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eGovernment

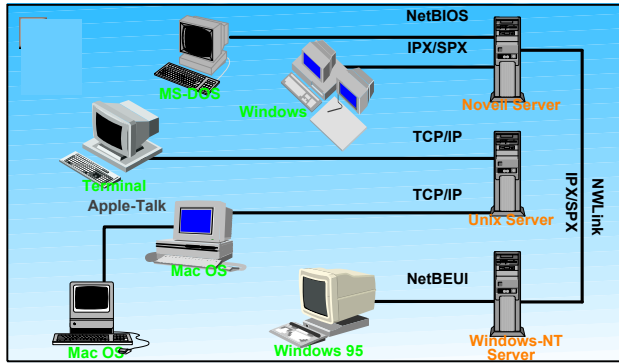
**The state's role
in developing electronic communities**

Strategic ideas and reality in Germany

C O N T E N T

1. What is eGovernment ?
2. Visions, goals and anticipated effects
3. Prerequisites for eGovernment in Germany
4. Approaches and areas of application
5. Development of modern IT structures for the future
6. Open questions

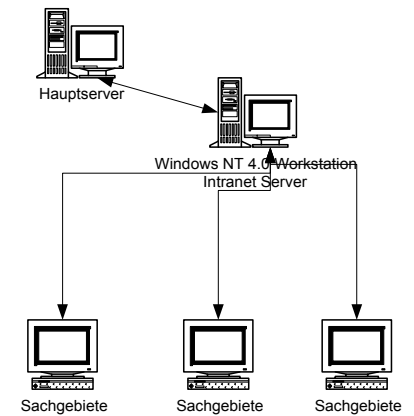
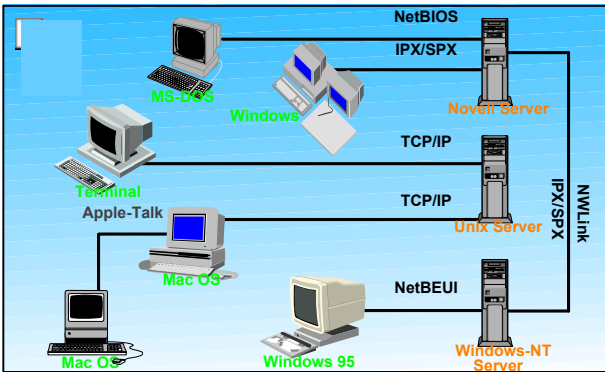
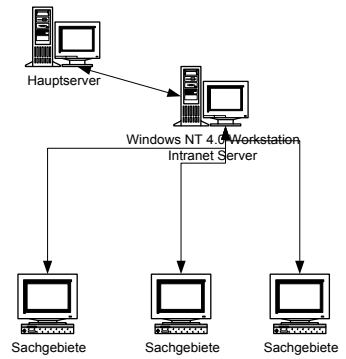
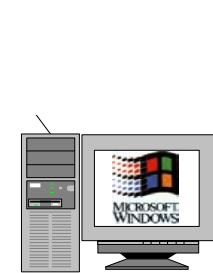
The Network Society



Enterprise
Enterprise



State
State



The state's role in developing electronic communities

- The state is an important element of the network society itself.
- The best promotion of business and the citizens is the doing of the necessary "homework":
- The bundling of the own efforts and abilities for the eGovernment project !

eGovernment

eProcurement

Supply Chain
Management

eOrganisation

eAssistance

eAdministration

eDemocracy

Citizen Relationship
Management

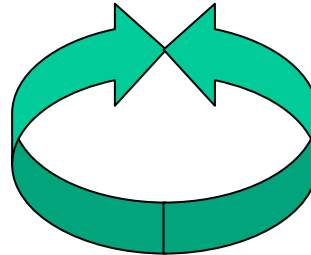
Supplier



**Public
Authority**



Customers



Visions

In the case of “eGovernment” the issue is not merely one of the modernisation of the state’s application of new information technology and communication technology, but also of the reorganisation of processes and strategic administrative reforms, all of which are accompanied by a change in the relationship of the citizen to the state.

The point is the transformation of the administration with the goal of considerably improving the proximity to the people, customer orientation and the economic viability of state activity.

