Goal Model for Open Social e-Services

Gustaf Juell-Skielse, Elin Uppström
Stockholm University
Sweden
Motivation, problem area

- Open e-Government in Sweden
- Policy documents are not enough
  - Information exchange and common models and guidelines are needed
- Social sector accounts for ¼ of public spending
- Extensive investigation
- Almost exclusively positive decisions
Research Objectives

• Contribute to the development of open social e-services

• Present a goal model
  – Design objectives
  – Foundation for evaluation
  – Decrease risk of reinforcing established policies
DSRM – Design Science Research Methodology

**Identify problem and motivate**

**Define objectives of a solution**

**Design and develop**

**Demonstrate**

**Evaluation**

**First design iteration**

- Discussions with public administrators, service providers and user groups
- Draft objectives
- Prototype in YAWL (BPM tool)
- Workshops with public administrators, service providers and user groups
- Evaluation of three possible solutions

**Second design iteration**

- Refinement of problem
- Goal model for open social e-services
- Design of three e-services (legacy systems)
- Deployment and operation of three e-services
- Usability evaluations
Research approach, Methodology

- Goal model developed using a goal modelling methodology provided by Rolland et al (1998)

- Based on design objectives for three open social e-services developed for Järfälla Municipality
  - Integrated with back-end systems
  - Automated decisions, based on criteria
  - Citizen provides social documentation
  - Instant feedback on positive decisions
Result

- Four distinct perspectives
- Important to balance these perspectives against each other
- Stakeholders from government, legal representatives and service providers have been taken into account
The Four Perspectives

• Democracy
  – Influence and responsibility for citizens
  – Legal security
  – Transparency

• Citizen Service
  – Availability
  – Short leadtimes and immediate decisions

• Professionalism
  – Focus on complex decision
  – Supervision and maintenance instead of routine decision making

• Administration
  – Efficiency
  – Flexibility
Major Outcomes

• Legal criteria for decision making are shown to be fundamental for open social e-services

• Highlights the need for cross disciplinary efforts when building e-services for public sector

• Necessary to balance the different perspectives
Relevance

• Blueprint for engineering requirements on a detailed level
  – Design requirements
  – Process modelling
  – Usability

• Ensure that developed e-services comply with legal constraints

• Handle the issue of professionalism and focus for civil servants

• Facilitate knowledge transfer to other municipalities
Conclusion and Outlook

• Applicability of the model in other environments
  – Other social services
  – Other departments within Järfälla municipality
  – Other municipalities in Sweden
  – Countries outside of Sweden with similar demands on legal security

• Incorporation with process re-engineering and process modelling
  – Other technical backend platforms
  – Different BPM platforms
  – Configurable process models
The Goal Model

Goal Descriptions: https://docs.google.com/document/pub? id=1gOpvEcxMc29cnG1VKZCeaRX1KJyoDGt_TZdM24QevwE