

# eGovernment Use Case

Application of SLA@SOI Framework to human based services

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## SLAs in Public Administration (PA) Services

- **PA has to guarantee QoS to citizens**

*National and central regulations impose a certain level of quality to be provided to citizens.*

- **PA requires QoS from 3<sup>rd</sup> parties**

*The number of service outsourced to third party providers continuously grows, so more control is needed.*

## Current limitations

- **SLAs limited to single services**

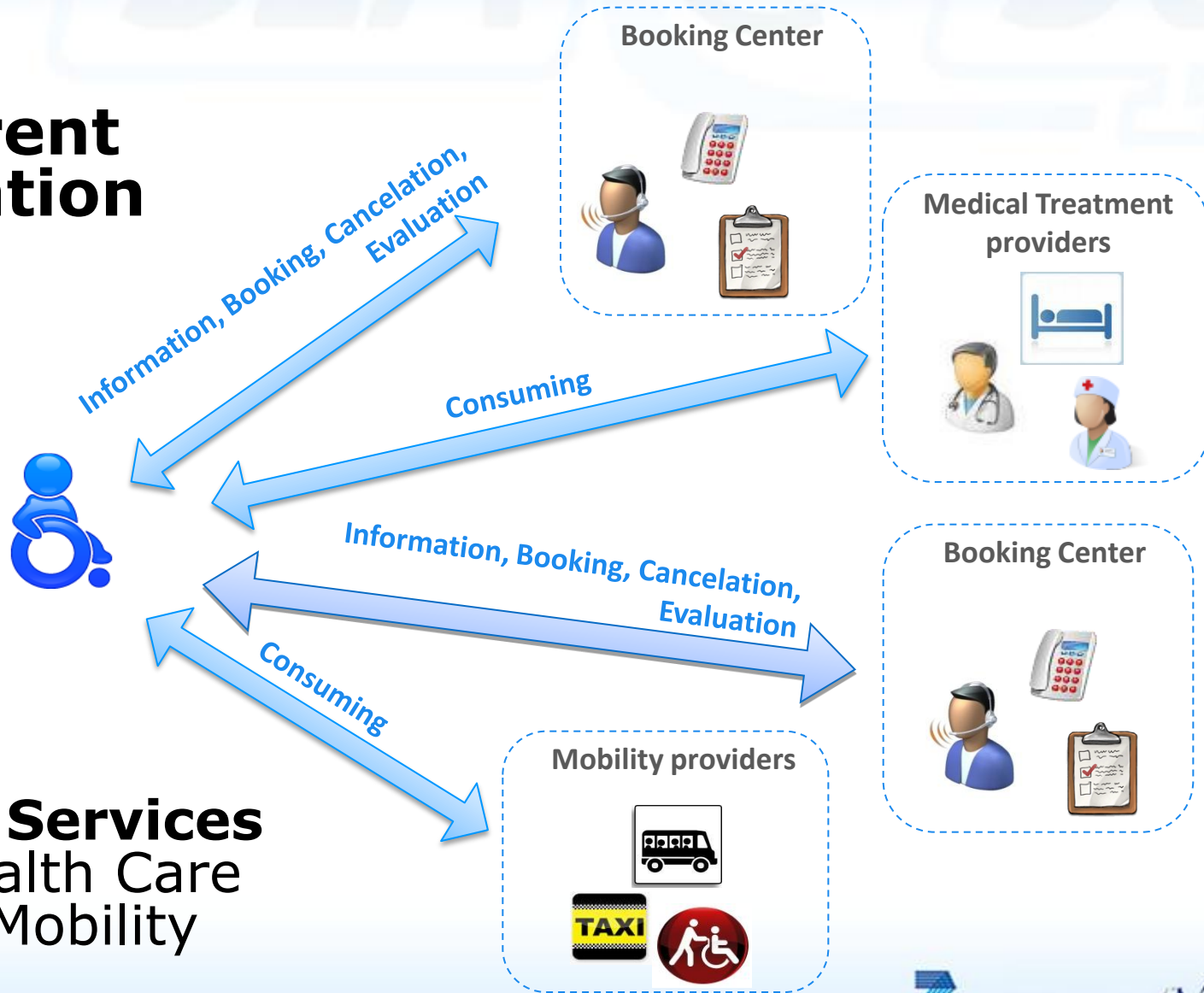
*Often citizens use more services at the same time, but no SLA regulates the aggregated service*

