



This is the fourth progress report e-Government.  
The graphic design has been adapted to the new house style of e-Government



# Notes on 'milestones'

In the timetable the e-Government icons are used which cover a few milestones in the realisation of the basic facilities.  
These icons can be explained as follows:

Progress Report 4  
e-Government



**Policy process completed**  
The administrative process often comprises an exploratory study, a feasibility study and then a decision to implement. All these steps support the policy cycle. The end of the policy cycle is often marked by a decision to implement, which is notified to the House of Representatives. The end-result of the policy process provides information on government policy regarding e-Government and the general timetable.



**Data model complete**  
A data model sets out the scope of the facility, what data will and will not be stored in future, and how. It also sets out the relationships with other data sets. Thus the data model says a lot about the area of application of the facility and its place in e-Government as a whole.



**Design complete**  
In addition to the design of the data model, functional and technical specifications need to be drawn up stating how the facility should work. This is then developed into a blueprint, specification or design which sets out the operation of the basic facility. The design gives organizations an idea of what the new facility will look like.



**Interchange concept/connection requirements complete**  
The basic facilities are created to enable (in conjunction with other facilities) information to be exchanged and stored and functionality provided to users. As more organizations, and new organizations, need to work together, agreements have to be reached on standards and concepts to enable data to be shared. There may also be connection requirements: what requirements does an organization/infrastructure have to meet so as to be able to use the facility? Once this is known, organizations can gauge what changes they need to make in order to use it.



**Legislation on final decision submitted to House of Representatives**  
Some basic facilities will only be able to be used to the full once there is new or amended legislation that permits their use or makes it compulsory. This is why legislation is part of the project timetable for basic facilities. The law gives organizations an understanding of the legal implications of using the facility. Details of the legislative process are needed in some tables: in this case a number of 'legislation icons' are used, with the legislative phase shown in the respective text bubble.



**Pilots completed**  
Many programmes for creating basic facilities include a period of small-scale testing to ascertain how to make optimum use of the facility. This usually results in minor modifications and provides some initial experience.



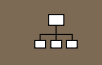
**Organization set up**  
Once the basic facility has been developed it will remain in existence for many years and be developed still further. This requires an organization to manage and maintain it, including appropriate procedures, users' councils etc. Arrangements need to be made for this in advance in the project.



**Roll-out commenced**  
The facility is ready to be used by users. It is made available, linked up or otherwise commissioned under an implementation plan.



**Transferred to management organization**  
This shows when the project has been completed and transferred to the organization responsible for managing and maintaining it. In some cases it is desirable to indicate the projected roll-out results.



**Absorbed into management organization**  
When a basic facility is handed over to management, it is absorbed into the appropriate management organization.

# Progress report e-Government

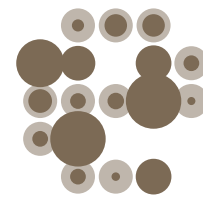


The Netherlands

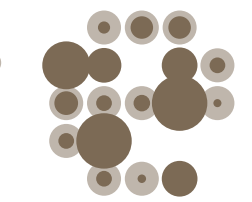
**Editor**  
Ministry of the Interior and Kingdom Relations

**Information**  
E-Government Knowledge Centre  
Telephone number: +31(0) 70 888 78 20  
E-mail: [info@e-overheid.nl](mailto:info@e-overheid.nl)  
[www.e-overheid.nl](http://www.e-overheid.nl)

November 2006



e · GOVERNMENT



e · GOVERNMENT



# Contents

<b>1</b>	Introduction	<b>2</b>
<b>2</b>	Implementation and use of the basic facilities	<b>3</b>
	a Connection to the basic facilities	<b>3</b>
	b Use of the basic facilities	<b>5</b>
	c Assistance with the implementation	<b>6</b>
<b>3</b>	Realisation of the basic facilities	<b>7</b>
	a Electronic access to the government	<b>7</b>
	b Electronic authentication	<b>9</b>
	c Uniform numbers for individuals and businesses	<b>9</b>
	d Key registers	<b>10</b>
<b>4</b>	Management of the basic facilities	<b>12</b>
	Appendix I: e-Government outline timetable	
	Appendix II: Notes on 'milestones' (icons)	



# 1 Introduction

The Modernizing Government programme and the government-wide ICT agenda outline how the government intends to put its aspirations regarding electronic services, including reducing the administrative burden, into effect.<sup>1</sup> The report 'Towards Electronic Government' (abbreviated below to 'e-Government') develops this.<sup>2</sup> Improving the level of service<sup>3</sup> and eventually basing services on the 'collect once, use many times' principle is paramount. These targets can only be met if a number of essential facilities have been developed and are being used by government agencies and administering bodies as well as by the general public and businesses. The targets are in line with the objectives of the European e-Government Action Plan.<sup>4</sup>

This fourth progress report on e-Government is the first to look at how the e-Government components are being implemented and used. Like the previous reports, it reports on the progress that has been made in building the basic facilities, as well as meeting some of the undertakings given in the full parliamentary debate on the Citizen Service Number (CSN) Bill. It sets out the situation as of 1 November 2006.



<sup>1</sup> The reduction in costs to private individuals was 25% in 2007. <sup>2</sup> TK (proceedings of the House of Representatives) 2003-2004, 26 387, No. 23, q.v. for details.

<sup>3</sup> 65% of services will be available in electronic form by the end of 2007. <sup>4</sup> EU i2010 eGovernment Action Plan (April 2006, SEC (2006)511)

# Implementation and use of the basic facilities

In order to achieve the desired improvement in services and reduction in the administrative burden, government agencies will need to adopt the e-Government components and use them in their own organizations. This chapter discusses this and indicates how organizations are being assisted with implementation.

