

Status and Plans for eGovernment Initiatives in CE

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Presentation plan

- Key components of successful e-Government
- Progres of e-Government in Central Europe
- E-Government programs and plans in CE
 - Documents and organisation
 - Status
- European, country and regional/local levels
 - Programming
 - Execution (financial, legal and institutional vehicles)
- Opportunities and impediments
- Examples

The Lisbon strategy

information society: defining a regulatory framework for electronic communications; **encouraging the spread of ICTs**; creating conditions for e-commerce; supporting European leadership in mobile communications technologies;

research: setting up of an area of research and innovation; boosting spending on R & D to 3 % of GDP; making Europe more attractive for its best brains; promoting new technologies;

education and human capital: halving the number of early school leavers; adapting education and training systems for the knowledge society; fostering lifelong learning for all; promoting and facilitating mobility.

Recommendations

- The Report from the High Level Group chaired by Wim Kok, November 2004:
 - Member States should give more and better follow-up to the eEurope 2005 action plan, in order to reap the full benefits of ICTs.
 - In particular, more progress is required in the area of **e-government**.
 - Member States must also boost the **accessibility of broadband** to reach at least 50 % by 2010.
- CoBrA Recommendations:
 - Modernisation and innovation in public administrations should significantly contribute to the Lisbon objectives and therefore be included in the revision of the Lisbon strategy

New initiatives - 2005

- **New challenges:**
- Information Society is moving from a “pilot phase” to a “wide deployment”
- The closure of the eEurope 2005 Action Plan at the end of 2005.
- The revision of the Lisbon Strategy: The last year of eEurope 2005 coincides with the mid-term review of the Lisbon Agenda.
- **Result:** The i2010 plan by V. Reading

I2010 strategy

- Launched in June 2005
- The three pillars of this strategy aim to:
 - create an open and competitive single market for information society and media services within the EU
 - increase EU investment in research on information and communication technologies (ICT), and in innovations based on these
 - promote an inclusive information society in Europe.

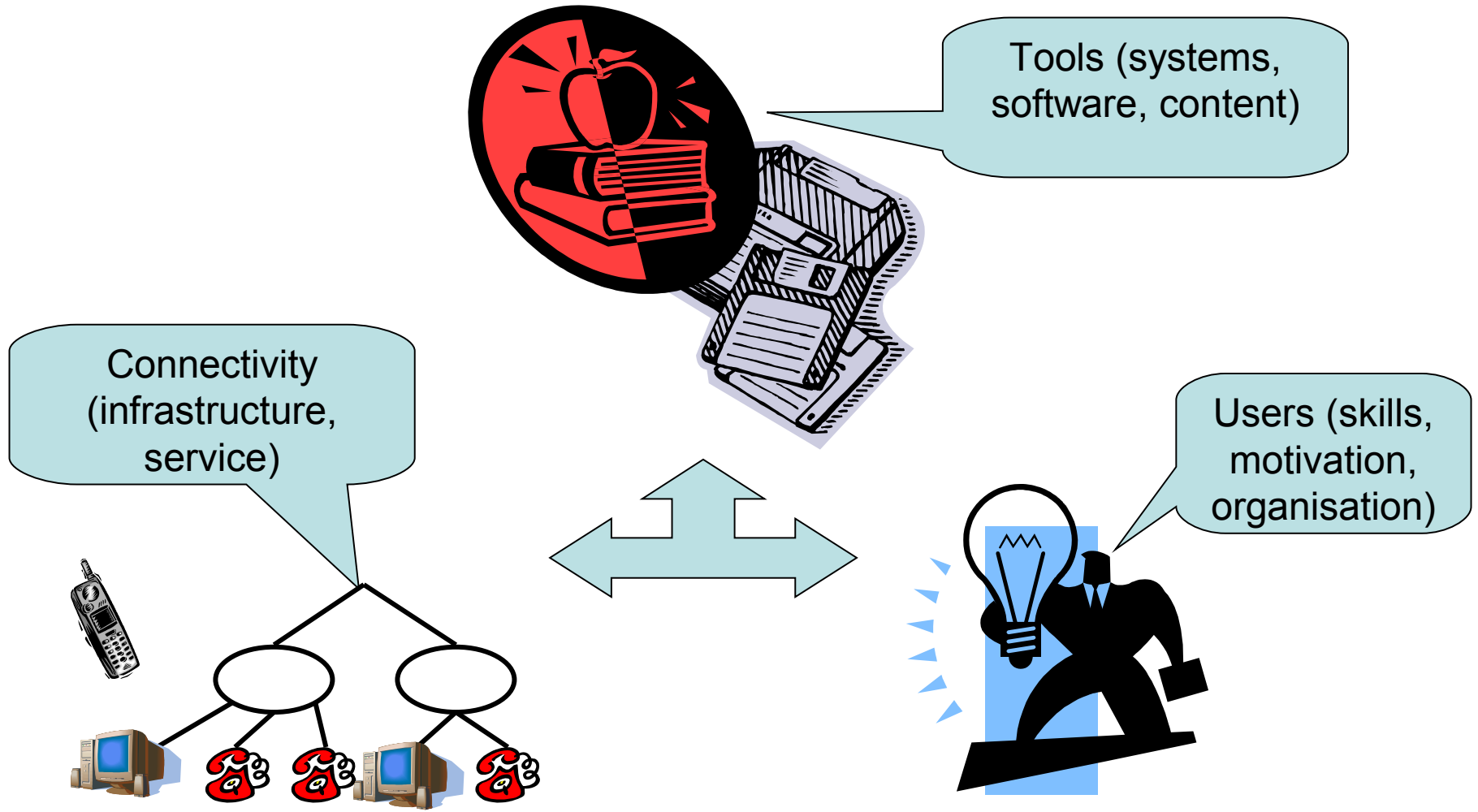
I2010 selected activities

- The Single European Information Space (regulatory framework unification)
 - efficient management of spectrum
 - standardisation and interoperability with regard to mobile TV services,
 - Content Online initiative
 - address trust, privacy and security issues
- Innovation and investment in ICT research
- Inclusion, better public services and quality of life
 - EU public health portal and a Recommendation on eHealth interoperability
 - launch pilot projects to test, at an operational scale, technological, legal and organisational solutions to putting public services online (2007),
 - launch the initiative “ICT for Independent living in an ageing society”

