

# Success Drivers for a Sustainable Development in e administration

*Plock workshop / Nicole Hill / April 6<sup>th</sup> 2005*

*Governments & Local Authorities Vertical Market  
Director*

# A g e n d a

E c o n o m i c S o c i a l T e c h n i c a l f a c t o r s f o r I S T p o l i c y i n  
E u r o p e

S u m m a r y g o a l s f o r e a d m i n i s t r a t i o n

D i g i t a l O p p o r t u n i t y I n i t i a t i v e f r a m e w o r k

K e y s u c c e s s d r i v e r s f o r a s u s t a i n a b l e p r o j e c t

F o c u s o n B u s i n e s s m o d e l s : P P P

C o n c l u s i o n

Convergence: Digital

Transformation of economy

VoIP

Value chain evolution

New business models

Impact of public sector

- Enhance quality of public services
- Create savings
- Provide applications usefull for citizens & business ( e health, creation of jobs, territory attractiveness ... )
- Allow policy makers to realise huge ICT potential & its political return

■ Secured & trustful environment

# Summary goals

Open & transparent administration

Services to all

Deliver maximum value for taxpayers' money

# Success Factors to take into account

Inclusive multi platform Broadband access

Trust & confidence

Better use of city public information

Public procurement

Cooperation between cities for pan european services

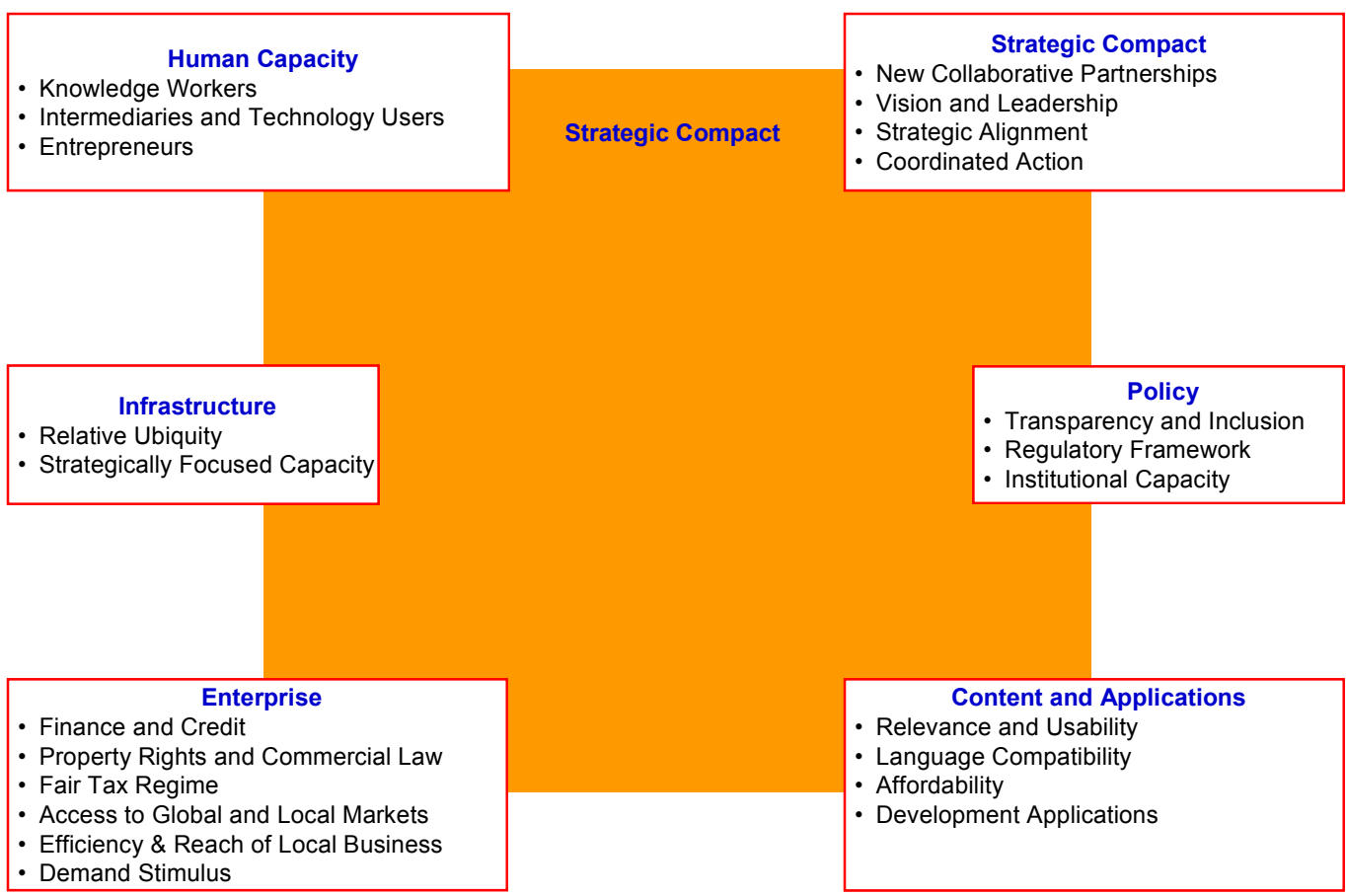
Interoperability

Organizational change

Performance & benefits

Leverage best practices

# ICT fostering sustainable economic development and enhancing social equity: Digital Opportunity Initiative strategic framework for ICTs and development



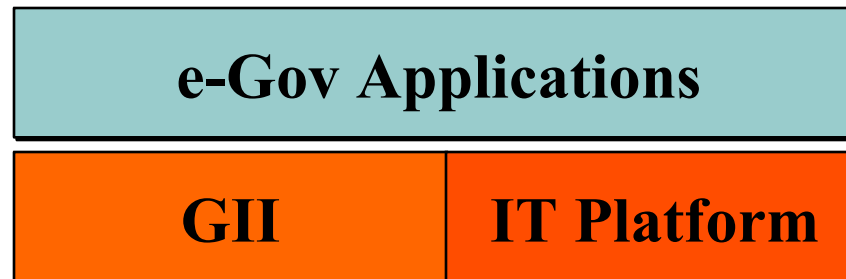
Source: UNDP

# 10 Key success drivers for a sustainable project

1. City Model & Strategy
2. Project organisation & change management
3. Applications
4. Needs & costs
5. Secured Future safe technologies implementation & multi channel multiplatform Broadband infrastructure
6. Skills upgrade, motivation
7. Building acceptance, Marketing strategy
8. Cooperation & partnerships
9. Effective use of resources (financial, personal, know hows)
10. Legal aspects

## *Three essential elements*

- Government Info-communications Infrastructure (GII): physical network components
- IT Platform: data center, application servers and storage
- e-Gov Applications: application and services software components



