



## Digital Government Strategies: Good Practices



### Belgium: Federal Service Bus

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Belgium to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

#### Description of the practice:

**Organisation:**

FEDICT

**Name of the practice:**

Federal Service Bus

**Principles implemented:**

Principle 6 – Ensure coherent use of digital technologies across policy areas and levels of government

**Description:**

Creation of an Enterprise Service Bus platform for use at Belgian federal level; definition of a service oriented architecture and implementation of a number of user-centric services for systematic (re)use of authoritative data.

A pre-study and requirements definition was conducted; the evaluation of the business case was done with Fedict's proprietary "semoval" methodology. Also, due to the size of the project, a political agreement on the project was sought through a formal advice from the Belgian council of ministers.

Fedict is the agency in charge of the Federal Service Bus and associated services. Within Fedict, a dedicated team of about 10 people (project managers, service managers, service support engineers, SOA architect, SOA analyst) is responsible for the governance. A program management team, headed by a director-general as sponsor, is in charge of the program. Prince2, ITIL and Scrum are used as methodologies for service creation, maintenance and support.

For more information: <http://www.fedict.belgium.be/en/gegevensuitwisseling/>



## Results

Creation of a catalogue of services (over 116 web services in 17 service families; 77 customers or 166 applications). Adoption of the systematic use of the FSB infrastructure; creation of the “Federal Service Integrator” (legal body) and legal obligation of the “Only once” principle.

## Development

### **Design:** 2006/12

Market survey and compilation of requirements by means of external consultancy; creation of governance bodies (Coordination committee of the federal integrator; consultation committee of Belgian integrators).

### **Testing:** 2008/05

Proof of concept: re-implementation of an existing (UME) service on the new soap-based FSB platform. Later on: migration of all existing services from UME to FSB.

### **Implementation:** 2008/11

Tools: Prince2, ITIL, Agile approach (scrum). Legislative work (law on federal integrator; law on only once principle).

Resources: About 10 fedict internal collaborators; about 10 FTE from external integrators on a semi-permanent basis.

### **Diffusion and scaling:** 2009/09 (and ongoing)

### **Partnerships:** Public Sector Organisations

Partners: Crossroads bank of Enterprises; Crossroads bank of Social Security; National Register; Federation of Notaries; Regional integrators for Flanders, Wallonia and Brussels region; federal administrations (Mobility, Finance, Economy, Justice, ...)

Nature of the partnership: Partners in creating intergovernmental data exchanges; authoritative sources; data consumers. The contribution of the authoritative sources was vital for the application of the “only once” principle; therefore, all of them had to implement their interface for a SOAP based Service Oriented Architecture.

## Lessons learned

The creation of a Federal Service Bus is not (only) a technical challenge. Putting in place the governance is a much more important and tedious process.

What worked well: creation and reuse of base services (personservice, enterprisefamily).



## Digital government toolkit



What was challenging: putting in place multi-party (orchestration) process oriented applications; advocacy and good understanding of the principles of a service oriented architecture; semantics.

Conditions required: Creation of the governance structure and the associated circles of trust.

Additional information: