

Integrating publication silos

A project of the Dutch Tax- and Customs Administration (DTCA)

Date: 05-04-2006

H.B. Melger



What if?

Reduce the capacity for maintenance content

'Searching for a practical solu

Reduce the costs of conten

Improve the retrieval of legal documentation



Agenda

- A short introduction to the DTCA
- The domain of legal documentation
- Legal documentation in practice at DTCA
- Alternative solutions
- The project
- Conclusion



The DTCA (1)

- Levy and collect tax
 - Income, VAT, wage tax, corporation tax, holders tax
- Customs
 - Monitoring goods
- Allowances
 - Health care
 - Childcare
 - Rent



The DTCA (2)

- 30.000 employees
- Organizational structure

Directorate - General for the Tax- and Customs Administration

Primary proces
Tax, Customs & Allowances
(17)

Support Centre (4) Administration Centre/ logistics & automation (1)

Centre for Professional Development And Communication

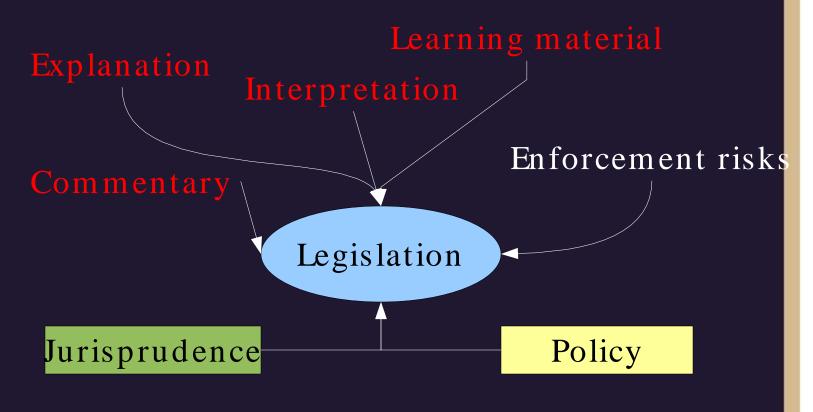


Legal documentation (1)

- Activities based on legislation
- Legal documentation ensures consistent decisions
- Consists of:
 - Base:
 - Law
 - Jurisprudence
 - Policy
 - Enrichments:
 - Commentary, summaries, interpretations, instructions, etc.



