

# REVERSE ENGINEERING ELECTRONIC SERVICES

## *From e-Forms to Knowledge*

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**Abstract:** On their route to e-governance, public administrations have developed e-services. Each e-service encompasses a significant amount of knowledge in the form of examples, help texts, legislation excerpts, validation checks etc. This knowledge has been offered by domain experts in the phases of service analysis, design and implementation, being however bundled within the software, it cannot be readily retrieved and used in other organizational processes, including the development of new services. In this paper, we present an approach for reverse engineering e-services, in order to formulate knowledge items of a high level of abstraction, which can be made available to the employees of the organizations. Moreover, the knowledge items formulated in the reverse engineering process are stored into a knowledge-based e-service development platform, making them readily available for use in the development of other services.

## 1 INTRODUCTION

In the past few years, governments are realizing e-government policies and frameworks, which include delivery of e-services for enterprises and citizens. In this context, development of an e-service is usually treated as an isolated project, thus information extracted from domain experts in the analysis phase is recorded as low level “user requirements”, rather than as high-level knowledge (Vassilakis, 2003). This practice leads to suboptimal results since:

- the “software specifications” format is inappropriate for knowledge sharing among the organization’s employees. Employee groups that could benefit from the knowledge amassed during the analysis phase include domain experts, seeking information on relevant subjects and help desk workers, who could use this knowledge to provide information and guidance to users of the e-service.
- the knowledge offered by domain experts, includes a number of examples, explanations, related legislation and so forth; in this form, it could be used to tackle the “lack of expert assistance” usage barrier for e-services identified in (Vassilakis, 2005), according to which users refrain from using e-services because no adequate help is available.
- software specifications produced for an e-service are usually considered as pertinent to the specific

service only; this reduces opportunities for reusing the knowledge for developing other services (e.g. re-using the personal details portion of a form).

To tackle these deficiencies, organizations are adopting either (a) knowledge management (KM) platforms, for recording knowledge in explicit format and facilitate searching, browsing and sharing and (b) e-service development platforms, which can leverage component reusability across services. For already developed services, however, the original knowledge has already been mapped to software specifications and artifacts (HTML forms, JavaScript/back-end code, database schemata etc), therefore these services must either remain “isolated islands” or be remodeled in the chosen platform (KM or e-service development platform), incurring thus additional effort and cost.

In this paper we present a method for reverse engineering software components of developed e-services, and using the individual elements identified in the reverse engineering process to synthesize artifacts of higher levels of abstraction. These artifacts encompass aspects useful both for KM and e-service development, being consequently suitable both for knowledge sharing and dissemination within the organization, as well as for developing new services. The presented method has been applied to produce artifacts suitable for importing into the SmartGov platform, a knowledge-based

development environment for public sector online services (Georgiadis, 2002), (SmartGov, 2004).

The rest of the paper is organized as follows: section 2 presents related work. Section 3 introduces the SmartGov platform, while section 4 elaborates on the reverse engineering process. Finally, section 5 concludes the paper and outlines future work.

## **2 RELATED WORK**

Reverse engineering is a process of examination (as opposed to alteration), directly supporting the essence of program understanding: identifying artifacts, discovering relationships, and generating abstractions (Chikofsky, 1990). Reverse engineering methods and techniques are used for three canonical activities, namely data gathering, knowledge management and information exploration (Tilley, 2000). The activity of knowledge management in particular, refers to capturing, organizing, understanding, and extending past experiences, processes, and individual know-how. In this context, the reverse engineering process produces artifacts that, if properly managed, could be shared at various levels, e.g. development team or department, serving thus as an active repository of corporate knowledge (Kazman, 1998). Regarding the application of software reverse engineering techniques on web applications, notable activities reported insofar include (DiLucca, 2004), which aims to the construction of UML diagrams so as to support the maintenance and evolution of web applications; (Paganelli, 2003) describes a method for extracting task models from web pages, in order to reconstruct the underlying interaction design; finally RetroWeb (Essanaa, 2004) aims at providing a description of the informative content of the site at various abstraction levels: physical, logical and conceptual.

## **3 THE SMARTGOV PLATFORM**

The SmartGov platform offers functionality for managing knowledge and validation rules, creating objects, designing forms and services and deploying them. The central concept in the SmartGov platform is that of Transaction Service Elements (TSEs). TSEs are in fact widgets, which can be used as building blocks for e-services. Contrary though to user interface widgets, TSEs extend beyond visual appearance: they can contain metadata and domain knowledge. Metadata include the object's type,

labels, allowable values, validation checks, and on-line help, while domain knowledge includes relationships to other elements, documentation, legislation information etc. Other concepts in the platform are TSE groups (assemblies of individual TSEs which can be managed collectively), forms (canvases on which TSEs and TSE groups are placed) and transaction services (TSs – collections of forms offering a specific service). Similarly to TSEs, instances of these concepts contain metadata and domain knowledge. Metadata elements in these concepts vary according to the concept type, e.g. metadata for a TS include the authentication method and whether modification of submitted documents is allowed. The SmartGov platform also offers functionalities for establishing links among instances of the modeling concepts (TSEs, groups, forms and TSs), formulating thus a semantically rich network of elements, which can be browsed or queried by platform users. For more information on the SmartGov platform, refer to (SmartGov, 2004).

