

# Basic strategies for a successful e-Government deployment

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Sofia 17th September 2008

# Lisbon Strategy

- Ambitious ten year's plan declared by EU in March 2000
- Exaggerated expectations should have been achieved mainly by the information and communication technologies
- These technologies were to be the main engine to reach and get ahead of USA and Japan
- The main target of „overstated“ Lisabon was to become until 2010:
  - ◆ The most dynamic and most competitive economy based on knowledge, being able to grow permanently, offering greater amount of high quality jobs and achieving a better social coherence“

# i2010 as a successor of eEurope 2005

- In 2005, an updated Lisbon strategy version was declared that:
  - ◆ Stresses more the economic growth and increasing of employment
  - ◆ Still relies on information and communication technology contribution but in slightly less scale than the original strategy
- The updated version was declared by European Commission on 1<sup>st</sup> June 2005, this is so called i2010 programme setting „European information society for growth and employment“

# i2010 Programme Priorities

- No citizen is left behind
  - ◆ All citizens have benefits from trustable innovative services
- Ensuring that performance and effectiveness become reality
  - ◆ Transparency and decreasing administrative burden
- Implementation of key services with great impact on citizens and business
  - ◆ Until 2010 hundred percent of electronic case handling-procurement availability
- Launching the key enablers
  - ◆ safe, interoperating authentication based access to the services within the whole Europe
- Increasing of the taking part in democratic decision making



Directorate General for Information Society and Media | Public Sector | the way we see it



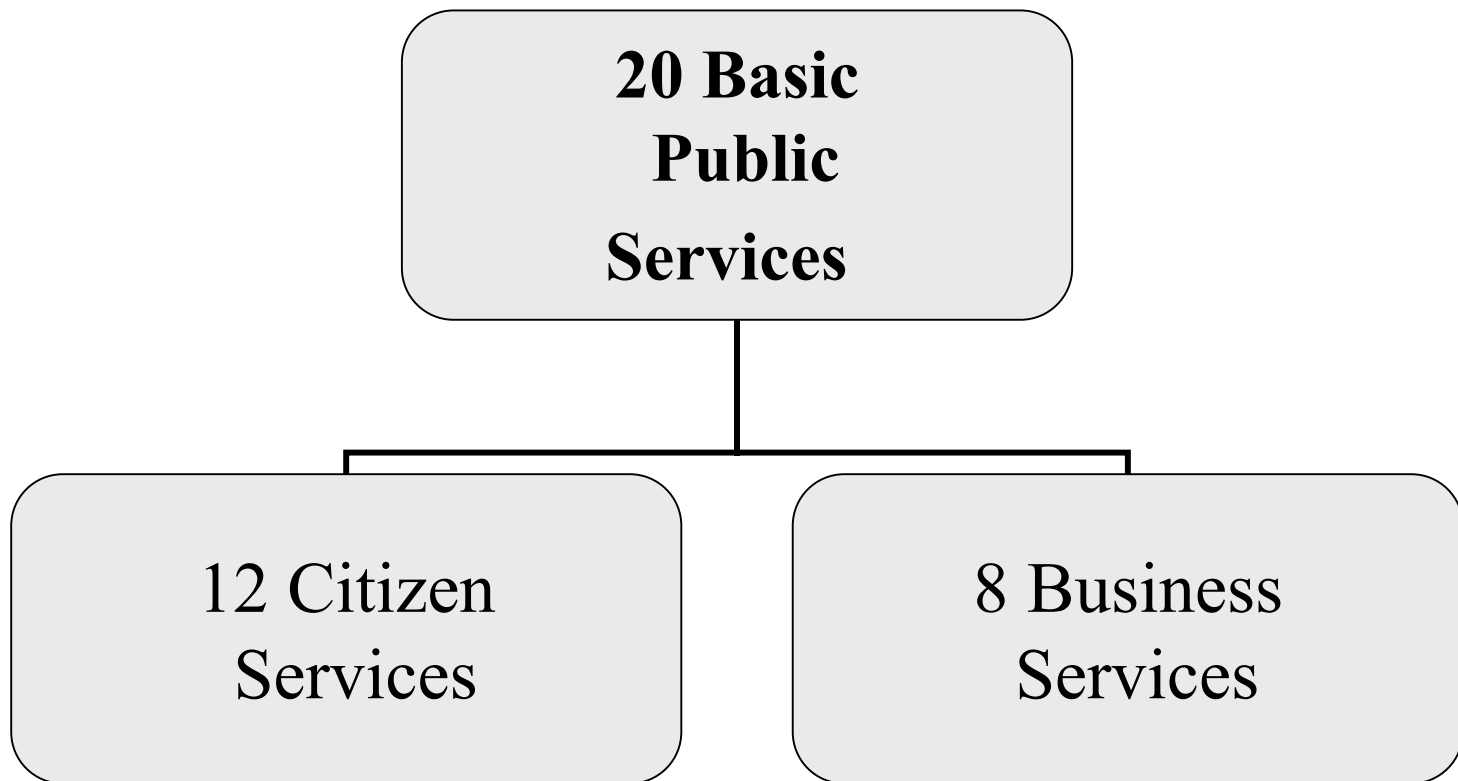
# The User Challenge Benchmarking The Supply Of Online Public Services

