



European Good Practices

European eGovernment Awards

Winners 2009



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European Good Practices

European eGovernment Awards Winners 2009



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- DTI (Danish Technological Institute), Århus/Copenhagen (www.teknologisk.dk)
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Introduction: eGovernment belongs to everybody

Modernisation of service infrastructures, digitalised public administration, electronic access to public services, we refer to it in many ways: eGovernment covers a wide range of public services that are reorganized and improved using information and communication technologies.

For more than a decade the European Commission has encouraged transformation of the public sector and society through information and communication technologies (ICT) in the Member States. The EU agenda for eGovernment is not about officialese, exclusive services or abstract policy promises but rather specific guidelines for the Member States, promoting good practice exchange, implementing national and pan-European pilot projects and boosting eParticipation for enhanced citizen-based and transparent decision-making.

The main objectives of the European eGovernment policy are to improve quality of life for citizens, increase public trust in government and increase competitiveness of European enterprises. But more importantly, every political objective is designed to make a practical and positive difference to the daily lives of all citizens.

An important and specific piece of the European Commission's work for eGovernment has been to identify and promote the best European eGovernment solutions. Since their launch in 2003, the awards have been organised every two years; in 2003 and 2005 as eEurope Awards for eGovernment and in 2007 and 2009 as European eGovernment Awards. The award schemes help to stimulate innovation and shared learning by identifying and promoting good practices.

The awards and also European policy aims at better eGovernment culminating in the high-level European Ministerial eGovernment Conference, which also takes place every two years. The awards ceremonies have always been an integral part of the conferences – events which have more than 1,000 participants from across Europe. The focus of the European eGovernment Awards is in line with the strategic goals of the "i2010 - A European Information Society for Growth and Employment" initiative and other European Commission initiatives for the development of an information society for all.

Idea exchange requires openness and meeting points that enable individuals, institutions, companies and decision-makers to come together. Ever since their creation, the European eGovernment Awards have constituted this kind of meeting point. The European portal, ePractice.eu is another European initiative providing a place to meet, share and learn. ePractice.eu and awards are closely linked and serve the same purpose of inspiring and providing more transparent and transferable eServices for all citizens.

Observations and trends...

This publication presents the five winners of the European eGovernment Awards 2009. The winners represent different initiatives and good practice on how ICT can improve service delivery to citizens and businesses across Europe.

The European Commission call for good practice cases was open for two months, during which a total of 259 different case descriptions were submitted. 52 finalists were selected from the submissions who all took part in the finalist exhibition at the 5th Ministerial eGovernment Conference 2009 in Malmö, Sweden in November 2009.

The four principals of the European Commission's eGovernment policy were also included as award categories this year.

...eGovernment supporting the Single Market

Support for the Single Market is a new topic in the EU eGovernment Awards process and the first time a category focuses explicitly on cross-border issues and implementation of Single Market policies.

Category 1. eGovernment supporting the Single Market

« The most outstanding practices in cross-border services and information-sharing that have an impact on mobility for citizens and businesses across the EU are identified in this category. The focus is on cross-border cooperation and/or provision of services. Cases should deal with the implementation and/or support of internal market policies, such as the Services Directive, employment policies, public procurement, social security systems, etc. »

24 cases were submitted originating from 12 Member States, plus two from Turkey and one from Croatia.

This category contains a diversity of projects. Subject matters include the establishment of a validation authority for digital signatures (national and/or cross border), building modules that can be used in several countries as well as European cross border projects such as land-registers and delivering cross border information. Additional subjects tackled by the submitted project included a centralised system to enable effective implementation, use and monitoring of EU-funds and creating online one-stop-shop prototypes for easy transfer.

Generally, projects submitted were of a high quality and relevance to the category. Substantial progress compared to past awards came through clearly. In addition, many projects show a good general level of technical and managerial competence. In particular, projects addressing cross-border issues were found to be of a high quality and level of innovation as well as of a “breakthrough” nature.

That said, a number of projects equated innovation with ‘change’ between AS-IS and TO-BE situations only, instead of widening to many innovation types. For example, comparing new practice with others at least in the same country, process level, services, workflow, management, technology, products, culture, methods...

...eGovernment empowering citizens

As a theme, a citizen orientated ICT solution is not new to the awards as it has been a focal area in one form or the other since 2003.

Category 2a. eGovernment empowering citizens

«The focus here is to identify the most outstanding practices on improved and easier access to public services for citizens as the major beneficiaries of eGovernment. ICT solutions for participation and/or engagement and/or involvement of all groups in society are included in this category. »

A full 90 projects were submitted to this category, thus making it very diverse in terms of individual project solutions and the topics they address. The diversity of projects illustrates that Europe no longer focuses merely

on “basic needs” but is focusing on new challenges. Although “basic eGovernment portfolio” containing classic applications is largely in place today (e.g. the basic benchmarking services for citizens) many projects lack a touch of innovation. In fact, much that would have been notable in earlier years has already become “simple basics”, as illustrated by the take up in other countries of past winning solutions (e.g. the Norwegian MyPage solution from 2007) or at local or regional level as illustrated by the high number of online one-stop-shop concepts submitted – although with unique features such as generic systems for many small communities, easy transferability, assisted form creation etc.