## *Key idea:* **Build a stable, secure, reliable platform**

### **Intranet portal zone**

- Intranet Web Servers
- E-mail Web Servers
- Personal Computers

### **Restricted zone**

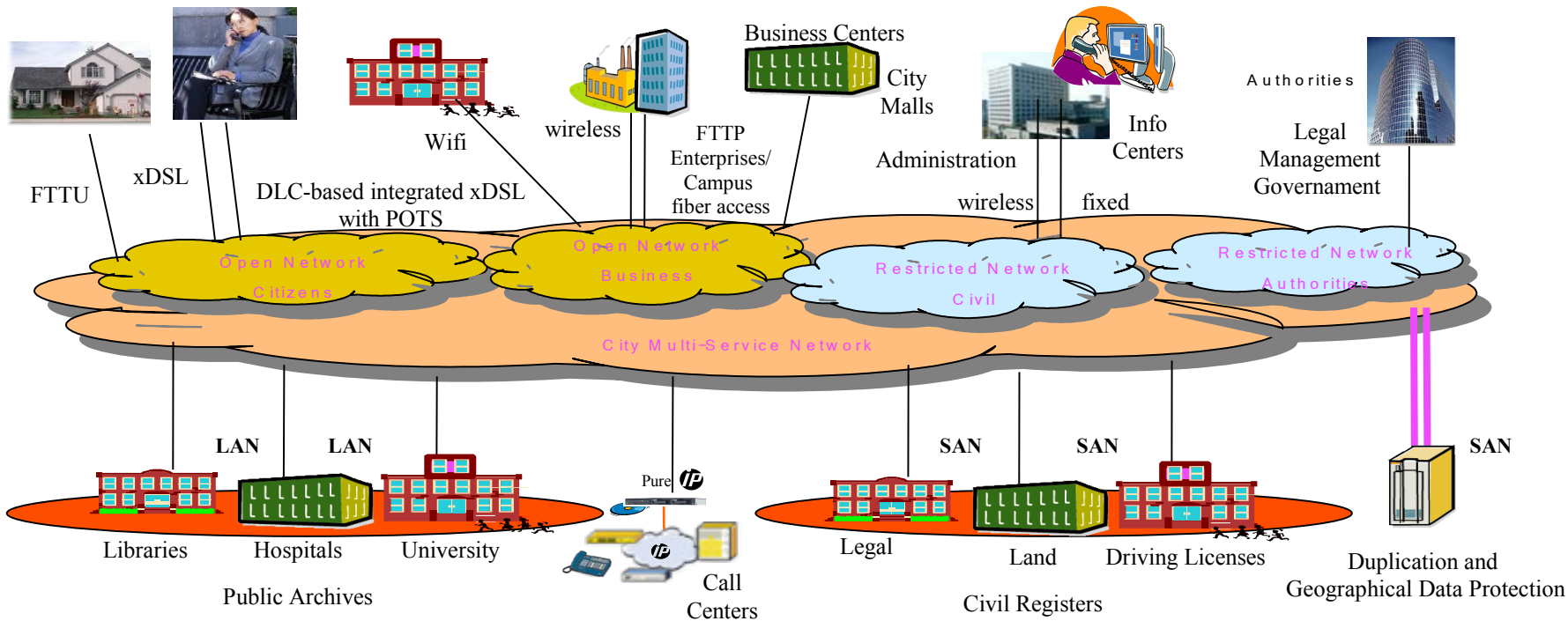
- Database / Exchange Servers
- Application Servers
- Document & Content Management Servers
- FTP Servers

### **Internet public zone**

- Internet Gateway
- Web Servers

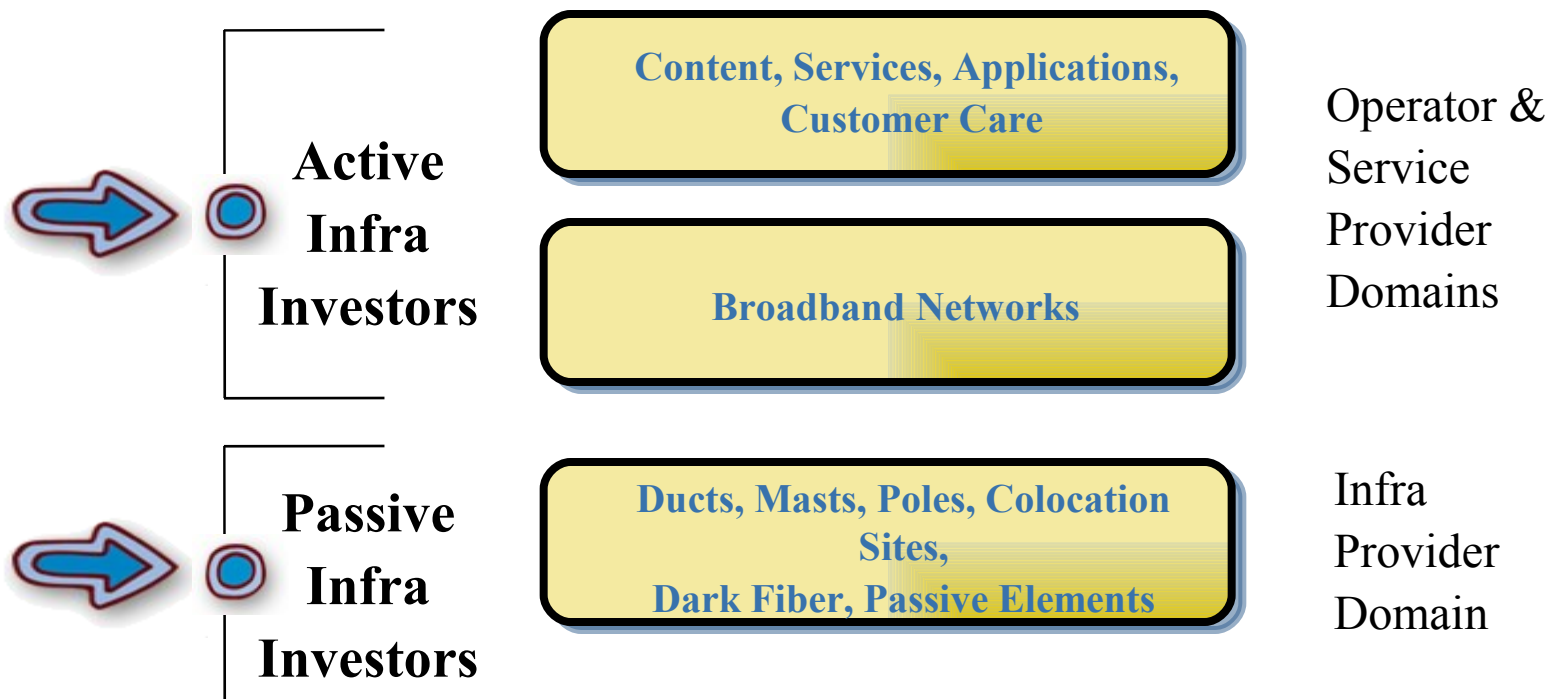
# One single IP City Network for administration & public

## Ex : Services to Citizens



## Ex: Civil Information Services

# Focus on business models: risks and opportunities



# Scenarios

## Telecom Network Organisation

The City/Region builds the network & delegates the telecommunication operations to a Carriers' carrier

The City/Region builds the network & delegates the telecommunication operations to a services provider

The City/Region builds the network & creates a Special Purpose Vehicle (SPV) to be a carriers' carrier

The City/Region creates a Special Purpose Vehicle to build the network & to be a carriers' carrier

The City/Region creates a Special Purpose Vehicle to be a service provider

# Network Organisation

## Indoor consumer level :

- Passive network : cabling or wireless solution (W ifi) for buildings and houses ,
- Active network : consumer terminals

## Indoor business level :

- Passive network : cabling , or wireless solution (Hot spot W ifi) for buildings
- Active network : IP -P B X , LAN & servers , video , call centres

Technical indoor operations : supervision , maintenance , support (level 1 , 2 & 3 )

Outdoor first level : Access network with wireline access (E thernet active , copper , fibber , P O N , etc .), wireless access (Satellite , L M D S , W im ax ) , mobile access (2 or 3 G )