7th Measurement | September 2007

Prepared by: Capgemini  
For: European Commission  
Directorate General for Information  
Society and Media



# Basic Public Services (1)



# Basic Public Services (2)

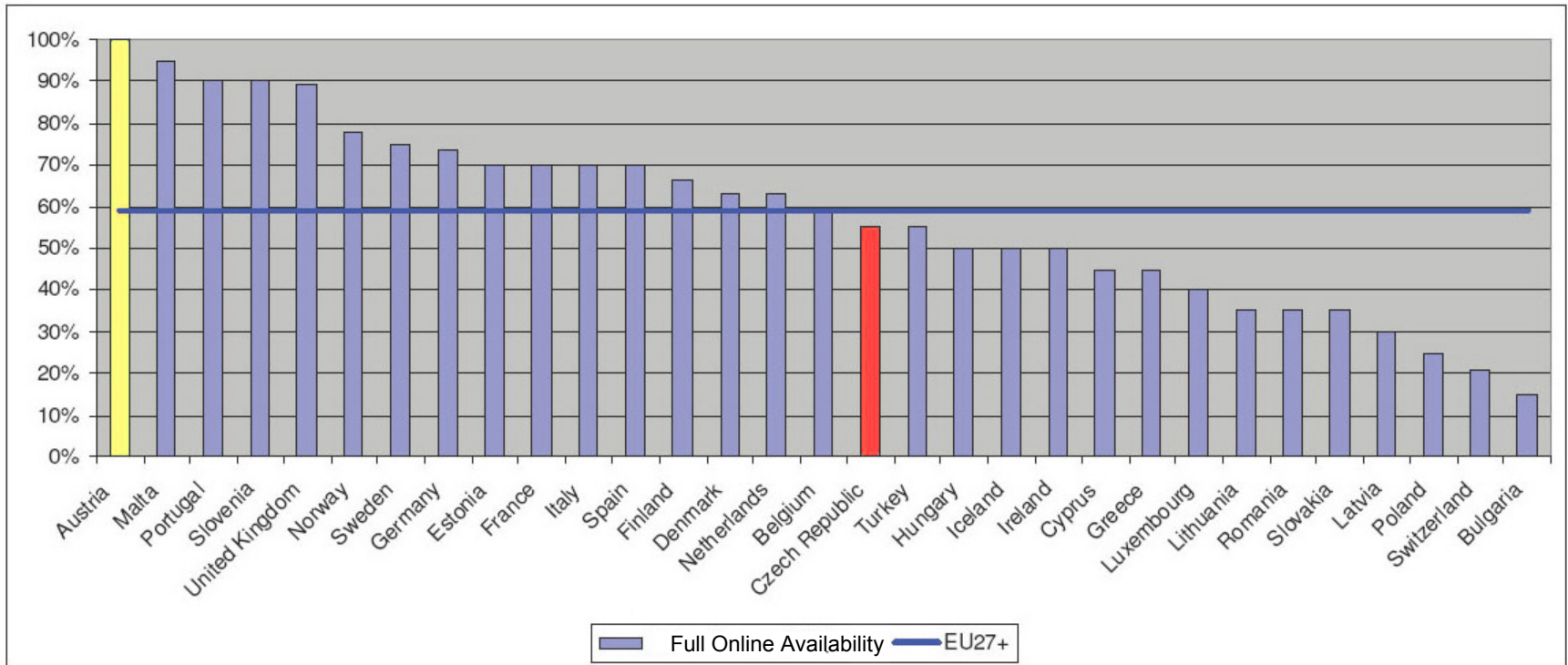
## Services for Citizens

1. Income taxes
2. Job search services
3. Social security benefits
4. Personal Documents (passports / driver's licenses)
5. Car registrations
6. Application for building permission
7. Declaration to police
8. Public libraries
9. Certificates
10. Enrolment in higher education
11. Announcement of moving
12. Health related services

