e-GOVERNMENT

**WHAT IS E-GOP?**

eGOP (eGovernment Operations Platform) is a platform consisting of applications and infrastructural basis for providing high quality electronic services for citizens and business entities. eGOP also provides applications and infrastructure basis for internal business processes, cases, records, workflow, performance and document management functions for Public Sector organisations.

eGOP is completely Web based and it can be used by organizations of any size, number of employees or locations. It can be deployed as an on-site platform or as a SaaS solution within the cloud.

**E-GOP EFFECTS**

- **Government level**
  - Citizen and entrepreneur’s satisfaction (G2C, G2B)
  - Fast, reliable & cost effective exchange of documents and other information between government bodies

- **Institutional level**
  - Efficiency through standardization organisation’s file plan, pre-defined forms and work templates
  - Business process optimization
  - Knowledge Management - Organizational memory and learning
  - Cost reductions

- **Personal level**
  - Monitoring of own efficiency
  - Support for workflow management

**END - USER BENEFIT**

- Standardization of activities and documents
- Standardization of records and decisions
- Simple, efficient and transparent case management
- Simple and fast search functionalities

**ADVANTAGES**

- Government performance management (GPM)
- Efficiency through standardization
- Increased speed of the processes and digitalization of documentation
- Management information system reporting
- Easy to use and fast adoption
- Open for integration with other systems
- Easy adaptability to national e-Government Interoperability Frameworks
e-GOVERNMENT

e-Government Operations Platform

SYSTEM ARCHITECTURE

eGOP Ultra Edition
- Modul UE.1 Business intelligence (BI)
- Modul UE.2 e-Registers
- Modul UE.3 Online communication with clients
- Modul UE.4 Mobile clients (smart phone, tablet)
- Modul UE.5 Electronic sessions management

eGOP Standard Edition
- Statistical reports
- Business Activity Monitoring console (BAM)
- eGOP core – CMS, RMS, WFM
  - Case registers
  - Master data management
  - Internal document flow tracking
  - Document/package shipping & delivery
  - Classification meta-data
- Administration
- Archive
- Organization and authorisation managment

Document Management System (DMS)

Workflow & Business Rules Engine

eGOP Ultra - Supporting Subsystems
- Modul S.1 SMS service
- Modul S.2 Integration services for imaging system (ABBYY, Kofax)
- Modul S.3 Bar-code service
- Modul S.4 Alerting engine
- Modul S.4 Outlook Plugin

SECURITY – AUTENTIFICATION AND AUTHORISATION

GSB (Government Service Bus)

END-TO-END TRANSFORMATION

IT system X

IT system Y

IT system Z
**FUNCTIONALITIES**

- Electronic communication with citizens, businesses and other public authorities
- Work with digital documents (DMS functionality)
- Business activity monitoring and supervision (BAM console)
- Time and capacity management
- Automatic creation of outgoing documents from templates
- The outgoing documents, templates and business process flow
- Workflow management
- CRM – Managing contacts with citizens and businesses
- Bar code functionality, search and control of documents
- Invoice scanning and invoice verification
- Electronic delivery of documents
- e-GOP internal collaboration portal for all employees
- Official e-mail registration
- Digital signature (using the registry of authorized persons)
- Define alerts (e-mail, console, SMS)
- Subscriptions on reports (time scheduling)
- Government Service Bus (communication and automatic data exchange between several public authorities)
- Board session and meetings management support system

**TECHNICAL PLATFORM SPECIFICATION**


**SCREENSHOTS**

BAM - Business Activity Monitoring Console
REFERENCES

- Ministry of Agriculture
- Ministry of Regional Development and EU Funds
- Ministry of Finance
- Ministry of Maritime Affairs, Transport and Infrastructure
- Ministry of Tourism
- Ministry of Construction and Physical Planning
- Ministry of Environmental and Nature Protection
- The Agency for Civil Aviation
- Agricultural Land Agency
- Central Bureau of Statistics
- Office of the Ombudsman
- T-HT - Croatian Telecom