Goals

- Online information for citizens and enterprises
- Communication and interaction with business and individuals under the inclusion of transactions
- Optimising of the internal communication possibilities
- Establishment of an eGovernment IT infrastructure and assurance of secure transactions
- Electronic procurement activities
- Counteracting of the digital division of society
- Strengthening of the rural areas

Anticipated Effects 1: Government

- Parallel access to data is assured and a reduction of transport time is reached
- Work steps are reduced (paper files are not required)
- The input and passing on of data ensues without manual processes
- The employees have electronic access to procedural information, legal sources and technical information

Anticipated Effects 2: Business/Citizen

- Dealings with the public authorities are able to be reduced and become less time consuming because queries and applications can be made online.
- Offers and taxation declarations can be submitted online.
- Information about the progress of developments and processing can be acquired online and there is a greater transparency.
- The spatial distance from the seat of administration loses importance.

Example

Considerable advantages exist for enterprises, taxation consultants and citizens to be able to fill in and submit tax declarations online. There are immediate cost advantages for the taxation departments. Given the corresponding legal and technical prerequisites, it is even envisageable that a large proportion of the tax declarations is able to be filled out very fast and to be automatically assessed. In this case, the “social win situation” would necessitate discussion and solutions of the problem of rationalisation/loss of jobs in the taxation departments.

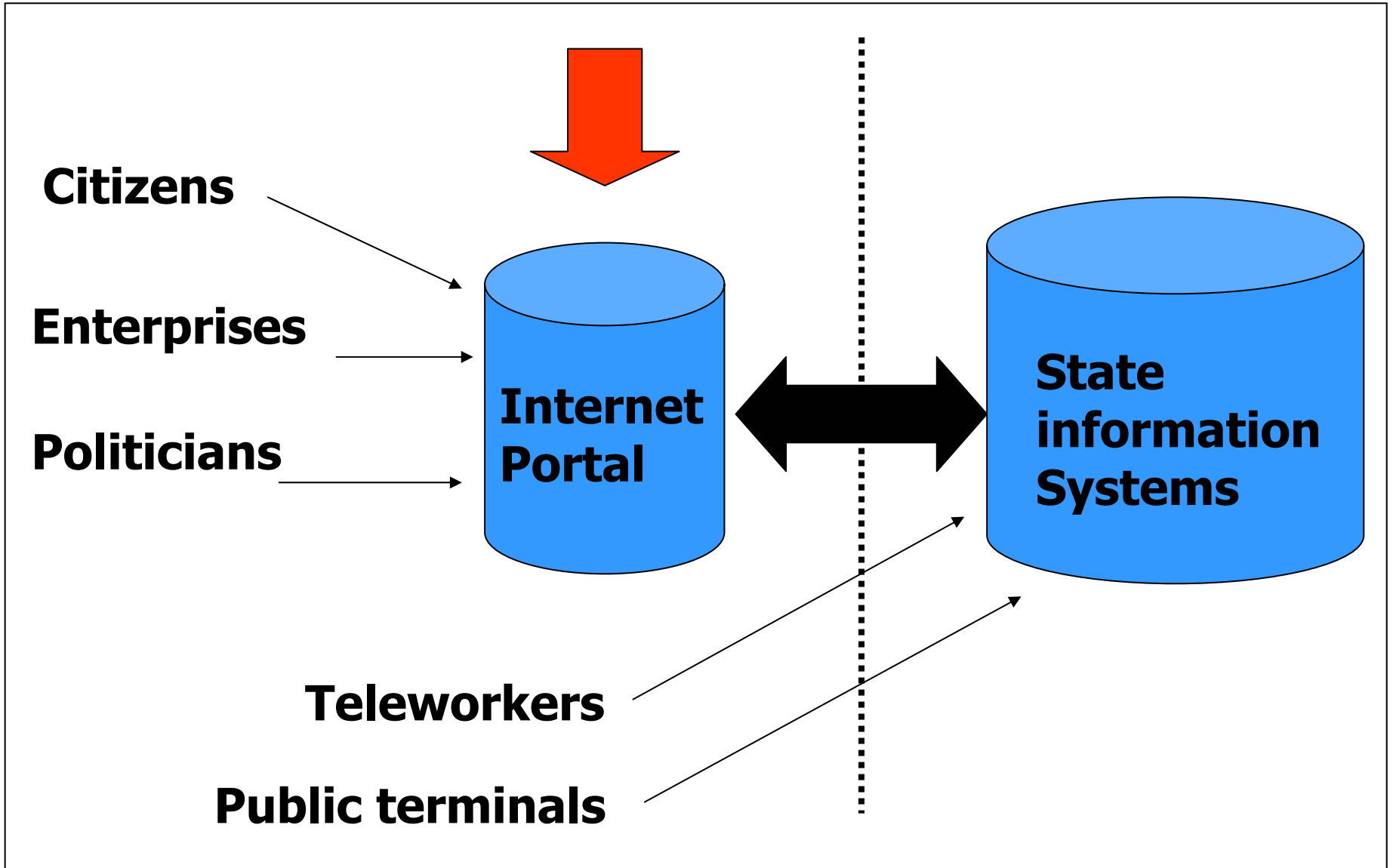
Prerequisites for eGovernment in Germany