Key components of successful e-Government

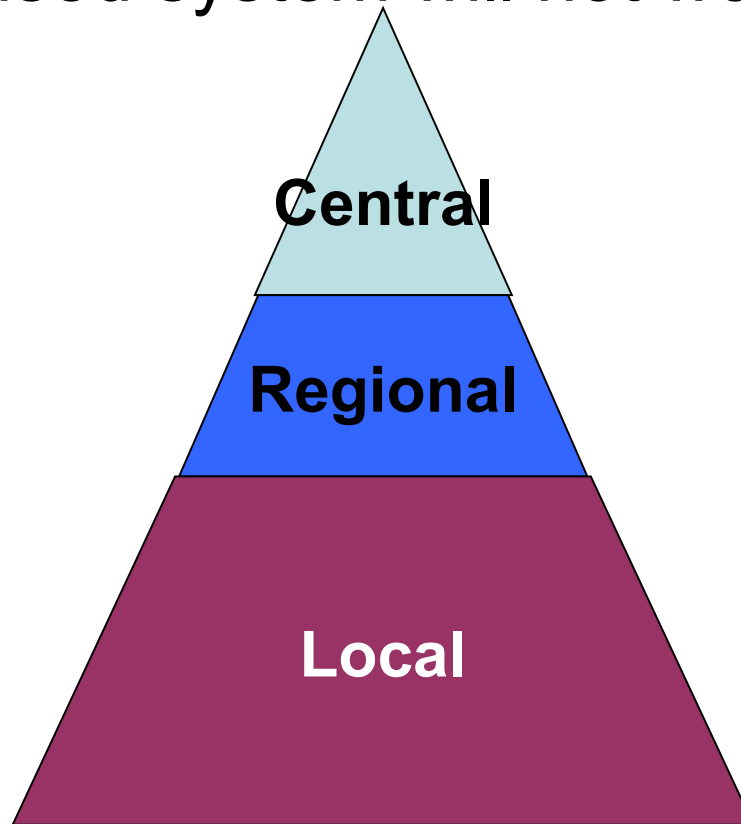
- Infrastructure (broadband)
- Tools (systems, application software, content)
- Users (knowledge, motivation)
- Balanced development is mandatory
- Three levels of activity:
 - Central (country-wide)
 - Regional
 - Local

Three pillars of Information Society

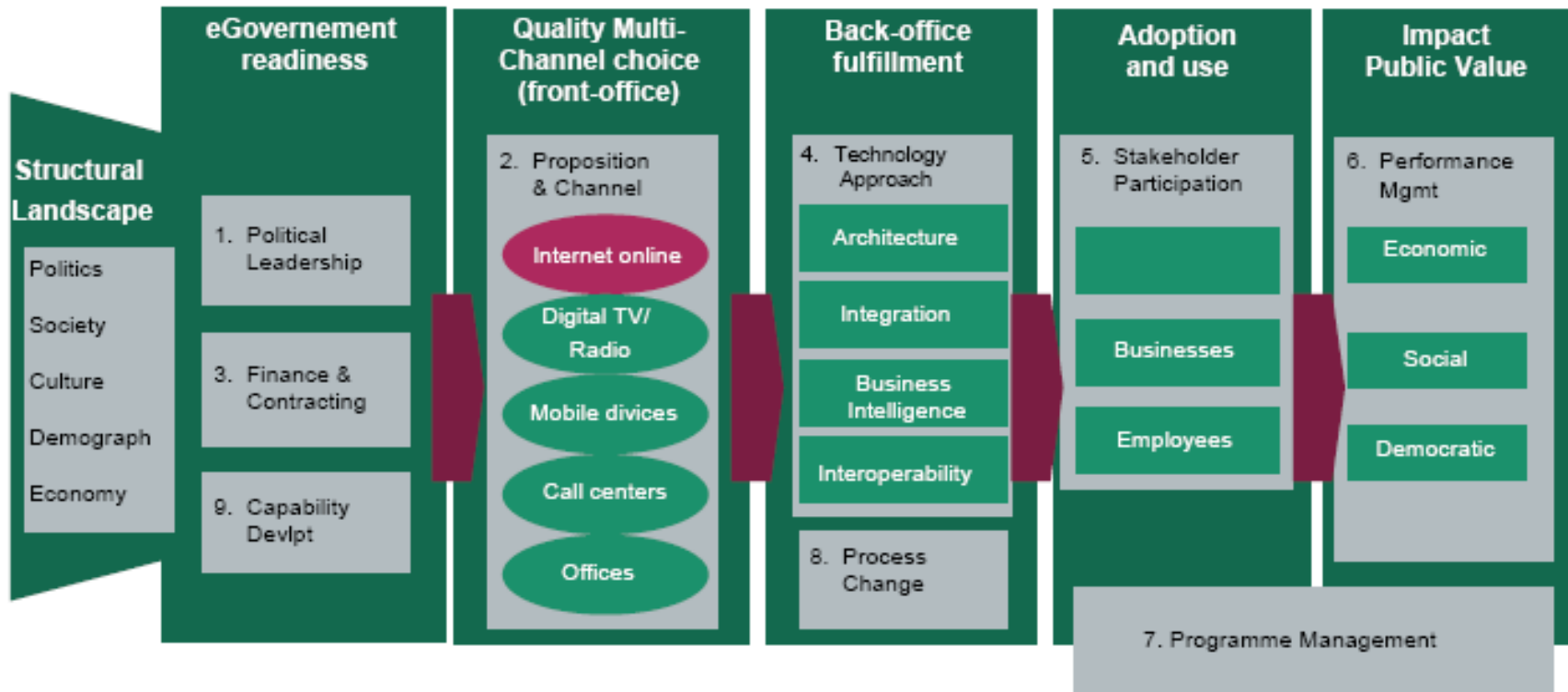


Three levels of intervention

- Distribution of work is unavoidable – fully centralised system will not work!



