The e-APP as an Information Society Service

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The content of the presentation

- Technology and Information Society
- Why e-Government and Information Society?
- Turkey's e-Transformation activities
- Information about e-Government Gateway
- Apostille
- The gains of the e-Apostille implementations

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Technology and Information Society

- Information is a basic need in terms of sustaining the lives of individuals and increasing the level of prosperity of the societies.

- Although the information is important since the first human societies, it has been indisputable in terms of the role of the information in the society when considering the rapid developments in the field of technology which has been taking place especially since the middle of the 20th century.

- Today, even the governments' policies and implemetations aiming to offer the public services more effectivelly are based on the information and communication technologies.

- In this process, the public services are transformed into e-government services which can be offered electronically. Thus, Classical perception of the public services and also its practices are changing.

Why e-Government and Information Society

- Providing the functioning of the state as faster and more effectively

- Ensuring the participation of the citizens in governance at all levels

- Prevention of the repeating in the expenditures, data and labor force by ensuring the exchange of information between institutions.

- Facilitating the lives of the citizens who benefit from public services

- Accelerating the information-based decision making processes of the Decision makers

- Attaining a more transparent structure of the State

Today, the main factor providing the transformation of the state into Information Society is e-Government.

Turkey's e-Transformation activities

• The great transformation taking place in the world in the field of the information and technology in between the years of 1990 and 2000, has deeply influenced to Turkey as well.

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• The project of "Turkey Informatics and Economic Modernization" developed in 1993 has been one of the pioneer projects of e-Transformation process of Turkey.

• The signature appended by Turkey for "e-Europe Project" in the European Union leaders summit in 2001, has showed Turkey's self stability and confidence in the transition process into information society with a project called as "e- Transformation Turkey"

e-Government Gateway

«e-Government Gateway is a large web portal that provides as a single point of access to the public services.»

"The purpose of the gateway is to offer the public services to citizens, businesses, public institutions by using the information and communication technologies effectively."

Main Purposes:

❖ **Development of the safe and easy public services**

❖ **Citizen and User Orientation**

❖ **Improving of the service workflows**

❖ **Preparing the Content management systems for the Public Institutions**

❖ **Establishing of the infrastucture and the integration standarts**

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Development of e-Government Gateway

2008	**2009**	**2010**	**2011**
22 Services	42 Services	163 Services	255 Services
6.990 Users	22.123 Users	229.700 Users	5.872.840 Users

The first services offered in 2008

1. Ministry of Transportation: Commercial Vehicle Inquiry
2. Ministry of Justice: Case File Inquiry
3. Prime Minister: BIMER Application
4. Prime Minister: BIMER Application Results
5. Ministry of Interior: Document Tracking
6. T.E.A. (Turkish Employment Agency): Business Inquiry and Application according to criterias
7. T.E.A. : Vocational Course Inquiry
8. T.E.A. : Profile by Open Business Inquiry and Application
9. T.E.A. : Dictionary of Turkish Occupation
10. T.E.A. : ISKUR the debt of the Inquiry
11. T.E.A. : Job Application Result Inquiry
12. T.E.A. : Unemployment Benefit Application
13. T.E.A. : Payment of Unemployment Allowance
14. Ministry of National Education. : Exam Results Inquiry
15. Ministry of National Education. : Inquiry Venue
16. Post Office: Registered Shipment Tracking
17. Ministry of Finance: the e-Payroll
18. Civil Aviation G.M. : Flight Crew myrrh.
19. SSI: 4A Service Dump
20. Head of Revenue Administration.: Tax Bill Inquiry
21. TCDD: Online Ticket / Reservation
22. Ministry of Industry and Commerce. : Consumer Complaints