## Services for Businesses

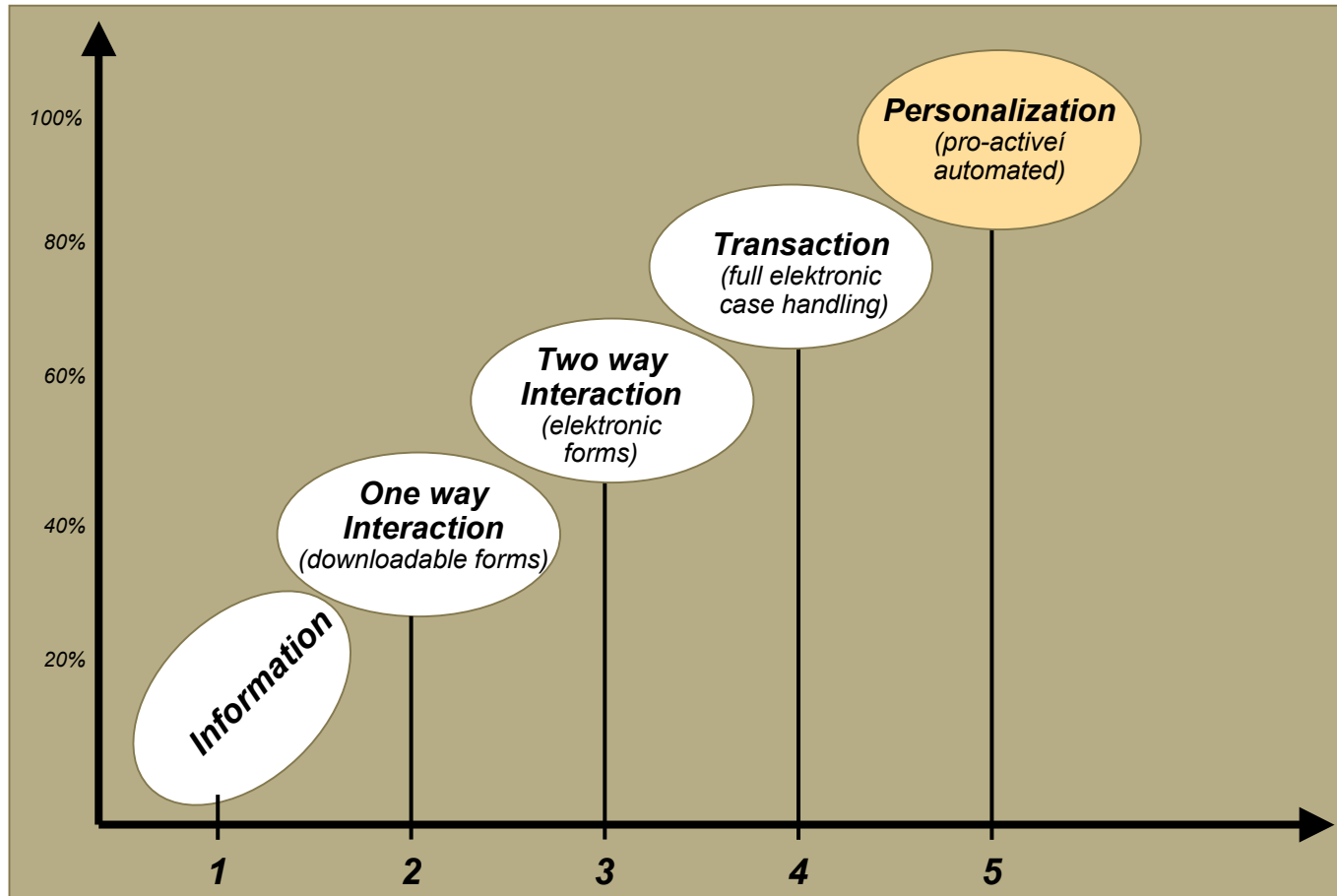
13. Social contribution fro employees
14. Corporate taxes
15. VAT
16. Registration of a new company
17. Submission of data to statistical offices
18. Customs declaration
19. Environment related permits
20. Public procurement

# EU 27+ Countries Ranking Regarding the Full Online Availability of Services



Source: European Commission, Directorate General for Information Society and Media

# From Information to Personalization



# Model of Electronic Service Sophistication (1)

## ■ Information ( 1<sup>st</sup> sophistication degree)

- ◆ Communication between the citizen and an office is of only one way type
- ◆ Access to new electronic media
- ◆ Advantages:
  - Information can be provided faster and more actual
  - Much wider access to information
- ◆ Citizen has naturally much more requirements on freshness of the information (comparing s with the printed information)
- ◆ There is no need to protect the information access ( e.g. by the citizen's identification)

# Model of Electronic Service Sophistication (2)

- **One way interaction ( the second sophistication level)**
  - ◆ The communication between citizen and office is still only in one way
  - ◆ Downloadable forms are offered
  - ◆ A citizen prints the form, fills it and sends it to the office by normal postal service.
  - ◆ If an identification of the citizen is necessary, it is carried out personally using an identity card with a photo
  - ◆ The offices cut the cost for printing at the expense of citizens
  - ◆ Standard paper forms still must exist at the offices (bureaus)
  - ◆ Electronic signature is not used

# Model of Electronic Service Sophistication (3)

## ■ Two way interaction ( the third sophistication level)

- ◆ The communication between a citizen and a office goes in two ways
- ◆ Electronic forms are offered
- ◆ Citizen fill the form online or at his computer
- ◆ A citizen prints the form, fills it and sends it to the office by normal postal service
- ◆ If an identification of the citizen is necessary, it is carried out personally using an identity card with a photo
- ◆ The offices cut the cost for printing at the expense of citizens
- ◆ Standard paper forms still must exist at the offices (bureaus)
- ◆ Electronic signature is not used

# Model of Electronic Service Sophistication (4)

## ■ Transaction services (the fourth sophistication level)

- ◆ target: complete processing of the citizen's apply by the electronic communication
- ◆ The electronic communication process between a citizen and offices are claimed to be a **transaction**
- ◆ A service request is filled online and sent to the office electronically through an e-mail or a web based form.
- ◆ The office response is delivered to the citizen electronically
- ◆ Advantages for a citizen :
  - Independency on time
  - Independency on place (important mainly for the countryside citizens)
- ◆ Problem : legal relevancy of the communication between citizen and the office
- ◆ identification of the communication participants and the content authenticity can be assured only with the use of the electronic signature

