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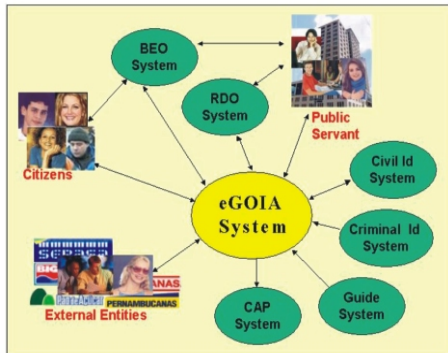
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CITIZEN SERVICES

For the first demonstration of the eGOIA system, a set of services was chosen related to the specific life event of a citizen whose identification card (ID card) was lost or stolen. The services selected are provided by the Public Safety Secretary of Sao Paulo State, the institution responsible for all the procedures related to citizen identification, such as the emission and cancellation of the citizen's ID card, fingerprint reliable authentication, registration of stolen ID Cards, etc.



The ID-Card is the Brazilian citizen identification document. It has national validity and it is issued by each federated state. It is a very important document in the Brazilian everyday life, since it must be presented to apply for all other official documents. The eGOIA services are:

Id Card Cancellation Service cancels an ID card issue.

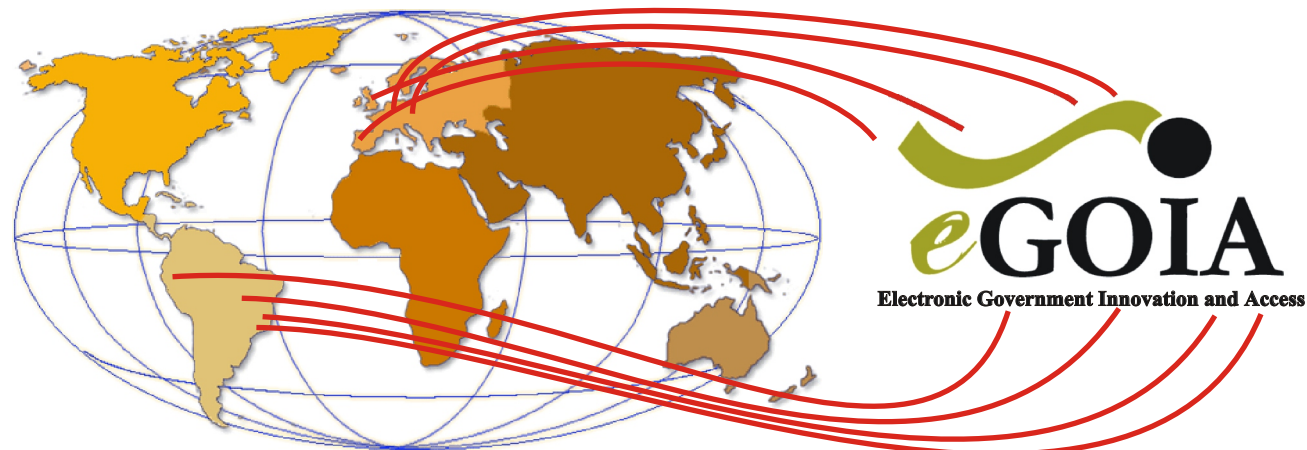
Id Card Status Query Service permits a consultation to verify whether a specific ID card issue is cancelled or not.

Id-Card Replacement Issue Service requests a new issue of a specific ID card.

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"The European Union is made up of 25 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders".

"@LIS is a strategic cooperation programme of the European Commission (DG EuropeAid) between Europe and Latin America aiming at promoting economic development and citizens' participation in the global information society. "



VISION AND OBJECTIVES

The EU @lis project "**Electronic GOvernment Innovation and Access - eGOIA**" being an @lis demonstration project is the provisioning of demonstrators that show future-oriented public administration services to a broad public in Latin America.

The vision of the eGOIA project is the provision of a single virtual space supporting the interaction of citizens (independent of social status, gender, race, abilities and age) and the public administration in a simple, future-oriented and cost-effective way.

eGOIA aims to demonstrate an e-Government system based on an open services infrastructure in order to allow the access of citizens through the Internet to integrated public services at several levels: local (municipalities), regional (state governments) and federal government.

eGOIA intends to develop a long term, ambitious set of guidelines and strategies for future e-attendance agency solutions.

Begins with the demonstration of some integrated citizen-centric e-services based on a current set of public services.

