



November 27 - 29, 2012  
Orange Labs, Paris-Issy-les-Moulineaux, Paris

# eServices with Spagic at OMSAR, Public Administration of the Republic of Lebanon

Gianfranco Boccalon  
Spagic Project leader - Engineering Group

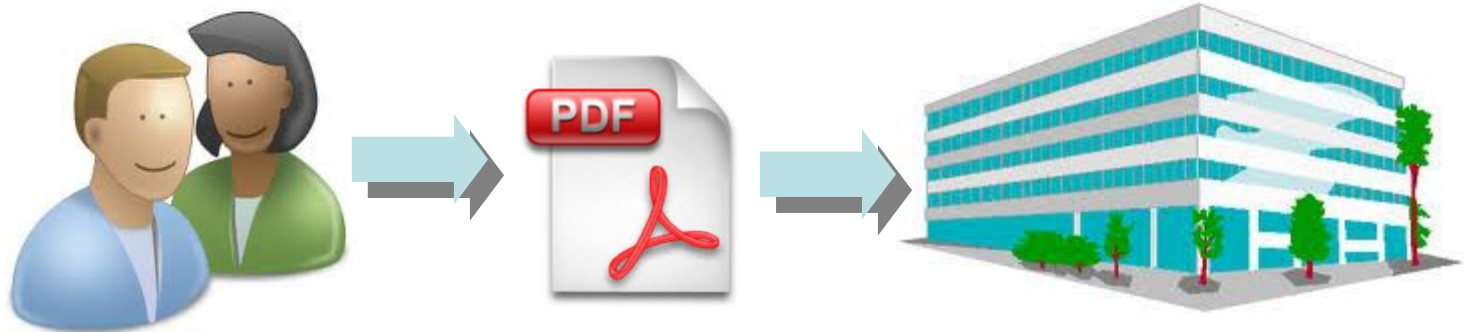
## Project Scope

**OMSAR is the Office of the Minister of State for Administrative Reform in Lebanon.**

**Scope of the project is the automation of a limited set of public administration services and providing the tools for automating all public services.**

**The online services are called**

## eServices



## Samples of Administration transactions



### Samples of Administrative transactions for Ministry of Agriculture (MOA):

- Request a permit to practice the profession of Agricultural Engineering
- Medical examinations on animals imported to Lebanon

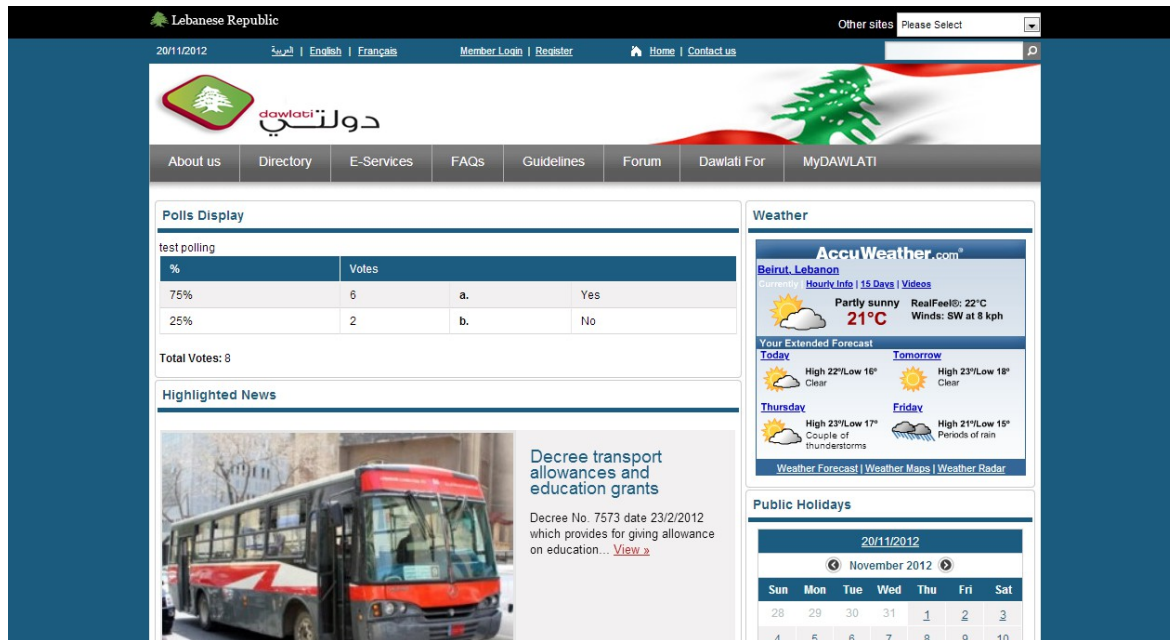


### Samples of Administrative transactions for Ministry of Foreign Affairs (MOFA):

- Birth Certificate
- Marriage Certificate
- Divorce Certificate

# The new Portal for Public Administration transactions

A new portal has been created: it's the access point to all information about Public Administration transactions; it allows citizens to fill the eServices forms on-line and submit them to the Public Administration.