Legal documentation

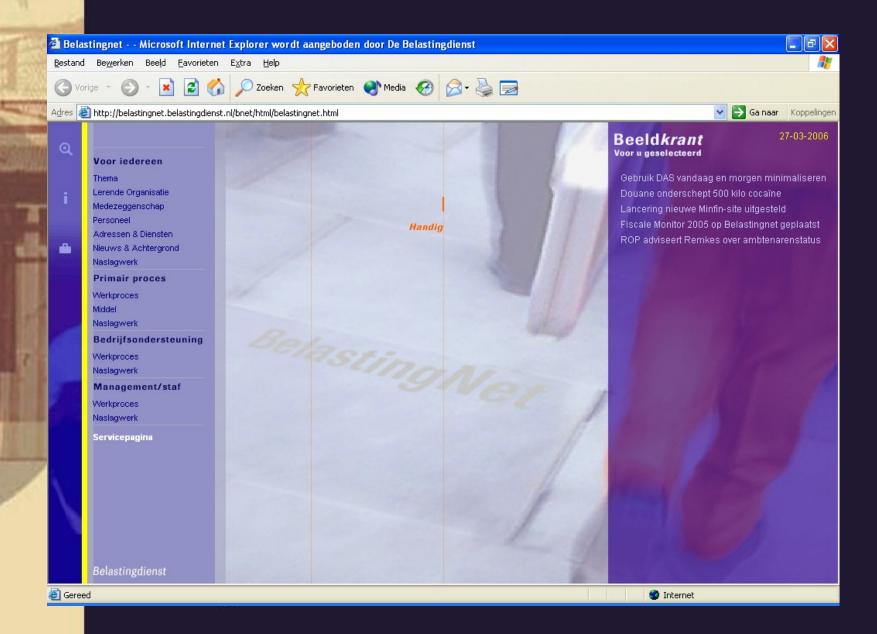




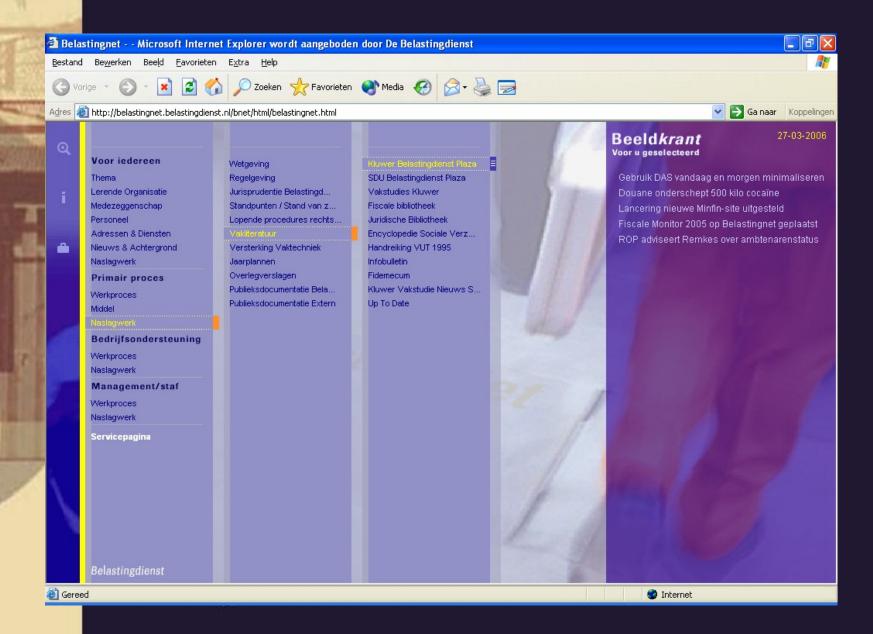
In practice

- The DTCA Intranet (Bnet)
 - Approx. 20 million webpages
 - Approx. 1500 unique sources
 - Approx. 2500 links
- Content suppliers
 - 25 commercial
 - 275 internal (government)
- Local intranets (22)
 - Own content + copies Bnet