Since May 2012

311 Services

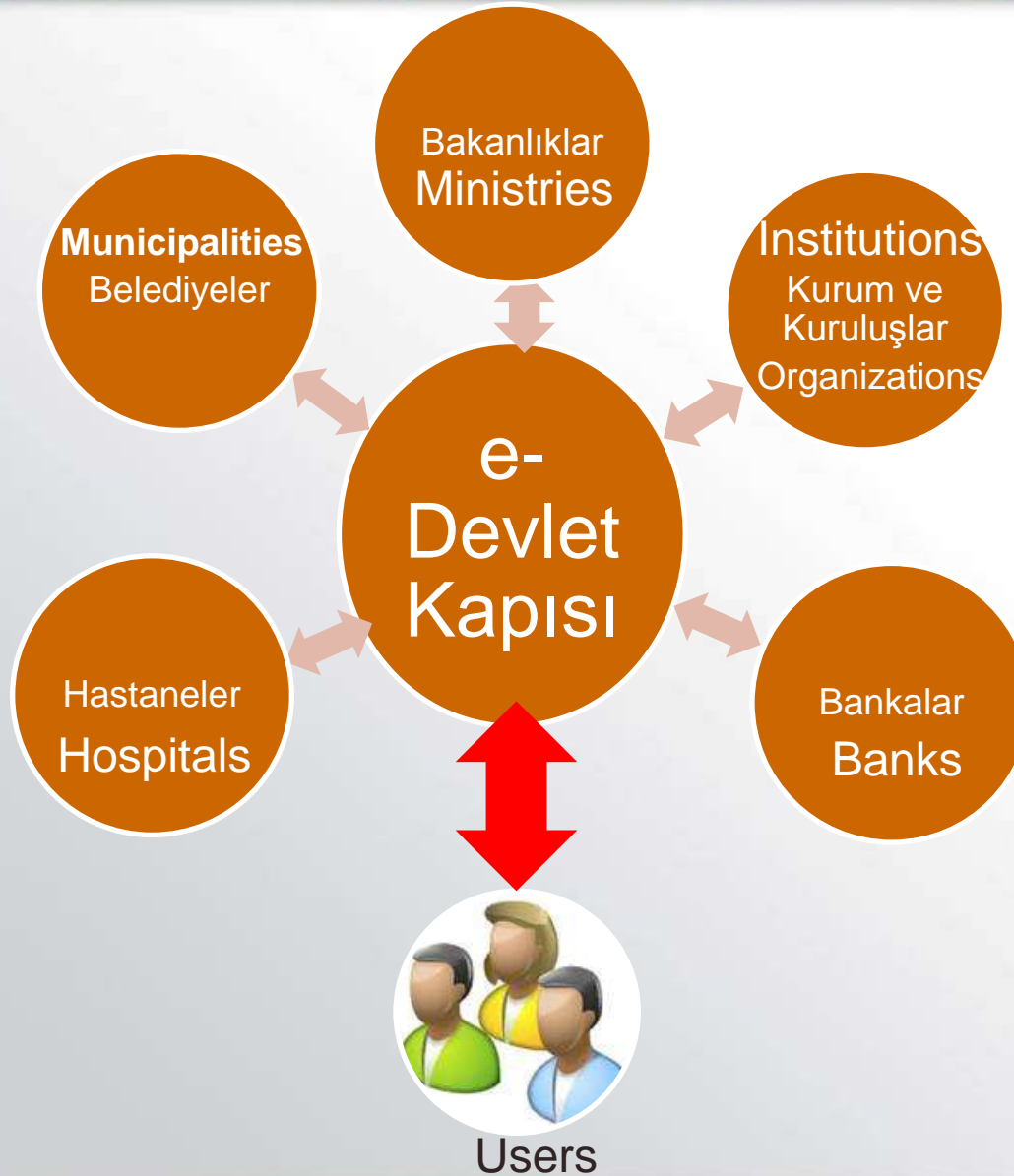**39 Institutional integrations**

12.800.000 Users

Usage of e-Government Gateway

- Number of log in to the system (Monthly Average): 5.000.000