- **Poor automation & standard support for**

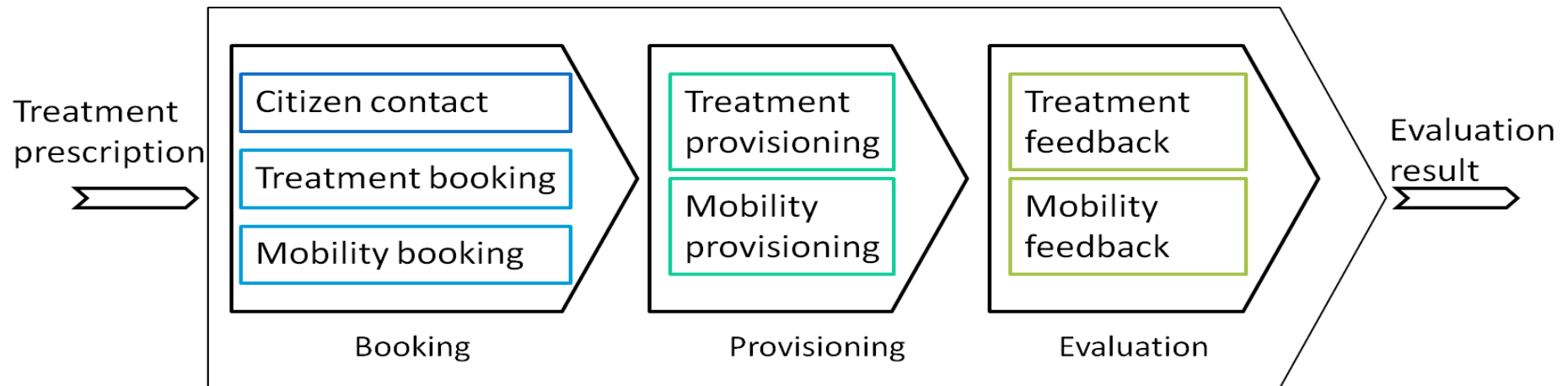
*monitoring, reporting, resource management, negotiation.*

