

E-Government Structure for e-Protocol, e-Application Submission and Internal Organizational and Operational Support

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Abstract: E-Government idea includes fast and improved citizen service from a quantitative and qualitative point of view, as well as the restructuring and reengineering of the providing organization and its services, through the increased usage and exploitation of the capabilities of the information and communication technologies and especially through the facilities and services of the Internet. The escalation of the e-government services begins from the easy dissemination and easy access from the citizen to the governmental information and passes through the electronic transactions between the citizen and the public organization and reaches to the electronic delivery of the requested document by the public organization to the citizen. An obvious prerequisite, in order to support the above "layers" of the e-government services is the development of an electronic infrastructure which is able to support e-protocol, e-applications / e-petitions and internal organizational function of the public organization. In addressing the above content, this manuscript presents an e-government structure which supports and provides the above described "layers" of the e-government services. This e-government structure has been developed by Net Media Lab of N.C.S.R. "Demokritos" for a Hellenic Public Organization, in order, the latter, to provide public information dissemination, accept electronic document submission and handle them via e-protocol, and support all the operations via the appropriate electronic structure which supports easy communication among the organization's departments as well as robust and user-friendly document management, storage, search, retrieval, handling and delivery.