

E-Government An Introduction

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Imagine a future

- in which citizens can log onto one Internet site, easily find the government services they are looking for, and use that site to conduct an online transaction
- in which businesses fill out one Internet form for all their local, state, and federal environmental regulatory compliance requirements
- in which government officials make all purchases and payments electronically, saving millions of dollars.

Progressive Policy Institute, March 2000
Washington D.C.

Government in the Information Age

- Deliver electronic and integrated public services
- Bridge the digital divide
- Achieve lifelong learning
- Rebuild their customer relationship (personalized services)
- Foster economic development (being local, acting worldwide)
- Establish sensible policies and regulations (develop trust, protect data privacy)
- Create a more participative form of government

E-government for democracy and development

ICTs bring about major changes in the content of work and administrative organisation,

making them better matched to citizen's needs.

Greater information-sharing at all levels of government could make some hierarchical relationships unnecessary.

A number of speakers stressed that,

through their ability to spread

accurate and comprehensive information,

to automate processes and to provide a record of transactions,

ICTs can be a powerful tool for good governance.

Third Global Forum on Governance
March 2001, Naples/Italy

eGovernment indicators for benchmarking eEurope

Public Services for Citizens

- Income taxes: declaration, notification of assessment
- Job search services by labour offices
- Social security contributions (3 out of the following 4: unemployment benefits, child allowances, medical costs, student grants)
- Personal documents (passport, driver's licence)
- Car registration
- Application for building permission
- Declaration to the police (e.g. in case of theft)
- Public libraries (availability of catalogues, search tools)
- Certificates (birth and marriage): requests and delivery
- Enrolment in higher education / university
- Announcement of moving (change of address)
- Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

eGovernment indicators for benchmarking eEurope

Public Services for Businesses

- Social contribution for employees
- Corporation tax: declaration, notification
- VAT: declaration, notification
- Registration of a new company
- Submission of data to statistical offices
- Customs declarations
- Environment-related permits (incl. reporting)
- Public procurement

Speyer Definition of Electronic Government (by Lucke/Reinermann)

Engineering business processes
concerning government und administration (Government)

by electronic media (information und communication techniques)

- E-Information – E-Communication – E-Forms – E-Transactions – E-Benefit
- E-Commerce – E-Service – E-Workflow – E-Democracy

Chances of Electronic Government

- External perspective (citizens, businesses)
- perspective of reorganization (with regard to business processes)
- Perspective of telecooperation (non-local cooperation)
- Knowledge perspective (effective knowledge management in heads and in files)

Bund Online 2005

Initiative of the federal chancellor:

All Internet capable services of the Federal
Administration online available by 2005

Level 3 – Life case orientated access
all Internet capable services online

Level 2 – Competences orientated access
providing "model"-services

Level 1 – Access by search machine
editorial processed catalogues

Electronic Government

- Standardized offer, common portals
- Standardized user friendly access
- Convergence by technically operated cooperation
- Modular design, processual linking
- Knowledge spaces relevant and able to be actualized
- Integration into different contexts
- Feedback on implemented operations

Electronic Government changes administrations

- Access online and anyway
- Networks
- Life cases instead of functions
- Freedom of information
- public/private cooperations
- Internet capability of administrative services
- European Benchmarking
- Administrative procedures
- Hierarchy
- Competencies
- Working methods/
document management
- Identity of the state
- Structures of law
- Harmonisation, rapprochement

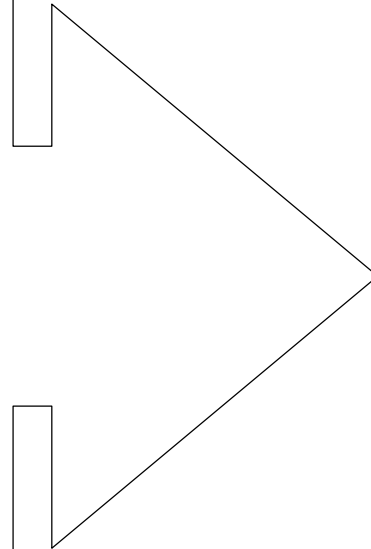
Decision making in the knowledge administration

- Info via official channels
- Linear information (files)
- Official, approved information
- Internal information
- Authenticity, to be found forever
- Regulated decision making processes
- Info from all around
- InfoModuls, InfoSpaces
- Unapproved information, valuation required
- Open, free available information
- Inconstancy due to permanent change and updating
- Decision to develop in a process

Change of administration

Change by EGovernment

- Decentralization / Democratization of knowledge
- Use of new technologies
- Online access for citizens
- Freedom of Information laws



Part of the employee

- Personal access to information
- Media competence
- Individualized administrative services
- Accountability, transparency