Integrated eGovernment model

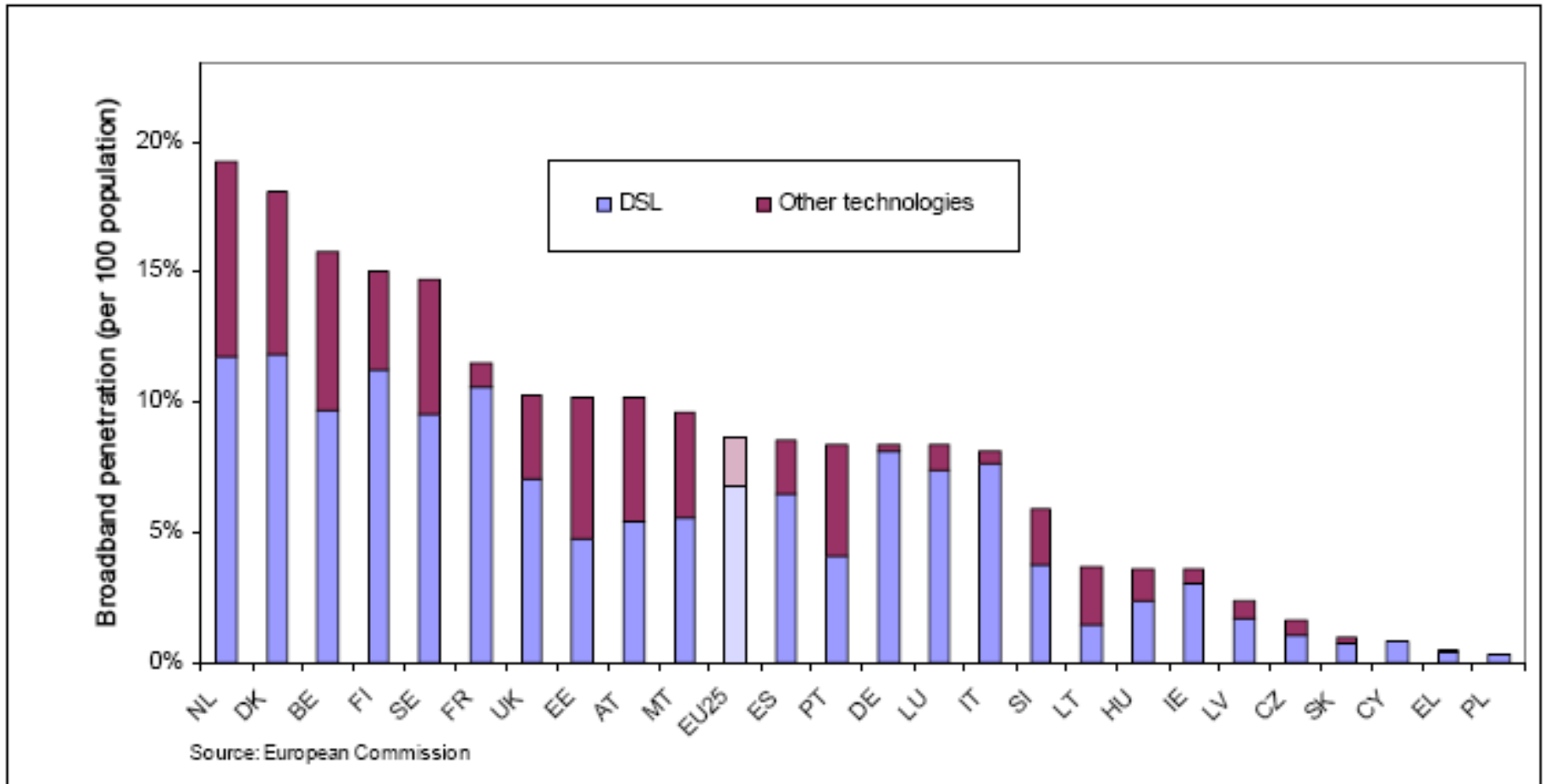


Source: CapGemini report for Directorate General for Information and Media, 3 March 2005

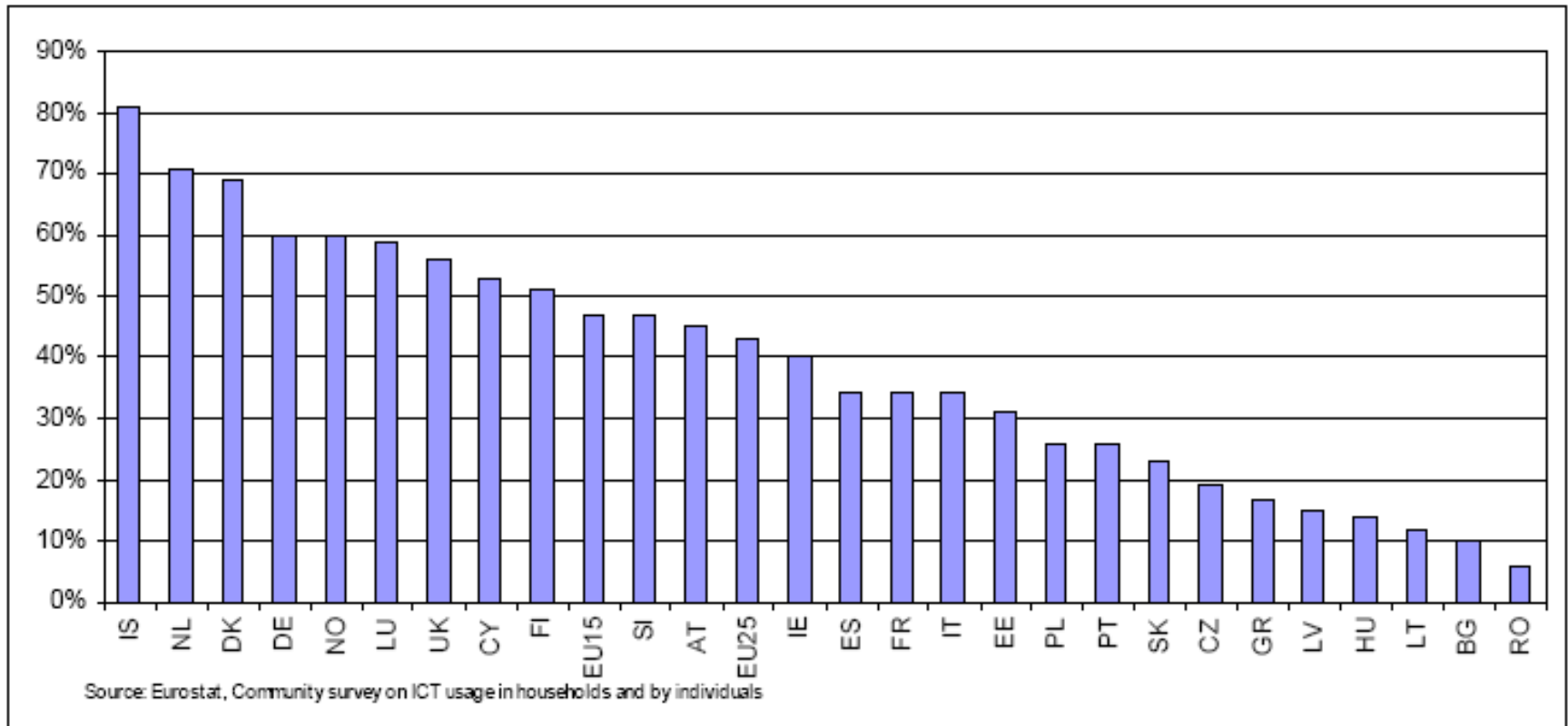
Infrastructure

- Physical availability of infrastructure (technical barrier)
- Affordability of service (economical barrier)
- Changed model of investment
 - Universal service issue
 - Privatization and market liberalization – changed role of state from owner to regulator
 - Legal and institutional framework for successful market regulation
- Local public infrastructure – a new concept

Broadband access / 100 pop (Jan 2005)



Households with computer access



Infrastructure as utility

- **Infrastrucutre operator:**
- Develops and maintains ICT infrastructure
- Active or pasive infrastructure model
- Passive elements: ducts, dark fiber, masts, locations + power supply
- Active elements: transmission and routing
- Does not provide end-user service
- Open for all service providers („open access principle”)
- Follows EC recommendations „*Guidelines on criteria and modalities of implementation of structural funds in support of electronic communications*” SEC(2003)895

