

## SEGMENTATION APPROACH TO DEVELOP THE USE OF E-GOVERNMENT SERVICE ONTOLOGIES IN IRAQ CASE STUDY

Yaser Issam Hamodi <sup>1</sup>, Rooa Adnan sabri <sup>2</sup>, Adel Abdullah Abbas <sup>3</sup>

<sup>1,2</sup>Department of Computer Engineering

<sup>3</sup>Department of Computer Science

Ministry of Higher Education & Scientific Research, Baghdad, Iraq

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**ABSTRACT:** *We can recognize e- government as an important mean to develop the government's performance to be more sufficient and active, e-government lead to increment straight forwardness and adequacy in the state association, and in like manner the assignment of e-government is a system of advance that will develop the areas of occupants and agents to appreciate the new economy in view of knowledge and modern technology, applications, and also provides the possibility of citizens and civil society involvement in policy discussions of through coordinate exchange, and to bolster basic leadership, arrangement plan is seen a large portion of the nationals and their needs. There is still a real need to projects that serve all sectors and state institutions efficiently, still most institutions want to use solutions and applications to help in the work and service delivery management, but typically face a range of problems, including designs and studies, infrastructure for the project, licenses installation and operation, implementation and localization, training and support, maintenance and perpetuation and development and enlargement. This paper proposed framework to solve the previous problem of E-government in Iraq.*

**KEYWORDS:** E-Government, Composite Web Services, Quality of Service, SaaS Service.

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### INTRODUCTION

E- government is an important service to develop the government's performance to be more powerful and vital by taking advantage of the world wide web of the internet, information and services of the institutions joining them together to produce network among administration, institutions and citizen within general framework by utilizing the World Wide Web and the Internet to connection establishments together, and connecting the different administrations private foundations and people in general framework, and the advancement of the data accessible to people in order to make a straightforward relationship is described by rate and exactness intended to enhance the nature of execution. The main problem facing e-government projects in developed and developing Arab countries and organizations are nearby learned appreciation of the idea of e-government by the laborers in government offices and nationals and not issuing enactment and laws to direct electronic exchanges and the nonattendance of an electronic mark controls electronic exchanging as they face these enormous projects of fundamental and critical factors which are at the same time, factors for success in the case of non-availability are obstacles but fundamental problems to be applied, such as lack of clarity of strategic vision about these projects or absence management specialist for the activities of the electronic switch and the lack of incentives to invest in those projects, or failure to provide support and assistance and facilities

for the establishment of incubators to embrace those of the e-governance and lack of interest in investing creative minds in the field and converted to market value, and the absence of necessary projects other reasons that have prevented the establishment of these special projects in the electronic management of acne organizations in general, and our organizations in particular. That is why the main research objective of the analysis of the critical factors for the establishment of e-government projects in the Iraqi industrial organizations, and the comprehensive factors for most of our organizations are Iraqi.

### **The objective of This Study**

The aim of this study is to establish a centralized national platform to produce technical services, software applications and operating concepts of this platform to provide software as (saas) and what is called sometimes (on-demand software) which is recognize through infrastructure software as a service, authorized service provider of application to customers either as a service on demand cable channels. This approach is considered to provide the service part of the utility figuring model, where all the advancement in the fogs be open as an organization through web.

### **The Background Study**

During the period 2003 till today, we noticed reduction of several attempts of the public sector, mixed enterprises and private companies to support management of these sectors and improve the efficiency and equality of the services provided by these institutions but most of these attempts didn't meet their expected requirement for many reasons including:

- A. Global controls available restrictions of sufficient experience for the selection and evaluation of solutions.
- B. Weakness perceptions and legislation that supports these solutions.
- C. Lack of patron for these projects since the start of the project.
- D. Most of the projects and solutions have been dealt with in a manner Contracting display, hauling, contract, Implementation, receipt the operation and MRO vague and are not taken into account.
- E. The lack of a clear owner of the project.
- F. Negligence standard solutions.

This led to the loss of motivation to implement these kinds of projects and development.

### **The proposed framework**

This paper present a new framework by making a centralized platform to provide technical services, software applications and operating concept of this platform, to provide software as a service – service (saas) and sometimes called on-demand software is software that is deployed across the infrastructure and / or publish to operate behind a firewall at the network local or

personal computer. In the software as a service, authorized service provider of application to customers either as a service on demand, hairdryer, or free of charge, the most prevalent when there is an opportunity for the service provider to profit from ways other than the user, such as ads or sell the list of users.