Some areas include building online one-stop-shop prototypes (often as generic solutions), personalizing the web for greater user friendliness, disclosure to citizens of personal data located in agencies. Citizen information and advice is a new entrant with advice being offered in quite diverse forms – at times demonstrating real innovative solutions including comparison of services or delivering citizen information in a variety of forms, e.g. through local government funded broadband TV channel or portal on catalogues of government products and services.

Democracy and participation is also visible with a number of projects supporting the democratic deliberation of citizens, facilitating cross-border participation or participatory budgeting projects, ePetition systems, solutions set out to build a toolkit containing standardised eParticipation instruments or utilising novel visualisation and Web2.0 tools for participation. Growth in the eParticipation area is seen in examples across Europe. There are no projects which may be termed “a master project”; there is rather a host of solutions which deserve attention for their own specific design and approach to increase user take-up and participation. Web2.0 have in this and other regards become a trump-card for innovation not least in citizen participation in politics, discussing social problems, staff involvement in agencies, obtaining better citizen information, law enforcement by citizens reporting incidents, etc.

There is an overlapping zone between eGovernment and eHealth. Several noteworthy projects have been submitted in this sector. In fact, health and assisted living as a topic is highlighted as a key area of interest through solutions providing online assistance for the application and provision of care, a telemedicine service that can be used from a mobile, national vaccination register (for pandemics, etc.) as well as online geriatric information centre.

Other types of solutions include: information provision on carbon footprints or alerting via SMS; comparing and selecting services; information system on rights, entitlements and options during a period of unemployment or law enforcement systems for citizens to report incidents.

Lastly, there is an observable trend towards the use of open-source software and standard products as well as an increased level of technological and managerial competence, progress made compared to earlier awards.

...eGovernment empowering businesses

Like solutions targeting citizens, ICT solutions for businesses have been a theme in the awards since 2003.

Category 2b. eGovernment empowering businesses

«The focus here is to identify the most outstanding practices on improved and easier access to public services for companies creating business opportunities across Europe and thereby enhancing competition and generating savings for businesses and SMEs. »

27 projects were received for this category and like in the others and in previous years solutions are diverse. Topics included systems facilitating EU Procurement initiative and practices at national level or for the EU Services Directive – which became mandatory on 28 December 2009 – but also solutions empowering front office staff to service employers and job seekers.

Information provision and sharing is again present in the 2009 Awards, but compared to previous editions of the awards Web2.0 applications is increasingly finding its way into the public sector, in addition to more “traditional” online solutions for focusing on taxation, regional marketing, investment, research facilities etc. The building of online one-stop-shops for SMEs and single service platforms for use by several communities have proven to be increasingly popular in the last few years, with new add-ons to existing solutions for e.g. guiding agents and investment calculations.

Generally, the submitted projects illustrate a high degree of technological and managerial knowledge and understanding. Naturally the level of expectation has grown in recent years and solutions that a few years ago would have been considered innovative are now demonstrating broader European development to implement a wide portfolio of basic applications for businesses, and also to reduce administrative burdens for SME to public services, thus increasing their competitiveness.

...eGovernment enabling administrative efficiency and effectiveness

ICT enabling administrative efficiency and effectiveness is another well known category within the awards initiative and one that also focuses on administrative burden reduction, the business case, the use of standards as well as organisational and process re-engineering.

Category 3. eGovernment enabling administrative efficiency and effectiveness

«The most outstanding practices in innovating and/or re-organising services and processes making administrations more efficient and effective and reducing administrative burden will be identified. »

A full 112 projects from across Europe were submitted to this category. The nature of the solutions is varied and includes topics such as service and information delivery in diverse forms including: online one-stop-shops (as generic solutions, platform, toolkits, open-source-modules, etc.) and web-shop systems on government products and services; tax return system, land registries and cross-border information systems in a variety of topics (car registration, DNA, etc.). Development in recent years has gone beyond “plain basic needs” and proceeds towards new challenges.