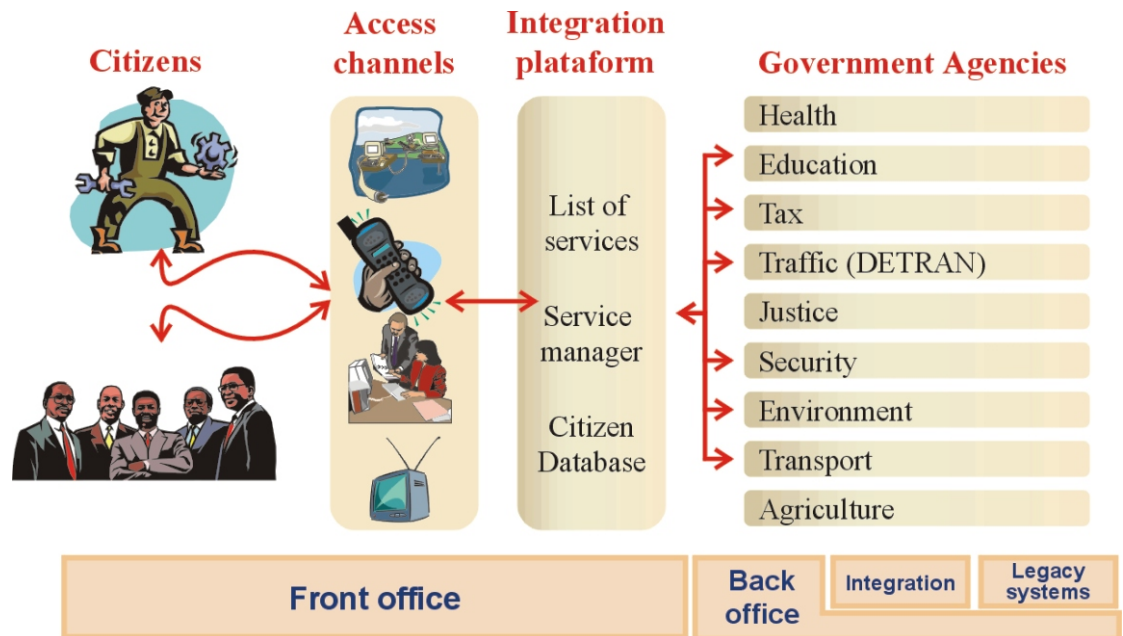
Offers these services to a selected citizen user group in the newly established Citizen Access Points.

Evaluates service usage through monitoring the behavior of selected users groups associated with the assessment of the results

Multiplies the lessons learned into different Brazilian regions/states and also to other countries (i.e. Peru and Portugal).

ARCHITECTURE

The eGOIA Demonstrator technically will comprise the integration of back-office procedures (integration of services and access of existing distributed databases for the benefit of the citizen) and front-office procedures (supporting appropriated access channels and the functionalities of the services). These integration tasks are not at all simple techniques. Therefore technological tendencies in the IT area were analyzed and an architecture concept was introduced. This concept views

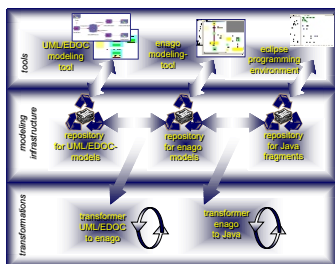


and divides the e-Government system and services into different aspects (viewpoints) and so the complexity of the overall architecture is reduced. The advanced technology thereby becomes more understandable and thus more controllable.

DEVELOPMENT METHODOLOGIES

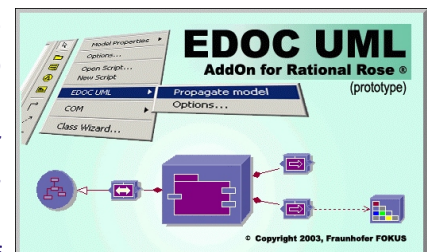
The eGOIA project uses modern technologies in the definition of its architecture. They are related to principles of incremental development, multiple viewpoints, middleware (e.g. enago OSP), component-based software development (EDOC), metadata management systems and Model-Driven Software (MDA) Conception and Implementation. Also, the Reference Model for Open, Distributed Data Processing (RM-ODP) is used to describe complex distributed e-Government applications.

EDOC (Enterprise Distributed Object Computing) aims to simplify the development of



component based systems by means of a modeling framework and conforming to the OMG Model Driven Architecture providing a platform independent model (PIM), a recursive collaboration based modeling approach, a loosely coupled and re-usable business collaboration architecture and composability of components and re-use of designs and patterns.

Another important point that is considered in the eGOIA project is related to the integration, composition and management of existing and emerging e-Government services that were based on different programming languages, different access technologies and different service technologies. This



diversity is supported by medini tool set, which allows a rapid definition and development of software systems and the derivation of software components and their interfaces from metamodels aiming at automated code generation.