

AMIR E-government IQC - Statement of Work -

Task Order 2: *Enterprise Directory, Organization and Personnel Directory*

Vendor: *STS*

Client Agency: *Ministry of Information and Communications Technology, e-Government Programme Management Office (MoICT/PMO)*

Client Project Manager: *Mr. Fadi Mari, Egov Project Manager and Mr. Nour Bani, Egov Consultant*

Background

Please read the document entitled **E-Government Portal Web Site - Background Information for IQC Firms**, which is to be considered an integral part of this scope of work.

The reader is also referred to the Enterprise Directory Requirements document produced by EDS which is also considered an integral part of this scope of work.

Introduction

This task order has been issued by the AMIR program to acquire design services for the following E-Government Portal services: Enterprise Directory and Personnel Directory. This task order is illustrated in the box labeled IQC Firm 5 in the E-Government Portal Task Orders diagram found in the **Background Information for IQC Firms**. This Task Order describes these tasks:

Phase A: Design Enterprise Directory, Services, and Infrastructure Configuration (3 months)

- Coordinate the overall Enterprise Directory design, GoJ authentication systems, and support integration with E-government Web Portal tasks.
- Provide input as member of the Portal Team into the overall design of the E-government Web Portal including determining the best method for all GoJ staff to have some level of authenticated access to the G2G portal site.
- Design the Enterprise Directory Service for the GoJ Secure Government Network (SGN) for 6 Ministries including MoICT.
- Design and develop GoJ Organization Directory and Personnel Directory maintenance and query functions.

Phase B: Implement Enterprise Directory and Services (tasks for this phase will be issued in a subsequent Task Order)

- Fully implement and populate the Personnel Directory.
- Verify and maintain Enterprise Directory.

The two phases encompassed will take place over a combined period of 6 months with Phase A and B overlapping during the third month.

Design an Enterprise Directory Service

This task order requires the vendor to deliver an Enterprise Directory design which meets all the requirements in the EDS Enterprise Directory Requirements document. In addition to those requirements, at a minimum the design must specify a directory service that:

- Is a 100% LDAP-compliant
- Provides authentication services for all applications and services on the GoJ Secure Government Network (SGN)
- Manages the domain structure for the entire GoJ SGN.
- Acts as the main directory for government-wide email system
- Stores necessary in both English and Arabic

Design Query interface: Personnel Directory

Personal information about GoJ users (name, employing agency, phone number, email, position, job title, etc) must be included in the Enterprise Directory design. Therefore, the Enterprise Directory can also serve as the data store for a Personnel Directory.

The vendor will design a Personnel Directory interface for the G2G site: a query which allows GoJ employees to search the Enterprise Directory by specifying search criteria such as name, email address, organization, or other personnel related information. The result of the search will be a display of the Enterprise Directory record for a GoJ employee. The Personnel Directory query interface will display data read-only. No editing is allowed through the Personnel Directory query interface.

Design Maintenance Interface: Personnel Directory

The Personnel Directory must also include a maintenance interface to be deployed on the G2G site. The maintenance interface must allow a properly authenticated user to edit his or her personal information in the Enterprise Directory. Only data for the properly authenticated user may be edited through the maintenance interface. The authenticated user may edit only his or her own personal data.

The design must specify which data in the Enterprise Directory may be edited by an authenticated user. It is anticipated that, at a minimum, the following may be editable:

- Password
- English Name
- Arabic Name
- Phone number

The design should also specify which data will not be editable through the user maintenance interface and why.

Security Policy and Procedures

In collaboration with the E-gov IQC vendor architecting the G2G site provide information and procedures for good password and security procedures. System will adhere to security guidance as provided by MoICT/PMO and their security policies. This would include enforcing password standards and other directory related maintenance tasks.

Design the GoJ Organization Directory

The Organization Directory will provide public users (via G2B and G2C sites) and GoJ employees (via the G2G site) an interface through which they can identify GoJ organizations and how to contact those organizations, including physical addresses. The Organization Directory information on each GoJ organizational unit becomes a contact resource for the services, whether electronic or not, that are exposed via the Portal. Completion of Organizational Directory information is part of the “minimal portal content” requirement to be established for each of the 3 portal sub-sites (i.e. G2G, G2B, and G2C).