## A. Connection to the basic facilities

A number of basic facilities are now ready for implementation, including DigiD, e-Forms, public announcements and the Business Service Point.

### DigiD

*Ministerial client: Government Reform & Kingdom Relations*

DigiD is the authentication system that provides two levels of reliability: the basic level uses a combination of user name and password, and the medium level uses this plus an additional code sent by SMS. Implementation is in full swing. More and more organizations are introducing this authentication system, enabling members of the public to access electronic services directly. One hundred municipalities are connected to DigiD, as are administering bodies such as the Tax and Customs Administration, the Informatie Beheer Groep (the organization that administers student funding), the Land Registry, the Social Insurance Bank, the Centre for Work and Income, the UWV (the organization that administers employee insurance schemes), the Chambers of Commerce and the Province of Limburg. Over 1.2 million private citizens now have DigiD.

The number of municipalities connected is expected to rise to 110 by the end of 2006, and further growth is anticipated in 2007, in particular since the Tax and Customs Administration intends to use DigiD instead of SOFI numbers and PIN codes for electronic income tax returns. This will increase the number of DigiD users from the present 1 million-plus to



Fig. 1: Municipalities connected to DigiD: 22% of municipalities are connected.

4 or 5 million, making DigiD even more attractive for municipalities, more of which are expected to connect up. Whether a municipality decides to do this, and if so when, is up to the municipality itself, so it is not possible to say precisely when all municipalities will be connected. It goes without saying that they are being encouraged to connect up to DigiD (and other basic facilities), e.g. with the aid of the i-teams. Given the growth in the number of municipalities connected in 2007 and the number of users, we expect most municipalities to be connected by the end of 2008.

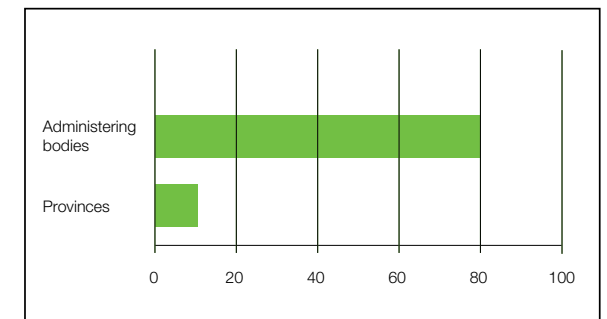


Fig. 2: Administering bodies<sup>5</sup> and provinces connected to DigiD (%)



<sup>5</sup> This refers only to the administering bodies that issued the Manifesto. The organizations connected to DigiD are the Tax and Customs Administration, Statistics Netherlands, the Centre for Work and Income, the Informatie Beheer Groep, the Land Registry, the Chamber of Commerce, the Social Insurance Bank and the UWV.

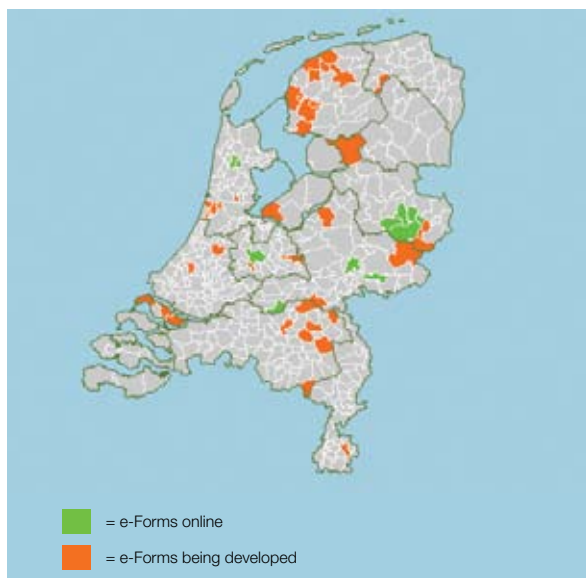


Fig. 3: Municipalities that have implemented e-Forms: 2% of municipalities have e-Forms online and 9% are at the development stage.<sup>6</sup>

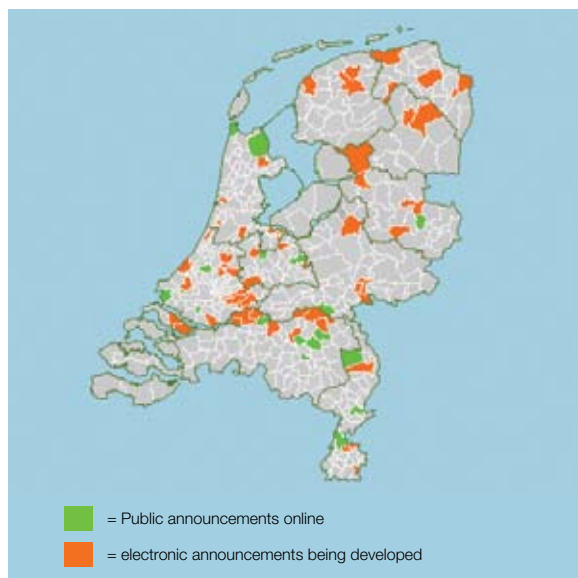


Fig. 5: Municipalities connected to electronic announcements: 5% of municipalities have announcements online and 13% are at the development stage (have entered into a covenant).<sup>8</sup>

will enable the principle of 'collect once, use many times' to be implemented. The websites of various government agencies now have one or more e-Forms on display.