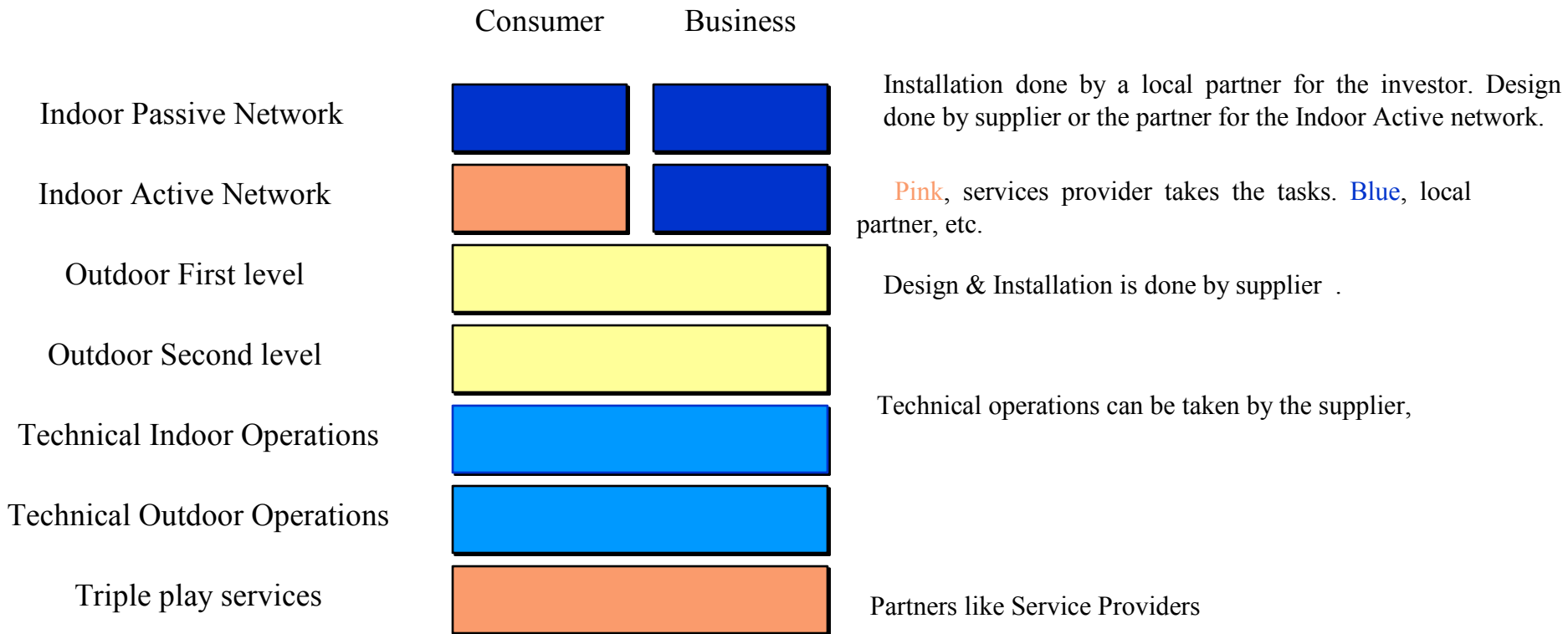
Outdoor second level : Core backbone IP routers , W D M , optics or wireless transmission , for local backhauling .

Outdoor third level : International or national backhauling with the interconnection between the local network and the international or national network , or via satellite , in order to deliver the traffic to the I S P .

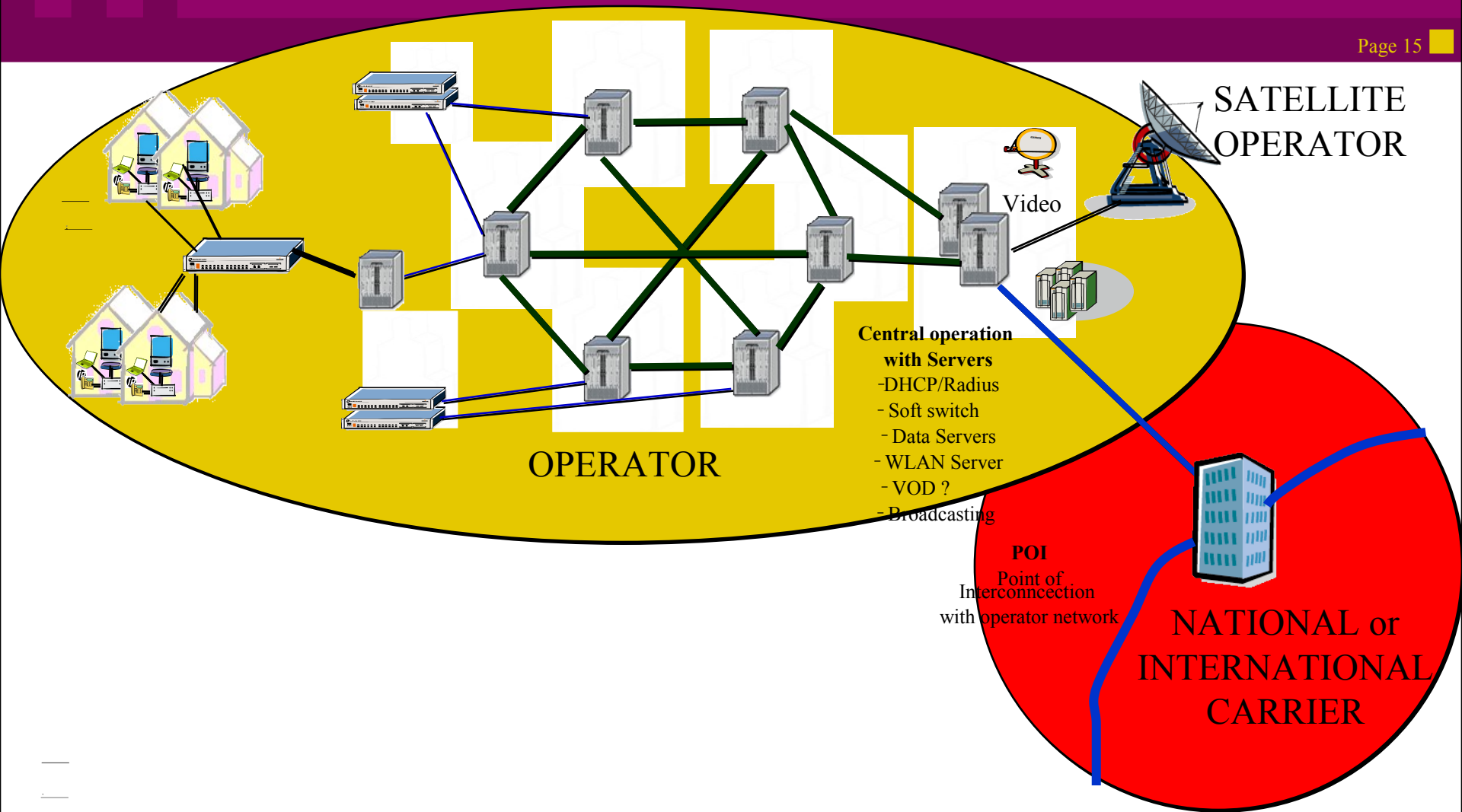
Technical outdoor operations : supervision , maintenance , support (level 1 , 2 & 3 ) , provisionning

Triple play services : Internet , VoD , broadcast , voice , etc . to the end -users (business or consumer ) .