## Current Situation

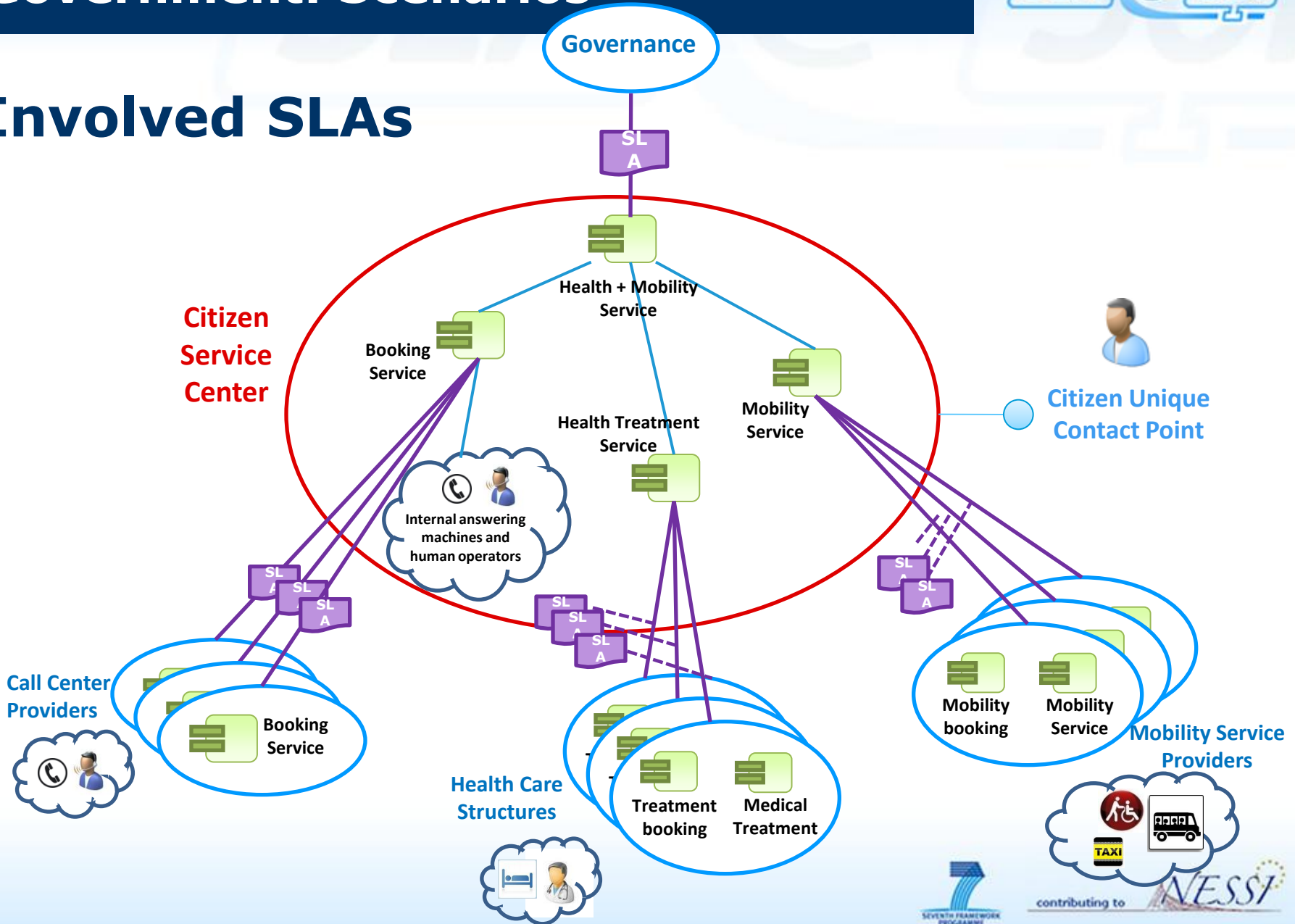
## Public Services for Health Care and Mobility



