

## Study of Information Platform for Community Public Service

Wang Xidong \* Zhou Jiayu

Yunnan University of Finance and Economics, Yunnan, P.R.China 650221

( [wangxidong1987@126.com](mailto:wangxidong1987@126.com) )

### Abstract

In recent years, the Community Public Service exists so many problems such as the imbalance between supply and demand, the shortage of money and the low degree of specialization. Also, many reasons caused that. However, the lack of residents participating in community affairs and the imperfection of the national related laws and regulations play important role in these reasons. And these are all resulted from the lack of Information of Community Public Service. By building Information Platform of Community Public Service, we can rationalize the relationship between community service in each group and strengthen the construction of community workers' teams. In addition, not only can we improve community re-employment services, but also promote community diversity of public service and the performance appraisal. In summary, the level of community public services would be greatly improved and elevated.

**Keywords:** Community Public Service; Information Platform

### 1. Introduction

Community Public Service in China has something in common with the international community, but differs from any other countries. Community Public Service with Chinese characteristics has the dual-task with both welfare and service and is beneficial to social security and social service. Local governments and community organizations build Convenience Services as the important task of Public service, when they give welfare service to vulnerable members and favored groups of our society. Organization networks of Community Public Service is a three-level service network including districts, streets and communities. Recently lots of community service nodes and community service equipment have also been built. The research on Community Public Service is beneficial to explore a way for it. What's more, it is a theoretical machine which can make the exploration on Public Service more practical, and it has a great value in rebuilding the social policy subjects. There are only few citizens participating in Community Public Service nowadays, and the governments are still leading the way of the service. As the development of our community economy,

Community Public Service still falls behind. It has been realized by everyone in our society that we should improve our Community Public Service immediately.

The quality of public services directly affects community residents' satisfy of material and the spiritual and cultural needs, their feelings of belonging, the increase of the sense of identity and cohesion, and also the improvement of their enthusiasm of participating in community activities. In a word, only if we improve the level of community public service, solve existed problems in the community public service and dig a new model of community public service, would we strength the combination of communities and stabilize mechanism. So that we can lay the foundation for the overall development of the community.

With the development of information technology and acceleration the process of economic globalization, world services have some new trends in the process of development. For example, the proportion of services in the national economy is greatly improved, and it has become a industry which is knowledge-intensive, high-tech, and high value-added. Especially in information technology

today, people pay more and more attention to the quality of services. What's more, they also have increasingly high demands on a variety of social services can provide. They are in great need to electronic information related to services and use it as a resource to offer the users as quickly as they can through a variety of means like network, telecommunications, radio, etc.

At the same time of service support technology developing vigorously, the demand of service management is gradually increasing. The competition of services forces service companies to seek for the way to improve the management level and competitiveness, thus it promotes the development of service management research. In recent years, many foreign institutions have carried out the research of service management. However, an important issue we are faced with is the lack of a consistent architectural framework. If we have the frame, we can let service run on heterogeneous platforms, bind a variety of basic business units and step over traditional management domain boundaries. To meet the demand for service management, this paper presents a solution to improving the community public service management platform. The passage firstly introduces the concept of community public service management. It presents a design of community public service management platform based on Web, and can process the existing services. Following the above measures, we can progressively realize the on-demand service.

## **2. The summary of Community public service information management**

The positioning that Ministry of Civil Affairs gives community public service is 'Based on city streets and residents' committees, it relies on social forces to initiate self financing management community

oriented social welfare facilities and social service network. The community public services and public goods are the result of community residents collective choice. Community residents' demand for public service is various, the same community residents demands have both commonness and individuality.

According to their incomes and different status, different persons living in the community form a different groups and different groups are different for the needs of community service. Compared with the generally consistent of the unit community residents sources, members of the new community are more complex, multi variable. So in the community, public service is difficult to take the different requirements of each groups into account. It is hard to achieve the balance of supply and demand structure. According to the different requirements of different individuals and the community's demands for public service, information management platform is presented in public services to meet the needs of the community and the change.

Public service information portal is an application system based on Web. It optimizes and integrates the internal and external information of the public service mechanism the internal and external information, so that the service provider and the customer can access and analyze the required personal information from a single platform. Public service information portal provides reliable information to optimize the operation of the service sector, in order to improve service capacity.

Community public service management contains a variety of functional modular architectures, including process management, service management platform, operation management and best practice set. Service management platform standardizes management

information to the enterprise then shares it, in order to help all the operations master consistent service content information. The Web service management manages and maintains all Web service components. From the service management function and composition, the Web service management can be divided into registration management, organization management, control and data management. The user only puts forward object entities of specific or fuzzy demand. The service provider provides atomic Web services and manages parts of Web services. Service manager is the control center of service management, participating in coordinating various operating between the different roles, and take responsibility for The quality, grade and safety management. Community public service platform emphasizes that we should stand in the perspective of business services to management services and make community service management gradually transfer to the business service management. Meanwhile, we should transfer the theory into practice, to achieve the perfect combination of IT and business. Service management system can realize automatic management and operation service in application, also can realize centralized control, optimization and system performance in the aspect of infrastructure. Firstly, establishing service management platform for the community public service information portal will combine modern service management with information technology and apply them to community. Secondly, it will speed up the combination between the information construction and the various measures in the field. The goal is to establish the working thoughts of information construction, in which information technology service base is the concept, the application system construction is the leading, information resource

utilization is the core and the community public service construction is the key point. What's more, it will apply information technology and management methods to the community public service, improve the level of information technology equipment, strengthen the use of information management, and give full play to the supporting role of information technology in modern service management. In the same time, establishing service management platform will enhance the level of community public Information service, improve the information service system based on the community public service industry to meet the Diversified service needs of community public service users. Finally, it can promote the development of community public service industry.