Considered this approach is in giving the administration part of the utility processing model, where all the innovation in the mists be accessible as an administration through web.

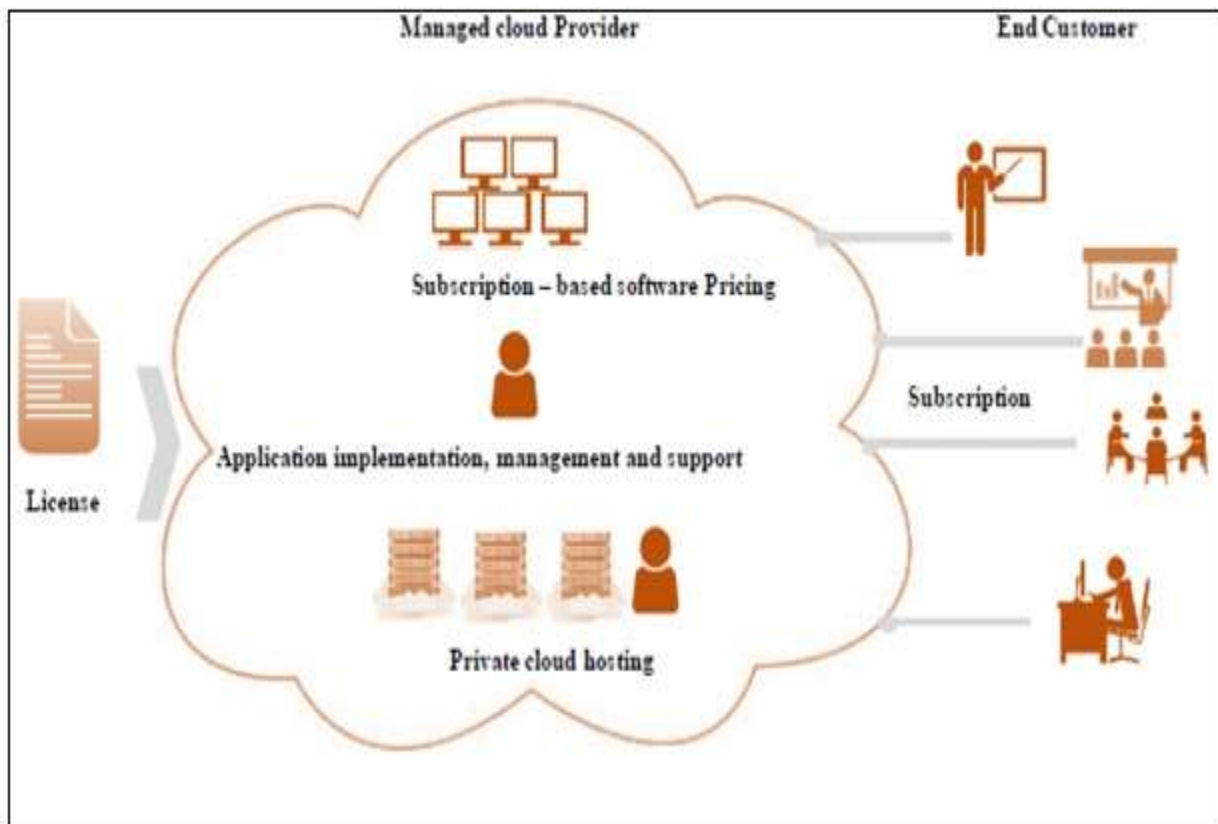


Figure 1: Proposed Solution

Beside what stated in the introduction of the proposed method there is still a real need to projects that serve all sectors and state institutions efficiently, still most institutions want to use solutions and applications efficiency to work and provide services administration, but typically face a range of Problems, including:

- A. Reduce the cost of licenses.
- B. Reduce the cost of equipment.
- C. Reduce the cost of implementation.
- D. Reduce the experts commissioned.

E. Reduce the cost of maintenance and preservation.

F. Reduce the cost updates.

G. Shortly grandfather a software implementation.

H. Provide staff when demand high potential is not available when all users and cannot bear the cost of all experts at this level.

I. Access to software applications from anywhere.

J. Ease of implementation.

K. Scalability without the need to purchase additional equipment.

L. Scalability without the need to purchase additional equipment.

The causes for using saas as a main factor in our proposed solution can find in figure 2, its clear to compare the service in different situation.