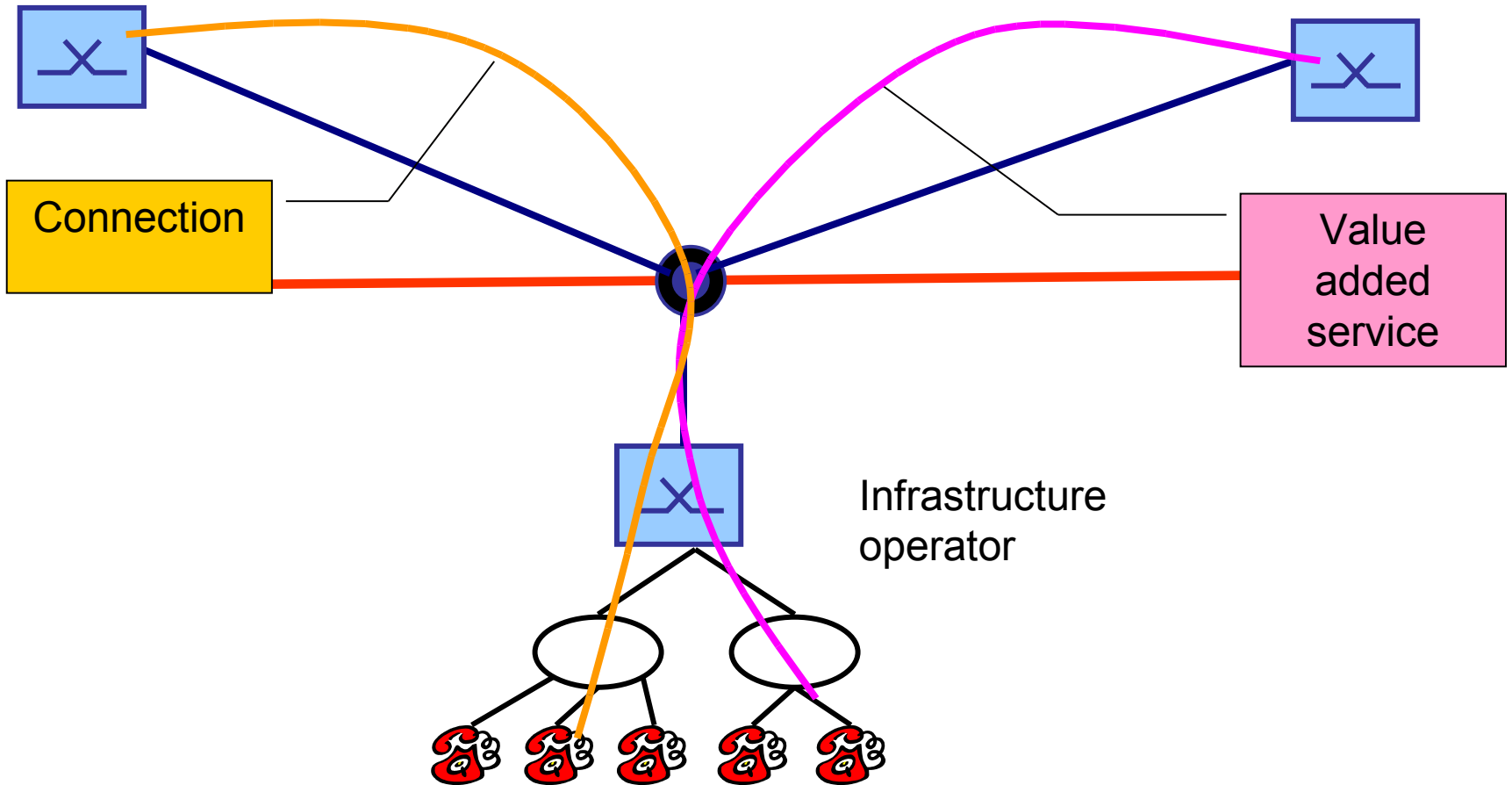
Service provider

- Provides services to end user utilizing public infrastructure:
 - Voice
 - Data (Internet)
 - CATV
 - Value- added
- Handles all end-user issues:
 - Billing
 - Customer care
- Operates equipment needed to provide service

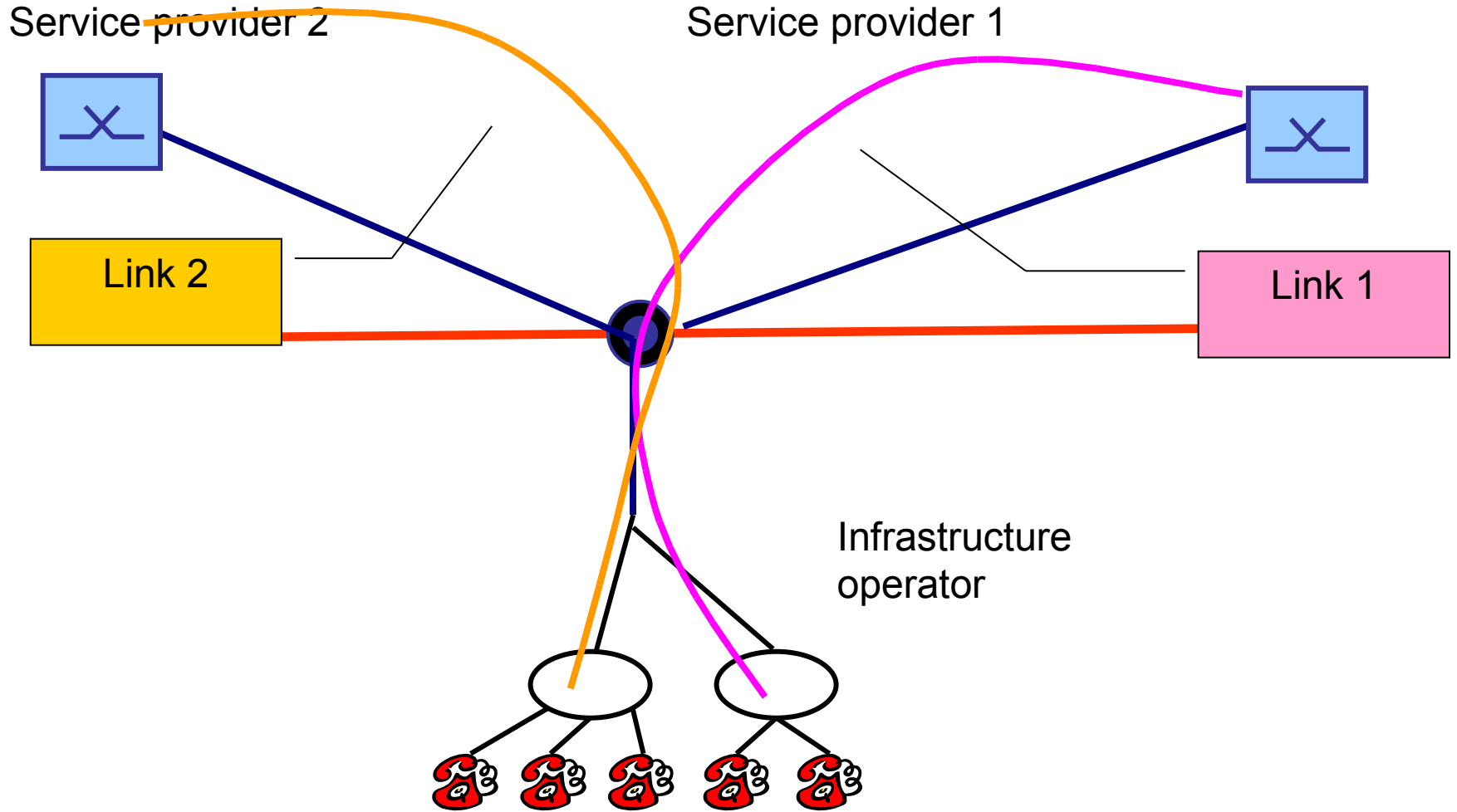
Infrastructure operator – active network

