

# LGAF: Local Government Application Framework

Central Union of Municipalities & Communities of Greece (KEDKE)

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## Introduction

LGAF is an open source project aiming in upgrading the service of both citizens and SME's in Greece following the rule "Develop once, use many". The goal is to improve the quality of the services offered by automating the communication between the municipalities and the citizens.

The project includes the development and establishment of an open source platform that will support both electronic as well as voice based transactions, through an Interactive Voice Response system.

The LGAF platform (<http://lgaf.kedke.gr/>) will be available to municipalities at no cost, and will be installed and operated as a common Internet environment for 16 local authorities. The rest of the Municipalities will be able to customize and install the platform with no additional cost besides the technical support for productively using the applications.

The services scheduled for implementation in the project include information services, handling of requests and documents, as well as making

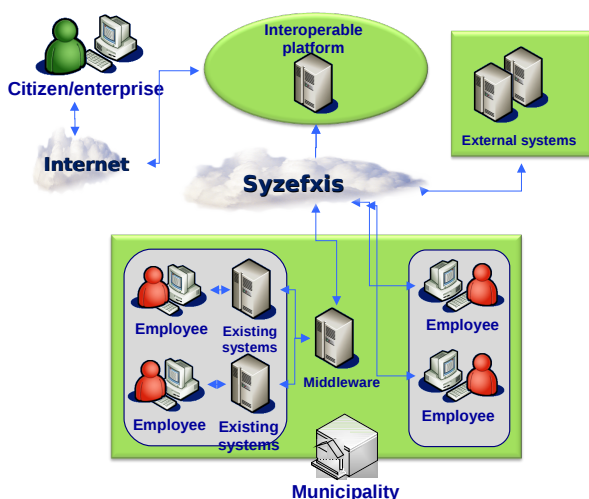
payments via e-banking. The number of the services to be implemented sums up to 50 and spans across areas such as Records, Certificate issuing, Public Transportation, Environment and Health, Education, Culture, and Local Businesses.

One of the core goals of the project is to become a reference framework for Interoperability of the applications of the municipalities, and one of the requirements is the reuse of legacy systems through an interoperability layer, instead of replacing them.

## Technical Details

The services offered vary in terms of interaction with the user, and follow the 4-level approach. In level 1 we group informational services which can inform user about a service. Level 2 includes one-way interactions, for example to receive a form or document. Level 3 includes two-way interactions, for example by allowing form submission. In the final level we group full-electronic services, bypassing any non-electronic processes.

The basic software components of the platform are an enterprise content management system handling the information modeling and management, an execution platform for the business workflows of the aforementioned services, standardized middleware to communicate with existing systems, a global user management module, an SMS gateway to notify citizens via short text messages, an IVR system supporting interactive voice response services, and a live communication and collaboration system for the user community.



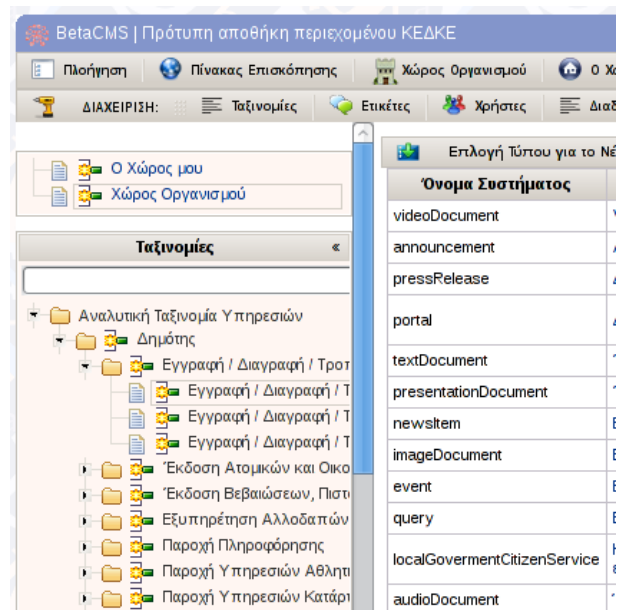
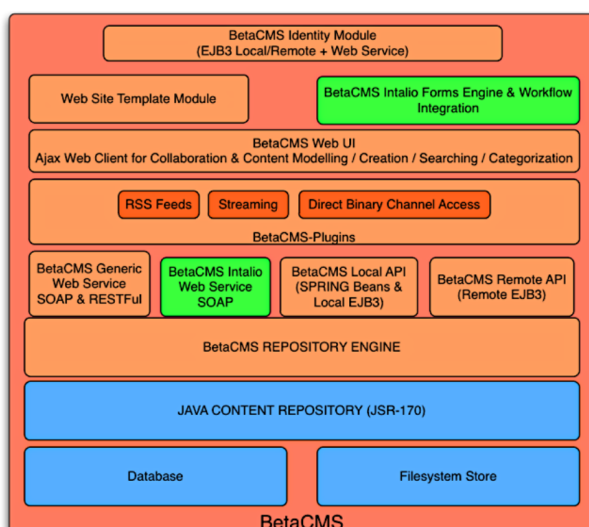
The platform will utilize “Syzefxis” (<http://www.syzefxis.gov.gr/>), the Greek government Intranet backbone network, where all municipalities are connected with synchronous links at speeds of 2 Mbps or higher. One of the project's core requirements is the development of interoperable components using open standards, following the well-taken e-GIF specifications (<http://www.e-gif.gov.gr/>), and implementing the Greek and European Interoperability Frameworks.

## BetaCMS

One of the core software of the LGAF platform is BetaCMS, an open source, JCR-compliant content infrastructure and content management platform.

BetaCMS is built on top of the Java Content Repository (JSR-170), and allows fast and easy modeling, storing and querying of any type of enterprise content. It is designed to be the central content infrastructure across an organization, replacing the custom-made databases and APIs for storing and retrieving content.

The modular design of BetaCMS and open-source license support flexible deployment, easy integration with existing systems and adaptation to the organization needs.



BetaCMS supports, among others, modeling of arbitrarily complex content (XSD schema to JCR nodes and properties), seamless and orthogonal representation of any content (text, images, events, etc), criteria API for search, support for Taxonomies and Folksonomies, fine-grained security, virtual spaces support, and AJAX-based content management UI.

The system is built with the latest open source Java technologies such as Spring Framework, EJB3, Jboss Cache, JSF, Rich Faces, and Seam.

## About KEDKE

The Central Union of Municipalities and Communities of Greece (KEDKE - <http://www.kedke.gr/>) is a legal entity of the private law and constitutes the principal Institution that represents the first level of local authorities in the country. The number of these authorities is more than 1000.

KEDKE's General Assembly is composed of the representatives from each local union of the whole country and counts 500 members.