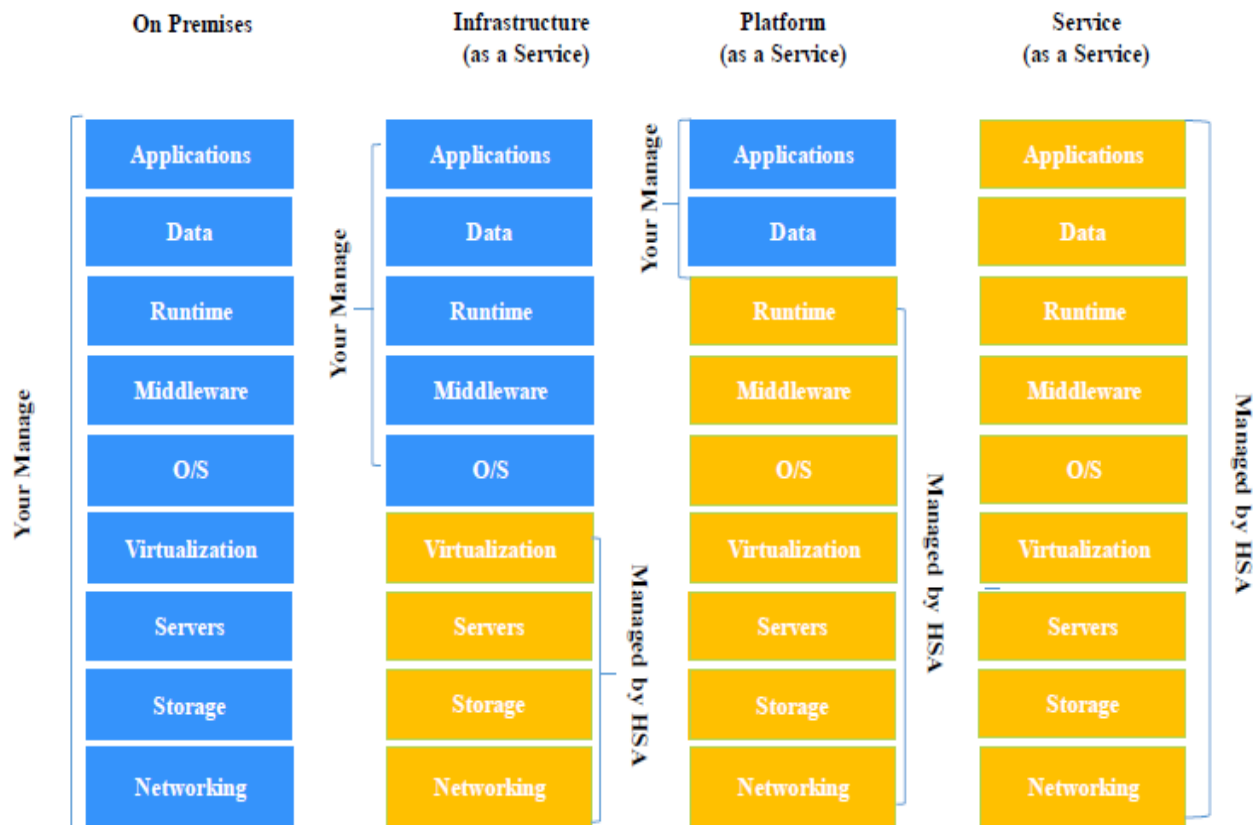


Figure 2: Advantage of Using SaaS Service

In our proposed platform we depend on the long experience of the modern companies specialized in the field of software and information technology in addition to the experience gained from the partnership with the world global companies in this field.

The points below describe the causes of choose it:

- a. Experience.
- b. Specialization.
- c. Support.
- d. Investment.

The integral requirements of our proposed platform can see in figure 3.