Bnet



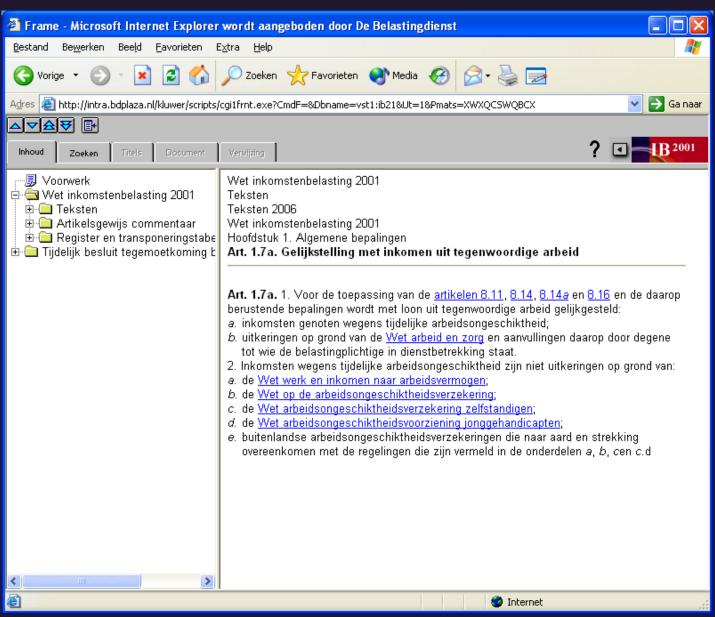
Bnet interaction



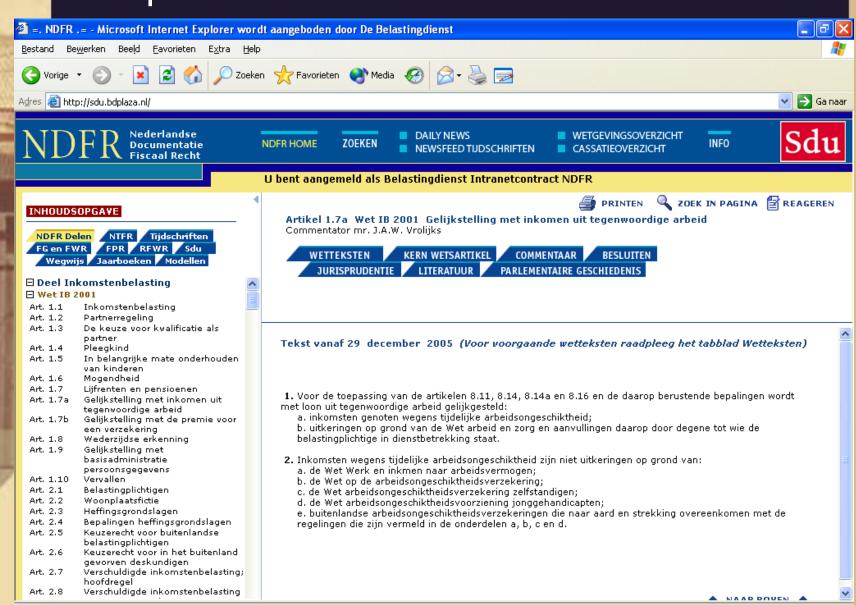
Kluwer plaza (1)



Kluwer plaza (2)