The screenshot shows the 'Dawlati Lebanon Republic' portal. The header includes the site name, navigation links (Home, Contact Us), and a search bar. The main content area is divided into several sections:

- Navigation:** About us, Directory, E-Services, FAQs, Guidelines, Forum, Dawlati For, MyDAWLATI
- Polls Display:** A table showing poll results for 'test polling'.
 

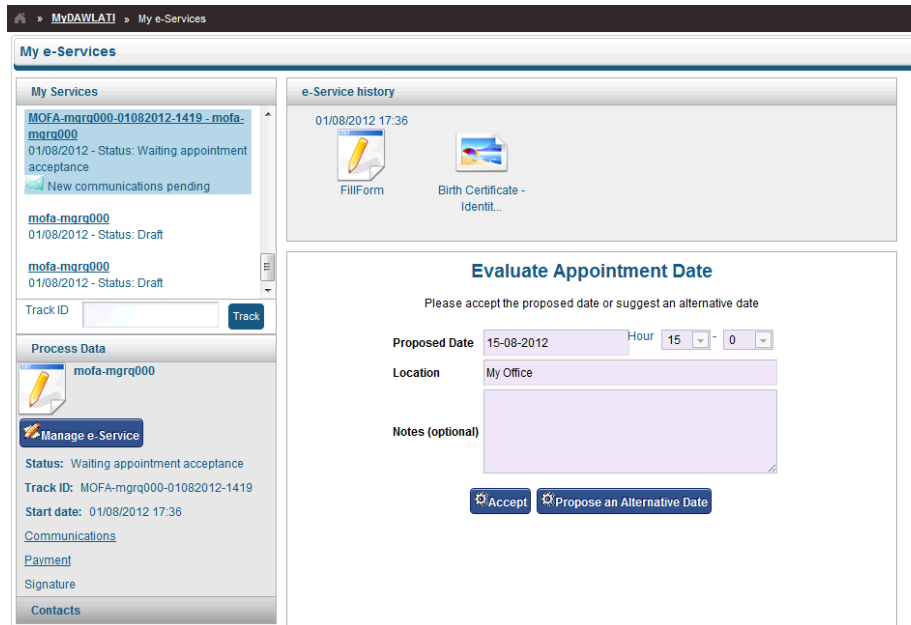
%	Votes		
75%	6	a.	Yes
25%	2	b.	No

 Total Votes: 8
- Highlighted News:** A news item titled 'Decree transport allowances and education grants' with a photo of a bus. The text mentions 'Decree No. 7573 date 23/2/2012 which provides for giving allowance on education. [View »](#)'
- Weather:** AccuWeather.com for Beirut, Lebanon. Partly sunny, 21°C. RealFeel: 22°C. Winds: SW at 8 kph. Includes an extended forecast for Today, Tomorrow, Thursday, and Friday.
- Public Holidays:** A calendar for 2011/2012 showing public holidays for November 2012.

## New Tools for Citizens

The main drivers for this project were:

- Easier access to services for Citizens
- Traceability of eServices and more efficient communications with the Administration



The screenshot shows a web application interface for "My e-Services". The browser address bar indicates the URL is "MyDAWLATI > My e-Services". The page is divided into several sections:

- My Services:** A list of services with details for "MOFA-mgrq000-01082012-1419 - mofa-mgrq000". It shows the status as "Waiting appointment acceptance" and "New communications pending". Below this, there are two entries for "mofa-mgrq000" with a status of "Draft" and a date of "01/08/2012". A "Track ID" field is present with a "Track" button.
- Process Data:** A section for "mofa-mgrq000" with a "Manage e-Service" button. It displays the status "Waiting appointment acceptance", the track ID "MOFA-mgrq000-01082012-1419", and the start date "01/08/2012 17:36". There are links for "Communications", "Payment", "Signature", and "Contacts".
- e-Service history:** A section showing a history entry for "01/08/2012 17:36" with icons for "FillForm" and "Birth Certificate - Identit...".
- Evaluate Appointment Date:** A form titled "Evaluate Appointment Date" with the instruction "Please accept the proposed date or suggest an alternative date". It includes a "Proposed Date" field set to "15-08-2012" with "Hour" dropdowns set to "15" and "0". The "Location" is "My Office". There is a "Notes (optional)" text area. At the bottom, there are two buttons: "Accept" and "Propose an Alternative Date".