1. The introduction of different EDP systems, even within one and the same country, in addition to the different systems in the federal government, the states and the communities, leads to breaks.
2. The reorganisation and breaking down of bureaucratic structures and procedures is only taking place very hesitantly
3. There are barriers in the acceptance of electronic services
4. There is no comprehensive realisation of electronic access to the administration and no broad offer of real eGovernment services in Germany today

Special Problem:

The guarantee of the authenticity and intactness of digital information

It is at present not possible to speak of a “breakthrough” in Germany nor internationally, in applications of this nature. The reason for this lies i.a., in the lack of applications, incompatibility, high costs and difficult handling.



The State's Internet Presence in Germany

323 „counties“	55,3 Mio. (05/2001)	33,5 %
77 large cities	24,7 Mio. (09/2002)	53,7 %
517 municipalities	15,8 Mio. (06/2003)	41,4%

The State's Internet Presence in Germany

	max 100 %	interactivity max 100 %
323 „counties“	33,5 %	20,7 %
77 large cities	53,7 %	42,4 %
517 municipalities	41,4%	27,7 %

Approaches and areas of application 1: Federal Government

Of the 383 services provided by the federal government, 376 were declared as having online compatibility. These are intended to be made available electronically to the public by the year 2005.

A total of Euro 1.65 milliard (US billion) will have to be invested between 2002 and 2005 in order to attain not only increases in efficiency and quality, but also to achieve an annual savings of approximately Euro 400 million per year.

Types of services

Frequency

1	Recording, processing and making available information	156	
2	Counselling/advice	10	
3	Preparation of political decisions resp. drafting laws	10	
4	Co-operation with the public authorities	14	
5	Processing of applications, which are directed at the administration (general application procedures)	89	
6	Dealing with furthering/promotion of individuals and/or groups/organisations	33	
7	Carrying out of procurement activities (advertising, invitation of tenders and procurement procedures)	11	
8	Carrying out of supervisory measures (controls et al), that emanate from the administration	17	
9	Other services	43	

73 %

Source: Federal Ministry of the Interior, 2001, p. 20

Approaches and areas of application 2: States

- Electronic legal dealings between participants of legal proceedings in court and the police prosecution
- Automated court summary proceedings
- Request of data from central registers such as the land register and the trade register
- Access to cadastral maps
- Applications for subsidisation e.g. in agriculture
- The utilisation of electronic procurement systems