As a consequence several otherwise sound projects which would have been notable in earlier years now lack a sense of novelty and innovation. This is particularly relevant for delivery channels like one-stop-shops, eProcurement and eInvoicing systems, which are increasingly considered part of a portfolio of classic applications. Still projects on quite conventional themes in 2009 were submitted by regional, even local, authorities indicating that there is: 1) a demand in smaller communities and regions for ICT solutions due to deficiencies; 2) an indication that eGovernment has reached a degree of maturity and is now penetrating local and regional authorities, and; 3) a realisation of the benefits of technology enabled delivery and communication channels and tools at local and regional level. As a consequence, these online one-stop-shop projects generally have specific features such as generic systems for many small communities, but which may be easily transferred, can assist in the creation of eForms etc. For example, in Silesia one generic system has been installed in 54 organisations across the region.

Diverse business or internal administration solutions are also in vogue. Solutions submitted include: monitoring EU Funds; cross-governmental sign-on; certificates of origin; communication systems for judges, public prosecutors, lawyers, and third parties; or even emergency systems to handle natural disasters, technological and human behaviour that may threaten people and belongings etc. For many of these projects information for administrations, businesses and citizens are topical with real advice offered in quite diverse forms – sometimes the projects demonstrate innovative solutions in which Web2.0 is increasingly seen in innovative forms. Examples include discussing social problems, staff involvement within agencies, obtaining better citizen and business information, law enforcement by citizens reporting incidents, etc.

Technical and managerial aspects emerged in the 2009 Awards as an important eGovernment aspect with an increase in the level of technological and managerial competence compared to earlier years. Examples include toolkits for development of knowledge management instruments, systems for form generation, multimedia usage for local information, systems enabling web trials for criminal cases. An increased attention towards key enablers such as identity management, interoperability, modules and architectures are also clear, with the focus on design, implementation, improvement, and standardisation not only to ensure interoperability but in the use of Web2.0 applications in diverse projects including staff collaboration, stakeholder involvement, etc. Lastly, in category 3 there is also an observable trend towards the use of open-source software and standard products.

EU-OPA, the European Order for Payment Application | Austria and Germany

Claiming cross-border unpaid bills through European Order for Payment Application

Thanks to the European Order for Payment Application (EU-OPA) late payments, which can cause real problems for many businesses, can be recovered faster and more efficiently.

Late payments constitute a major reason for insolvency threatening the survival of businesses, particularly small and medium-sized enterprises, resulting in numerous job losses. Swift and efficient recovery of outstanding debts, over which there is no legal controversy, is of paramount importance for economic operators in the European Union.

In December 2008, the European Order for Payment procedure was adopted as a uniformly applicable Regulation in all Member States without national transposition. The purpose of this Regulation was to simplify, speed up and reduce the costs of litigation in cross-border cases concerning uncontested pecuniary claims.

Within these premises the Austrian Federal Ministry of Justice together with Wedding Local Court in Berlin developed an IT application open to every Member State to fully realise the potential of the European Order for Payment procedure.

Application for all countries

The application contributes to the European single market policy through two main objectives: firstly, the application supports smooth functioning of cross-border civil procedures eliminating possible impediments. Secondly, access to justice for private individuals and companies is made easier.

The Regulation must be enforced by the individual Member States and their courts, which can lead to many variations due to different technical resources and procedural volumes. Therefore, the EU-OPA has been conceived for use in all European Member States with different IT infrastructures. It contains language and currency modules and all necessary components that can be integrated into electronic justice systems, thus achieving the single market objectives.

Companies that have claimed for less bureaucracy and increased efficiency will now have a comprehensive overview of the progress of any given legal procedure.

"The application is intended to be deployed in all EU countries. To support it, we decided to implement a common code kernel and built country specific modules for Austria and Germany around this kernel. Any other EU country will also be supported by adding such a country specific module" explains Dr. Martin Schneider, Chief Information Officer of the Austrian Federal Ministry of Justice.



With the exception of necessary national features, the application is suitable to be used in the entire European Union. Thanks to its modular structure and the use of open standards, the basic version can subsequently and continuously be extended in additional steps. Furthermore, several elements of this IT system could be used “mutatis mutandis” and thus reduce the time and the money required for its development.

A relief for companies but also for courts and staff

The EU-OPA benefits not only commercial success within the Member States, but also courts and their staff, making their work faster and smoother. Companies that have claimed for less bureaucracy and increased efficiency will now have a comprehensive overview of the progress of any given legal procedure. Furthermore, judges and special court clerks were involved in developing the application, which, in return, shows remarkably high user satisfaction.

For 12 months from December 2008 to December 2009, 1,676 actions were brought in and processed in Austria and 1,983 in Germany. The total value of all claims is €72,000,000, meaning an average value of €19,600 for each claim.

Implementing the system cost € 1.000.000, of which € 200.000 was received from EU funds. The application is in expansion, for which an additional € 500,000 has been reserved. Also, France has joined the initiative as a new project partner, promising a very positive future for EU-OPA.



Genvej | Denmark

One-time login to reach all public sector services in Genvej

Residents of the Gentofte Municipality in Denmark have 24-hour access to the Genvej-service providing them with personalised options and comprehensive information on available public services.