#### Public announcements

Ministerial client: Government Reform & Kingdom Relations

Government agencies are required to publish certain decisions in newspapers or free sheets. To improve the findability of these announcements the [overheid.nl](http://overheid.nl) Advisory programme unit has produced standards for local electronic publication as a basic facility and organized a single place where locally published announcements can be viewed at [www.overheid.nl](http://www.overheid.nl). The first government agencies are now connected to this facility.

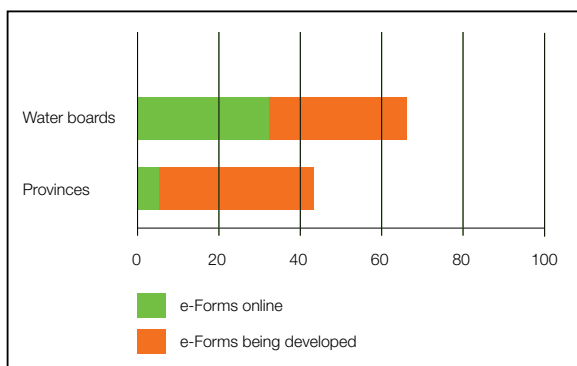


Fig. 4: Water boards and provinces that have implemented e-Forms and are developing them (%)<sup>7</sup>

#### e-Forms

Ministerial client: Economic Affairs/Government Reform & Kingdom Relations

To enable governmental digital services and products to be accessed, the e-Forms programme unit, in collaboration with EGEM and e-Provinces among others, has developed standardized electronic forms, e.g. for notifications, complaints, appeals and applications for grants, licences and permits, exemptions etc. The electronic forms can be linked up to DigiD, and it will eventually be possible to link them up to the key registers. Combining these links

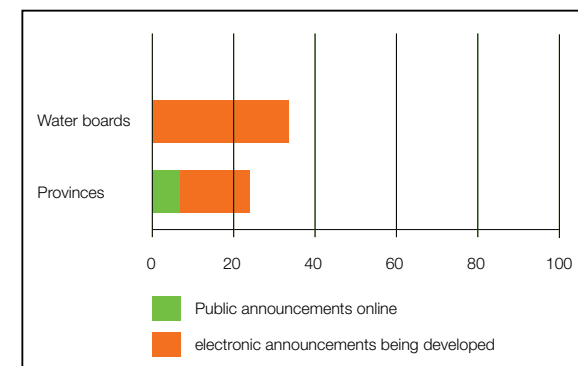


Fig. 6: Water boards and provinces connected to electronic announcements (%): online and being developed<sup>9</sup>



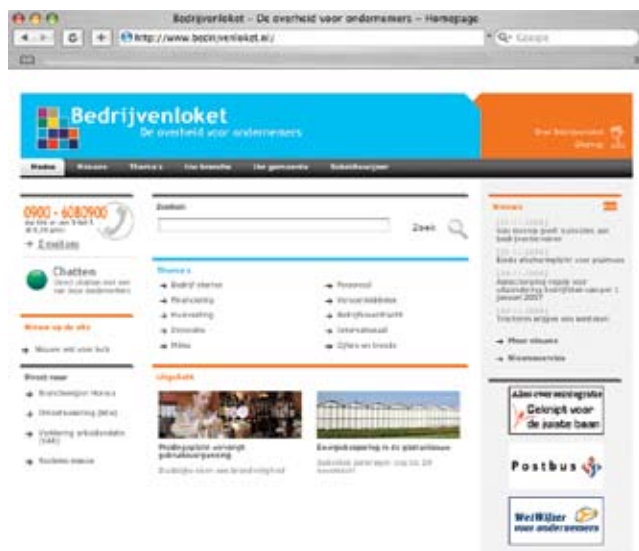
<sup>6</sup> 'At the development stage' means that the municipality has announced that it will have the e-Forms online within a given period. <sup>7</sup> ditto

<sup>8</sup> Covenants have been entered into with government agencies, under the Public Announcements project, to make announcements available online in due course. <sup>9</sup> ditto

### Business Service Point

Ministerial client: Economic Affairs

What arrangements do entrepreneurs need to make, and to what government agencies can those wishing to start or expand a company apply? Since April 2006 there has been a single website that provides answers to these and various other questions to the central, municipal and provincial authorities and other administering bodies, [www.bedrijvenloket.nl](http://www.bedrijvenloket.nl). Queries can of course also be made by telephone or e-mail. More and more municipalities not only have web links to the Business Service Point, they also operate at content level (deep linking). Almost all ministries are connected at content level, as are various administering bodies (e.g. the Centre for Work and Income and Land Registry).



[www.bedrijvenloket.nl](http://www.bedrijvenloket.nl)

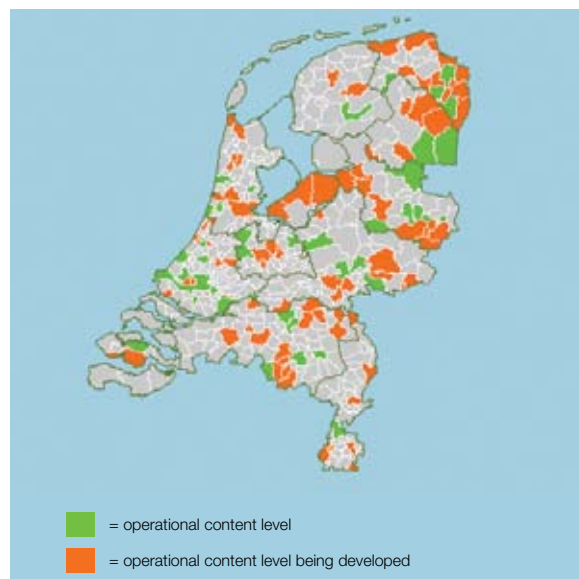


Fig. 7: Municipalities that have implemented the Business Service Point: 9% of municipalities are connected at content level (deep linking) and 18% are developing operation at content level.