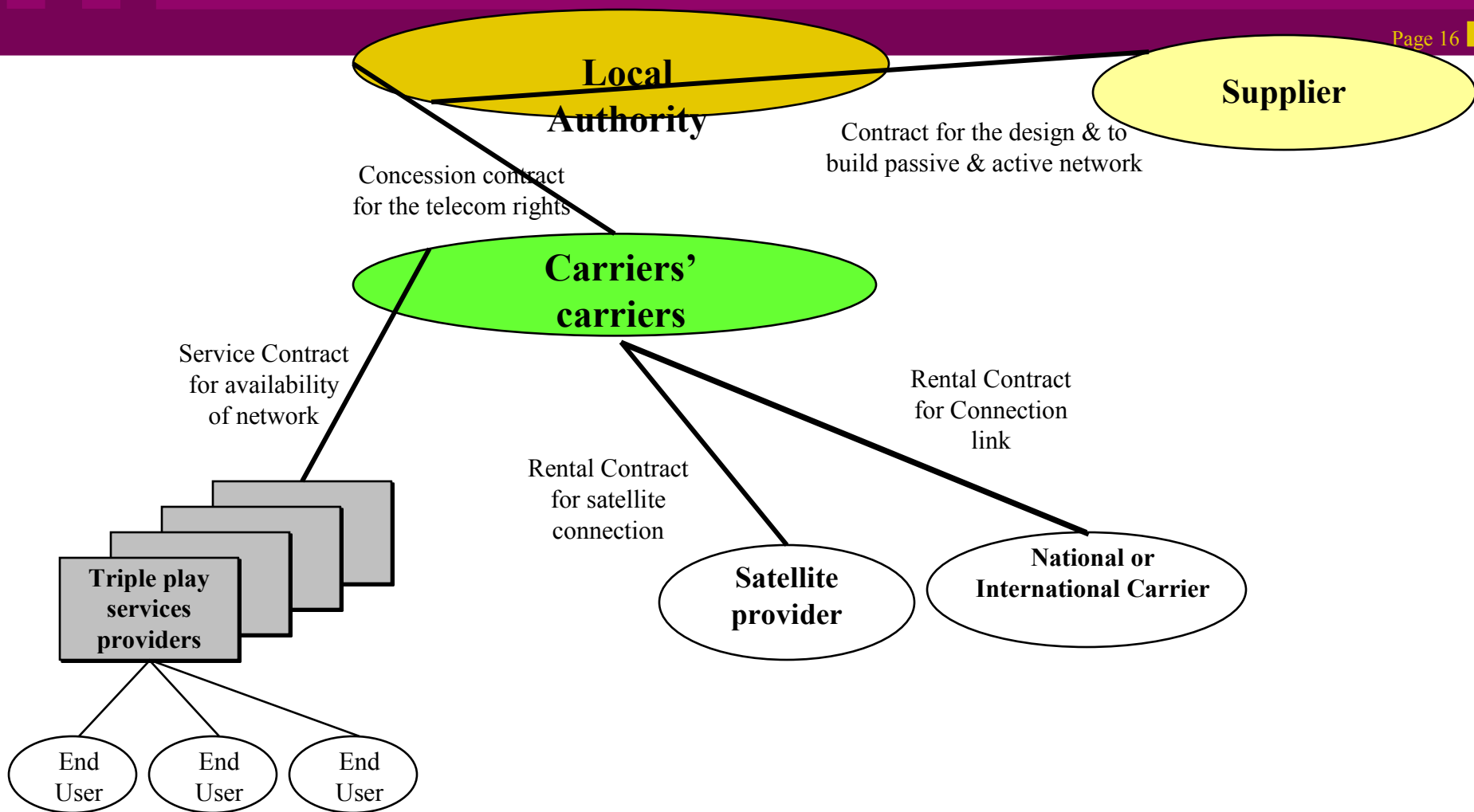
# Telecom Network Organisation



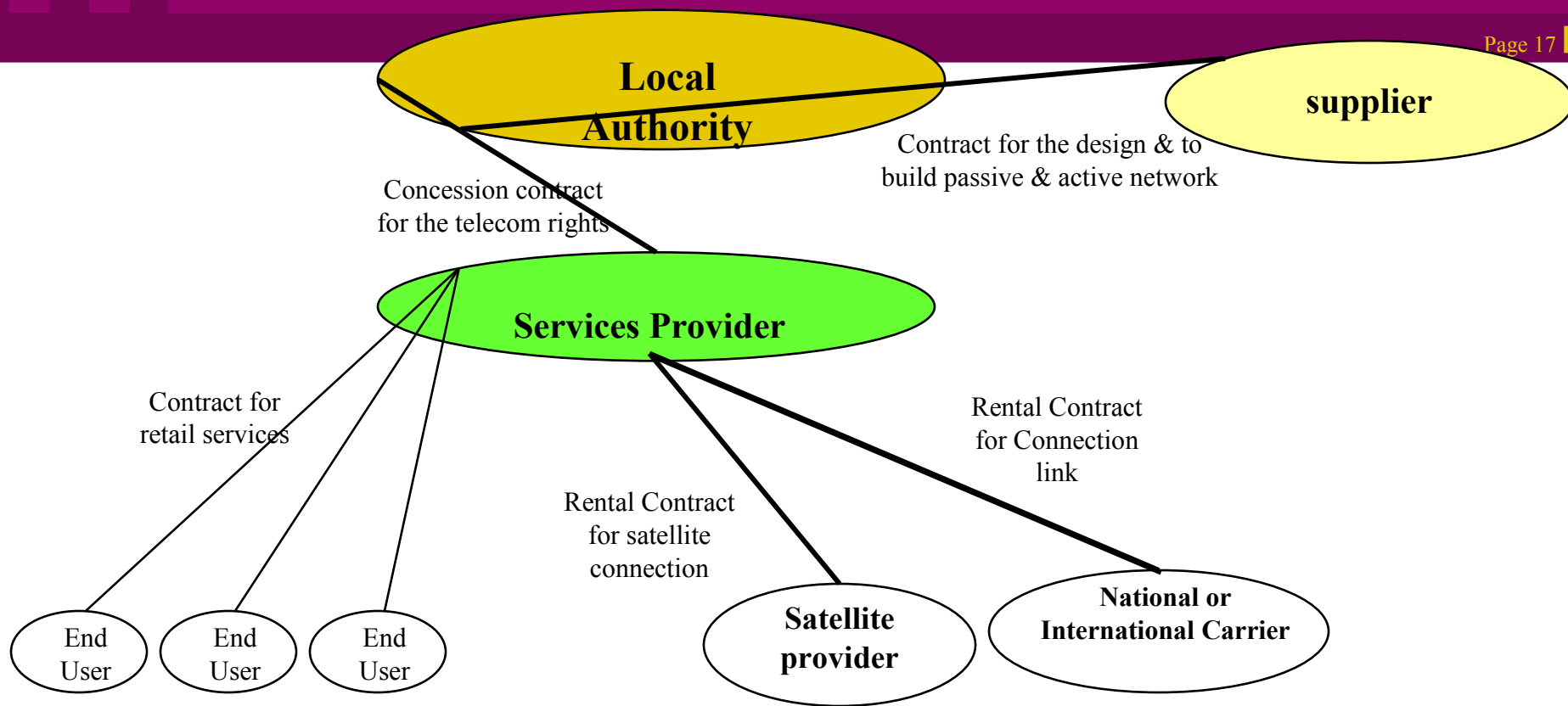
# Telecom Network Organisation



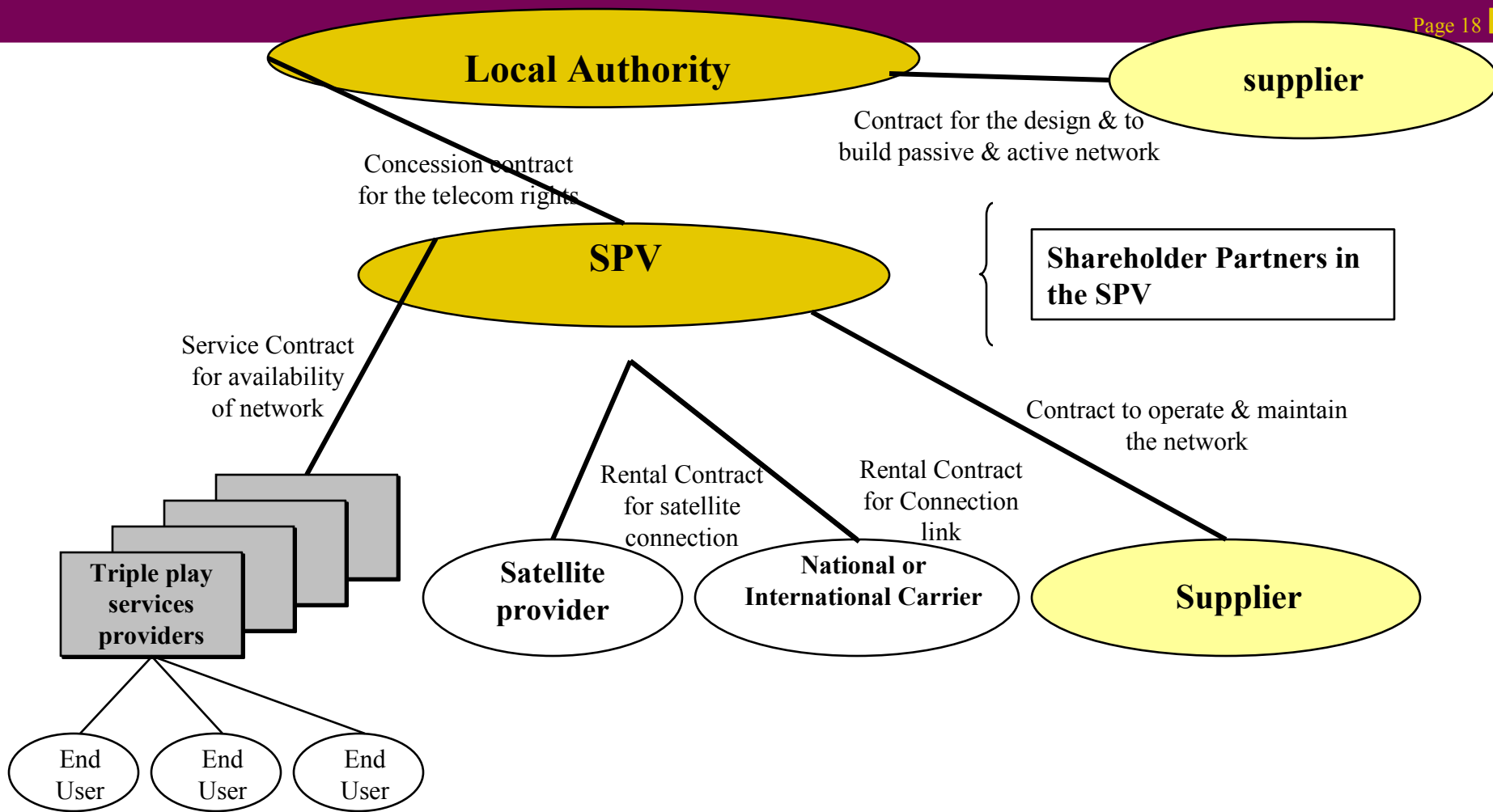