Gentofte is one of 98 municipalities in Denmark with approximately 70,000 citizens. The municipalities look after a number of issues: children's day care, environmental maintenance, elderly care, schools and much more. To make public procedures as easy as possible, the groundbreaking vision of the Gentofte Municipality was that citizens only have to login once to access all relevant information and services offered by the public administration.

Having launched the Genvej-service, the Gentofte Municipality is now providing optimal digital service to its citizens and encouraging its residents to take advantage of self-services options.



Providing lifelong and lifespan-wide services

In Genvej, among other things users can see their name, social security number, age, address and the names of their parents, spouse and children. For real estate issues users can access information on renovation, pests, water supply, photos, municipality plans and registration tests. Parents find useful information about schools and day care and can submit information about their children, such as sickness, who is picking up the child, permissions for excursions and signing up for parent meetings. Furthermore, users have access to union services, school enrolment and library services, and they can order a Danish Health Security card, change their house doctor, order a passport and subscribe to dentist services. Genvej integrates a number of regional, national and private partners such as tax authorities and the healthcare sector. Logging on to Genvej requires a personal log-on key - OCES Digital Signature - which all Danish citizens can request for free.

Special attention has been paid to households with children under 18, approximately 8,000 households in the municipality. In total, Gentofte has over 30,000 households, out of which 4,600 have already been using the service since June 2009.

Genvej's main target users are all residents over 18 years of age in the Gentofte Municipality, totalling over 50,000. A broad selection of information and services has been made to satisfy the needs of the municipality's general population. Special attention has been paid to households with children under 18, approximately 8,000 households in the municipality. In total, Gentofte has over 30,000 households, out of which 4,600 have already been using the service since June 2009.

Hans Toft, the Mayor of the Municipality of Gentofte has emphasised that Genvej is an important pivot for the municipality's citizen service development. "We can offer our citizens a targeted and individual service 24/7".

Front-runner in the area of digital development

The Danish public administration as a whole has very high ambitions for digitalization of public services. The Local Government Denmark association has decided on a common public digital strategy called "e2012". According to the strategy's vision "the municipalities take responsibility for citizens experiencing an efficient digital service, in line with citizens' needs". Genvej fits very well into the ambitions of e2012, and Genvej is known in the Danish public sector as a front-runner in the area of digital development.

Thanks to Genvej an increasing number of citizens are using the self-service solutions on the Internet, employees and citizens have developed their IT skills and the administration has shared experiences with the rest of the public sector. Genvej contributes to equal possibilities and access to Gentoft's services and other public instances for all citizens regardless of time and place. Over all, Genvej makes it as easy as possible to be a citizen in a digital world.



MEPA, the Public Administration eMarketplace | Italy

Creating the new virtual marketplace generation

At the Italian public administration eMarketplace (MEPA) Small and Medium Enterprises (SME) are in a better position for selling while public administration is in a better position for buying.

Internet has become the place to match two important interests: public administration is in constant need of purchasing goods and services in different market segments, such as ICT, office furniture, healthcare products, cleaning products and services, garments, and stationery. Meanwhile, SMEs need to offer and sell their products and services. An effective solution for connecting these two interests and covering their needs is MEPA, a virtual marketplace.

MEPA is a dynamic eProcurement platform where products and services are presented in e-catalogues according to standard formats. Public buyers can search for, compare and purchase the products offered. Suppliers can decide the geographical area in which they deliver their products and optimize their selling strategy at any time by specifying different quality dimensions or by promoting in real time new price conditions or new products.



New opportunities for SMEs and public administration

The eProcurement platform is managed by Consip SpA, a company 100% owned by the Italian Economy and Finance Ministry. The platform responds to previous problematic situations whereby SMEs lacked efficient access to public contracts. In order to rectify this first a new legal framework had to be introduced, which provided unified rules for public sector purchases and increased transparency, openness and opportunities for competition. The new framework has also managed to satisfy public administration needs for both standard and highly customised supplies by establishing product specifications, terms and conditions.

MEPA contributes to rewarding the valiant effort the Italian public administration is making in its modernisation process. The project has also proved that trust encourages good governance and good governance in turn boosts trust.

MEPA now connects thousands of public bodies and suppliers all over Italy. It allows registered administrations to use two main purchasing tools: Direct Order and Request for Quotation. The latter enables public administration to negotiate price and service conditions by inviting a pool of qualified suppliers to make a customised quotation, providing price and technical/quality details. This dynamic procedure stimulates strong competition, gathering offers from various suppliers.

Today's scenario has allowed SMEs to overcome the idea that they would not be able to win - or even participate in - public contracts due to their limited territorial visibility and non-transparent public procurement scenarios.