### B. Use of the basic facilities

Connecting to the basic facilities is the first step; using them in products makes them visible to the public and businesses. A few examples: the ability to inspect the personal data the authorities hold on you online, digital applications for environmental permits, and digital work and income client dossiers.

#### Inspecting your personal data

Clients: various organizations including municipalities, the Social Insurance Bank and the Informatie Beheer Groep

More and more organizations are enabling private citizens to inspect their personal data online using DigiD. A number of municipalities offer residents the facility to inspect the property tax value of their homes online, for example; child allowances can be applied for and state old age pension data updated at the Social Insurance Bank (via [www.svb.nl](http://www.svb.nl)); and students can use DigiD to check their registration data online at the Informatie Beheer Groep and see when it has transferred money to their accounts, also change the amount of the basic grant or loan and notify changes of address.

#### Environmental Permit

Ministerial client: Housing, Spatial Planning and the Environment

The introduction of the Environmental Permit on 1 January 2008 will enable private citizens and businesses wishing to undertake building projects etc. to apply for a single integrated permit electronically



from the municipal service desk.<sup>10</sup> Clients will be able to find out, without leaving their homes, whether a permit is required, and if so what for, apply for it and monitor the progress of the application. The digital Environment Desk will make it easier to apply for permits: procedures will be simplified and government regulations will be better coordinated. This will also encourage collaboration among the various individuals and organizations concerned with the physical environment, as the electronic dossier will be accessible to applicants and municipal, provincial and water board professionals. The Environmental Permit makes use of DigiD and the CSN and anticipates the use of the key registers ('collect once, use many times'). An outline ICT architecture has been developed in collaboration with the Electronic Government Architecture programme unit. The initial versions of the basic facilities required are currently being used in municipal pilot schemes to digitize the issue of permits. This will be extended to the provinces, water boards and regional environment agencies as of January 2007. The i-teams are assisting with implementation in local government.

#### Digital Work and Income Client Dossier

*Ministerial client: Social Affairs & Employment*

The Digital Client Dossier is being introduced in the work and income sector.<sup>11</sup> This is a virtual collection of client data which can be accessed by clients and professionals. It supports 'reverse intake' (the client does not need to supply data that has already been supplied), the client-centred activities of the Centre for Work and Income, the UWV and municipalities in connection with work and income, and collaboration

between these agencies. Clients can access data and e-services (register as job seekers, apply for unemployment benefit and social security benefit) via the [werkeninkomen.nl](http://werkeninkomen.nl) client portal, using their DigiD. The first version of the Digital Client Dossier is to be delivered on 1 January 2007, followed by implementation during the year.

The State Secretary for Social Affairs and Employment has drafted a bill that will make it illegal for the work and income agencies to demand data from clients that has already been supplied to the authorities (the ban is to be phased in gradually). Having been passed by the Council of Ministers in October, the bill has been sent on to the Council of State for its recommendations.

#### C. Assistance with implementation

Organizations such as EGEM, e-Provinces and the Waterschapshuis (an organization that promotes collaboration between the water boards in the field of ICT) play an important role in assisting with the implementation of the e-Government components in municipalities, provinces and water boards. They ensure that knowledge transfer takes place and translate the general architectural principles into terms appropriate for the various tiers of government, thus making for efficient implementation.

In the statement 'Better service, less administrative expense with electronic government' issued on 18 April the municipalities, provinces, water boards and central government undertook to make joint

efforts to implement electronic government in the coming months and years.<sup>12</sup> It was also agreed that additional support for implementation would be provided, for which purpose the special i-teams programme has been set up and an extension of the EGEM programme to the end of 2010 has been agreed upon.

#### I-teams

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to help the municipalities, provinces and water boards to draw up their own implementation plans. By the end of 2010 all municipalities, provinces and water boards must be implementing e-Government in accordance with approved implementation plans.

**Progress:** the i-teams are meeting with great interest from municipalities. In the space of just a few months over 200 municipalities have signed up for the intake procedure. We expect to achieve 100 completed intake procedures, with associated offers of organization-specific support, by the end of 2006. Consultation with the provinces and water boards will take place in the second half of 2006 to see how the i-teams concept can best be applied to these authorities.





# 3 Realisation of the basic facilities

The outline timetable for the e-Government basic facilities in Appendix 1 shows the progress being made in building these facilities (the e-Government information infrastructure). The dynamic overview shows how the basic facilities link up with one another and makes it clear to organizations when they can connect up to them.

'Smileys' are used to indicate the estimated feasibility of the timetable for the various basic facilities presented to the House of Representatives. The smileys have been removed from the projects where progress is dependent on the House of Representatives or the Senate, namely the Citizen Service Number (CSN) and the Land Registry and Topography key registers and the New Commercial Register (NCR). The bills required for these projects have been submitted to, or are being debated by, the House of Representatives or the Senate, and their progress now depends on their passage through parliament. The key (Appendix 2) explains the smileys and other symbols used.



## A. Electronic access to government

The aim is to make government more transparent, and thus more comprehensible, to the general public and businesses during this government's term of office. Measures are being taken at the government's behest to improve the structure and content of websites so as to make it easier for the general public and businesses to communicate with government at any time or place.

### Official Government Information

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to provide internet access to collections of rules and regulations, licences and public announcements.