# Model of Electronic Service Sophistication (5)

- **Pro-active personalization** (the fifth sophistication level)
  - ◆ Repeated using of available data
  - ◆ Pro active public service delivery
    - Government pro-actively increases public services delivery quality and also the their user friendliness
    - E.g. the office informs the citizen in advance that it will require some information, or it can even fill the data in the form in advance to some extent allowable extent)
  - ◆ Automatic service delivery
    - Office provide the citizen with specific services automatically based on his social and economical rights.
    - The citizen does not have to ask for the services

# Personal Data Protection in Czech Republic (1)

- Identifier is a structure of data indications referred to the object to be identified
- Basic building stone of the e-Government is the way of identification of persons
- The crucial point is whether the records concerning my person are in the different government databases identified by the same identifier or not
- Czech Republic has established a qualified teams of experts that proposed e-Government architecture

# Personal Data Protection in Czech Republic (2)

- So called birth number is the mostly used identifier in the Czech Republic
- A number of ten ciphers, dividable by eleven without a remainder
  - ◆ First couple of ciphers = the last two figures of the year of the birth
  - ◆ Second couple of ciphers = the month of birth (for women increased by 50)
  - ◆ Third couple of ciphers = the day of birth
  - ◆ The final four ciphers = a number distinguishing between people with the same birth date
- Disadvantages:
  - ◆ Contains personal data (birth date and sex)
  - ◆ Validity restricted to 1<sup>st</sup> January 2054
  - ◆ Not fault tolerant

# Personal Data Protection in Czech Republic (3)

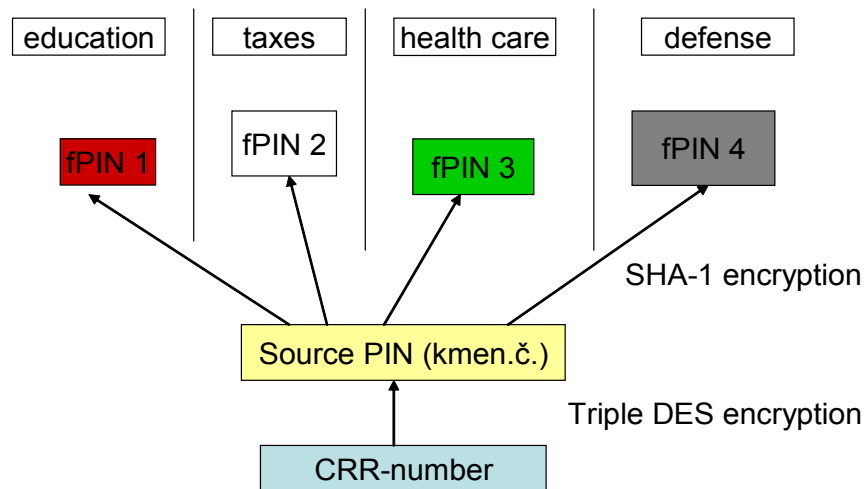
- A now being prepared legislative act about base registers already treats the personal identification using a meaningless identifier
- With the respect to e-Government act, the offices are not allowed to use the basic physical body identifier as a base common reference
- It means that there is no unique personal identifier to be used in citizen to government communication
- Physical bodies are identified according to so called agenda identifier of a physical body; which is a cryptographically one way and irreversible derived number

# Personal Data Protection in Czech Republic (4)

## Fractional PINs

fPIN = sector specific fractional PIN

CRR = Central Residents Register



# e-Government (1)

- Czech POINT
- P ODACÍ (submitting)
- O VĚŘOVACÍ (verifying)
- I NFORMAČNÍ (information)
- N ÁRODNÍ (national)
- T ERMINÁL (terminal)



# e-Government (2)

## ■ Czech POINT :

- ◆ Reduction of an oversized bureaucracy in the citizen-government communication
- ◆ Contact government place which will be processing 80 percent of agendas in a such way that the data will be moved instead of citizens to be forced to move“
- ◆ The offices will not have the competencies based on a concrete place
- ◆ Electronic banking analogy