- Number of Service User (Monthly Average): 30.000.000

- Average Number of Users who are taking Service within working Hours (per second) : 6.000
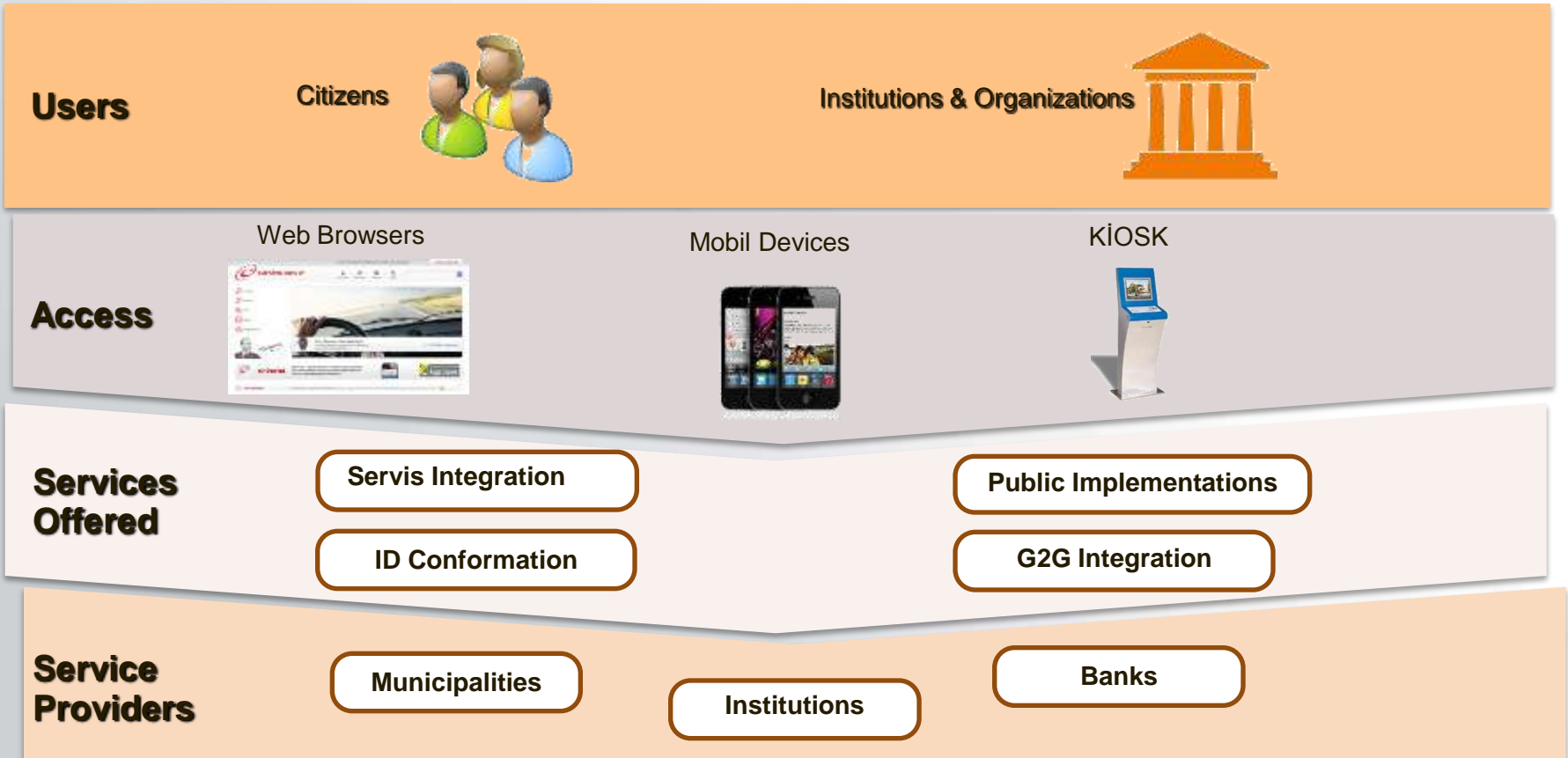
e-Government Users;

