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.
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
Tools for Citizens: my eServices page
Technical Architecture

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

- Portal Environment
- DBMS
- 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
A sample Request module
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

Contact us:
spagic@eng.it

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