# The Local Authority builds the network & delegates the telecommunication operations to a Carriers' carrier



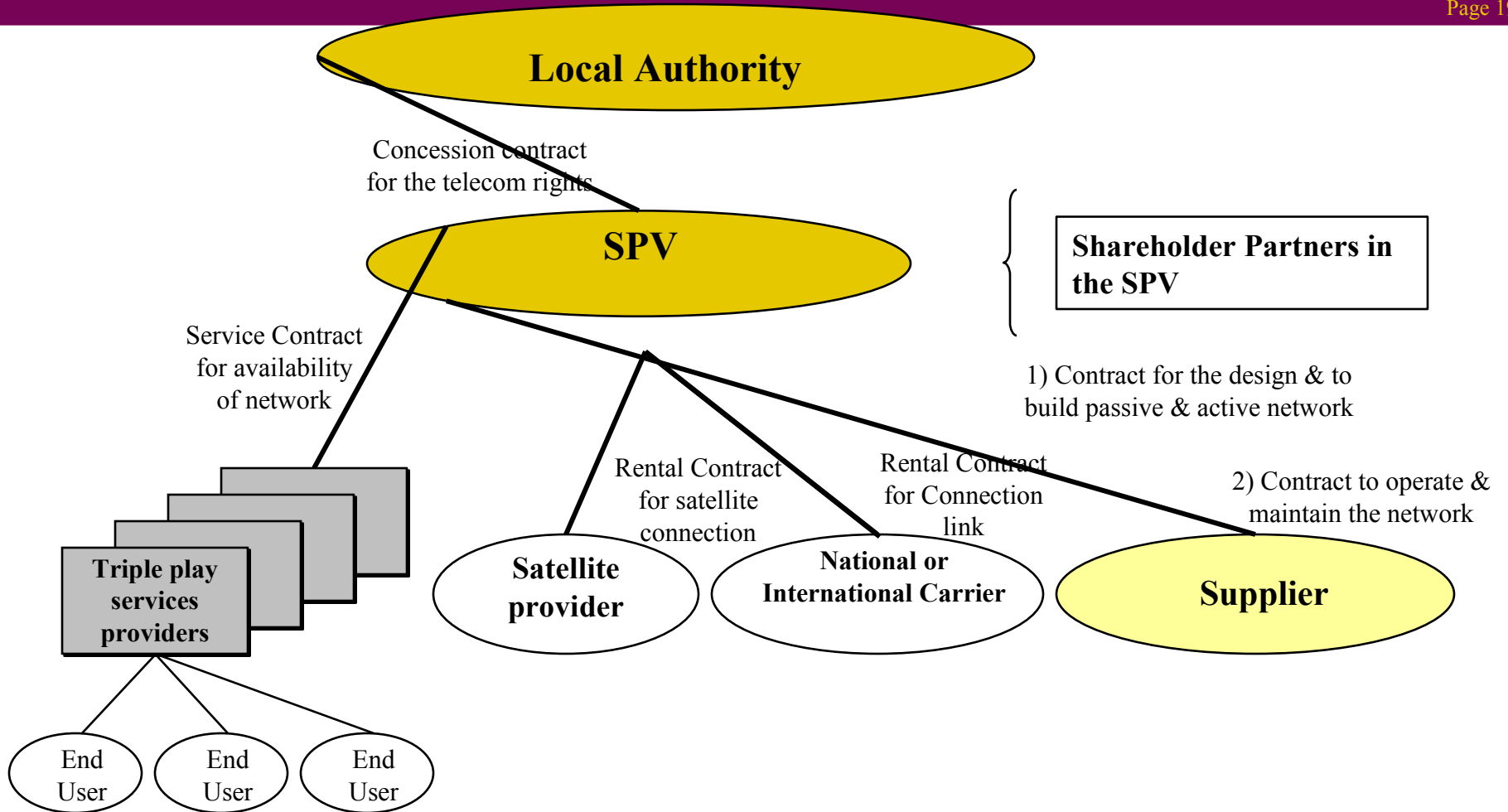
# The Local Authority builds the network & delegates the telecom operations to a services provider