Today, out of the over 5,000 registered suppliers 97% are SMEs and 64% are “micro companies” (less than 10 employees). After 6 years of intense activity MEPA has managed purchases worth over 172 million euros, performed by more than 4,300 active public buyers. The catalogue has 539,000 items offered by more than 2,700 enterprises and over 63,000 transactions have taken place.

Furthermore, when using the electronic marketplace, the Italian public administration can save up to 53 million euros per year by avoiding the use of toners and 9,000 tons of CO₂ emission by reducing by 20% the total amount of printed paper.

Rewarding project

MEPA contributes to rewarding the valiant effort the Italian public administration is making in its modernisation process. The project has also proved that trust encourages good governance and good governance in turn boosts trust.

According to Danilo Broggi, CEO of Consip SpA “MEPA has proved to be a tool capable of offering and developing labour and business to SMEs, guaranteeing - at the same time - transparency, process simplification and savings to public users”.

The experience so far shows that adopting MEPA has afforded SMEs strong innovation leverage. MEPA has encouraged enterprises to become more acquainted with the use of ICT and electronic tools and has resulted in a growing number of public administrations and suppliers using a fully digital procedure.



Licensing of Hunters via the "Multibanco" ATM Network | Portugal

Obtaining hunting licences via local cash dispensers

In Portugal an innovative use of a cross-bank network of cash dispensers enables hunting licences to be obtained any time of the day without queuing.

Previously, to obtain a hunting license for each hunting season Portuguese hunters had to go to the National Forest Authority, an organisation in the hunting sector, or to a town hall, which could mean long travel times. Not only did this prove to be scarcely effective for State revenue collection but information was so dispersed that it made it impossible to count the exact number of licences issued, or even ascertain their legality.

Hunting areas are spread over the entire country and public administration working hours are not fully compatible with the practice of hunting, requiring a modernising of the system. An electronic mechanism that best suited the pre-set requirements was a Multibanco ATM network system, a universal network of banking services.



The Multibanco network is an electronic cross-bank network of automatic teller machines (ATM) with a geographical distribution covering the whole of Portugal. The Multibanco ATMs are available across the country 24 hours a day and 7 days a week, key factors when choosing this technological solution.

Hunting: a growing traditional activity

The hunting sector in Portugal has an important economic and social value of more than 340 million Euros. The country is divided into approximately 4,300 hunting areas, which correspond to 90% of the mainland national territory and over 7 million hectares.

The hunting sector required modernisation to adapt to the increasingly younger and numerous practitioners. Management of hunting areas had to be improved. Technological innovation has contributed greatly to the maintenance and growth of this traditional activity.

Part of the revenue generated from this electronic solution is transferred to the organisations in the hunting sector to be reinvested in projects designed to stimulate the sector's growth.

The execution of this project is part of an ambitious programme launched by the Portuguese Government to promote administrative and legislative simplification, called Programa Simplex. The programme pursues creation of mechanisms for de-bureaucratisation of procedures and de-materialisation of processes, as well as administrative simplification to boost Portugal's competitiveness, reducing standard costs.

In the hunting season 2008-09, 80% of the more than 150,000 total hunting licences were issued via the Multibanco ATM network in a fully computerised environment, regardless of the allocation of

human resources and materials. To use the system, a hunter only needs his hunter card and taxpayer identification numbers.

Benefits to hunters and administration

The new system has offered greater convenience and a faster service delivery to citizens, also providing simplification and updating of a procedure that was already showing signs of detachment from the current social context.

Hunting areas are managed by around 3,000 hunter associations and hunting and fishing clubs, which are represented by regional and national organisations. Part of the revenue generated from this electronic solution is transferred to the organisations in the hunting sector to be reinvested in projects designed to stimulate the sector's growth, thus helping to increase revenue obtained through the system. The system has also meant 42 employees have been relocated from licensing tasks to cover other National Forest Authority needs. Moreover, police authorities now have access to the electronic platform generated by this system and can consult records of all licensed Portuguese hunters, therefore increasing their capacity to supervise the practice of hunting.

The entire system's operability has proved extremely important for the solution, particularly when one of the main objectives was the creation of a service that can be easily and intuitively used by citizens. It was also considered important to simplify the whole process and make the relationship between citizens and public administration smoother, while still focusing on the legal security inherent in this licensing process.

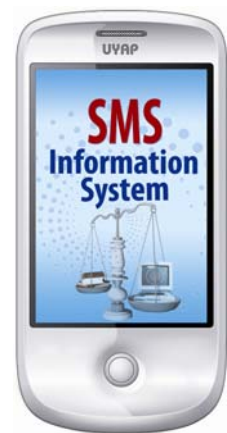


Transforming the vision of judicial organs through mobile services

The SMS Information System, provided by the Turkish Ministry of Justice, is leading the way from a conservative state that demands information from citizens to a modern state that swiftly provides them with information.