Password Received	Person	Rate %
Users never logged in	1.625.603	13
Users logged in one time	2.266.219	18
Users logged in two times	1.626.274	12
Users logged in three times	1.081.494	8
Users logged in four times	814.027	6
Users logged in min. five times	**5.412.637**	**43**
The number of the total users	12.826.254	

Functioning of the e-Government Gateway

Bakanlıklar
Ministries

Municipalities
Belediyeler

Institutions
Kurum ve
Kuruluşlar
Organizations

e-Devlet Kapısı

Hastaneler
Hospitals

Bankalar
Banks

Users

The Layers of the Service Delivery

Users

Citizens

Institutions & Organizations

Access

Web Browsers

Mobil Devices

KİOSK

Services Offered

Servis Integration

Public Implementations

ID Conformation

G2G Integration

Service Providers

Municipalities

Institutions

Banks

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www.türkiye.gov.tr

iOS ANDROID

the web portal with number of 6000 users in per second

KIOSK devices providing access to e-government services for the citizens in the public spaces, have been developed.

19 e-Government services are available for the mobile devices having operating system

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Authentication

When the Institutions and Organizations are integrated into e-Government gate by by using authentication system, they will able to access the basic informations of the users having profile in the e-government gateway. Thus, users do not need to register separately for each institution. This system eliminates the need of saving the user names and password.

- Authentication Methods:
  - E-Government Password
  - Mobile Signature
  - Electronic Signature
  - ID Card

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The envelopes containing the e-Government password are provided by applying the Post Office branches and foreign consulates after submitting the Turkish identity having identification number.

The passwords are created specifically for the applicants due to high level of security which is required for the services offered by e-Government gateway.

Electronic signature is a data which is added to a document in electronic form for determining who is the signer. E-signature is equivalent with the wet signature pursuant to Law No. 5070. The signing operation is performed by using the certificates which can be distributed by authorized institutions issued the e-signatures.

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Mobile Signature   T.C. ID Card

Republic of Turkey's ID Card will legally replace with the birth certificate in near future. Thus it will be used as a citizenship card. The new ID card started to be distributed to citizens living in Bolu province in the scope of a pilot implementation.

Mobile Signature is an application that allows the operation to safely dispose of electronic signature according to Electronic Signature Law No. 5070 by using the mobile phone and GSM SIM cards.

TÜRKIYE CUMHURIYETI
KİMLİK KARTI
ÖRNEKTİR

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The gains of the E-Government Gateway

Standartization

- Standartization of the Data communication between the public institutions each other. Standartization of the delivery of government services to citizens.

Integration of the Public Services and The Savings

- Making the data exchange between the public institutions from one central source will cause the using of a common communication infrastructure. This will lead the resource savings in the public sector.

Citizen-oriented services, Secure Communication

- An e-Government Structure allowing all the transactions with the T.C. ID Number and the password will serve the Citizens within the framework of Citizen-oriented services.

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The gains of the E-Government Gateway

Benefits of the e-government services to citizens and businesses:

- Reduction of bureaucracy
- Delivery of the direct service to the citizen
- Faster, Low Cost and 24-Hours Service
- Ensuring transparency and equality in service

Benefits of the e-government services to Public:

- Gaining time by accelerating of inter-institutional communication
- Delivering actuel, consistent, accurate Information
- Making quick and impartial decisions by incresing the information sharing and participation
- Prevention of Repeated Investment
- Ensuring of the savings in the Public Services

The Purpose of the e-Government Gateway

- **Ensuring the integration of all the public institutions and organizations into e-Government Gateway which built on a secure infrastructure.**