## ■ Czech POINT provides following types of listings :

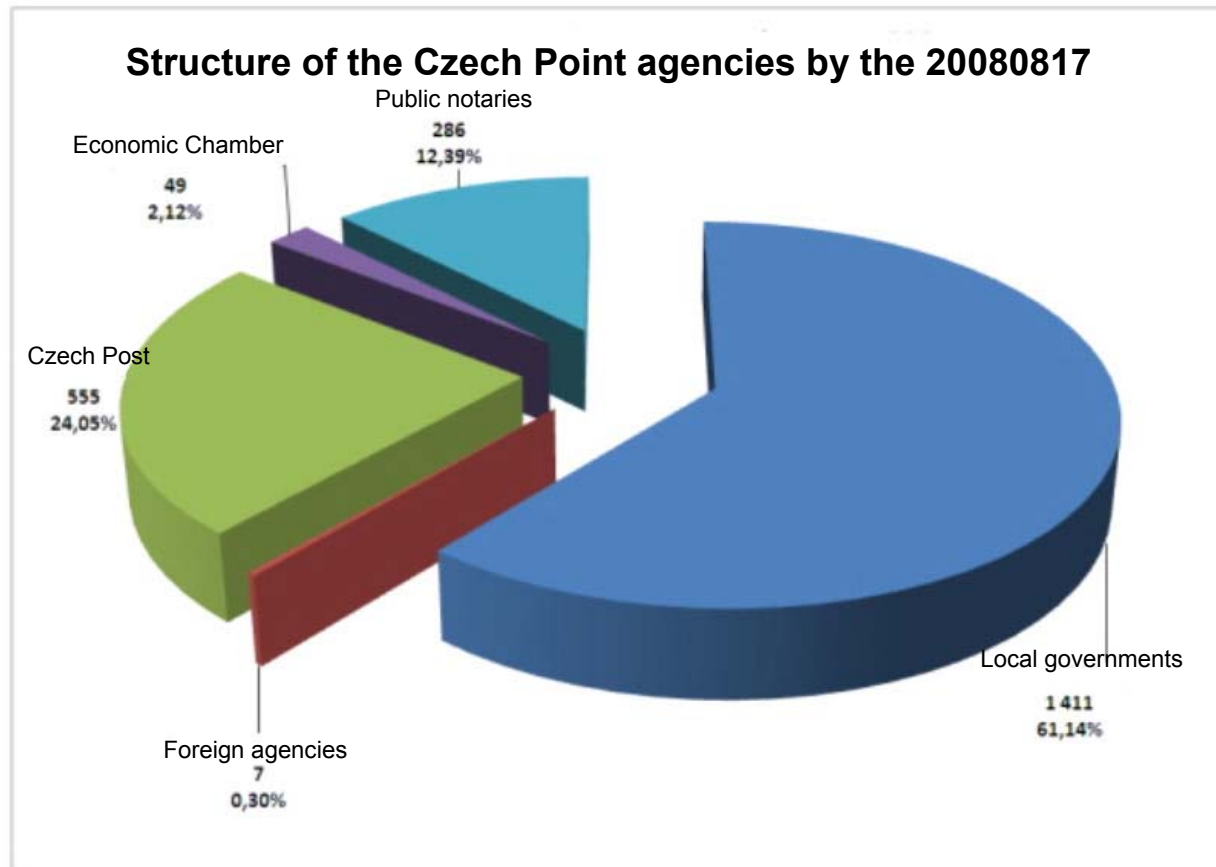
- ◆ Land register information
- ◆ Company register information
- ◆ Trades register information
- ◆ Rap sheet register information

# e-Government (3)

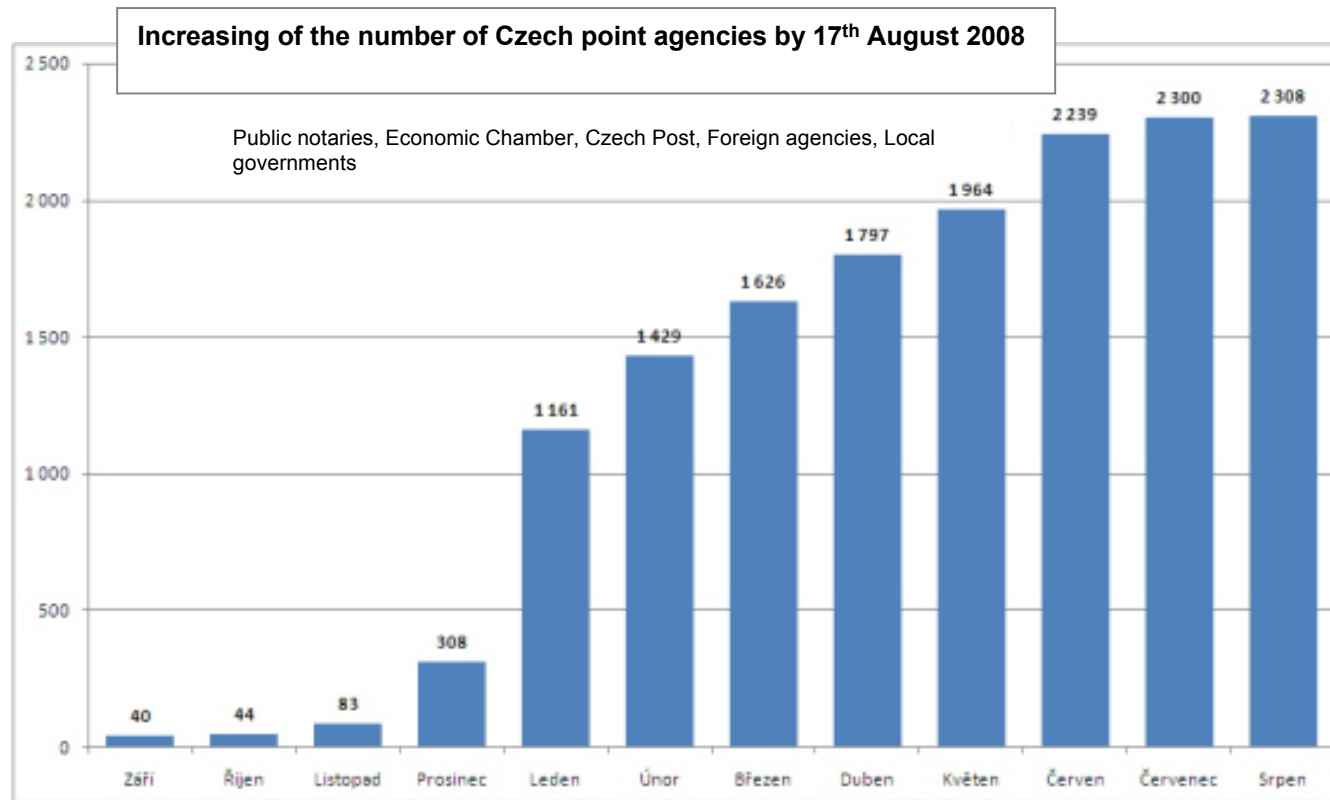
## ■ Legislative acts :