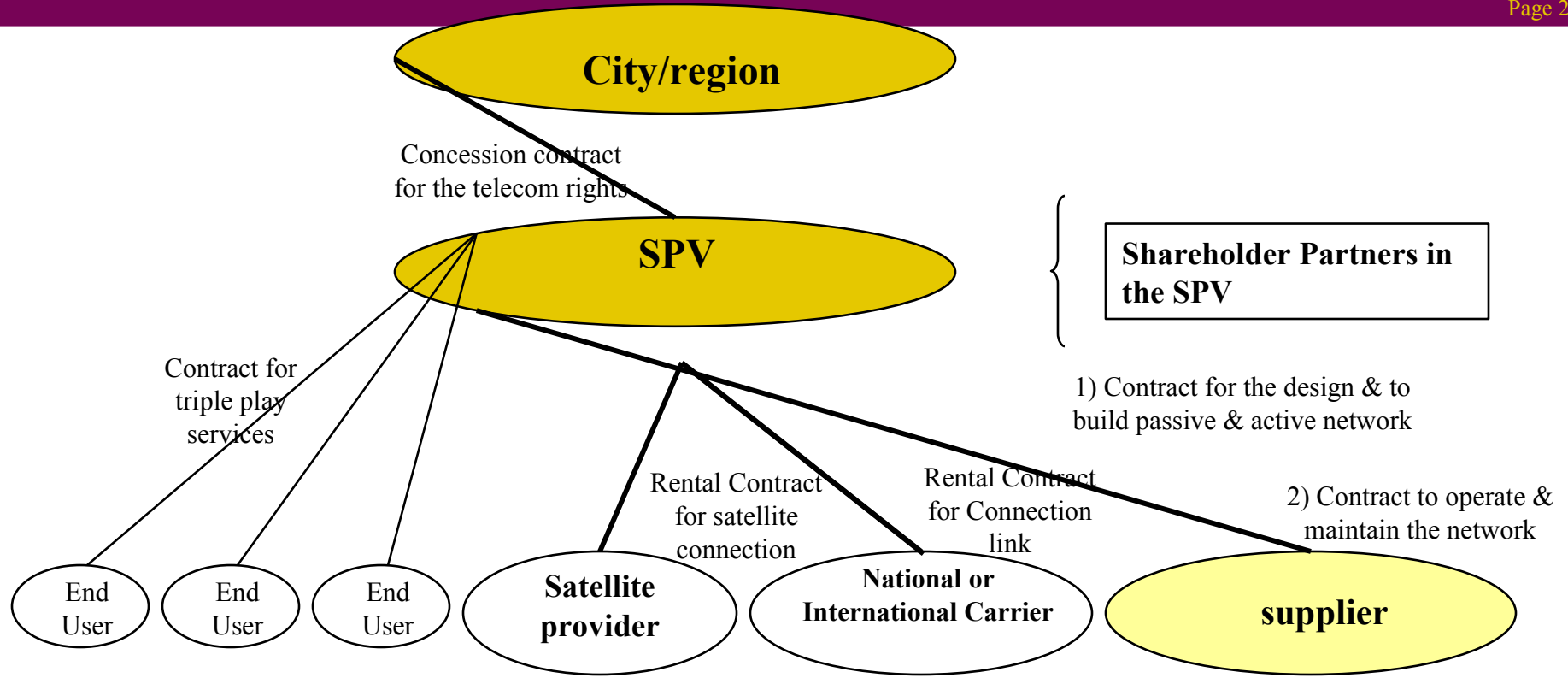
# The Investor builds the network & creates a Special Purpose Vehicle (SPV) to be a carriers' carrier



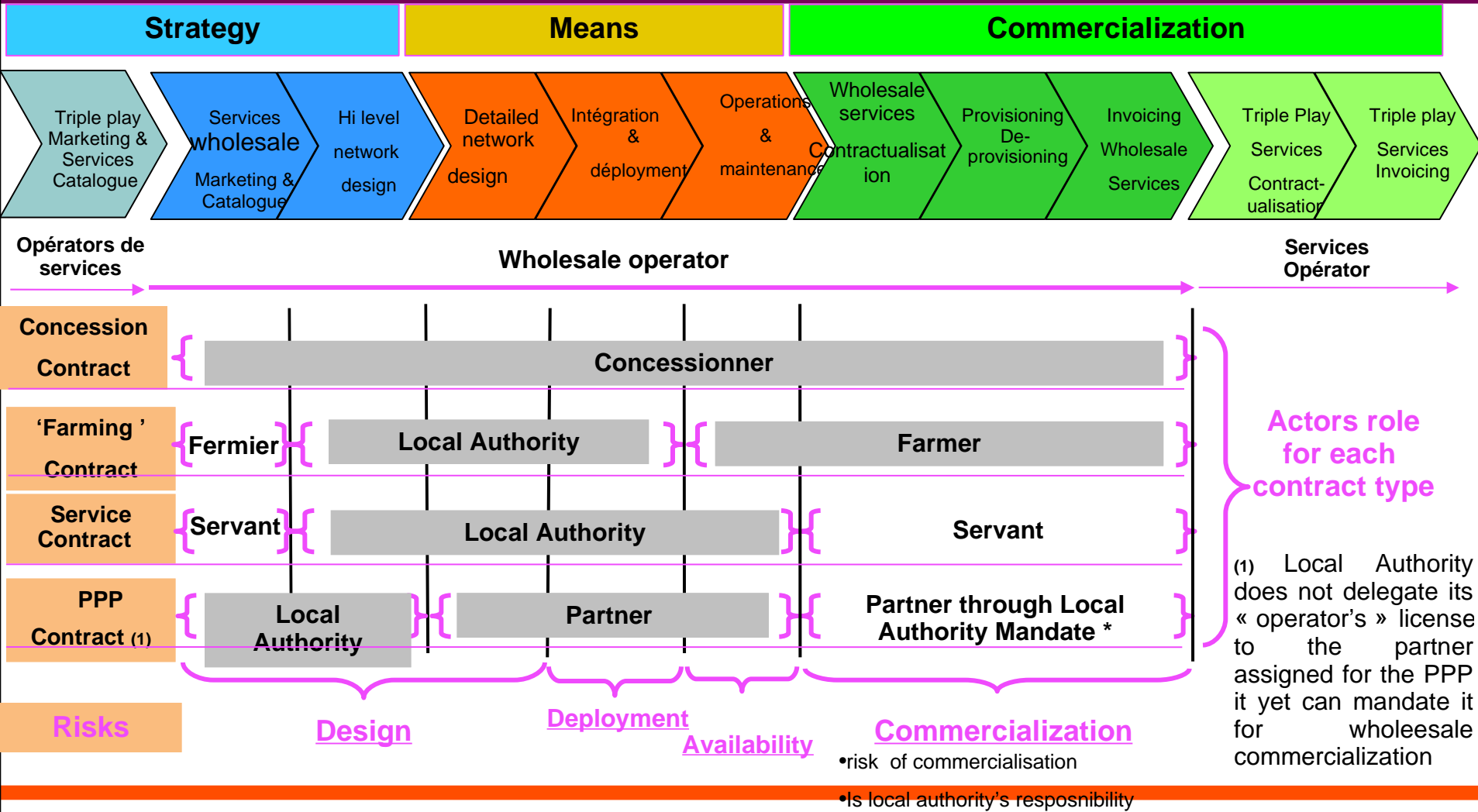
# The Local Authority creates a Special Purpose Vehicle to build the network & to be a carriers' carrier



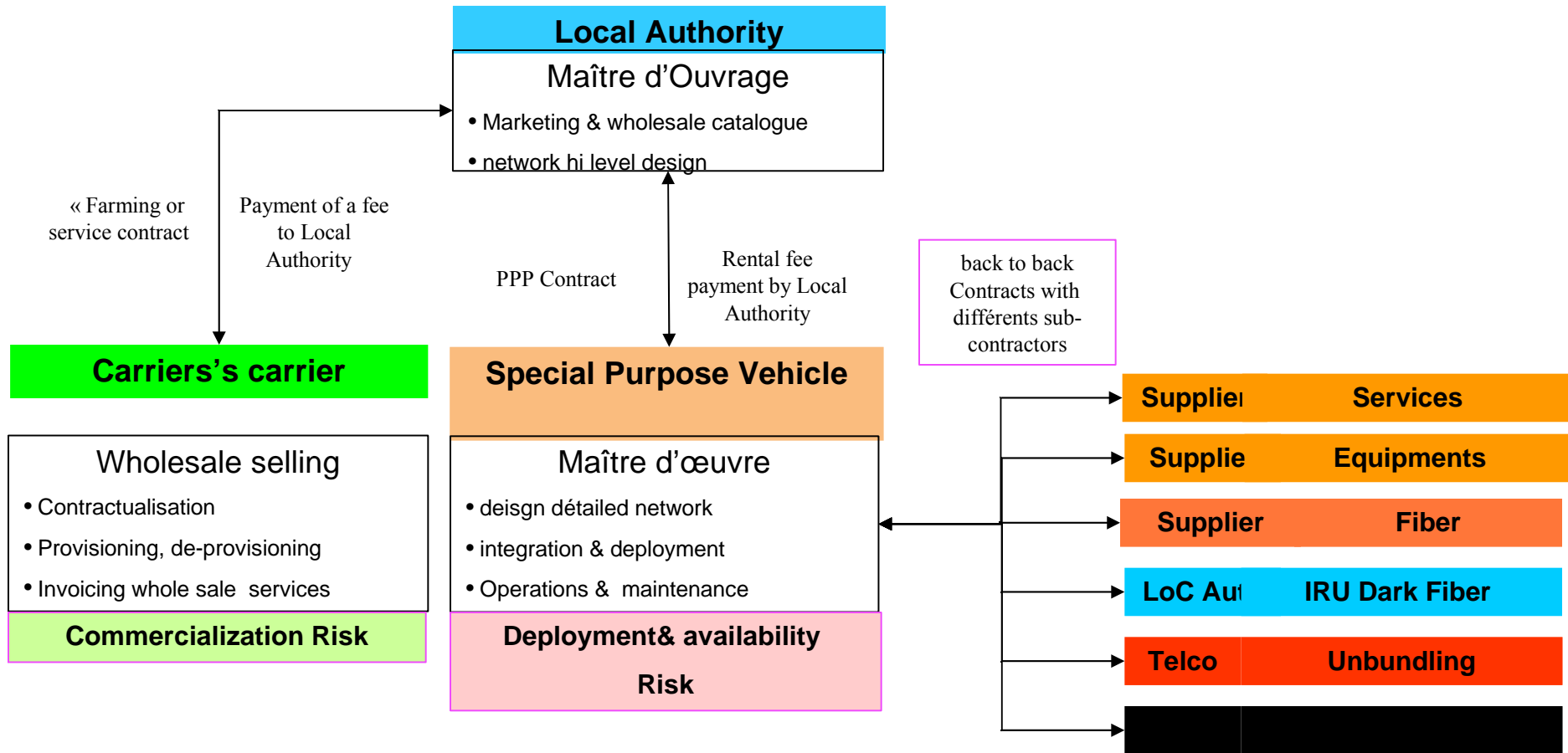
# The Local Authority creates a Special Purpose Vehicle to be a service provider