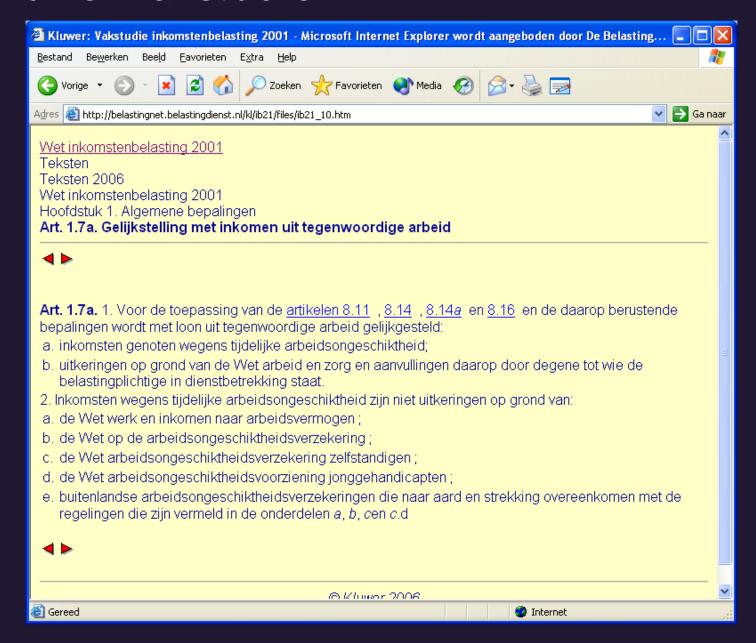


SDU plaza

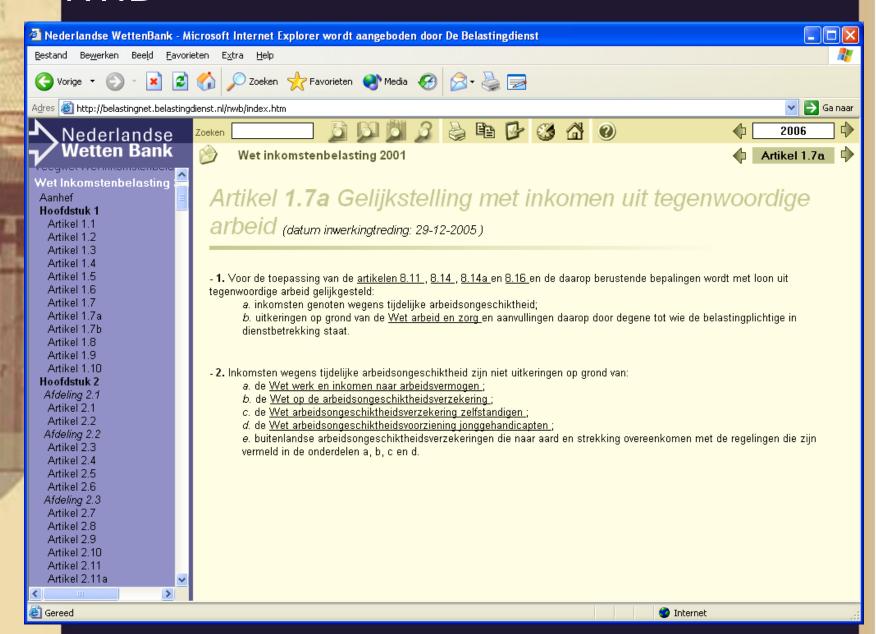


Internet

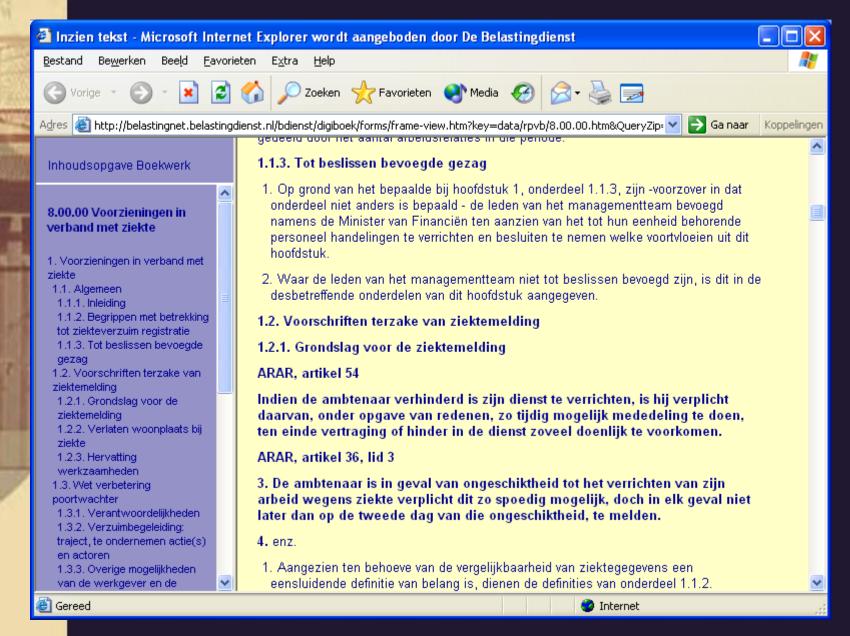
Kluwer vakstudie



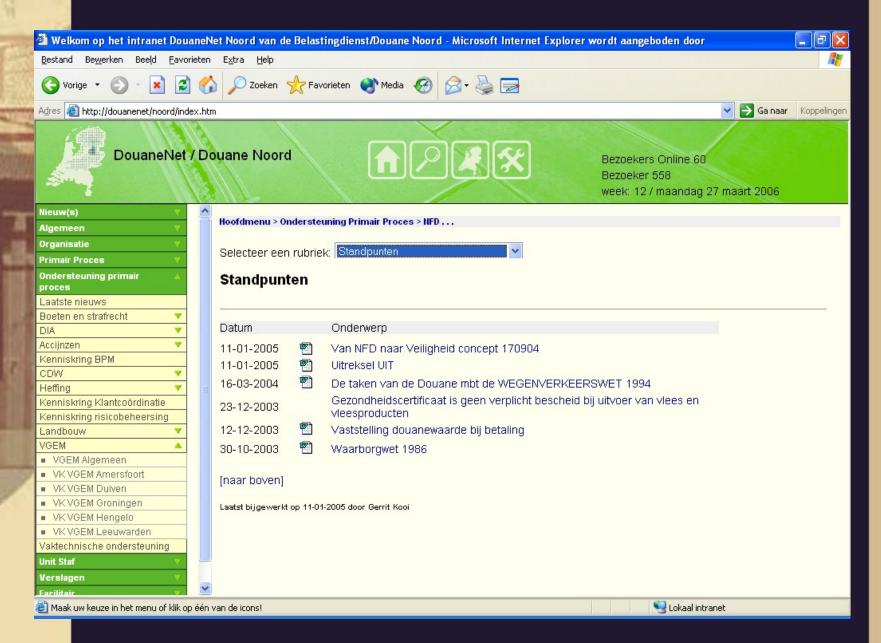
NWB



Proces instructions



Local intranet





Conclusion

- Content
 - A lot of redundancy
 - Totally different look & feel
 - Own functionality and interaction
- Website (in websites)
 - Hard to find due to single hierarchy for retrieval
 - No knowledge about complete set of information



The problems (1)

- From a buyers perspective
 - Hard to assess the needs vs. the supply
 - High costs
- From a maintenance perspective
 - Consistency lack due to different SLA's
 - Legacy publications due to hyperlinked integration
 - No support for updating
 - Maintenance takes too much human capacity