Approaches and areas of application 3: Municipalities

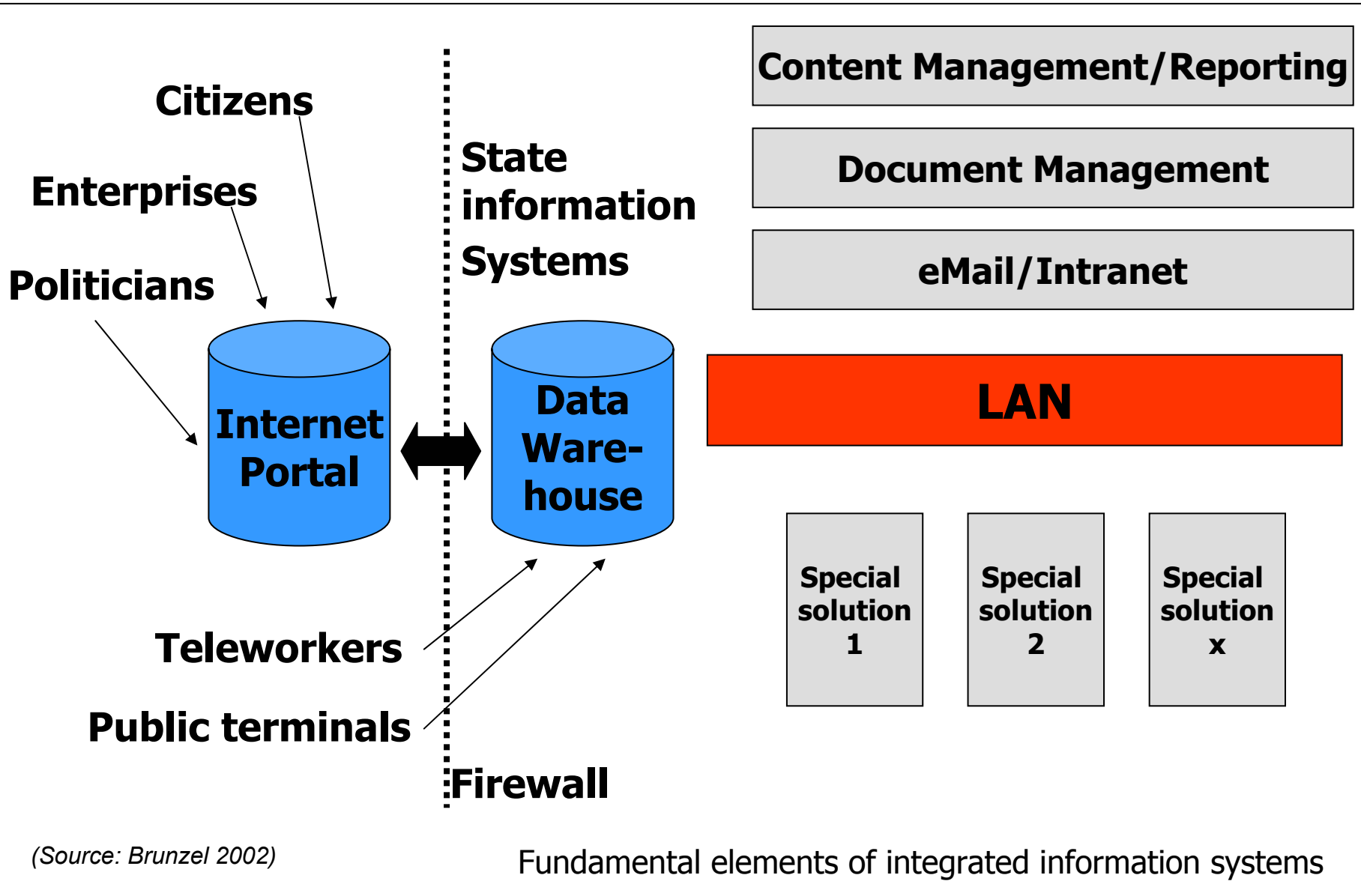
- Integrated online procedures for the purpose of applications for financial furthering
- Online project approval procedure and development plans
- Online job advertisements
- Discussion groups on public topics
- Changing of place of residence
- Applications for passports, identity cards
- Laying of charges against someone online
- Registering, deregistering of motor vehicles
- Online enrolment for examinations