Service provider 2

Service provider 1



Infrastructure operator – passive network



E-Government programs and plans in CE

- National/regional strategies and plans
 - All new EU members have an e-Government strategy in place
 - Based on the general EU framework
 - Some of them are not fully translated into detailed working plans
- Conformance with EU practices
 - common projects (Phare, Interreg, IDA)
 - learning on somebody else's mistakes – very useful

National/regional programmes

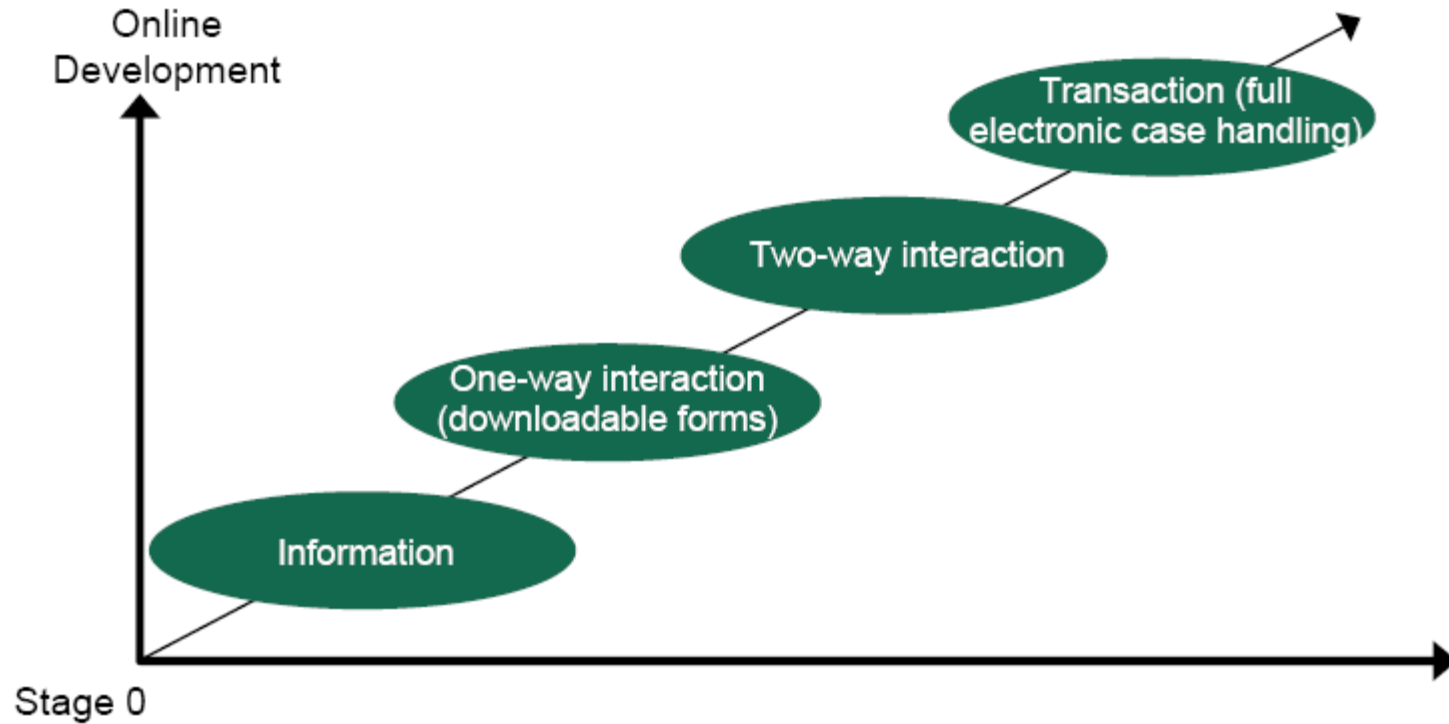
- Their implementation progress in real life
 - Measurement
 - Legislation
 - Regulation
- What to measure:
 - 20 basic services used in eEurope benchmarking
 - The emphasis should shift from online availability to achieving impact and wider user take-up
 - A more comprehensive benchmarking is needed
- Measurements conducted regularly by independent institutions

Basic public services

Citizens	Businesses
Income Taxes	Social Contribution for Employees
Job Search	Corporate Tax
Social Security Benefits ²	VAT
Personal Documents ³	Registration of a New Company
Car Registration	Submission of Data to the Statistical Office
Application for Building Permission	Custom Declaration
Declaration to the Police	Environment-related Permits
Public Libraries	Public Procurement
Birth and Marriage Certificates	
Enrolment in Higher Education	
Announcement of Moving	
Health-related Services	

Source: CapGemini report for Directorate General for Information and Media, 3 March 2005

