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Lect . 5

Secure E-government Portals : there are 4 types of e-government services , that are possible ;government to citizens (G2C) , Government to Business (G2B) , Government to Employees (G2E) and Government to Government (G2G). Providing a single secure portal that acts as a window to the various services is beneficial not only to the government but also to its citizens.

Benefits of a secure portal : the benefits of a Portal are immense .
 - Portals act as a one stop resource for information.
 - having a secure e-government portal will reduce the costs for the government in delivering timely information to its citizens.
 - the citizens will also benefit from timely and readily available information as well as a medium to avail services .
 - having a web portal will reduce the need for dedicated governmental representatives to be available by other modes of communication like phone or email to provide information to citizens.

- It will be much simpler and cost effective for governmental representatives as well as the representatives in governmental legislation bodies like the senate and the Gongress to get in touch with citizens to pass information on important legislations, citizen action items etc... .

- **Example of case study** :- the following is a use case that describes an ideal usage of an e-government Portal with a trust .
  In one day someone , logs into the e-government portal for his town. he scans through the general informational alerts and other information on the main page. He goes to the section on the main page that asks him to login, he enters his username and password , he is provided a personalizes page that continue a section for personalized alerts via RSS Feeds . Today , the RSS feeds include alerts that inform him that the deadline for tax returns filing date . He also sees an invitation to attend a local town hall meeting on another date , and so on he decided to check for potential replies to the email .

Collaborators for a secure e-Government Portal :- the parties involved in the successful deployment and operation of a secure e-Government Portal are the citizens or end users , browsers as the technological clients , the Governmental agencies as the source/sink of information and the technology companies/standards that provide secure communication between the client and the server.

The user should not be worried about any security in using the E- Government Portals . The browser technology , the transport technology and the E-Government Server designers have to make sure that the end user is relieved of any security concerns .

Challenges :- the challenges facing secure e-government portals are many one of important than is the management of security related data for the citizens . A federated identity model can be adopted by the e-government portals that work as follows ; there are one or more authentication providers that work in the background for these secure portals . When the citizens accesses information that needs additional level of security , then the e-government Portal can redirect the citizen to the authentication provider and on successful authentication , is redirected back to the e-Government website.

Possible Solutions: define varying levels of security for the E-government services provided online . General public information has zero security , personalized content with read-only links with user-id and password usage and usage of multi factor authentication for sensitive operations like tax returns filing , social security information etc. when the citizens uses user id and password , he or she is presented with a portal page that contains personalized content for the local , city or state level with messages from the country, state , or federal legislators ,mayors .if the user has a need to access sensitive information like SSN ,Military Service records , he is solicited multiple information along with the initial user id and password .

The more sensitive the information ,more the number of hops the user needs to cover .the additional levels of security that is in built into the portal will give the web user confidence in using online services to make sensitive transaction .

Questions :

Q1: discuss security in portal for e-government ?

Q2: define with example what we mean "Portal"

Q3: give some benefits of Portals ?

Q4:give another case study with e-government not find
      in this lecture ?

Q5: give the possible solutions for security problem ?