# Tools for Citizens: my eServices page



MyDAWLATI > My e-Services

### My e-Services

#### My Services

**MOFA-mgrq000-01082012-1419 - mofa-mgrq000**  
 01/08/2012 - Status: Waiting appointment acceptance  
✉ New communications pending


**mofa-mgrq000**  
 01/08/2012 - Status: Draft


**mofa-mgrq000**  
 01/08/2012 - Status: Draft

Track ID  Track

#### e-Service history

01/08/2012 17:36

  
 FillForm

  
 Birth Certificate - Identit...

### Evaluate Appointment Date

Please accept the proposed date or suggest an alternative date


Proposed Date:  Hour  -

Location:

Notes (optional)

⚙️ Accept
⚙️ Propose an Alternative Date

#### Process Data

 **mofa-mgrq000**

✎ Manage e-Service

Status: Waiting appointment acceptance

Track ID: MOFA-mgrq000-01082012-1419

Start date: 01/08/2012 17:36

[Communications](#)

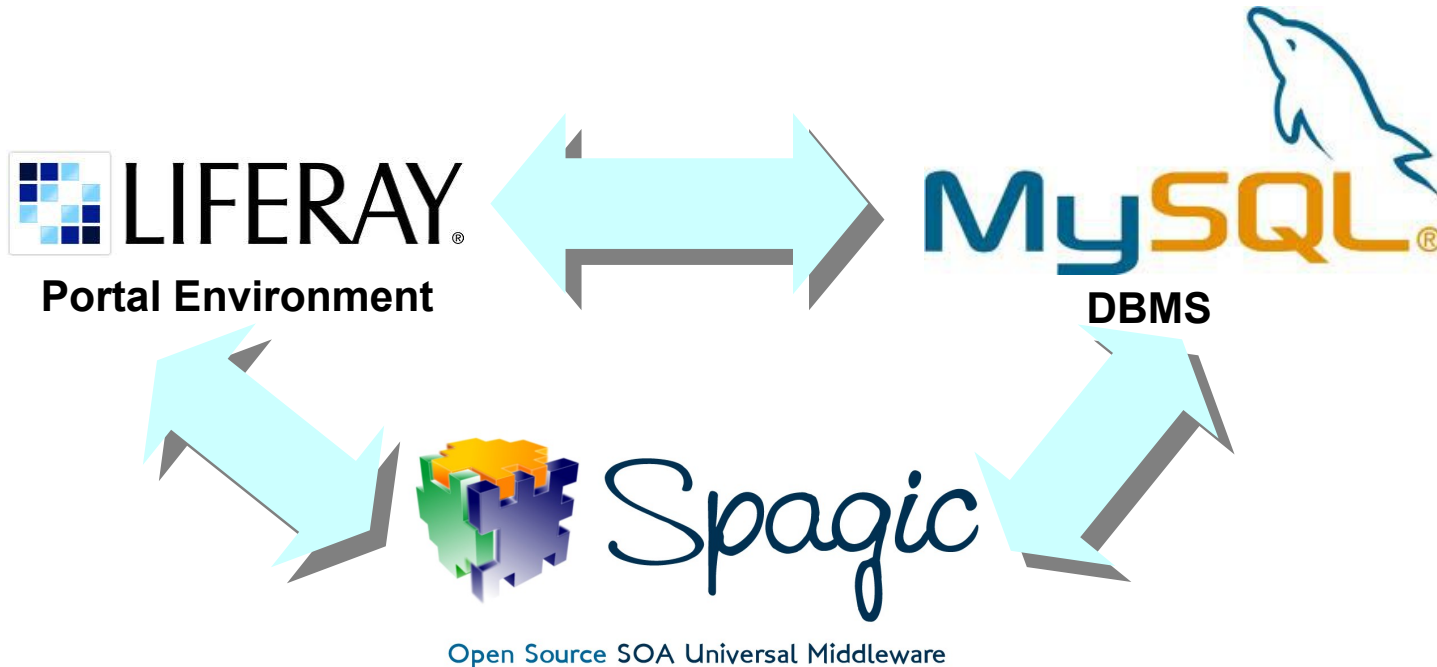
[Payment](#)

[Signature](#)

[Contacts](#)