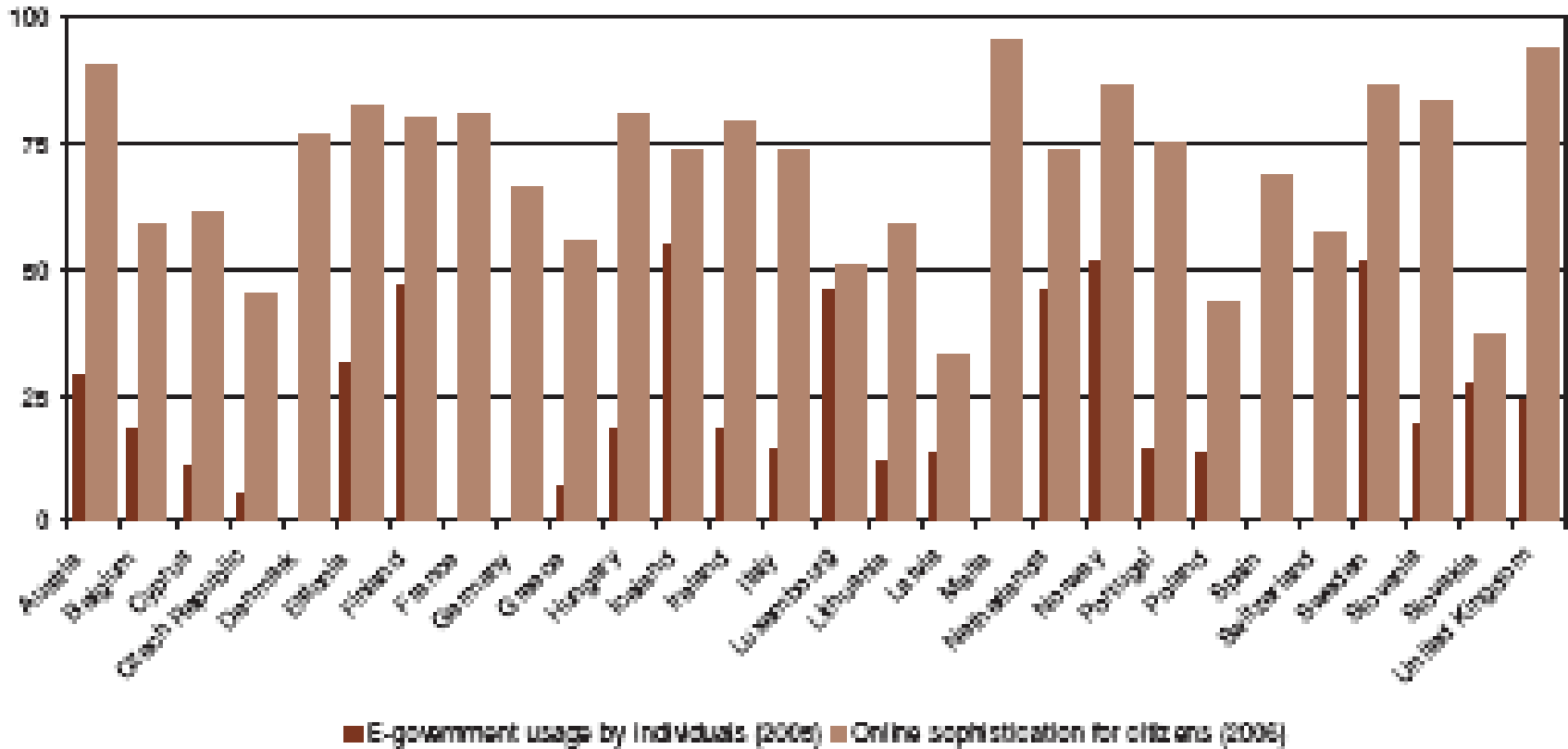
Ranking principle



Source: CapGemini report for Directorate General for Information and Media, 3 March 2005

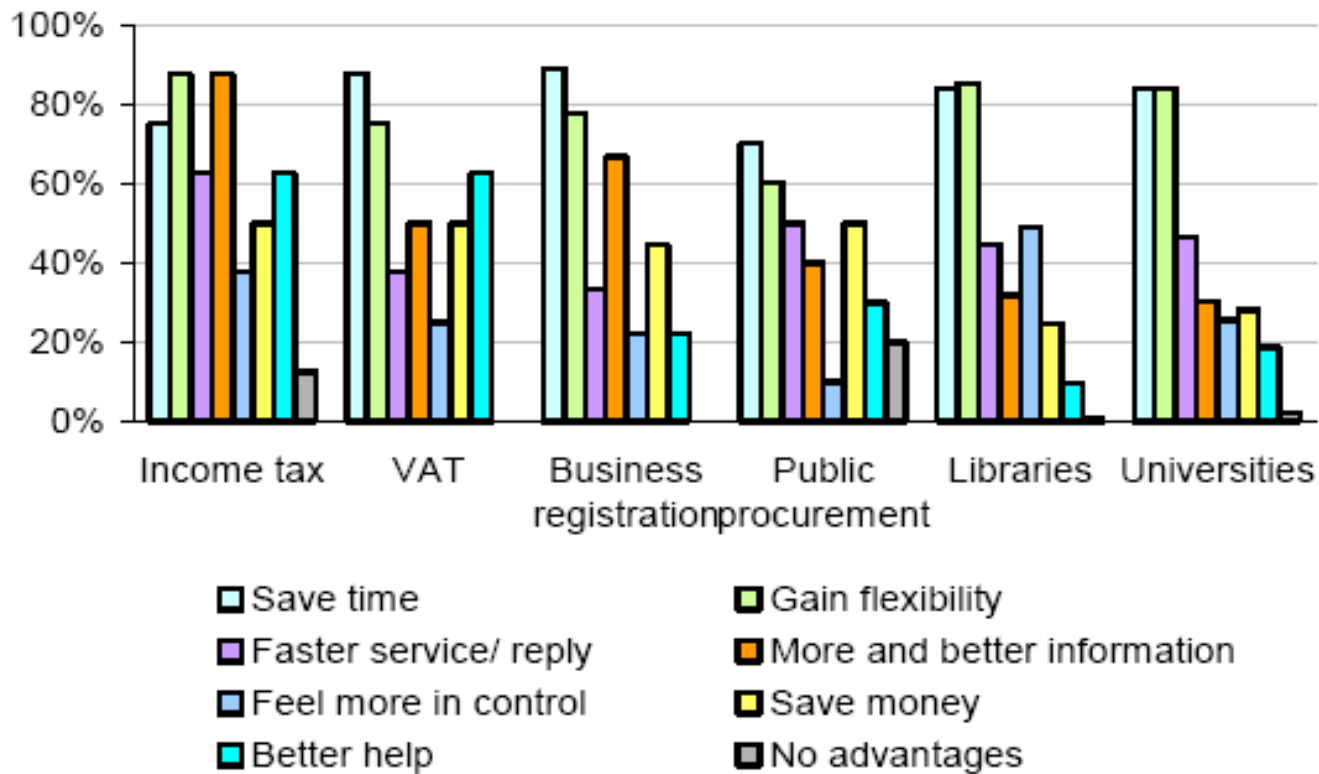
Survey results – online availability

Figure 17: Comparison Between Supply and Use of Online Public Services for Citizens¹¹