Imagine receiving instant information by SMS about any kind of event related to your legal process without having to go to the court house. The Turkish SMS judicial information system has managed just this as it automatically informs by SMS all related stakeholders of any legal event, data or announcement performed by any judicial unit such as courts, public prosecutor offices and enforcement offices.

Obtaining correct information previously depended on regular mail and/or going to the courts in person. Thanks to this new system citizens and lawyers can receive important legal information, such as status and latest changes of ongoing processes, court hearing dates and suits or claims against them directly on their mobile phones.



Bridging the gap between justice staff and individuals seeking justice

Sending an SMS does not replace official notification but it provides information to stakeholders who can take necessary measures in time without delay or foregoing their legal rights. The SMS Information System has reduced communication costs which would otherwise be incurred in a paper-based system.

The system provides two types of SMS services. The first delivers a single message through a basic query made by the user, and the second is a subscription for notification of every action. Subscription to the system is totally free and easy: to subscribe, the person only has to send an SMS to the number 4060 with his or her citizen ID number and the word "ABONE" (Subscribe). After being subscribed, in order to provide service continuity and prevent unnecessary usage, citizens are charged for only 7 SMS, which is less than the cost of public transport to go to a court house. The nationwide obligation of using each citizen's unique ID number in every process is one of the features that makes it possible to implement the system.

The system has helped to reduce the huge workload for staff attending citizens' inquiries, not to mention remarkable time savings for lawyers and average citizens.

The system enables cost savings up to 7 million Turkish lira (around €3.3 M) savings per year in terms of postal expenses throughout Turkey.

In January 2010, nearly 2,000 lawyers and over 80,000 citizens are already using the system and the number of users is increasing by 500 every day. The system has already sent out over 1,000,000 messages at a rate of around 1,000 daily messages. Also, every day nearly 2,000 legal summons sent out by courts or public prosecutors are handled by SMS.

The system has helped to reduce the huge workload for staff attending citizens' inquiries, not to mention remarkable time savings for lawyers and average citizens. Also, disabled people and people living in remote areas benefit as complicate journeys to a court house are no longer necessary because they can learn about their cases directly through their mobile phones.

From eGovernment to mGovernment

The Turkish Constitution states that judicial tasks should be handled in a swift and economic manner. In addition, better and easy access to justice is included as fundamental priorities in the Accession Partnership of the European Union and in the government's National Plan. The Turkish government is actively following these programmes in the course of progress towards accession to the European Union and in response to obligations of the EU acquis. Work performed by the SMS Information System fully complies with the E-Plus strategy of the EU, which aims to establish a high level information society and eliminate the gap between justice staff and individuals seeking justice. Moreover, delivery of information through SMS will facilitate and accelerate access to courts as required by the Convention for the Protection of Human Rights and Fundamental Freedoms.

The project has aided in acknowledging the importance of mobile devices, which are being used to improve communication between judicial organisations and the general public for better and faster access to justice. Accordingly, the Turkish Ministry of Justice has provided coordination and cooperation with the selected GSM operators to benefit from the latest technology and methodologies.

The most important lesson to be learnt from the SMS Information System is how effective use of mobile technologies can reduced administrative and communication costs, enhance effectiveness of justice and increase transparency. In many cases it is more effective and quicker to send an SMS to invite witnesses to a court since they take it more seriously through a mobile phone.

New technological developments in the world are leading to new changes in the way eGovernment services can be provided to citizens and businesses through mobile services. MGovernment is considered to be the next inevitable path of eGovernment since the number of people accessing information by mobile phone and mobile internet connection is rapidly on the increase. Mobile access to information – anywhere, any time – is becoming part of daily routines, and governments will have to adapt their IT policies according to this demand. The success of SMS Information System in Turkey is a very good example of this evolution.



Selection process and jury's appreciations

The selection process

A panel of independent experts evaluated the cases submitted in categories 1 to 3 ultimately selecting 52 finalists. The experts were drawn from across Europe from a variety of backgrounds to ensure the widest possible coverage in terms of specialist knowledge and geographical balance.

To ensure the highest standards and complete impartiality each eligible case was assessed by independent experts through three different and subsequent phases:

- **Phase 1 – distance evaluation:** Three experts per case worked separately in an initial phase of the evaluation process during which all of the submissions were pre-assessed. A minimum quality threshold was established at this phase. Only submissions scoring above this threshold passed on to the second phase.
- **Phase 2 – consensus meeting:** Three experts per case agreed on a preliminary ranking, which included the top 52 cases (the short-list of finalists).
- **Phase 3 – exhibition and final decision:** A committee of judges (jury), also composed of independent experts in the field, attended the exhibition at the ministerial conference on 18 November 2009 to assess the 52 short-listed cases based on the evaluation criteria. The final phase consisted of visits to the exhibition stands and final conclusions.