**Progress:** going according to plan. Administrative bodies can place their consolidated rules and regulations, lists of licences and permits issued or official announcements on the internet using internet publication standards, so that the information is

available centrally via [www.overheid.nl](http://www.overheid.nl). Anyone interested will soon be able to be notified by e-mail of announcements relating to their home area. The policy rules of the Tax and Customs Administration were added to [www.wetten.nl](http://www.wetten.nl) in September. A bill and specifications for the authentic publication on the internet of official publications (the Government Gazette, Bulletin of Acts and Decrees, Treaty Series and parliamentary papers) are in preparation, and the bill is to be submitted to the House of Representatives at the beginning of 2007.

### Findability (search engine, web guidelines and metadata)

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to enable the general public and businesses to find government information with the minimum number of steps (a few mouse clicks).

**Progress:** going according to plan. Web guidelines and metadata standards can be found at [www.](http://www.)

[advies.overheid.nl](http://advies.overheid.nl). Using the guidelines and these metadata when publishing government information on websites will further enhance findability. Web guidelines ensure, among other things, that government websites can be accessed by people with functional impairments. The Quality of Central Government Websites Decree, passed by the Council of Ministers on 30 June,<sup>13</sup> lays down these guidelines as the standard for the quality of central government websites. It stipulates that all central government websites must be accessible to all users by 2010. Other government agencies have declared their intention to eventually make all government websites accessible to everyone by 2010 and are drawing up agreements on the matter. The web guidelines and metadata are to be submitted to the Standardization Committee for approval in 2007. A new search engine is being constructed for the government domain: it has been in use on the updated [www.overheid.nl](http://www.overheid.nl) website since October.



<sup>13</sup> Government Gazette, 17 July 2006 No. 136

#### Catalogue Collaboration/No Wrong Door

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to link up the catalogues of products and services of all government agencies, so that a member of the public asking a question about a service is given an answer based on all the linked catalogues, i.e. pooled from all government agencies.

**Progress:** going according to plan. Catalogue Collaboration is based on a standard that every government agency can apply. The standard and the architecture have been simplified in the light of experience from pilot schemes. Another pilot involving a small number of municipal and provincial authorities, water boards and ministries was carried out in the second half of 2006, and this is expected to result in a definitive standard at the beginning of 2007. A start is to be made on extending its implementation to the various government agencies in 2007.

#### e-Forms

*Ministerial client: Economic Affairs/Government Reform & Kingdom Relations*

**Aim:** to create a national facility enabling members of the public and businesses to fill in forms online. A single set of questions (e-Form) from one or more administering bodies will suffice to serve a number of information chains. Members of the public and businesses will be able to reuse their old data, and the organizations in the information chain will be able to pre-enter the information already known to them (MPRD, KRCO) on the e-Form.

**Progress:** going according to plan. The final production environment was successfully up and running in

the summer. The forms developed in the temporary environment are being transferred to the new environment in the second half of 2006. The aim is to develop forms for businesses and the general public in equal proportion. The first standardized forms provided by municipalities were developed in collaboration with EGEM and are being used by a number of municipal authorities. Standardized forms for provinces and water boards are in preparation, and e-Forms has started with a round of talks with various administering bodies. The original target for this year was to complete at least 500 forms, and the aim is to increase this to 800. Preparatory work is under way on making e-Forms part of Government Shared Services for ICT in 2007.

#### Business Service Point

*Ministerial client: Economic Affairs*

**Aim:** to improve electronic services to businesses by providing demand-led access to information from government agencies.

**Progress:** going according to plan. The Business Service Point will play a pivotal role in informing businesses of central government policy and communicating with them. A number of industry guides were added before the summer, including a catering guide. Another new feature is that businesses can communicate with the BSN by telephone and e-mail. The BSN collaborates closely with various other e-Government programme units. September 2006 saw the start of a Transactions pilot, in collaboration with municipalities of Zaanstad and The Hague, using electronic forms developed by the e-Forms programme unit, and initial work on the personalized

website My Business Service Point took place in the autumn.

#### Personal Internet Page (PIP/e-file)

*Ministerial client: Government Reform & Kingdom Relations/Economic Affairs/Finance/Social Affairs & Employment*

**Aim:** to create facilities for doing business and exchanging information with the whole of government in a personalized manner, at any time and any place, as quickly and cheaply as possible and minimizing the administrative burden.

**Progress:** going according to plan. The PIP test system is under construction. The first trial versions including some PIP functions have been presented to user panels, and the trial version has been further enhanced in the autumn. Testing of the trial system for availability and security has taken place in October. Connecting up with services of government agencies (municipalities, the Informatie Beheer Groep, the Land Registry etc.) began in August. Services of the Social Insurance Bank, the Tax and Customs Administration, a few more municipalities, the Centre for Work and Income and the UWV—including linkage with the Work and Income Digital Client Dossier—were added in the autumn, some ten to fifteen organizations in total. A trial run of the first PIP began at the end of the year, and this will provide input enabling the functionality for users to be further improved. Experience from connecting up the first organizations will be used to design a flexible connection process. A maximum of 2000 trial users will be involved in the testing, which will last throughout the first quarter of 2007. The PIP incorporates other electronic government components (DigiD, search facility, e-Forms, metadata etc.).





#### Government Contact Centre

*Ministerial client: Government Reform & Kingdom Relations/ General Affairs*

**Aim:** to create an interconnected system of telephone information desks at municipalities which members of the public can use to put questions to the government as a whole. Simple questions will be answered; for more specialized questions people will be referred to the appropriate service point in central government, their municipality or an administering body.