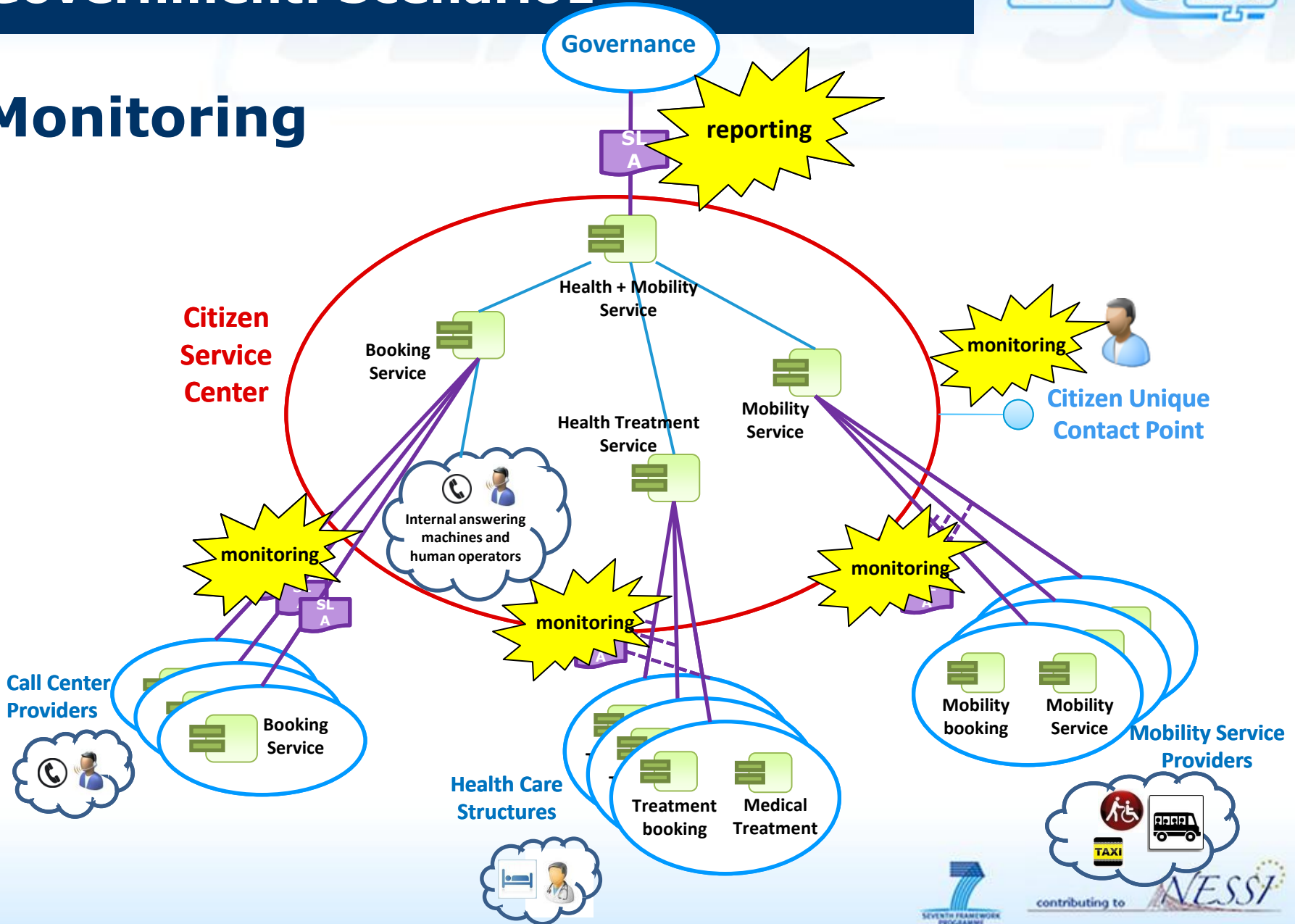
## Integrated Service Mobility / Treatment