All the cases were evaluated according to six evaluation criteria:

- **Criterion 1 – Relevance:** Relevance of the case in the light of the overall objectives of the awards scheme and the specific policy context.
- **Criterion 2 – Impact:** The main results, impacts and benefits (qualitative and quantitative) for all stakeholders involved (including public administrations).
- **Criterion 3 – Innovation:** The extension the case goes beyond current practice in the field.
- **Criterion 4 – Potential for sharing good practice:** What and how others can learn from this initiative.
- **Criterion 5 – Management approach:** The key components and success factors of the management approach.
- **Criterion 6 – Communication and dissemination:** The key components of the communication strategy and approach.

The five winners, i.e. the highest-ranking cases in each category and the public prize, for which voting was open to the ePractice.eu community, were announced at the 5th Ministerial Conference on eGovernment in Malmö on 19 November 2009.

The list of the 52 awards finalists 2009 and 56 additional good practice label recipients is available at the awards website: www.epractice.eu/awards

See past and present awards submissions at: www.epractice.eu

Category 1. eGovernment supporting the Single Market

▪ WINNER

EU-OPA, the European Order for Payment Application

Austria and Germany

Jury's appreciation: EU-OPA is jointly developed by Austria and Germany for electronic processing of the European order for payment procedure. Taking into account its significant importance for other European Union Member States, this case is an excellent example of the start of a new strategic bilateral process, with its motivation embedded in European legislation. The threat of introducing an additional administrative burden is eliminated by this cross-border application: it makes life easier for citizens, businesses and administrations. The solution is scalable, uses open standards and can easily be delivered in any European language.

Coordinating institution: Austrian Federal Ministry of Justice

www.bmj.gv.at/

▪ NOMINEES

EULIS, the European Land Information Services

Netherlands, Austria, Finland, Ireland, Lithuania, Sweden and the United Kingdom

Jury's appreciation: EULIS is an impressive cross-border solution that has grown stronger through every country or EU Member State that joins the project. EULIS helps facilitate a more transparent and accessible European real estate market. It meets the needs of professional users, such as lenders, agents and other professional groups, and is a strong example of opening up the European market.

Coordinating institution: Dutch Land Registry Office

www.eulis.eu

Cross Border Digital Signature in Company Registration Portal

Estonia, Lithuania, Finland, Belgium, Austria and Portugal

Jury's appreciation: Cross Border DS is based on the structure and use of the Estonian ID-card and how easy it is to establish a company in Estonia. Estonia was a strong finalist in Lisbon 2007, and the Portuguese have subsequently taken advantage of the opportunity to obtain a strong international partner to develop ID-cards for establishing a business. Cross Border DS enables cross border establishment and registration of businesses. However, using the ID-card has much more potential for both businesses and citizens. Very good use and reuse of smart work in Portugal and Estonia and a very good basis for crossing even more borders.

Coordinating institution: Centre of Registers and Information Systems

<https://ettevotjaportaal.rik.ee>

Category 2a. eGovernment empowering citizens

▪ WINNER

Genvej *Denmark*

Jury's appreciation: Genvej is a convincing citizen centric project. It highlights the relevance of electronic IDs and their use for second generation innovation, which harnesses the complexity of structures for eServices. It enables reuse of public sector information from various sources and gives the citizen access and actual use of this information. It combines integration and simplification from the user's point of view. Genvej provides innovative eServices and empowers citizens with transparent use of their information. It has high individual and household usage by drawing in users through online services and information that people require. It combines ICT tools (sms, internet, etc.) with traditional service channels. Genvej is a relevant case with a broad potential for being shared with other municipalities, cities and countries. The project also underscores the need for future exploration of privacy challenges.

Coordinating institution: Municipality of Gentofte
www.gentofte.dk/genvej

▪ NOMINEES

C3CAT, the Catalonia Citizen-Care-Centric Approach to eGovernment *Spain*

Jury's appreciation: C3CAT is a well - conceived project. It is a complex and innovative model and methodology for citizen care centric eGovernment. C3CAT has special focus on citizen interaction models. C3CAT empowers government agencies by informal networking across organizational boundaries. C3CAT creates an environment for collaborative development (workshop) and scalability of software development. C3CAT features embedded measurement for use in applications/services, and functions as a dashboard for IT administrators.

Coordinating institution: Regional Government of the Generalitat de Catalunya
www.gencat.cat

Compare Services in the City of Stockholm *Sweden*

Jury's appreciation: CS is a customer - responsive 2nd generation eGovernment application and is an innovative model for comparative "shopping" for services. CS benefits citizens by providing added value comparison of local services. It increases the quality of services by making data transparent and comparable. CS has an innovative approach to targeting communication about services with potential users according to the time of year (e.g. school choice) and segments of society. High usage and high impact for citizens in their decision - making when selecting services. The concept could easily be transferred to other services, locations and administrations.