Betastinggensedundancy due to lack of integration



The problems (2)

- From a knowledge worker perspective
 - No integral view of legal documentation
 - Difficult to find
 - Difficult to assess the quality of content
- From a business perspective
 - Ineffective
 - Inefficient

How to cope with these problems & find a practical solution?



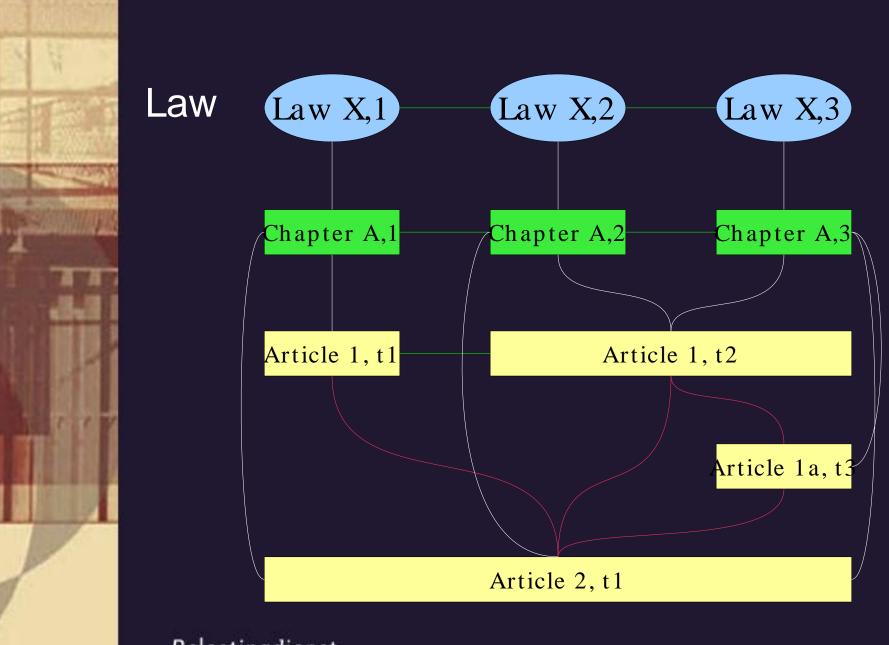
Alternative solutions

- Standardization legal documentation domain
 - Structure, metadata, presentations
 - Missing legislation identifiers
 - Organizational change, high costs, long time
- Standardization on legislation connections
 - Taking advantage of:
 - Nature of legal documentation
 - Nature of legal publications
 - Less structure and metadata
 - Less organizational change Belastingdienst