**Progress:** going according to plan. A system of municipal telephone information desks that provides nationwide coverage is being developed. The service line numbers (14+area code) have been set up. Telephone access to the Business Service Point will also be via 1400 numbers. Ten municipalities began setting up learning environments (pilot schemes) in September, and the aim is to have a telephone directory function up and running in these municipalities by the end of 2007 and to gain experience for further roll-out starting at the beginning of 2008. The first 1400 number to be opened, in

October, was the Municipality of Amsterdam's contact centre. The plan and medium-term budget are complete and have been approved by the Steering Group, subject to funding being made available. Key points: the preparatory phase will be covered by the Interior Ministry budget. The plan will provide the basis for subsequent decisions on the aim of the Government Contact Centre, the timetable for implementation and funding. In view of this uncertain factor as regards progress, the project is shown with orange status in the outline timetable.

#### B. Electronic authentication

##### e-ID

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to introduce the electronic ID card (e-ID).

**Progress:** the creation of the technical and organizational facilities is going according to plan, and they are expected to be ready for certification in their totality in the first half of 2007. The legislative process is behind schedule, as it turned out that more time was needed to coordinate design and organization matters and the required legislation. The aim is to submit the bill to the House of Representatives in the first half of 2007.

#### C. Uniform numbers for individuals and businesses

##### Citizen Service Number (CSN) and Business/Organization Number (BON)

*Ministerial client: Government Reform & Kingdom Relations (persons)/Economic Affairs (businesses)*

**Aim:** for government to use just one unique number in its communications with the general public and businesses, also when exchanging information between government agencies: the Citizen Service Number (CSN) for private individuals and the Business/Organization Number (BON) for businesses.

**Progress:** the CSN Bill was passed by the House of Representatives in September 2006 and is now with the Senate.<sup>14</sup> The aim is to introduce the CSN on 1 January 2007, depending on the debate in the Senate. The publicity material, in the form of information leaflets, radio commercials, internet banners, websites, advertisements in the national and regional press, is more or less complete. The final approach is to be decided in the near future. A general memorandum on the broader use of the CSN will be sent to the House in spring 2007.

The New Commercial Register Bill indicates how the number problem for businesses is to be solved. It has been decided not to use the actual term BON, as there will not be a single BON but a number for businesses and a separate number for persons (both natural persons and legal persons and certain types of partnership). The number for businesses will be the existing Chamber of Commerce number, the number for natural persons will be the CSN, and the number for other persons will be the existing 'FI' number.



## D. Key Registers

*Ministerial client: Government Reform & Kingdom Relations/ Economic Affairs/Housing, Spatial Planning & Environment/ Transport & Public Works and Water Management /Social Affairs & Employment/Finance*

**Aim:** to introduce a system of key registers as a prerequisite for implementing the 'collect once' principle for data.

**Progress:** see separate registers. In answer to the first part of the Szabo motion<sup>15</sup> the timetable for the legislation and the creation of the first six key registers has been laid down in the Key Registers Legislation White Paper.<sup>16</sup> In answer to the second part of the motion the House of Representatives designated another three key registers (Vehicles, Pay, Working Conditions & Benefits, and Income & Capital) and three potential key registers (Non-Residents, Large-scale Base Map of the Netherlands and Netherlands Geological Information Databank) on 6 July 2005.<sup>17</sup> A Property Valuation key register has recently been added to the system of key registers by means of a letter to the House of Representatives.<sup>18</sup> The main developments regarding each key register are set out below.

### Persons (MPRD)

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to create a key register of Persons.

**Progress:** going according to plan. The bill was passed by the House of Representatives in September 2006<sup>19</sup> and approved by the Senate at the end of October.<sup>20</sup> Everything else is going according to plan.



### Businesses (New Commercial Register, NCR)

*Ministerial client: Economic Affairs*

**Aim:** to create a key register of Businesses and Legal Persons (formerly referred to as the Key Register of Businesses).

**Progress:** going according to plan. The bill was submitted to the House of Representatives before the 2006 summer recess.<sup>21</sup> The Statement of Requirements has been drawn up, and the timetable for implementation remains as before. National coverage should be achieved by 2008; by 2009 the service level will have been brought into line with the new policy principles.

### Buildings and Addresses (KRAB)

*Ministerial client: Housing, Spatial Planning & Environment*

**Aim:** to create key registers of Addresses and Buildings.

**Progress:** going according to plan. The bill (the two registers have been combined in a single bill) will be ready for submission to the House of Representatives in spring 2007. The first version of the nationwide

facility for retrieving all data on addresses and buildings was delivered in June. Between May 2006 and summer 2007 all municipalities will be able to join contact groups which will assist them with the introduction of the register over a two-year period. Each municipality authority will complete the process by carrying out a quality test and connecting up to the national system.

### Land Registry and Topography (land registry and map; topographical maps)

*Ministerial client: Housing, Spatial Planning & Environment*

**Aim:** to create Land Registry and Topography key registers.

**Progress:** going according to plan. The two registers have been combined in a single bill, which was submitted to the House of Representatives in May 2006.<sup>22</sup> The proposed date of entry into force March 2007, has not yet been updated, as it will depend on when the bill is debated.

### Vehicle records

*Ministerial client: Transport & Public Works and Water Management*

**Aim:** to create a key register of Vehicles.

**Progress:** going according to plan. The register of vehicle records materially meets the requirements for the system of key registers. There has been some delay in the drafting of the legislation, and the bill is expected to be submitted to the House of Representatives at the beginning of 2007 instead of November 2006. The proposed date of entry into force is still May 2008.