Coordinating institution: City of Stockholm
www.stockholm.se/jamfor

Category 2b. eGovernment empowering businesses

■ WINNER

MEPA, the Public Administration eMarketplace

Italy

Jury's appreciation:

MEPA is a highly innovative initiative. Its impact is high for governmental institutions but importantly also for SMEs offering products and services relevant for public sector organisations. The entire process is electronically supported and MEPA features an eCatalogue and provides for two buying procedures, including direct orders and requests for quotations. An additional feature of this project is the successful use of digital signatures. The project has also ensured user take-up through dissemination and communication activities, including 'training desks' answering specific and fundamental queries related to the use of the MEPA provided tools.

Coordinating institution: Consep SpA

www.acquistinretepa.it

■ NOMINEES

NemHandel, the Open, Shared eBusiness Infrastructure

Denmark

Jury's appreciation:

NemHandel is a high - impact solution for all Danish businesses and the Danish government, its agencies and for business - to - business purposes. NemHandel provides effective and secure electronic invoicing. NemHandel's scale of implementation, its impact and the direct and calculated benefits are very impressive. NemHandel can easily be implemented at European level.

Coordinating institution: Danish National IT

<http://en.it.dk/architecture-and-standards/nemhandel>

Verksam.se, the Business Link to Government

Sweden

Jury's appreciation:

Verksam.se is the link between businesses and public sector organisations in Sweden. It provides a comprehensive single point of access for entrepreneurs and enterprises to relevant and official eServices and information from public authorities. Verksam.se is the result of public authorities incorporating new entrepreneurial thinking and is a unique collaboration of fresh ideas.

Coordinating institution: Swedish Companies Registration Office

www.verksam.se

Category 3. eGovernment enabling administrative efficiency and effectiveness

- **WINNER**

Hunting Licensing via "Multibanco" ATM Network

Portugal

Jury's appreciation: AFN/MB hunting licensing via the "Multibanco" automatic teller machine (ATM) network is an excellent example of user - centric service transformation. It enables a user group not usually familiar with online services to utilise an existing and well - known distribution channel - the banking sector's ATM machines - to pay and obtain a service, in this case a hunting license. At the same time AFN/MB convincingly shows substantial achieved benefits for public administration, as providing these licences brings significant savings to resources that have been reprioritised for other purposes. The uptake in the first year was an impressive 80% among a target group of initially sceptical users. The ATM machines constitute a central hub for services in a country with limited broadband penetration, and thus shows that ICT based services can increase efficiency through the use of existing and easy to use channels. The approach and use of ATMs as a service delivery channel is reusable for other types of services and transferable to other geographical and cultural contexts.

Coordinating institution: National Forest Authority

www.afn.min-agricultura.pt/portal/caca/cacador/licencas-caca

- **NOMINEES**

ERMIS the Interoperability Infrastructure for Service Transformation

Greece

Jury's appreciation: ERMIS is a web - based infrastructure service that delivers eGovernment services to the Greek public. The innovativeness of ERMIS is on the one hand the completeness of a standardised infrastructure perspective that encompasses a service registry for all government services as well as tools to assist public sector organisations in making use of the infrastructure when implementing eServices. ERMIS has helped reduce processing costs for the Greek administration and has reduced public waiting times.

Coordinating institution: Ministry of Interior

www.ermis.gov.gr

FPA, the eProcurement System by the Federal Procurement Agency

Austria

Jury's appreciation: FPA is a complete and convincing eProcurement case. FPA provides high innovation in monitoring and optimizing the whole procurement lifecycle through strong institutional and legal support. FPA's impact is real and proven through a robust and demonstrated methodology.

Coordinating institution: Federal Procurement Agency

www.bbg.gv.at

- **WINNER**

SMS Information System

Turkey

Jury's appreciation: Based on more than 1500 voters via the ePractice.eu portal from 2 October to 11 November, the winner of this year's Public Prize is the SMS Information System from Turkey. This project was submitted in category 2a for eGovernment services empowering citizens. SMS Information System offers a subscription service for lawyers and citizens to ensure that instant information is provided enabling all parties to take the necessary steps in time thus preventing infringement and privation of their legal rights while reducing costs for all.

Coordinating institution: Information Technologies Department, Ministry of Justice

www.adalet.gov.tr/english/sms

Further information:

European eGovernment Awards 2009

<http://www.epractice.eu/awards>

5th Ministerial eGovernment Conference

<http://www.egov2009.se>

eGovernment in Europe

<http://ec.europa.eu/egovernment>

European eGovernment Awards Consortium partners:

