

Ecquaria E-Government Platform - Government Centre

The Government Centre is a suite of modules that enable government users to perform administration, processing and tracking tasks on the E-Government Platform. It encapsulates e-government best practices and general principles to provide features to support the varying needs of government users at different levels.

Benefits:

- **Specially designed for government**
The E-Government Platform is specially designed for government use and the Government Centre reflects this. It includes ready-to-use modules that are specific and optimized to the government context.
- **Friendly to end users**
Administration and back-office features are user friendly, so that tasks can be performed seamlessly in a timely fashion without need for technical help.
- **Adaptable for policy changes**
E-service administration settings are designed to be easily configurable by end users when there are policy changes.
- **Built-in security**
Access controls are built-in and may be configured to guard confidentiality and security. At the same time, audit trails track important system and application-specific transactions.



What the Government Centre Provides

Back-Office Administration Tool

The Back-Office Administration Tool rapidly transforms counter services to e-services by providing a ready-to-use processing backend for the agency.

Features:

- **Processing**
Support the end-to-end processing flow of an e-service or online license submission.
 - Processing of e-service submission
 - Approval of e-service submission
 - Issuance of official documents
 - Collection of official documents
 - Attached documents and statuses
 - Internal documents and remarks
 - Payment status and history
 - Processing history
 - Submission search
- **Communication and clarification**
Support communication from government to citizen regarding the citizen's e-service submission (e.g. license application).
 - Integrated SMS messaging
 - Integrated e-mail messaging
 - Back routing of submission to citizen for amendment purposes
- **Performance**
Assist agencies and officers to keep track of expected performance levels.
 - Service level agreement (SLA) status display
 - Notifications on approaching end of SLA
 - Notifications on expiration of SLA
 - Automatic task reassignment



E-Service Registry

Give agency control over displayable details of an e-service (e.g. license).

Features:

- **E-service setup and update**

Give agency control over displayable details of an e-service.

- Information and description setup
- Supporting document setup
- Fee information
- Pre-requisites
- Processing time
- Frequently-asked questions
- Law and regulatory information

- **E-service configuration**

Give agency control over processing and activation setup for an e-service.

- Task assignment
- Task reassignment
- E-service activation
- E-service deactivation

- **Processing flows**

These are in-built flows that the agency may apply all its e-services. The default flows provision for post-approval payment and document collection.



Performance Tracking

Performance tracking gives quantitative insights to current efficiency levels and help in enforcing service delivery goals of each agency and the overall government.

Features:

- **Performance reports**

Give agency control over displayable details of an e-service.

- Performance by e-service
- Performance by individual officer
- Performance by working group
- Performance by agency



For more information, please visit www.ecquaria.com

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