- **Offering all the public services electronically.**

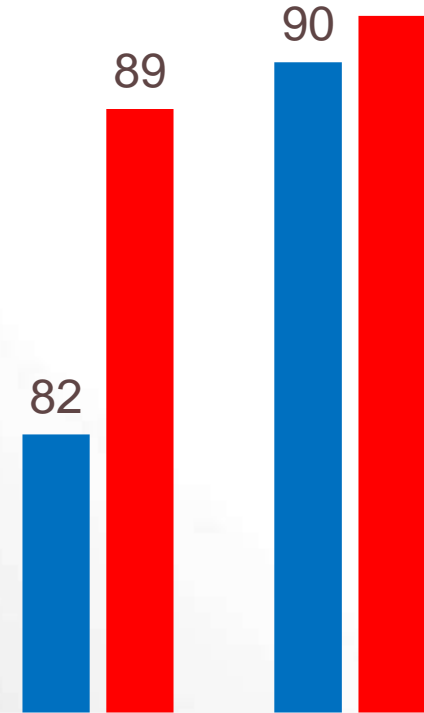- **Maximizing the user satisfaction by offering the high quality services.**
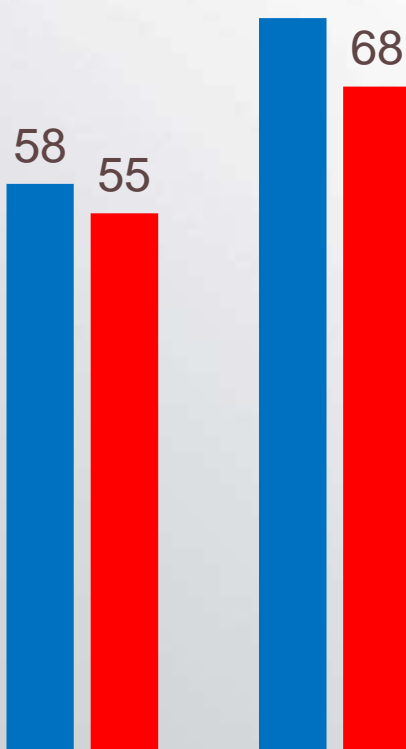
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Apostille implementation in Turkey

Apostille is an international system of document approvement providing the usage of an official document (which has been certified by one country) in another country.

- Apostille implementation in Turkey has come into force in 1985.

- Apostille is issued by governorships in both districts and provinces.

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e-Apostille implementation consists of two main components which may be implemented independently each other

Those are;

1. e-Apostilles: Issuing of e-Apostilles

2. e-Registers: Creating e-registers for e-Apostilles and its operation.

Source: HCCH (the Hague Conference on Private International Law) - http://www.e-app.info/

The e-Apostille as an Information Society Service;

- e-Apostille will lead to reduce the bureaucracy faced by citizens and institutions in international relations. Thus, public services will be speeded up. Besides, e-apostille system will eliminates unnecessary cost and expenses.

- The e-Apostille implementation will transformed the requirements in public, society and business worlds into a modern structure.

The e-Apostille as an Information Society Service

- The e-Apostille implementation will eliminate the human-oriented mistakes encountered in the Apostille services.

- With the realization of the e-Apostille implementation, Public investments in the field of Information and Communication Technology will increase; Thus employment opportunities in this field will also increase

- One more step will be taken towards the issue of "electronically public service delivery" which is important for the ongoing EU Negotiations with the realization of the e-Apostille implementation.

- In addition, Turkey will be fulfilled international obligations emerging due to the Hague Convention by including to the e-APP project with the transition to e-Apostille system.

- Turkey that focusing on the goal towards becoming a information society, will be accelerated the public services offered for its citizens living both in Turkey and the abroad As a result of the e-Apostille implementation.

The gains of the e-Apostille implementation

- e-Apostille system supports the validation processes of public documents in international circulation

- The competent authorities are able to integrate the e-Apostille system with the existing signature databases.

- Thus, the original document can be easily confirmed by the competent authorities on the system screen.

- In this way, Authorities will be able to make more easily the process of verification of the original apostille by Using e-register system.

- When we considering all the factors, e- Apostille implementation is actually one of the components which will be completed a piece of e-government gateway project that is a vital in terms of being an information society.

Thank you