### **3. Analysis of community public service information platform requirements**

Community public service information portal is aimed at integrating community information systems, To establish an integrated service platform consisting of community needs, information technology and modern service industry. Service management platform designed in information portal manages all service components of the information portal, effectively integrates all business systems and webservice system in public service. Besides, service management platform provides a unified service platform to manage business service and Web service for the administrator and the relevant permissions. Through the platform, we can not only realize the registration and management in service system and the Web portal, but also can take responsibility for maintaining interactive information of all services in all systems to improve service visibility. Last but not least, it can provide single point login function to make a interface for administrators and registered

users,through which they can access the system of government policy.

Information portal will integrate all business systems in the same region. These services may run in each community server. After signing in,users need to connect the business system of the community according to their registration service attribution. Therefore, we ought to configure and manage the attribution of the business system.

#### **4.The Implementation of Information Platform of Community Public Service**

The implementation of information platform combines community public service with technology and provides all kinds of government Policy.

##### **4.1 The overall framework of the platform**

The system is based on B/S Architecture. Its presentation layer combines JSP with Ajax to provide the users with good interface, so that it can insure the better portability of the system.The entire system uses Struts Framework to implement the logic processing and page jumps. The data persistence layer uses Hibernate 3.0 to do persistence operations on the data.Besides, it uses HQL object-oriented query languageof Hibernate to achieve the operations of the databaseMySQL5.0. System is deployed on Tomcat application server and choose MyEclipse6.0.1 as the development tool. Therefore, it can easily implement the service management function. By the way,the system uses the technology of Hibernate, DAO and Web Services to package the database which will be substantive. The Web Layer is based on Struts which will separate business logic and presentation layer from each other very well. On one hand,the development of this framework's web-architecture is simple. The structure is clear andhas good scalability and maintainability.On the other hand,it is very suitable for the design and development of

object.Last but not least, it provides a more rational approach of module division to the development team.What's more, It is conducive for the cost of developmen, time saving and improvementofthe performance in business applications.

##### **4.2 The implementation of platform**

Business Service Management includes two parts called maintenance of service navigation menu and business systems' territorial configuration. Service navigation menu is an object that does registration and maintenance to all business systems.Business systems' territorial configuration is a thing which does configuration and management to system operation area.

Business systems registration includes two processes called menu items Registration and Business systems possessions registration. The registered business systems will be deployed on the servers of demonstration application areas.If so, we need to conduct URL configuration to the business systems possessions.

The part of business system maintenance provides modify and delete functions of business systems, successfully conducting business systems management to information portal business systems in communities.Benefiting from the above, after all the business systems have passed information portal's single sign-on configuration,we can all have direct access to it.

##### **5.Conclusion**

According to the practice, Service Management Platform that combines JSP、 Struts、 Hibernate and so on which are based on frame technology of J2EE Platform has a great effect on unified management on web services and business services. The whole system has good scalability and openness. Not only will it effectively reduce operating costs and improve the

system's maintainability and scalability, but also gives us useful technical reference to realize applications of other fields in future.

With Community Public Service Management getting more and more intelligent, the content and form of management will also change. Community Public Service Management Platform adapts to the needs of service management and the supports for multiple service integration. This platform also makes corresponding extension to adapt to new demands and changes.

With the development of new information technology, Community Public Service Management will inevitably merge advanced technology and management methods. At present, Community Public Service Management's management of the service is still in a way that combines service platforms. But if the platform is a heterogeneous environment or the interfaces of management software are different, it's hard to share information between management software. And so, pathetically, many emerging services can't enjoy such good service management software. Therefore, this service management platform can hardly meet the management needs in heterogeneous environments.

The research of modern theories of public service in our country has just started and the basic theory is still not perfect. Public Service Management research work still has a long way to go. Also, there are many places needing improvements. It's a question which worth pondering whether we should only have a taste or do the service management until the end. Public service management science needs the injection of new ideas and we hope that there will be more research to enrich the service management science.

## References

- [1]Debbie Moynihan. Business Process Modeling: a proven methodology for enterprise integration. Searchwebservices.com,2005.
- [2]Eric Newcomer, Greg Lomow. Understanding SOA with web services[M]. New York: Wiley Computer Publishing,2004.
- [3]Huhns M, Singh M P. Service-oriented computing: key concepts and principles. Proceedings of the Fourth International Conference on Web Information Systems Engineering, Roma Italy, 2003:75-81.
- [4]K Salimifard, M Wright. Petri net-based modeling of workflow systems: An overview. European Journal of Operational Research.2001.
- [5] Mark Eagle. Object to Relational Mapping and Relationships with Hibernate[M]. New York: Wiley Computer Publishing,2004.
- [6]Seott E,Sapsonl. A Unified Services Theory paradigm for Service Science. Brigham Young University:2007-6-11.