The Organization Directory is a service that provides contact information for all organizations in the GoJ. As GoJ services are added to the CMS each one must be linked to an organization. For example, ‘business registration’ services would map to MIT/CCD (Ministry of Industry and Trade / Company Controllers Directorate), and ‘duties and taxes’ would map to the Ministry of Finance and the Customs Service.

Designers of the Organization Directory and the Enterprise Directory must decide whether the Organization Directory can, or indeed should, use the Enterprise Directory for all or part of its data store. The vendor must also design a query interface and a maintenance procedure/interface for the Organization Directory. A query or view interface is needed for the G2B, G2C, and G2G sites to allow users to find information in the Organization Directory.

Organization Directory Query Interface

The query interface for the Organization Directory will be shared among the G2G, G2B, and G2C sites. The query interface should allow users to enter searches for services and information in the Organization Directory and return non-personal contact information leading them to the information or services. Non-personal contact information means that the Organization Directory should not return the names of government employees, but should only provide central phone numbers and any existing web links. This will insure that the data quality of the Organization Directory is not tied to job placements of individuals and will be easier to maintain and more general in its usefulness.

Organization Directory Maintenance Interface

The Organization Directory maintenance interface should ideally be designed to allow system administrators or individuals responsible for maintaining the Organization Directory at the ministry or agency level, to update their Organization Directory information. An overall design goal of the Web Portal is to distribute maintenance of content rather than require MoICT/PMO Portal Manager interaction. Maintainers of the Organization Directory should be authenticated by the Enterprise Directory Service. Therefore, the maintenance interface design should be coordinated with the vendor responsible for the Enterprise Directory design.

On the other hand if changes are deemed so infrequent for some elements (i.e. an Add or Name Change might be infrequent) then it might be handled by Portal Manager via Directory Service tools thus minimizing Web interface development.

Deliverables

Documentation on the various roles and procedures for vendors performing under the E-gov IQC were provided at an orientation session for awardees in mid-June. The vendor should propose a budget for both Phase A and B based on a Time & Materials format.

Phase A: Design Enterprise Directory, Services, and Infrastructure Configuration (3 months)

- Coordinate the overall Enterprise Directory design, GoJ authentication systems, and support integration with E-government Web Portal tasks. This task should include time and resources to participate in the design and provide input into the E-government Web Portal design. .
- An implementation plan for the Enterprise Directory and related services including milestones and dates for review of project progress.
- Design the Enterprise Directory Service for the GoJ Secure Government Network (SGN) including GoJ Organization Directory and Personnel Directory. This requires identifying all levels and organizational units of the GoJ and not just those for the 6 immediate SGN Ministries.
- Evaluate requirements and design directory structure for 6 SGN Ministries, including the MoICT.
- Personnel Directory Query Interface: Design a query service and interface for the G2G site allowing users to query the Enterprise Directory to find personal information for GoJ employees (name, phone number, email, etc.).
- Personnel Directory Maintenance Interface and Implementation Plan: Design a maintenance interface accessible via the G2G site allowing government employees to maintain appropriate elements of their own personal information (name, phone number, etc.) in the Enterprise Directory. Develop, in collaboration with other E-gov IQC vendors, an implementation plan for fully populating the Personnel Directory first with SGN Ministry staff and secondarily with all GoJ staff in all Ministries and Agencies.
- Create an Organization Directory Query Service/Interface: Design a query service and an interface that will be shared among the G2G, G2B, and G2C sites. The query interface would allow users to look up, or browse via a tree structure, contact information for all GoJ organizational units. The service would allow a Portal “services object” to query the Organization Directory to find contact information for an organizational unit and present the result as a standard object via the Content Management System (CMS).
- Create an Organization Directory Maintenance Procedure: Given frequency of changes in GoJ organizational structure document process for updating the Organization Directory. This could include a maintenance interface for Content Managers to maintain Organization contact information.

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