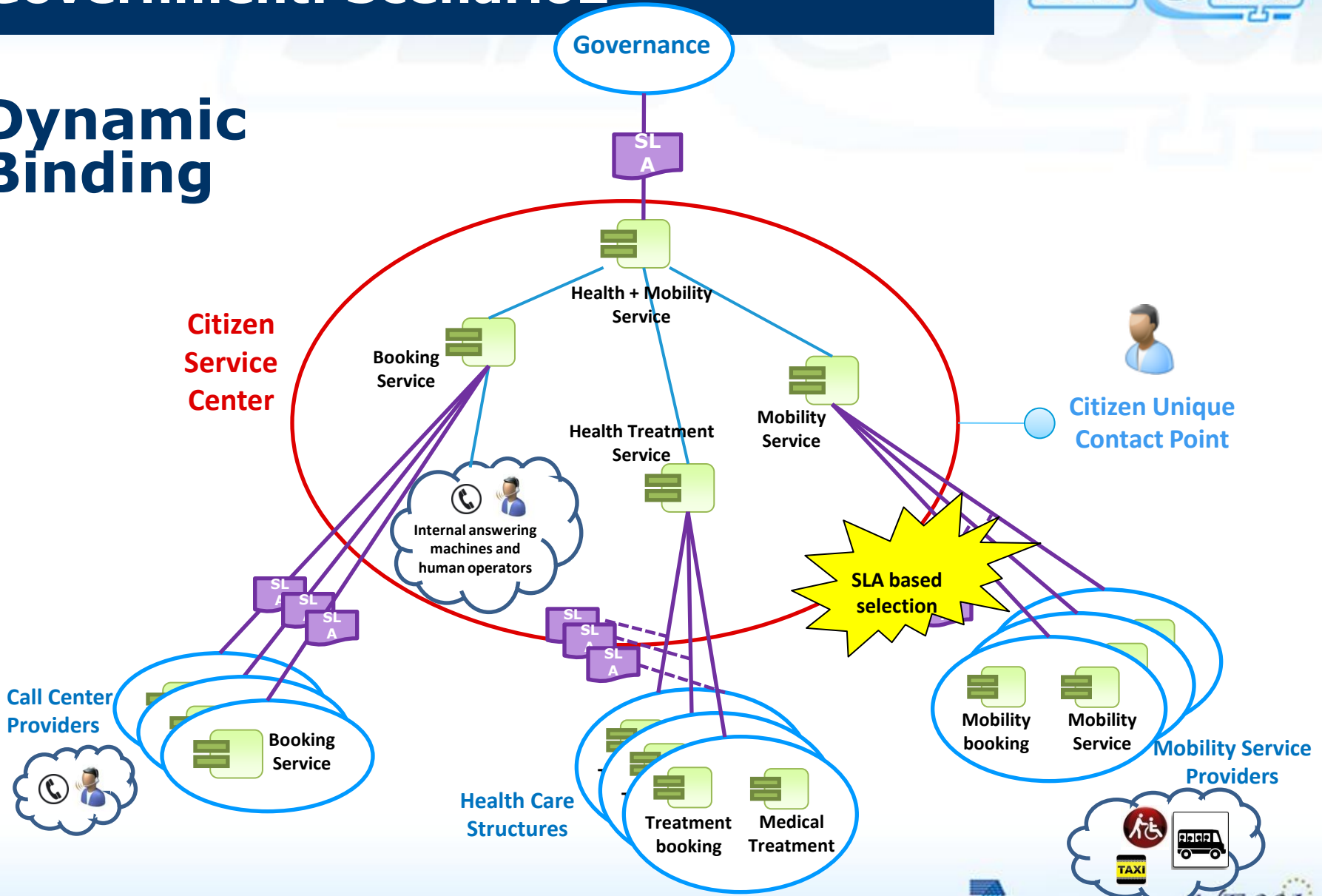
## Involved SLAs



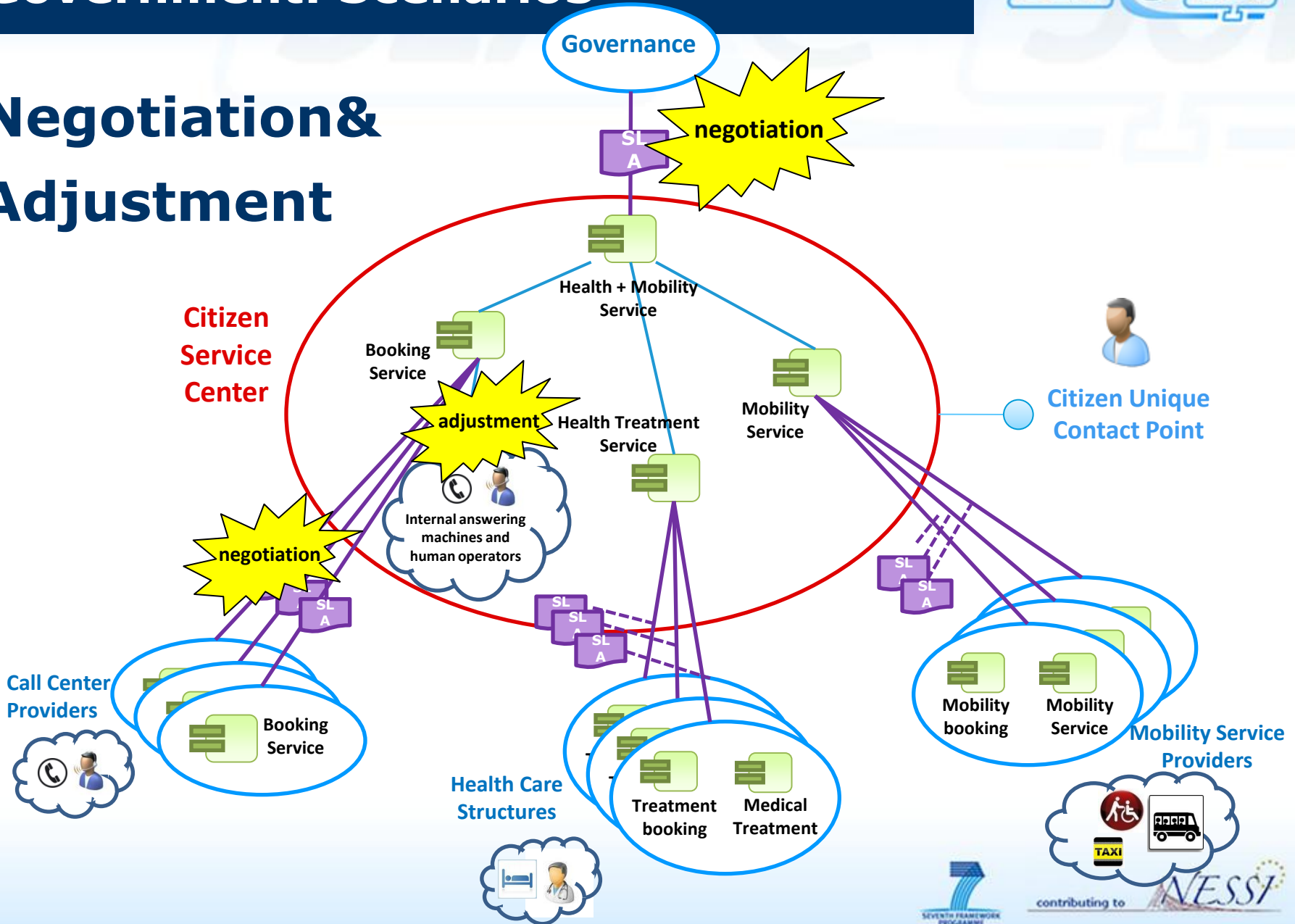
## Monitoring



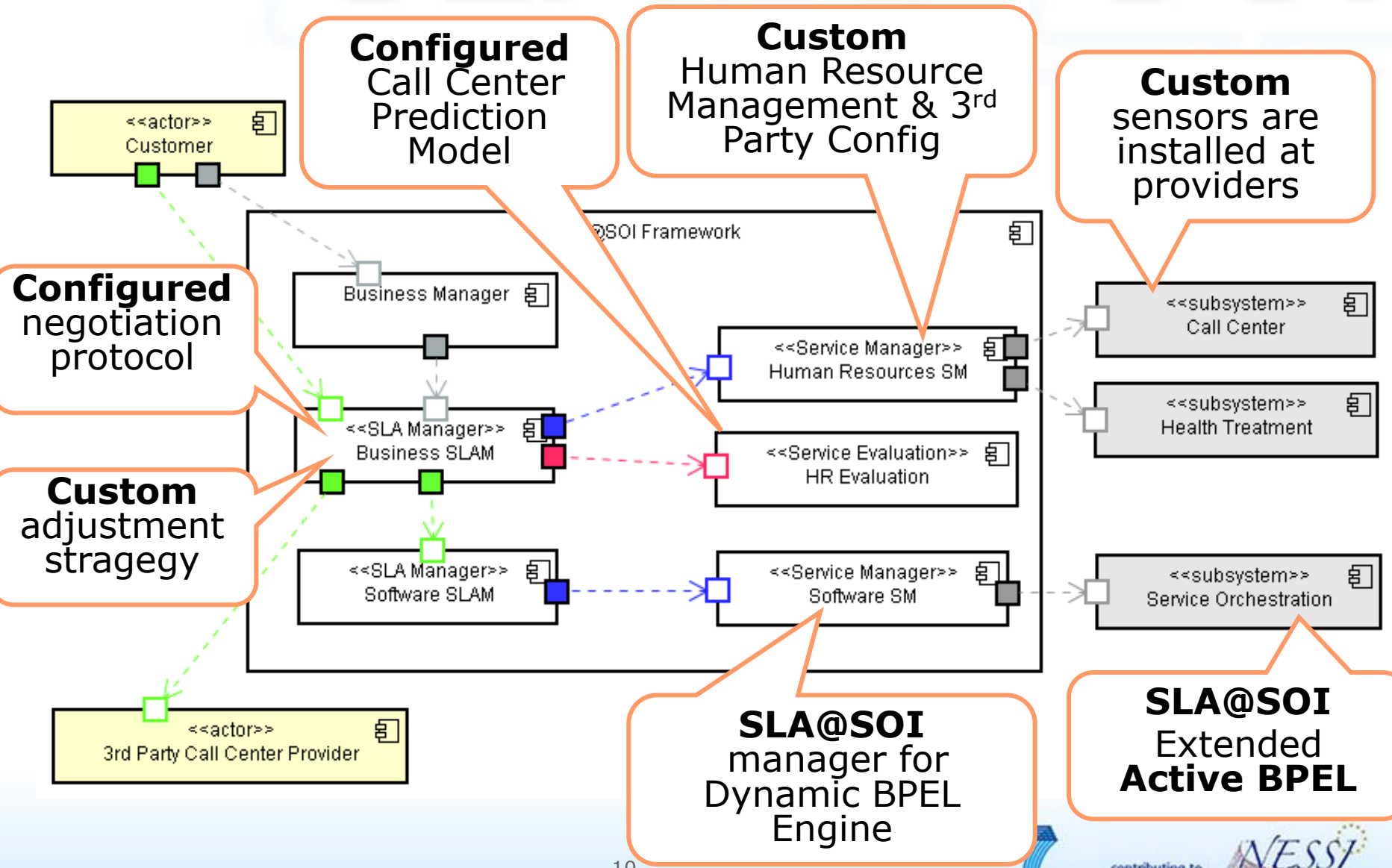
## Dynamic Binding



## Negotiation & Adjustment



# eGovernment: Framework Adoption



## Adopted Features

- **SLA definition:** Formal syntax of SLA and SLA template;
- **Service Design:** static prediction of (QoS) performance
- **Service Offering:** Discovery of appropriate service; bundling into products;
- **Service Negotiation:** Negotiation of price & capabilities; hierarchical negotiation for composed services; manual SLA registration.
- **Service Provisioning:** Provisioning of services and monitoring; dynamic BPEL binding; provisioning coordination
- **Service Monitoring & Reporting:** Monitoring; runtime prediction; SLA violations and warnings; notifications and reports.
- **SLA Enforcement:** automatic BPEL binding; changing subservice provider; renegotiation; penalties and bonuses.
- **Framework deployment and management:** Reusable modules; extendibility; customization;

- Baseline assessed by reported experience and educated guesses

Actor	Objective	Indicator	Baseline	New
Citizen	User Preference Matching	Average number of calls a user needs to complete a mobility reservation	2 calls	1
	Integrated offer of services	Average duration of the booking operation for the combined service health + mobility	360 sec	300 sec
Governance & Citizen Service Center	SLA compliance and performance awareness	Average number of SLA violations in 1 month	7	4
Citizen Service Center	SLA compliance and performance awareness	Average number of warnings of probable SLA violations predicted in 1 month	0	4
	Resources allocation efficiency and optimization	Average percentage of busy resources in 1 month	0,7	0,85
		Average percentage of idle operators in 1 month	0,3	0,15

**Thank  
you!**