- ◆ Bill no 227/2000, on the electronic signature based on the bill no 110/2007.
- ◆ Bill no. 300/2008, on electronic transaction and authorised document conversion
- ◆ Bill no 300/2008 defines in the § 2 a conception a „data box“, which is used for the following electronic transactions :
  - The act forces a legal bodies to use the data boxes
  - The physical bodies do not have the obligation of using the electronic communication based on this act.
  - Delivery is done by the log in of concerned person ar by so called “fiction“.

# e-Government (4)



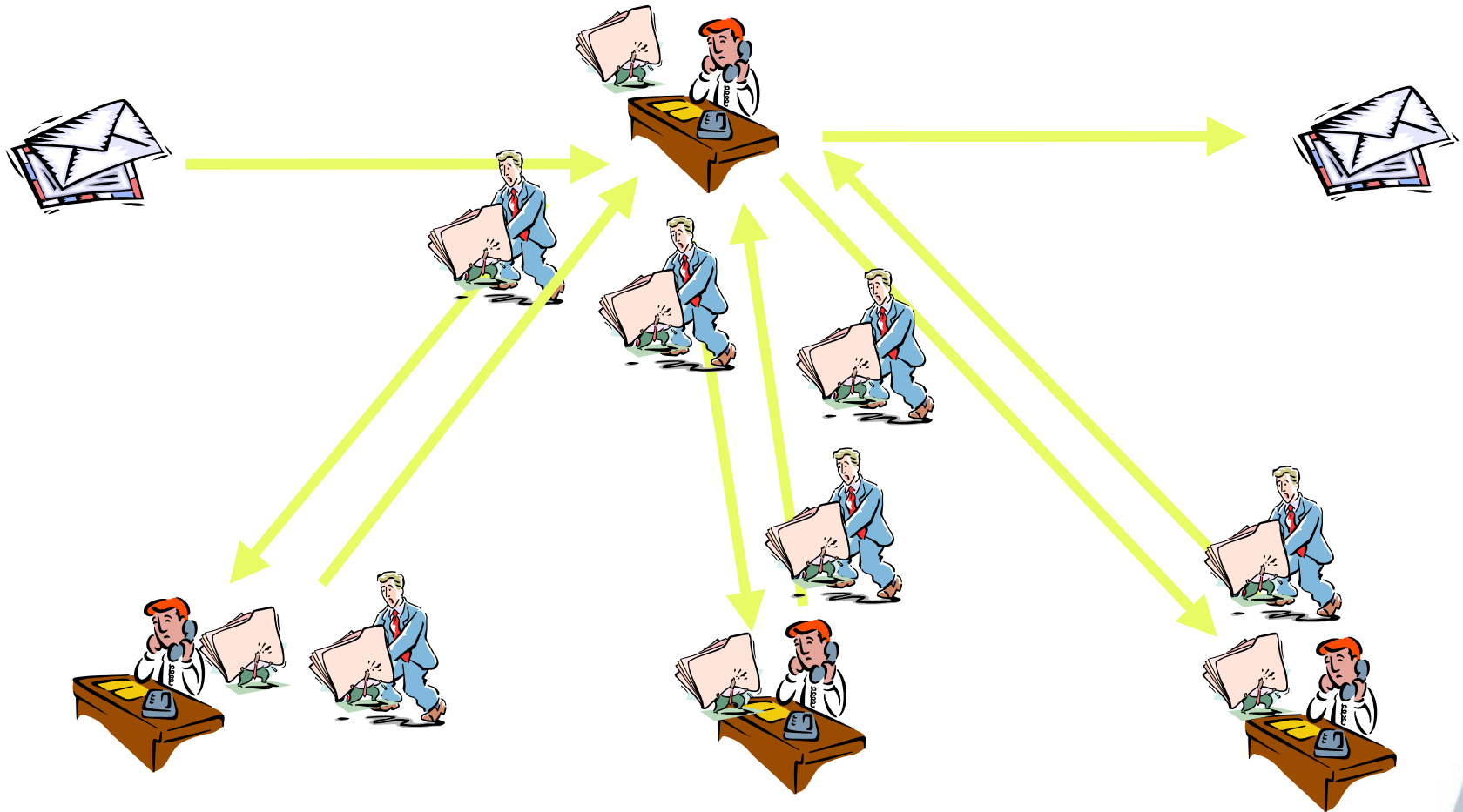
# e-Government (5)