## **4 REVERSE ENGINEERING E-SERVICES**

In this section we present the rules employed for electronic artifact identification and composition. The aim of this reverse engineering approach is to formulate semantically rich artifacts (TSEs, TSE groups, forms and TSs), with each one of them encompassing visual characteristics, knowledge (help texts, examples, etc), business rules (validation checks) and relations with other elements. The heuristics for combining individual HTML form elements into e-service artifacts exploit the structure and nesting of HTML tags, naming conventions and element proximity. In the rest of this section, we first present the common artifact patterns as they appear in transactional services; these patterns dictate the operation of the heuristics for artifact identification and composition, which is discussed subsequently.

### **4.1 Artifact patterns in e-services**

When designers create the pages comprising a service, they arrange elements in ways that are meaningful and usable for service users. In order to extract patterns for these arrangements, more than 50 online services from different countries were examined. The services used in this analysis were selected from well-established government portals for online services, including the US portal

(www.firstgov.gov), the UK online service directory (www.direct.gov.uk) and the Singapore e-government services for citizens catalogue (www.ecitizen.gov.sg). The layout of printed forms has also been considered, since e-services have been found to often mimic the appearance of their paper-based counterparts. The on-line service directories listed above were used as the primary source of services and forms; other sources though were considered as well (e.g. Cyprus' Ministry of Finance (www.mof.gov.cy), Greece's on-line taxation portal (www.taxisnet.gr) as well as EU directives and samples (europa.eu.int/comm/taxation\_customs)).

Figure 1: A common layout for service elements

A common layout for service elements is shown in fig. 1, where we can identify the following areas:

1. a *header*, including the agency logo, links to the agency's home page and generic help, as well as a graphic acting as a separator,
2. the *main body*, which includes short introduction of the form, the actual input elements (grouped here in four areas) and their explanations,
3. and a *footer*, including navigational controls (*Continue* button) and a service-specific help link.

Figure 2: Help texts and additional help links

Input elements have been organized into groups, with each group having a header (e.g. Name, OLD address). A help hyperlink (for the "Name" group) and/or some text for the group as a whole (e.g. in the "Email Address" group) may also be present. Within a group, input elements may be laid out either (a) horizontally, with their descriptions being placed above (below) them (e.g. the "Name" group) or (b) vertically, with their descriptions being placed on the left of the element (more rarely, on the right).

In both layouts, help texts and additional help or utility links for individual input elements may be present, which may be placed besides the field description or the input element. Examples of help texts and additional help links are illustrated in fig. 2, while an example of a utility link is the "Zip Code lookup", next to the zip code inputs in fig. 1. In some cases, a particular data item may be collected using more than one input element, as is the case of the date of birth (fig. 2) and the "SSN" data item (fig. 3). Typically, this technique is used for registration numbers (SSN, bank account numbers, license plates etc), as well as dates. In such cases, the constituent input elements are usually juxtaposed on the layout, with the possible intervening of a separator (dash, slash, space and so forth). Notice that the overall form layouts in figs. 2 and 3 follow the pattern identified for fig. 1. An additional commonplace practice is the use of the asterisk (\*) to denote mandatory fields (figs. 2 and 3). The asterisk is most usually placed next to the input area or next to the label.

Figure 3: An item spanning across more than one elements

## 4.2 Artifact identification & creation

The phase of artifact identification begins with the specification of the HTML pages that comprise the service. The pages may be read directly from the web server hosting the service, or from a local file system. This phase includes application of heuristics that attempt to recognize the patterns described in the previous section within the HTML pages. For each pattern identified, a proper artifact is

constructed, encompassing all information pertinent to it; if appropriate, links to other artifacts are also established. Tag nesting, JavaScript code associated with HTML page elements and naming conventions are additional sources of information for the reverse engineering process.

Before the application of heuristics, the reverse engineering software (RES) creates the *object model* of each page, i.e. a tree-structured representation of the page components (tables, divisions, forms, fields etc). The HTMLParser (htmlparser.sourceforge.net) package was chosen for this purpose. The heuristics for each type of component (TSE, TSE group, form, and TS) are presented in the following paragraphs.