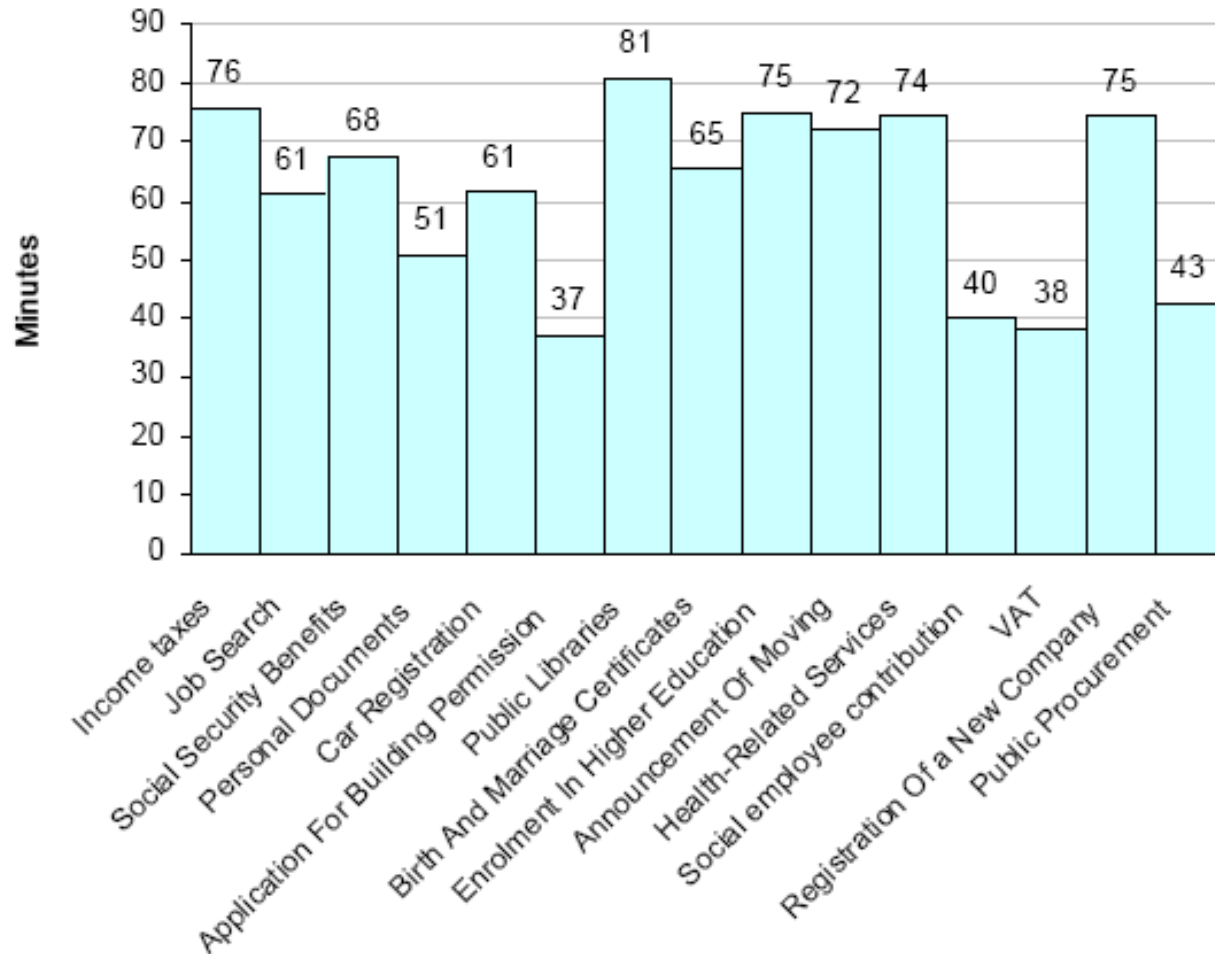
Why on-line?

Benefits for the Users with on-line service



Source: *Top of the web* report by Rambøll Management, December 2004

Benefits – time saved



▪ Source: Top of the web report by Rambøll Management, December 2004

Legislation

- Practically all major legislation (acts) in new member states conform to EU legal framework
- That was part of the accession process
- The problems start with the implementation:
 - Ordnances
 - Coordination
 - Using the law by regulatory authorities
- Overriding prerogatives of the Comission

Financing

- Central government budget
- Local government budget
- External sources:
 - EU Structural funds
(funds allocated for ICT) -
new programming period!
 - Programmes:
 - Interreg
 - 7 Framework Programme
 - IST
 - eTen
 - eContent
 - eSafety



Problems and how to overcome them

- Programs on paper but not fully implemented
- Lack of full (detailed) legal framework
- Unclear responsibility
 - Vertical (central vs. local)
 - Horizontal (different ministries and coordination bodies)
- Public procurement procedures
- Practical problems with accessing EU funds
- Cooperation of administration with the industry
- Public-private partnership

Examples

- Many examples of initiatives:
 - central
 - regional
 - local
- Many still in the rollout phase
- But IT development is never ending story...
- Selection of the following two is fully subjective based on limited knowledge of the author

National Project – Estonian ID card

- Identification of citizens and alien residents
- Covers:
 - physical identification document
 - secure authentication
 - legally binding digital signature
- first cards issued in January 2002
- Total number of cards issued (July 2006): 961 806 (228 619 to foreigners) => approx. 70% of population