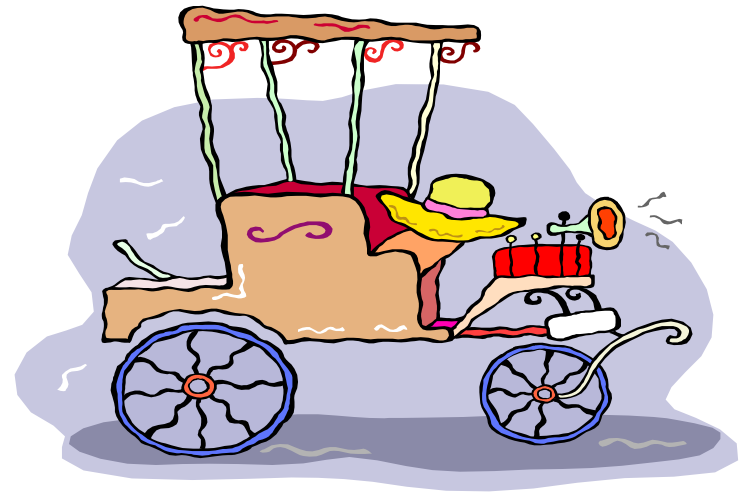
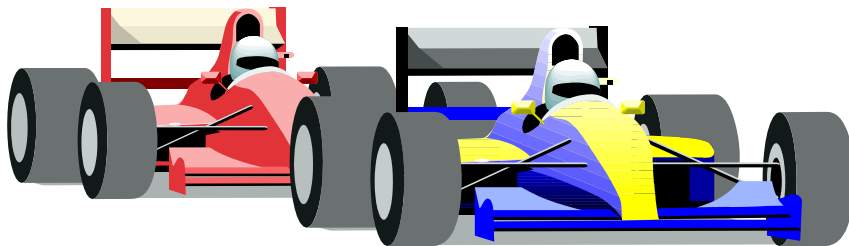
# e-Government (6)

To the 17 <sup>th</sup> August 2008	Year 2007	Year 2008	together
Land Register	28 379	134 177	162 556
Company Register	24 144	84 613	108 757
Trade register	1 338	3 408	4 746
<b>Rap sheet register</b>	0	324 945	324 945
<b>Sum</b>	53 861	547 143	601 004