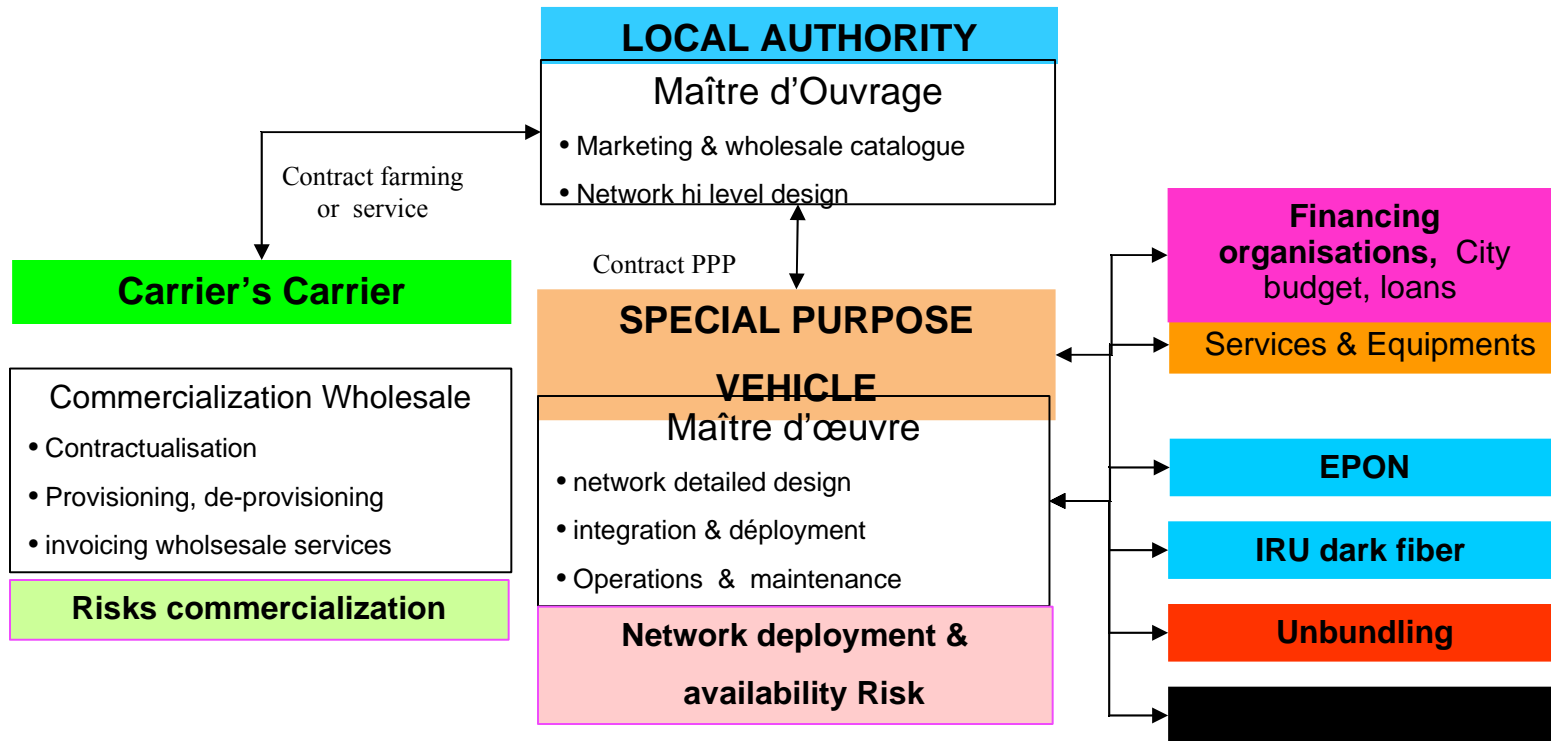
# Activities flow & « Operators » responsibility