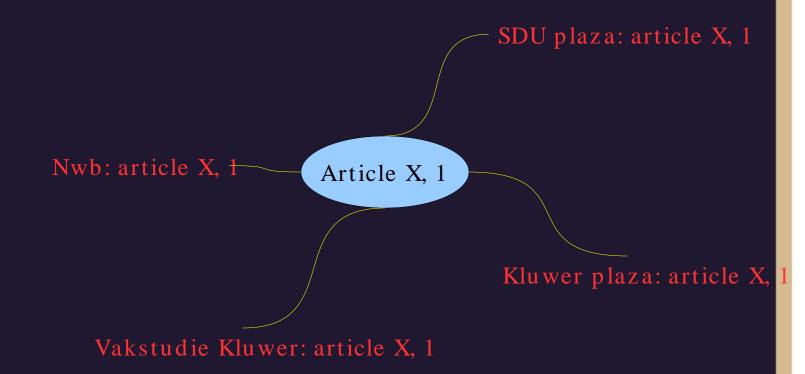
What does this mean?

- At least a possibility to integrate the various publication silos
 - Without requirements towards the supplier to change the publication (at first)
- A basis for the future to only buy the enrichments
 - Transition can be slow, organizations can adapt
- A basis to build functionality to support content maintenance
 - Alerts of changes
 - Migration of legacy publications
 Belasting dienst
 Easy changes to other suppliers