#### 4.2.1 Identifying Transaction Service Elements

A transaction service element (TSE) in the SmartGov platform is a compound object encompassing the input area and its properties (HTML input type, size, maximum length, initial value), the input area label, help texts (commonly provided as hyperlinks or as extended in-place text), the validation rules that apply to the values entered (data type, mandatory input, allowable ranges etc) and, finally, its relationships with other elements.

The first task towards TSEs identification is to locate the widgets allowing for data input. HTML provides four basic input widgets, namely *input*, *select*, *textarea* and *button*. For each such construct a respective TSE is created, except for the case of inputs of type *radio*, for which a *single TSE* is created for all *input* instances with the same value for the *name* attribute. The reverse engineering process subsequently locates information for the additional aspects of the TSE as follows:

Firstly, the TSE label is determined. The form is initially scanned for a *label* element whose *for* tag matches the input element name (e.g. `<label for="fname">First Name</label>`), or for a *label* element enclosing the input area definition (e.g. `<label>First Name <input type="text" name="fname"></label>`). If such an element is found, the text specified in the *label* element is used as the TSE label. If no such label is found, the RES attempts to determine the label by its positioning relative to the input area: the label may be placed on the left of the input area (figs. 2, 3 and bottom half of fig. 1), or above the input area (upper half of fig. 1). Note that the text may be formatted using tables, thus “left” does not necessarily refer to HTML code immediately preceding the input tag, but may be the text included in the table cell appearing on the left of the field

under examination. The RES takes into account the case that an extra column, indicating whether the field is mandatory or not, intervenes between the input area and the label field (fig. 2).

Afterwards, the help items for the field are located. The help items may be located at the right of the input area, either as directly following HTML code (fig. 1) or within an adjacent table cell (fig. 2). In some cases, only a hyperlink may be present which has to be clicked to display the help content. In such cases, the RES retrieves the content pointed to by the help anchor, and packs this content within the TSE; the label text (determined in the previous step) is also scanned for presence of hyperlinks. If such hyperlinks are found, the content pointed to by each hyperlink is extracted and packed with the TSE as a help item. This step may produce multiple help items for a single TSE. Additional help items may be determined from code analysis (described below).

The next step is to extract an initial indication whether a TSE is considered mandatory or not. The presence of an asterisk either packed within the label (at its beginning or end – fig. 3) or as a separate table column (fig. 2) is used as such an initial indication. An additional check to determine whether some input element is mandatory or not is performed in the code analysis phase (see below).

Subsequently, the default value for the input area is determined by examining the settings of the HTML attributes associated with the input area (e.g. the “value” attribute for text boxes and buttons, the “checked” attribute for check boxes etc). The values of the “maxlength”, “size”, “rows” and “cols” attributes, whenever present, are also extracted and bundled as properties of the TSE under construction.

For input elements with a closed set of values (such as select widgets and radio buttons), the set of values is examined to determine the data type of the input element. If all the values within the set are of the same type (integers, floats, dates, etc), the data type of the TSE under construction is set accordingly; otherwise, the data type is set to “string”. Data type inference for input elements with an open set of values (free user type-in) is handled through code analysis (described below).

The TSE properties listed above can be directly determined from attributes values of the input elements or from text placement in relation to the input element. However, some important aspects of TSEs, namely the data type, whether a TSE is read-only or not, as well as validation checks may not be directly modeled as attribute values; instead, e-service developers use JavaScript to provide these features. In order to determine these features, the

RES analyzes the JavaScript code associated with input element events. This analysis may also reveal additional help items and supplementary indications on whether the TSE is mandatory or not. JavaScript code analysis is based on heuristics, since rigorous semantic analysis was considered exaggerate for the issues at hand, taking also into account that the results will be reviewed by humans before being used for code generation. These heuristics are:

1. if the “onFocus” and “onSelect” event handlers of the input element are present and contain code that moves the focus away from the field (typically this is performed using the *this.blur()* method or by moving the focus to another field through the *anotherfield.focus()* method), then the TSE is characterized as “read-only”. Note that this is complementary to checking for existence of the “readonly” and “disabled” input element attributes, i.e. if either of the checks succeeds, the TSE is characterized as “read-only”.
2. if the JavaScript code within the page contains instructions that compare the value of the element with the empty string (*elem.value == ""* or *elem.value.length == 0*) and emit a message if the condition is true, then the TSE is considered mandatory. Code patterns that trim the spaces from the element value and compare the result with the empty string (e.g. *trim(element.value) == ""*) are also taken into account in this check.
3. if the “onFocus”, “onSelect” and “onMouseOver” event handlers of the input element exist and contain code displaying text on the browser status bar (e.g. *onfocus="javascript:window.status = 'Enter net income'"*) or at some other page element (e.g. *onfocus=" javascript:document.getElementById('helpArea').innerHTML='Enter net income'"*) then the displayed text is considered an extra help item for the TSE under construction.
4. if the “onChange” event handler exists, then the code in it is scanned for function invocations whose argument list does *not* reference other fields. The name of each such function is examined to determine whether it is a compound word, whose first component is one of the words “check”, “is”, “valid”, “validate”, “verify”, while the second component being a data type name or a synonym for it (number, date, integer, float, numeric and so forth) –e.g. *onchange="checkNumber(this, 'Price should be a number');"*. If a match is found, the data type for the TSE under construction is set accordingly. The whole JavaScript code of the page is also scanned for conditions of the form *if (checkNumber(price)...)*, to cater for cases that user input validation is