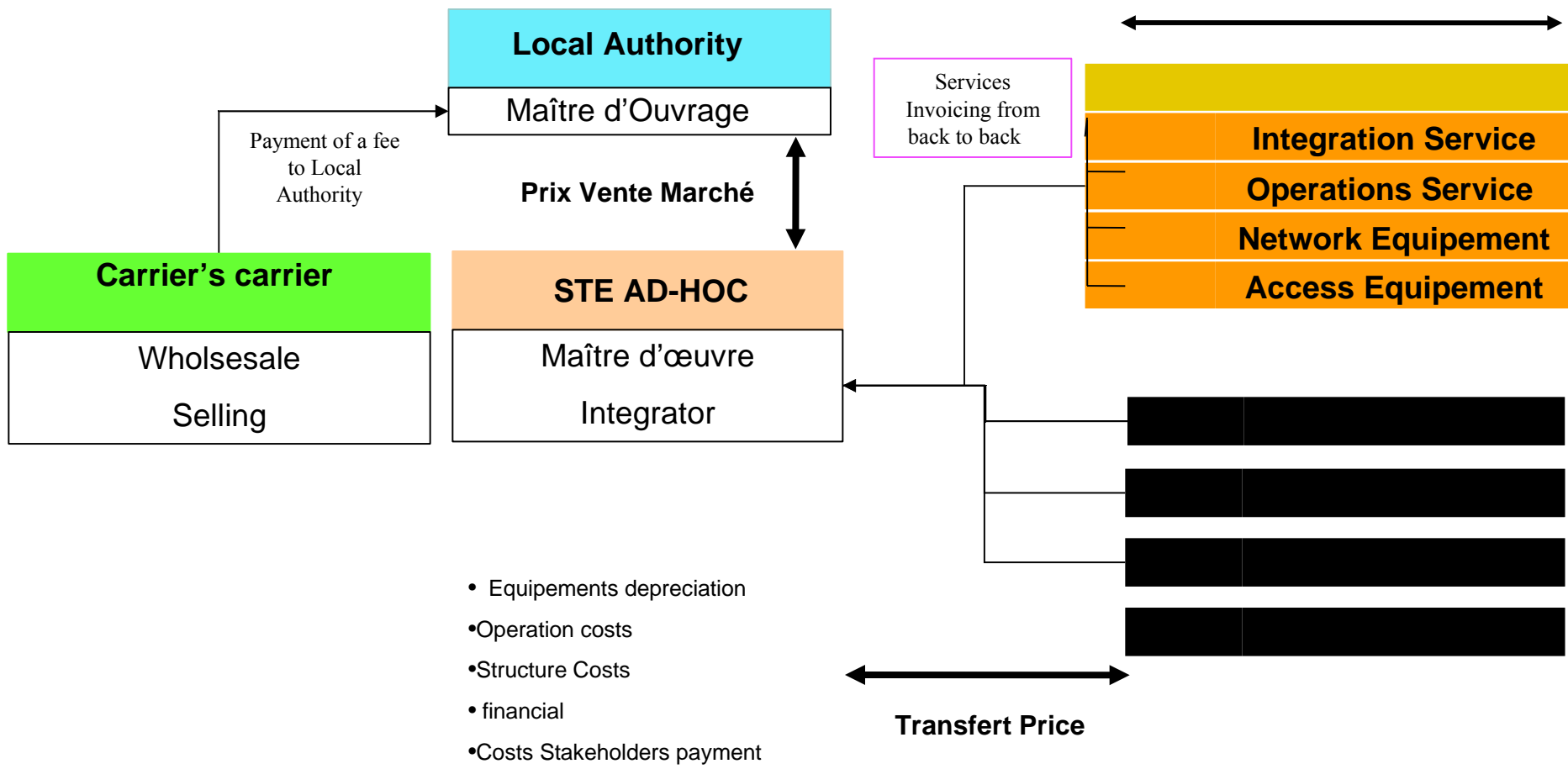
# PPP : Organizational Scheme example



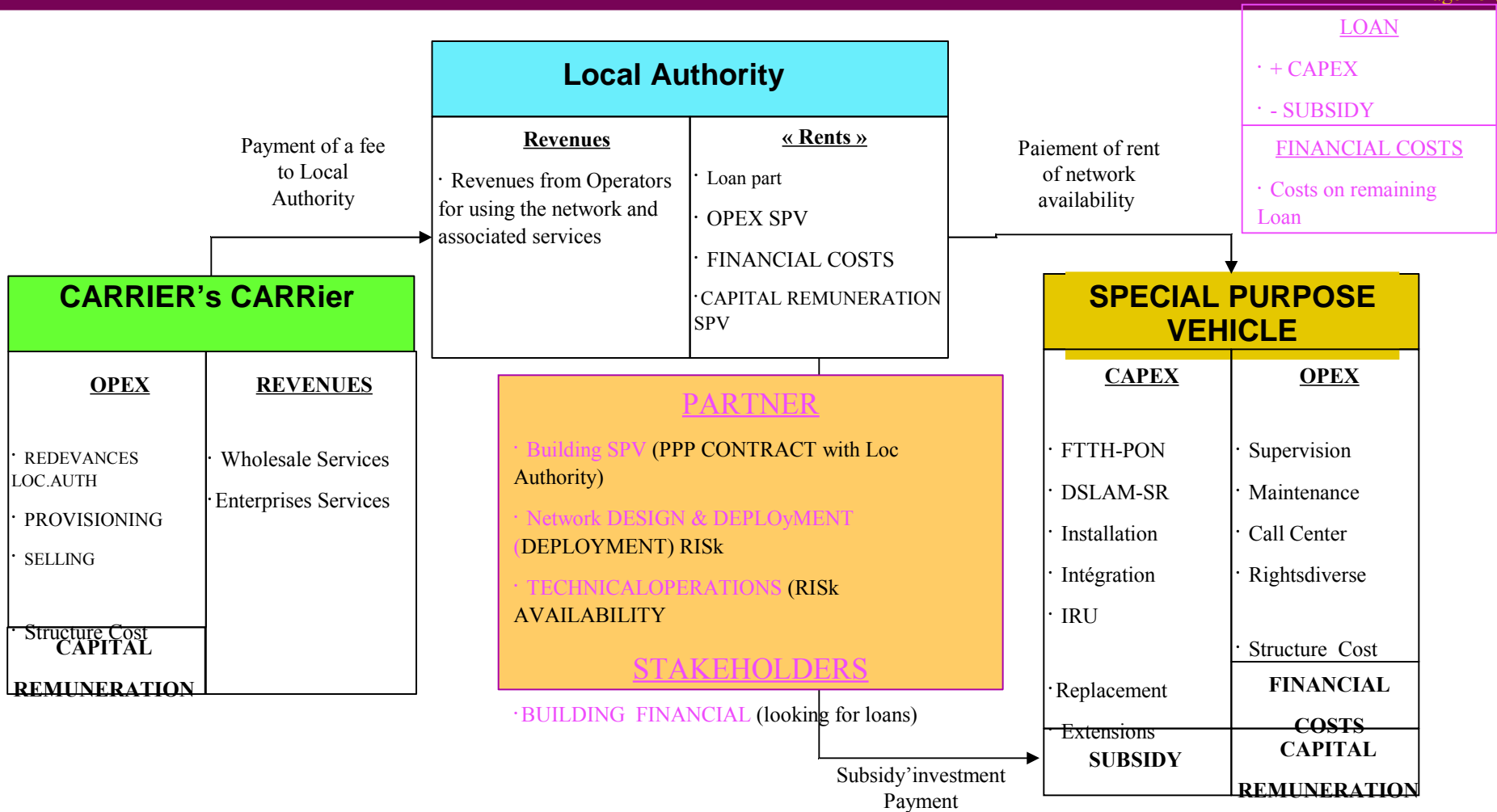
# PPP : Organizational Scheme example



# Administrative Scheme



# Financial & Risks Scheme



- L'ordonnance n°2004-559 crée un nouveau partenariat avec le secteur privé.
- Ce nouveau contrat a pour objet de confier à un tiers « *une mission globale relative au financement d'investissements immatériels, d'ouvrages ou d'équipements nécessaires au service public, à la construction ou transformation des ouvrages ou équipements, ainsi qu'à leur entretien, maintenance, leur exploitation ou leur gestion, et, le cas échéant, à d'autres prestations de services concourant à l'exercice par la personne publique de la mission de service public dont elle est chargée* » (article 1 ).
- Après que le Conseil d'État ait émis un avis positif, le 18 novembre 2004 les députés et les sénateurs ont donné force de loi à l'ordonnance. Le 2 décembre 2004, le Conseil constitutionnel a lui aussi statué en faveur de l'ordonnance. Les décrets d'application ont été publiés au Journal Officiel.

Le projet de réseau de télécommunication doit répondre à des motifs d'intérêt général :

□ Le recours au contrat de partenariat doit être précédé d'une évaluation du projet afin de vérifier la plus value collective attachée au recours au contrat de partenariat. L'étude doit montrer, soit la complexité du projet caractérisé par l'impossibilité, pour la personne publique, de définir seule et à l'avance, les moyens techniques pouvant répondre à ses besoins ou d'établir le montage financier ou juridique du projet, soit son caractère d'urgence.

□ Le contenu de l'évaluation expose les motifs à caractère économique, financier, juridique et administratif, qui conduisent la personne publique, après une analyse comparative (notamment en terme de coût global, de performance et de partage de risques) à privilégier la solution d'un contrat de partenariat au regard des autres formules contractuelles envisageables.

# Conclusion: 5 Key steps for e government & Private Public partnership

1. Weigh & balance Risks & opportunities
2. Raise & answer key questions on «Partnercheck»
3. Which model is the right one
  1. Private Public Enterprise
  2. Long term Contract
  3. Integrated City model
  4. Informal partnership
4. Decide on appropriate model for PPP according to your goals
5. Optimize PPP management

# A n d n o w

P l a t f o r m f o r c o o p e r a t i o n

■ V a l u e o f b e s t p r a c t i s e e x c h a n g e

F o c u s o n k e y c o m m o n p o i n t s o f i n t e r e s t s

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