# Old back office Workflow

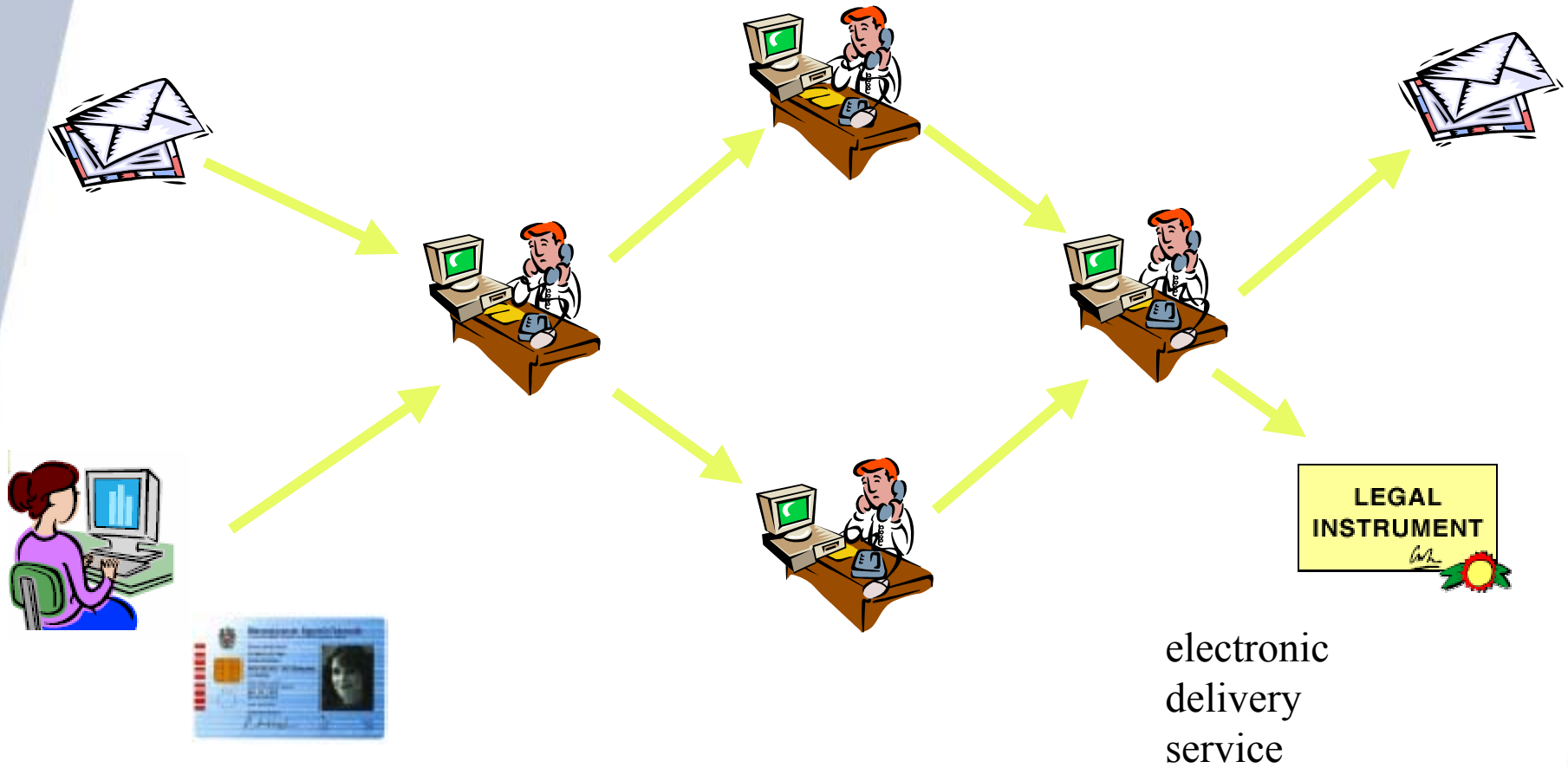


electronic forms published for citizens and  
paper based files in the administration =  
**Flintstone version of e-Government**



electronic forms published for  
citizens and electronic  
communication in the  
administration = **e-Government**

# New back office Workflow





**instead of  
collecting paper  
based files**

**support the new  
generation!**



**E-Government**  
**it's a journey not a destination!**  
**Don't repeat our mistakes &**  
**Profit from our experience**

# Telematics Services, a.s..

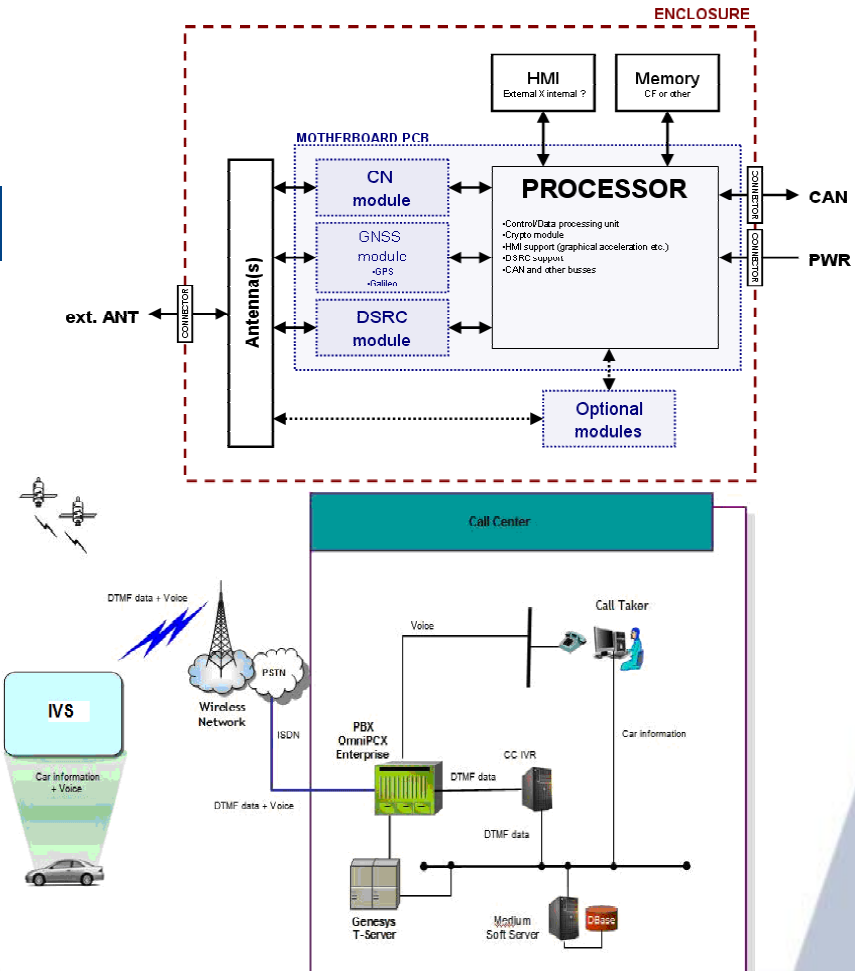
- Services targeting
- Key customers

- ◆ Public sector

- European Commission
- Ministry of Transport
- Ministry of Trade
- SEEDA (South East England Development Agency)
- Prague Municipality

- ◆ Private sector

- Telefónica O2 a.s.
- Skoda Auto a.s.
- Deloitte
- NESS
- etc.



# Cooperation Telematix Services, a.s. with CTU

## ■ Joint laboratories:

- ◆ Joint Laboratory for electronic identification (eIdent Laboratory)
  - Electronic identification in transportation
  - Electronic identification in eGovernment
  - Electronic identification in logistics
  - RFID technologies, chip-cards, etc.
- ◆ Joint Laboratory for certification procedures (Dotek Laboratory)
  - Testing of CALM technologies
  - Vehicle-vehicle, vehicle-infrastructure communication
  - Testing and certification of telematics services using GNSS

## ■ Co-operation with

- ◆ Laboratory of transport telematics
- ◆ Laboratory of system reliability



Discussion...



Thank you for your attention