<sup>15</sup> TK 2003-2004, 29 362, No. 8 <sup>16</sup> TK 2003-2004, 29 362, No. 20 <sup>17</sup> TK 2004-2005, 29 362, No. 37 <sup>18</sup> TK 2005-2006, 29 362, No. 106

<sup>19</sup> TK 2005-2006, 30 514, Nos. 1-6 <sup>20</sup> EK (proceedings of the Senate) 2005-2006, 30 514 <sup>21</sup> TK 2005-2006, 30 656, No. 4 <sup>22</sup> TK 2005-2006, 30 544, Nos. 1-4



#### Pay, Working Conditions and Benefits (Social Security Records)

*Ministerial client: Social Affairs & Employment*

**Aim:** to create a key register of Pay, Working Conditions and Benefits.

**Progress:** going according to plan. During the past period the focus has been on implementing the Social Security Records system at the beginning of 2006. This has now been delivered and will form the basis of the future key register. The letter to the House of Representatives of January 2006<sup>23</sup> stated 2009 as the target date for the key register of Pay, Working Conditions and Benefits. The UWV has produced an outline timetable for the Social Security Records to be developed into a key register, and consultations are under way with those directly involved.

#### Incomes (KRI)

*Ministerial client: Finance*

**Aim:** to create a key register of Incomes.

**Progress:** going according to plan. The Key Register of Incomes Bill is to be submitted to the House of Representatives in spring 2007. The KRI will be operational in 2009, with income data for 2008. It will record taxable income (total income less deductions), or, if this is not available, income for tax purposes.

#### Property Valuation (KRPV)

*Ministerial client: Finance*

**Aim:** to create a Property Valuation Key Register.

**Progress:** a feasibility study of the Property Valuation Key Register has been carried out and the findings

are positive. The Minister of Finance has agreed to be the responsible minister for this key register.<sup>24</sup> The bill is to be submitted to the House of Representatives in spring 2007 and the Property Valuation Key Register will be operational in 2009.

#### A timetable for the three potential key registers below will be issued as soon as it has been definitively decided that they are to become key registers.

##### Non-Residents (RNR)

*Ministerial client: Government Reform & Kingdom Relations*

**Aim:** to create a key register of Non-Residents.

**Progress:** no timetable can be issued to the House of Representatives yet in view of the research in progress. The consequences of its introduction are being examined as regards legislation, the building of systems and the organizational, financial and information aspects. A decision will be made on its introduction on the basis of this.

##### Large-Scale Base Map of the Netherlands (LBMN)

*Ministerial client: Housing, Spatial Planning & Environment*

**Aim:** to create a Large-scale Base Map of the Netherlands key register, if it is decided to do so.

**Progress:** the Minister for Housing, Spatial Planning and the Environment discussed the general structural proposals for the LBMN National Partnership in April 2006 and considered that good progress had been made. The Minister formally undertook to designate the LBMN as a candidate for a key register, based on a satisfactory business case. The business case

was presented to the Geo-Information Consultative Committee in September 2006, where there was a broad consensus on developing the LBMN into a key register. The issue of funding still needs to be clarified and resolved, however. The declaration of intent is to be signed in 2006 if possible. Work on a covenant or project agreement to develop the LBMN into a key register by 2010 will start in 2007.

##### Netherlands Geological Information Databank (NGID) key register

*Ministerial client: Housing, Spatial Planning & Environment*

**Aim:** to create a Netherlands Geological Information Databank, if it is decided to do so.

**Progress:** the feasibility study of designating the NGID (geological data)—possibly with the addition of soil data—as a key register is currently in progress, headed by the Minister of Housing, Spatial Planning and the Environment in consultation with the other ministries involved (Economic Affairs, Education, Culture & Science, Agriculture, Nature Management & Fisheries and Transport & Public Works). The study has produced a clearer picture of the principles upon which a key register of Netherlands Geological Information could be based. A more informed picture of the social costs and benefits, based on these principles, will be outlined in the next few months (the study will be completed in the first quarter of 2007). It will then be decided on the basis of the findings whether to create this key register, and if so, what criteria and general timetable to adopt.

<sup>23</sup> TK 2005-2006, 29 362, No. 72 <sup>24</sup> TK 2005-2006, 29 362, No. 106



# 4 Management of the basic facilities

Government Shared Services for ICT is responsible for running and developing a number of basic facilities. We mention only those basic facilities where substantial developments have taken place.

## Data routing

*Ministerial client: Economic Affairs/Government Reform & Kingdom Relations*

**Aim:** to create a single data route for the whole of government.

**Progress:** the Government Transaction Portal (GTP) has been part of the Government Shared Services for ICT management organization since 1 January 2006. Work is taking place in stages to integrate the services provided by RINIS (the Institute for the Routing of (Inter)National Information Streams) with those provided by Government Shared Services for ICT. The aim is to complete this as soon as possible, no later than 2008 (this takes account of the continuity problems with existing exchange facilities). At management level exploratory talks have also begun on the logistics function that the Information

Agency performs for municipal authorities in relation to the Government Service Bus being developed by GSSI. All this is expected to give rise in the medium term to more fundamental questions about the relationship between the Information Agency and GSSI. These questions will be confined to the pooling of infrastructure and will not apply to the Agency's role as a service desk for municipalities. The infrastructure for the exchange of accounting information, which has been commissioned by the GSSI Programme Council for the Netherlands Taxonomy Project, will be complete on 1 January 2007 if all goes according to plan.