Manifestations



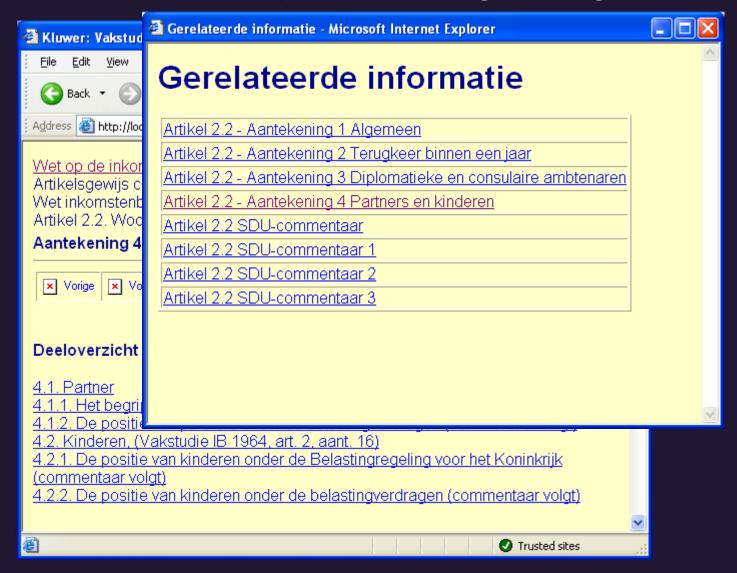


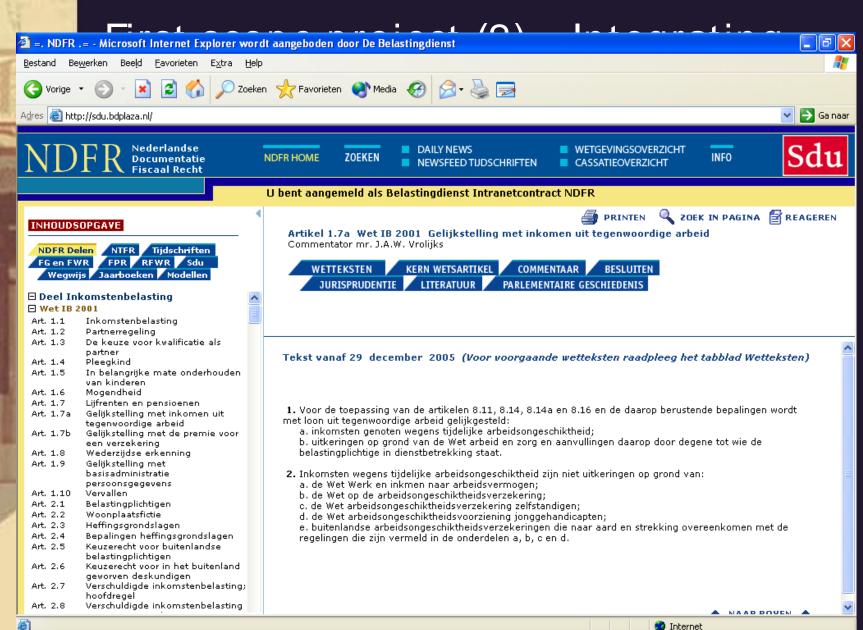
Relations base & enrichements



Nwb: article X, 1

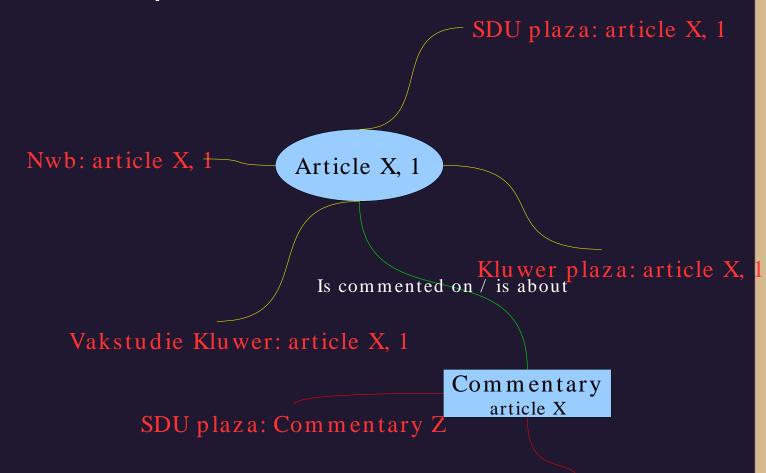
First scope project – Integrating silos







Next scope: reduce costs



Kluwer vakstudie: Commentary A



Next scope: Legacy apps

Kl.Commentary
article X
is referenced by / references

Tax Risk Z

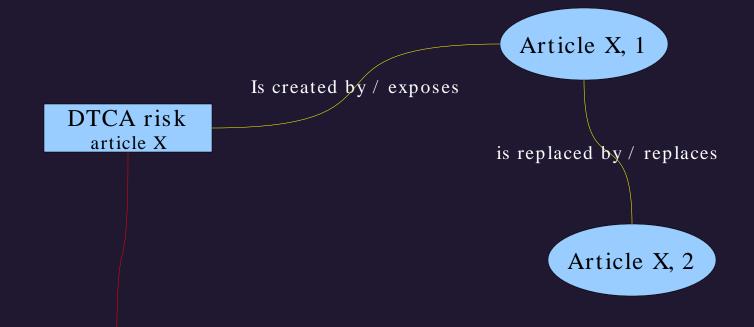
Kluwer vakstudie: Commentary A

Kluwerplaza: Commentary As referenced by / references

Infoset risks: Z



Next scope: Reduce capacity for maintenance



Infoset risks: Z



So why Topic maps?

- The complex relations are easily modelled in TM
- Model similarities
- Relations are bi-directional
- Identification support
- Merging capability (innovation independent development)
 - Explore knowledge management by merging various TMs
- International Open Standard



To conclude

- Integration publication silos
- Basis to reduce:
 - Costs for buying content
 - Maintenance capacity
- For DTCA TM represents
 - Powerful concept
 - Flexibel & independent development

H.B. Melger DTCA hb.melger@belastingdienst.