## Technical Architecture

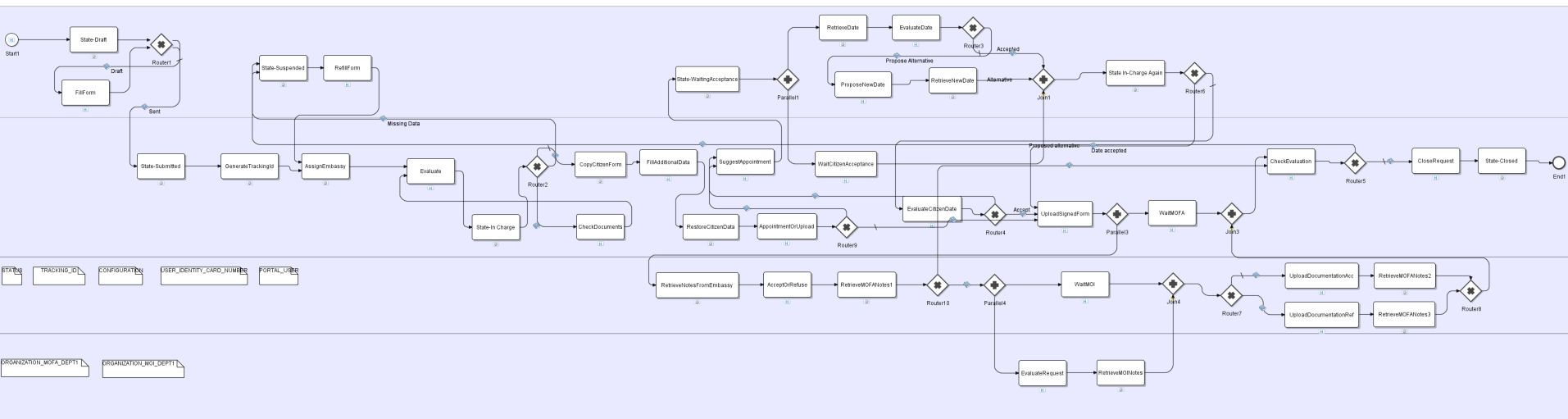
The overall system is the result of the integration of the following open source Packages



Workflow and ESB Platform

# eServices as Spagic workflows

The eServices are implemented as real workflow processes. A single workflow process can act as a template for multiple public administration eServices.





## Some features

Integrated with the new Public Administration portal, the System offers several features including:

- Citizens can save a draft of his/her eService requests that are maintained by the portal
- Citizens can ask to the Portal a PDF copy of the filled form, once submitted to the System
- The new Portal (and the eServices tools) supports multilanguage: all forms and information are always provided in Arabic and English



The image shows a screenshot of a web form for marriage registration in Arabic. The form is titled "طلب تسجيل وثيقة زواج" (Request for Marriage Registration) and is part of the "الجمهورية اللبنانية" (Lebanese Republic) government services. The form includes fields for personal information, marital status, and a section for witnesses. The text is in Arabic, and the form is presented in a structured, tabular layout.

# A sample Request module

2012 إصدار آب FOR 002

<input type="text"/>	خاص بالإدارة	
<input type="text"/>	رقم التسجيل	
<input type="text"/>	تاريخ التسجيل	
سنة	شهر	يوم



الجمهورية اللبنانية  
وزارة الخارجية و المغتربين  
المديرية العامة للمغتربين

## طلب تسجيل وثيقة زواج

الزوج			
<input type="text"/>	الإسم 2 (بالأحرف اللاتينية)	<input type="text"/>	الإسم 1 (بالأحرف العربية)
<input type="text"/>	الشهرة 4 (بالأحرف اللاتينية)	<input type="text"/>	الشهرة 3 (بالأحرف العربية)
<input type="text"/>	المذهب 5	<input type="text"/>	إسم الأب 5
<input type="text"/>	الجنسية 8	<input type="text"/>	إسم الأم 7
<input type="text"/>	محل الولادة 10 (حسب الهوية)	<input type="text"/>	شهرة الأم 9 (قبل الزواج)
<input type="text"/>	تاريخ الولادة 11 (حسب الهوية)	<input type="text"/>	
<input type="text"/>	رقم العائلة 14	<input type="text"/>	رقم السجل 12
<input type="text"/>	الرقم الفردي 15	<input type="text"/>	الصفحة 13
<input type="text"/>	القضاء 17	<input type="text"/>	المحافظة 16
<input type="text"/>	رقم السجل 19	<input type="text"/>	القرية 18
الزوجة			
<input type="text"/>	الإسم 21 (بالأحرف اللاتينية)	<input type="text"/>	الإسم 20 (بالأحرف العربية)
<input type="text"/>	الشهرة 23 (بالأحرف اللاتينية)	<input type="text"/>	الشهرة 22 (بالأحرف العربية)
<input type="text"/>	المذهب 25	<input type="text"/>	إسم الأب 24
<input type="text"/>	الجنسية 27	<input type="text"/>	إسم الأم 25
<input type="text"/>	محل الولادة 29 (حسب الهوية)	<input type="text"/>	شهرة الأم 28 (قبل الزواج)

## Mobile Applications

A mobile application will allow users to:

- Read information about available Administrative Transactions
- Trace Citizen's active transactions.



## Contacts

**Visit Spagic website:**

**[www.spagic.org](http://www.spagic.org)**

**Contact us:**

**[spagic@eng.it](mailto:spagic@eng.it)**

**Download Spagic from OW2 Forge:**

**<http://forge.ow2.org/>**