deferred until form submittal, rather than being performed synchronously with data typing.

5. code associated with the “onChange” event handler and that (a) does not reference other fields (b) does not meet the naming criteria of item (4) and (c) emitting a message, is recorded as a *validation check* for the TSE. This code may implement any validation check e.g. value range, data format and so on. Conditions of *if* statements anywhere within the JavaScript code of the page that reference only the specific TSE are added -together with the associated code block- to the list of validation checks associated with the TSE.

At this stage, all data regarding the TSE artifact have been collected, and the TSE is finalized.

#### 4.2.2 Identifying TSE Groups

The HTML standard provides the *fieldset* tag for specifying groups of fields. Browsers supporting this feature draw a border surrounding the input areas (fig. 4) to provide a visual clue that these elements are logically associated. The field set may be assigned a label using a nested *legend* tag. The RES identifies such constructs and for each one of them creates a TSE group artifact, which is automatically linked with the individual TSEs it contains. The TSE group description is derived from the contents of the enclosed *label* element, while extra text occurring within the *fieldset* construct and not directly associated with a specific TSE (e.g. the *Please enter...* phrase in fig. 4) is considered as a detailed description for the TSE group. Hyperlinks occurring within such extra text are considered as help items for the TSE group as a whole. The TSE group under construction is finalized by adding to it the pertinent validation checks. These are identified as follows:

Figure 4: Rendering of *fieldset* constructs

- the *onChange* event handler of the TSE elements belonging to the group are scanned for code that involves two or more elements of the group (e.g. *onChange="check\_date(day, month, year)"*) but not referencing any field outside the group.
- the page’s JavaScript is scanned for *if* statements’ conditions involving two or more members of the TSE group, but not referencing any field outside the group. These conditions, together with the associated action blocks, are added to the list of validation checks associated with the TSE group.

At this stage, all data regarding the TSE group have been collected, and the artifact is finalized.

The *fieldset* tag is not however the predominant approach for implementing field groups: tables are usually employed instead since (a) not all browsers support the *fieldset* tag and (b) tables provide more flexibility for laying out titles, borders, fields etc. The RES deduces field groups by identifying *table segments*: a table segment comprises of a *header row* containing only text (cf. fig. 1, rows “OLD Address”, “NEW Address”, “Email address” and Fig. 2, row “Type of passport”), followed by a number of *body rows*, containing labels, input widgets and help texts. For each table segment, a TSE group is created; the text within the header row is used as the TSE group description, and links to the TSEs corresponding to the input fields within the text segment are established. Processing for help items and validation checks proceeds as described for TSE groups defined using the *fieldset* tag.

#### 4.2.3 Creating Form Artifacts

For each file processed, the RES produces one form artifact. The form artifact is linked to the TSE and TSE group artifacts it contains, while the *form header* and *form footer* areas (i.e. HTML code before the first TSE/TSE group and HTML code after the last TSE/TSE group respectively) are used to populate the respective elements of the form artifact. Hyperlinks within the form header and footer are exploited to create help items for the form, as previously described for TSEs. Validation checks involving multiple fields not belonging to the same TSE group are finally added to the form artifact, as validation checks pertaining to the form as a whole.

#### 4.2.4 Creating the Transaction Service Artifact

For each invocation, the RES constructs a single TS artifact. This contains links to the service forms, and each such link is tagged with the order that the form appears in the service. Once the TS artifact has been formulated, all artifacts are imported into the SmartGov platform, made thus available for use in developing other services. The reverse engineered service itself may be re-generated, by invoking the SmartGov platform’s Integrator module.

## 5 CONCLUSIONS

In this paper we have presented a method for reverse-engineering e-services into artifacts of

higher level of abstraction, which may be used for knowledge representation and sharing, and as reusable components for development of other services. Future work will include co-examination of the back-end code (e.g. PHP, JSP), to reveal more validation checks, handling of multilingual service aspects and generalization of “quite similar” artifacts for the creation of more generic artifact templates.

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