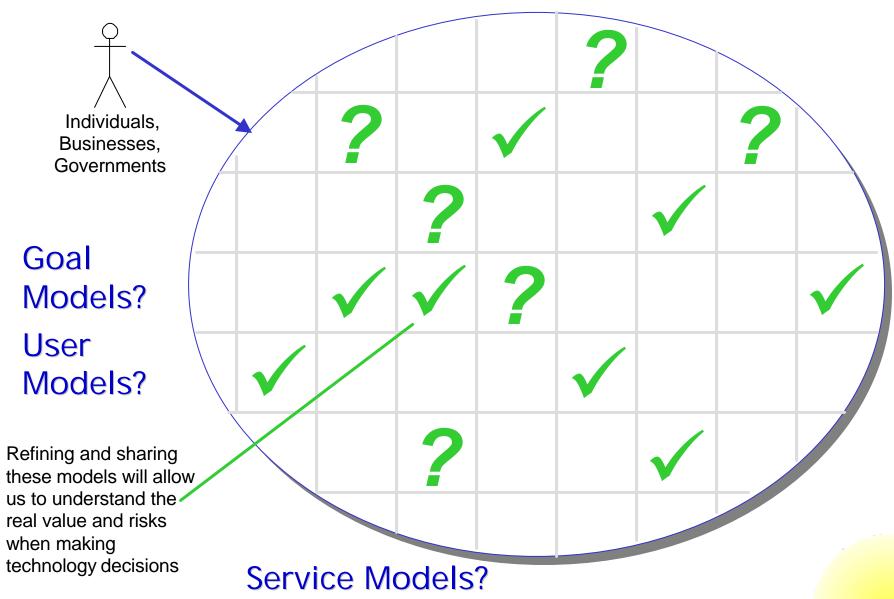**Universal Access Collaboration Workshop, October 2003**

Citizen... and Stakeholder...-Centric?

Individuals,
Businesses,
Governments

"Face" of government

Agency A
Service G
Information X,Y,Z

Agencies C,D
Service K
Information T,R

Agency B
Service J
Information S,T,Y

- How simple or complex is the service request?
- Are the data and business rules *really* the same?
- Are the services *really* compatible or the same?
- Should we automate any of the human judgment?
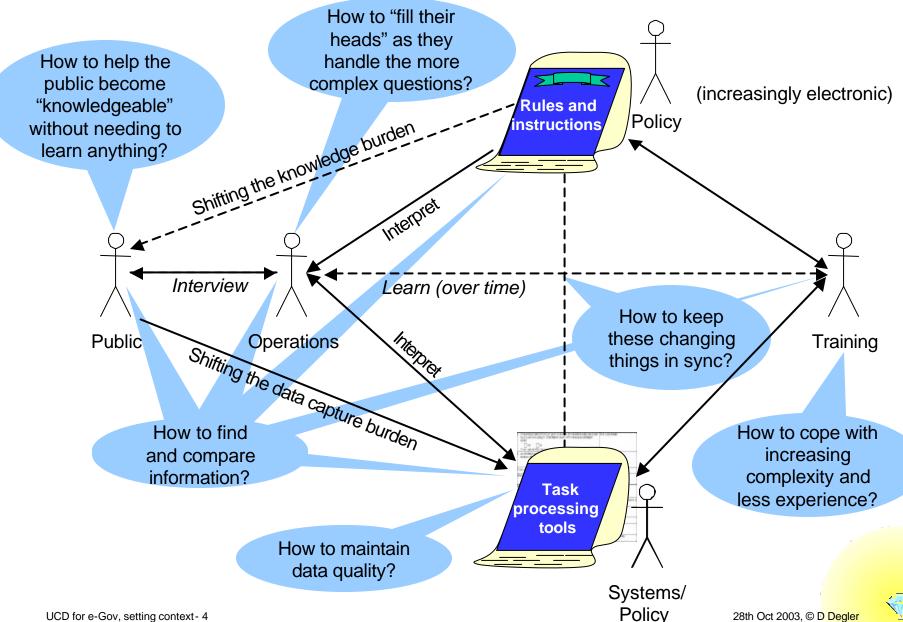
Citizen… and Stakeholder…–Centric Framework?

Individuals, Businesses, Governments

Goal Models?

User Models?

Refining and sharing these models will allow us to understand the real value and risks when making technology decisions

Service Models?

Service Challenges… the Server's Perspective

How to "fill their heads" as they handle the more complex questions?

How to help the public become "knowledgeable" without needing to learn anything?

Rules and instructions

Policy

(increasingly electronic)

Shifting the knowledge burden

Interpret

Interview

Learn (over time)

Public

Operations

Training

Shifting the data capture burden

Interpret

How to keep these changing things in sync?

How to find and compare information?

How to cope with increasing complexity and less experience?

Task processing tools

How to maintain data quality?

Systems/ Policy

E-Government Act of 2002

(2)(b) PURPOSES- The purposes of this Act are the following:

(2) To promote use of the Internet and other information technologies to provide increased **opportunities for citizen participation** in Government.

(3) To promote interagency collaboration… where this collaboration would **improve the service to citizens**…, and where this collaboration would **improve the efficiency and effectiveness** of the processes.

(5) To promote the use of the Internet and emerging technologies within and across Government agencies to **provide citizen-centric** Government information and services.

(8) To promote access to **high quality** Government information and services across multiple channels.

Commitment to Action

"The Administration sees this Act as a significant step forward in the way that Federal agencies should consider using information technology (IT) to transform agency business into a **more citizen oriented and user friendly process**.

Agency business processes should **fulfill the needs of citizens**…"

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Guidance notes from OMB, August 1, 2003
http://www.whitehouse.gov/omb/memoranda/m03-18.pdf

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*"What matters in the end is completion. **Performance. Results.** Not just making promises, but **making good on promises**."*

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President George W. Bush
Overview to the President's Management Agenda
http://www.results.gov/agenda/index.html

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How do we know we've succeeded ?

Where do we focus ?

UCD Relates to the Federal Enterprise Architecture

What improves an organization's performance and ability to meet its goals?

How do we know when the design is right?

Who are the users? What do they need?

What tasks will they perform, and in what situations?

How can the system/ information design support the users and their tasks?

How do we increase software and design reusability?

What criteria should be met by vendors and developers?

Performance Reference Model (PRM)

- •Inputs, Outputs, and Outcomes
- •Uniquely Tailored Performance Indicators

Business Reference Model (BRM)

- • Lines of Business
- • Agencies, Customers, Partners

Service Component Reference Model (SRM)

- •Service Domains, Service Types
- •Business & Service Components

Technical Reference Model (TRM)

- •Service Component Interfaces, Interoperability
- • Technologies, Recommendations

Data Reference Model (DRM)

- • Business-focused Data Standardization
- • Cross-Agency Information Exchanges