Appearance



Back side

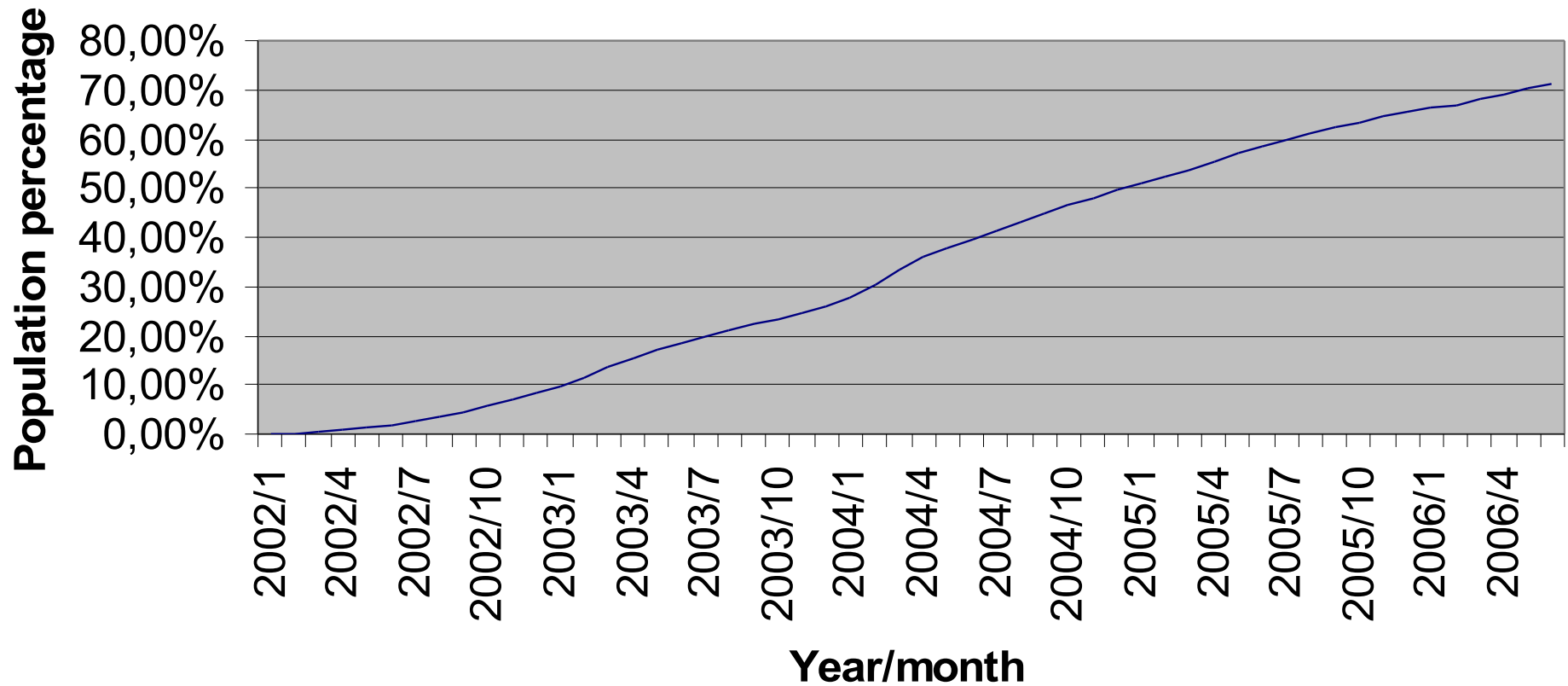
Front side

Implementation framework

- Digital Signature Act (DSA) passed on March 8, 2000, entered into force on December 15, 2000
- Card data:
 - Front: name, personal code, birth date, sex, citizenship, card number and validity, photo
 - Back: birth place, issuing date, residence permit details, card and holder data in ICAO format
- Chip data:
 - Two certificates: authentication and digital signature
 - Two associated private keys
 - Government-issued lifetime e-mail address

Progress of issuance

Estonia - Electronic ID cards issued



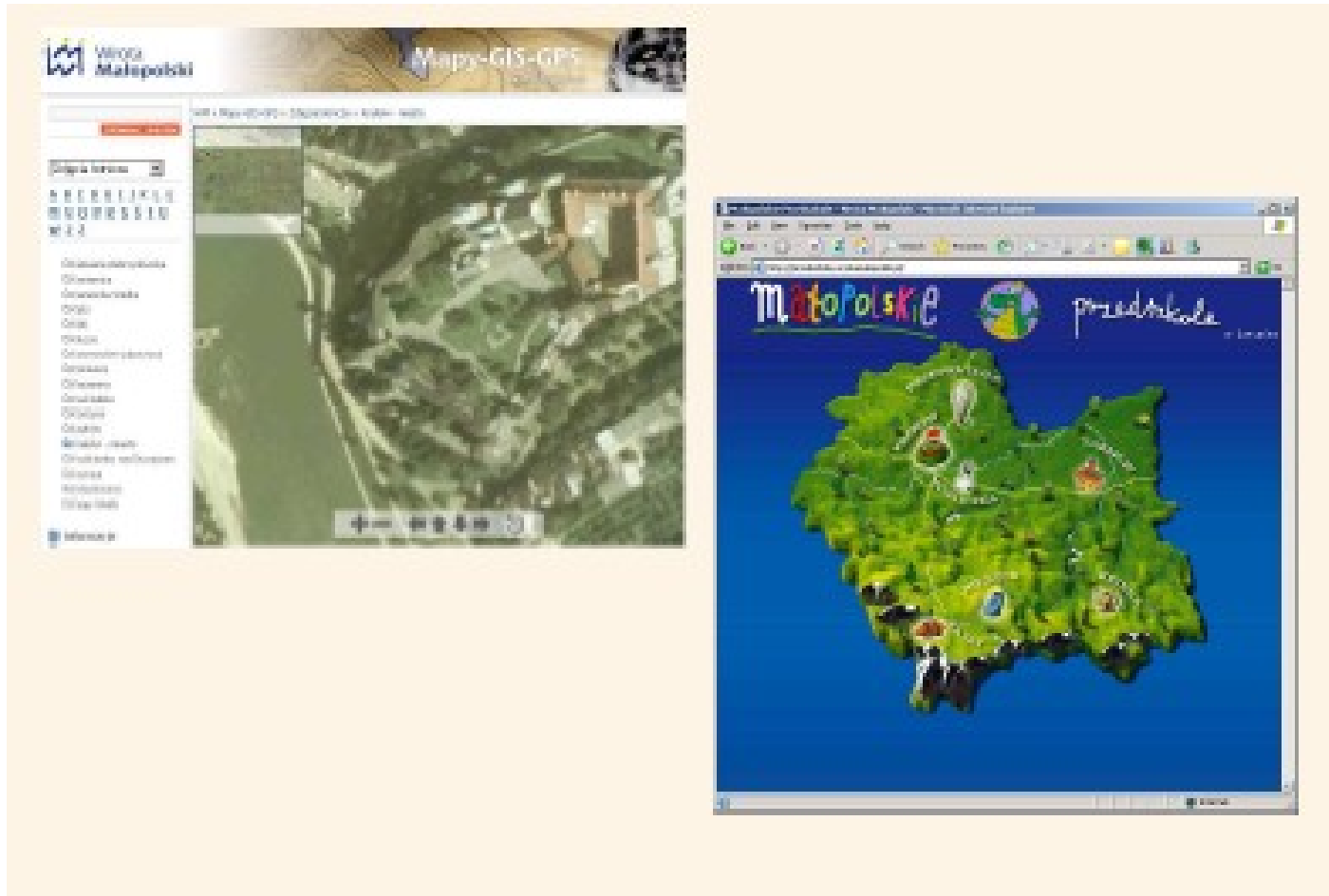
Wrota Malopolski (Malopolska Gateway) – Regional e-government portal

- Platform for information and e-government
- Work started in August 2002
- Aim – to be fully transactional and interoperable
- Three development phases so far (at least two more planned)
- Statistics:
 - 40 000 hits per day
 - 170 145 web pages
 - 280 public entities in Public Information Bulletin
 - 1100 users preparing data (content management system)

Information and functions

- Regional news
- Region presentation – facts and figures
- Cultural and tourist information
- Maps and GIS – fully interactive, wide selection:
 - Aerial photography
 - Topographic maps
 - Historical maps
- Aids and information for impaired (WAI)
- Discussion forums

GIS interactive system



Transactional services

- Submission and verification of cases by citizens and institutions (52 procedures so far)
- Checking case status
- Description of procedures
- In future integration of workflow systems between institutions
- Usage of electronic signature
- Off-line data preparation for on-line upload
- On-line shop

Summary

- Key success factors
- Finding funding
 - Convincing local decision-makers
 - Obtaining EU funds
 - Funding from commercial companies
- How to organize in order to achieve goals:
 - central and local administration
 - NGO and trade organisations
 - industry
- Preparation for the 2007-2013 programming period
VERY important

Sources

- *CapGemini report for Directorate General for Information and Media, July 2006*
- *Top of the web report by Rambøll Management, December 2004*
- *Eurostat Community Survey 2005*
- **BADANIE POSTAW PRZEDSTAWICIELI SAMORZĄDU TERYTORIALNEGO WOBEC INTERNETU, Warszawa, grudzień 2004**
- A white paper from the Economist Intelligence Unit, **The 2004 e-readiness rankings**