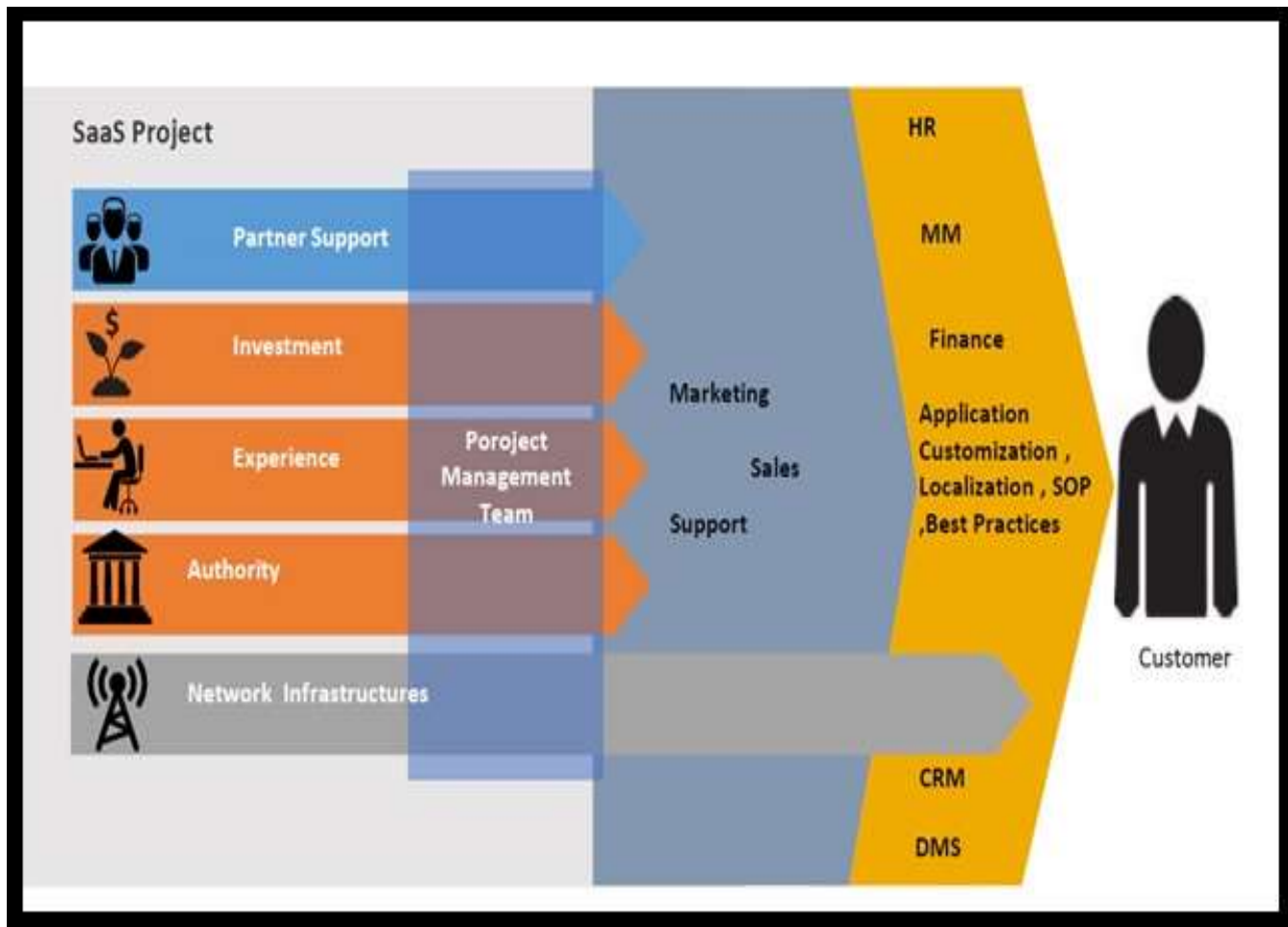


Figure 3: The Integral Requirements of Our Proposed Platform

## CONCLUSION

In this study the strategy proposed for e-government in Iraq concentrated on the important ten key components to shed Light on the transformative effect of information and communications technology. The ten components secured by the activity plan are related closely together, allowing the entryway for the utilization of the need extends coordinately.

The main activities of every element of the fundamental ten components previously identified depending on the consultation between the multi-stakeholder ,the ten components are: mindfulness, correspondence and duty, human limit building, communication interface measures, organizations and change management, legal framework, communications infrastructure, financial resources management, monitoring and evaluation, the conveyance of administrations to natives and the information and data frameworks. Furthermore, that the activity plan was produced to guarantee you get the genuine duty of political pioneers in all parts of Iraq. the Leadership characterized the acts of e-government and e-esteem conveyed by the legislature to handle the administration make a difference to fortify the dedication of the pioneers, and with a specific end goal to pay the unavoidable procedures of change of establishments, and these must be proficient pioneers A commitment to the community.

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