A SYSTEMATIC LITERATURE REVIEW OF INTEROPERABLE ARCHITECTURE FOR E-GOVERNMENT PORTALS

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Abstract

One of the roles of e-government portals is to provide a one-stop service to users. In order to fulfill this role, it requires collaboration with other government agencies and businesses to provide an effective one-stop center for users to access and perform various services. Current e-government portals are mostly lack of interoperability whereby users still need to access government services from various portals or websites. Interoperability is a technical requirement to achieve government services collaboration and integration. There are many challenges and approaches to achieve better interoperability in e-government portals. Architecture-based and model-based approaches are essential research areas that can improve interoperability starting from the planning stages. Architecture provides overall overview of e-government components and relationship between components. This paper systematically reviews current architecture-based approaches to find a suitable approach and its requirements to produce a better architecture for e-government portal based on the lessons learned from the previous works.

Keywords: Systematic literature review, Software architecture, E-government portal, Interoperability