Development of modern IT structures for the future

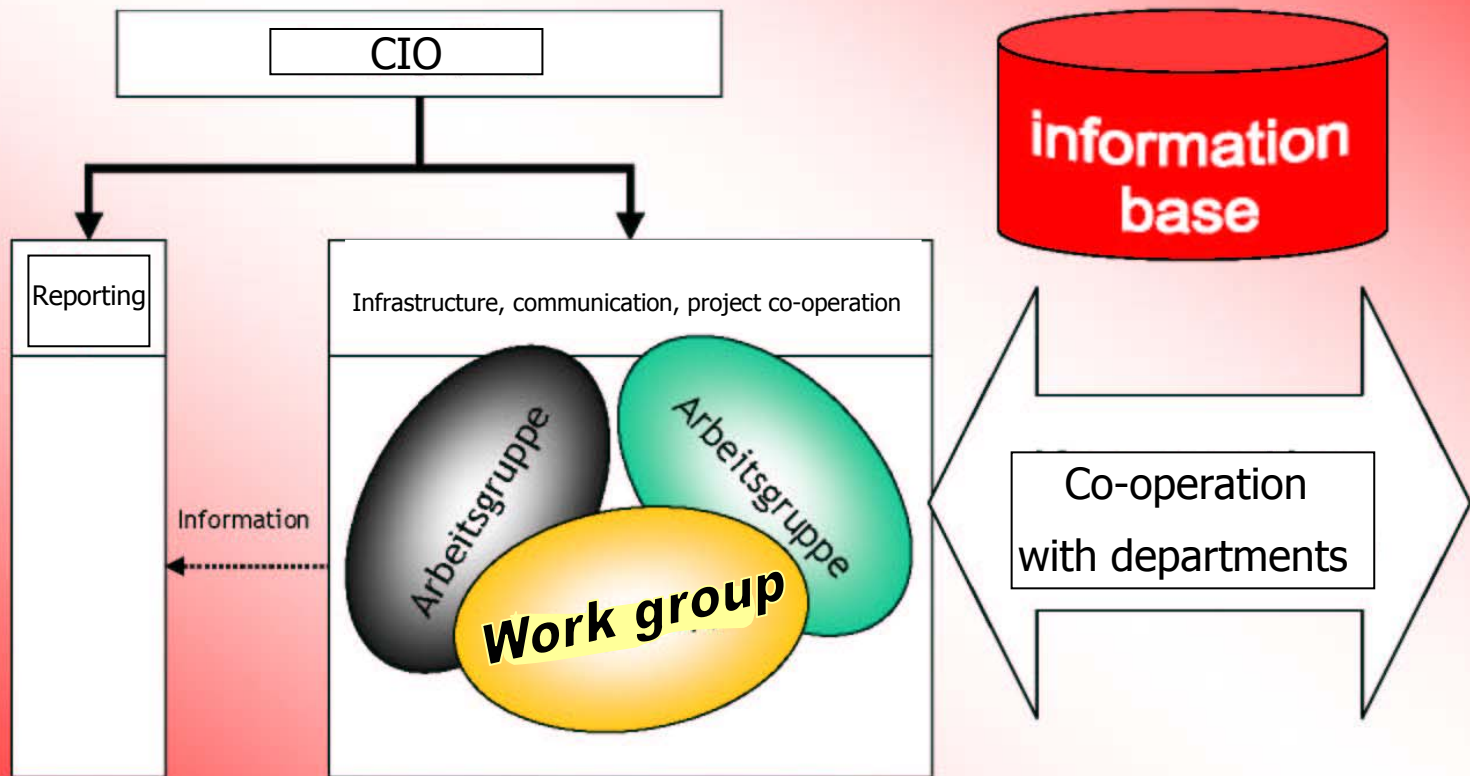
The public limited liability company “Germany” together with its federal government, states, government committees, administrative districts, cities and municipalities is one of the biggest enterprises in the world, when considered by its turnover and employment.

This world corporation cannot for all intents and purposes, afford to do without a co-ordinated IT-strategy, universal cross-linking and an optimal internet presence at all levels.

With due respect to the numerous activities at many sites: a bundling of the forces and a co-ordinated approach at all levels are urgently necessary.



Chief Information Office



Source: Posch 2001)

Open questions

1. Do the federal government and the state governments in particular, agree on the strategic goals and the necessary steps for implementation associated therewith?
2. Does the preparedness for a real bundling of energy/efforts and resources and for the establishment of a competent central control of the IT and eGovernment activities, exist, with the goal of the far-reaching, comprehensive reorganisation of processes and the realisation of a universal internetworked EDP infrastructure?
3. Will personnel development and organisational development be taken into consideration as integral components in the process of the introduction of eGovernment?

The state's role in developing electronic communities

- The state is an important element of the network society itself.
- The best promotion of business and the citizens is the doing of the necessary “homework”:

The bundling of the own efforts and abilities for the eGovernment project !

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