## Standards

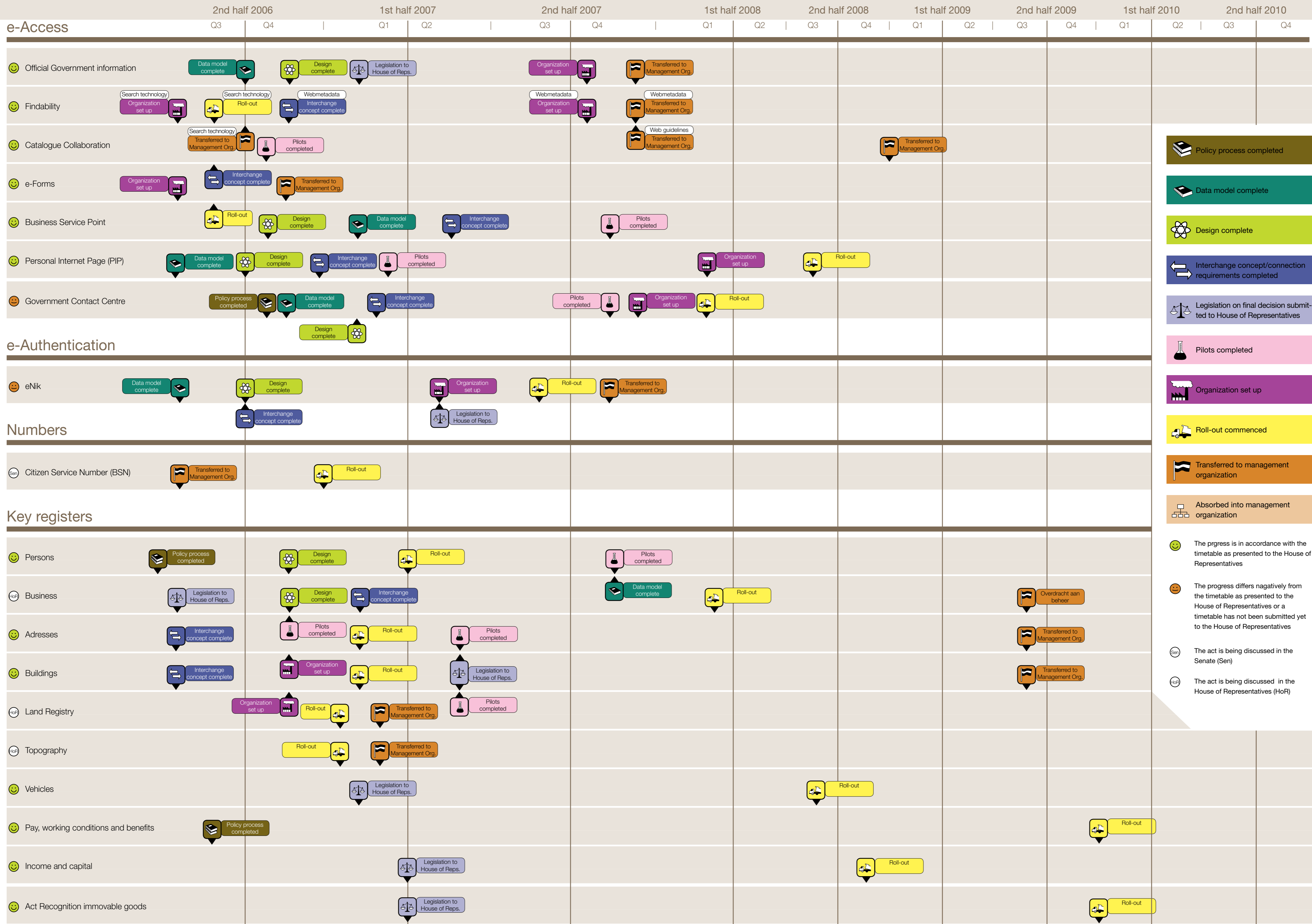
*Ministerial client: Economic Affairs/Government Reform & Kingdom Relations*

**Aim:** to promote the widespread use of open standards for electronic data interchange between businesses, the general public and government agencies and among the latter. Clarity is needed on standards if data are to be reusable, processes enhanced and government ICT facilities used.

**Progress:** going according to plan. The Ministries of Economic Affairs and Government Reform & Kingdom Relations set up a Standardization Board and Forum in April 2006.<sup>25</sup> Government agencies are represented on the Standardization Board, which takes advice from a Standardization Forum which has experts from industry and government as members. The Forum drafts proposals for the Board, e.g. on financial reporting and spatial planning.



# e-Government timetable



- Policy process completed
- Data model complete
- Design complete
- Interchange concept/connection requirements completed
- Legislation on final decision submitted to House of Representatives
- Pilots completed
- Organization set up
- Roll-out commenced
- Transferred to management organization
- Absorbed into management organization

- The progress is in accordance with the timetable as presented to the House of Representatives
- The progress differs negatively from the timetable as presented to the House of Representatives or a timetable has not been submitted yet to the House of Representatives
- The act is being discussed in the Senate (Sen)
- The act is being discussed in the House of Representatives (HoR)



# Notes on ‘milestones’

In the timetable the e-Government icons are used which cover a few milestones in the realisation of the basic facilities. These icons can be explained as follows:



### Policy process completed

The administrative process often comprises an exploratory study, a feasibility study and then a decision to implement. All these steps support the policy cycle. The end of the policy cycle is often marked by a decision to implement, which is notified to the House of Representatives. The end-result of the policy process provides information on government policy regarding e-Government and the general timetable.



### Data model complete

A data model sets out the scope of the facility, what data will and will not be stored in future, and how. It also sets out the relationships with other data sets. Thus the data model says a lot about the area of application of the facility and its place in e-Government as a whole.



### Design complete

In addition to the design of the data model, functional and technical specifications need to be drawn up stating how the facility should work. This is then developed into a blueprint, specification or design which sets out the operation of the basic facility. The design gives organizations an idea of what the new facility will look like.



### Interchange concept/connection requirements complete

The basic facilities are created to enable (in conjunction with other facilities) information to be exchanged and stored and functionality provided to users. As more organizations, and new organizations, need to work together, agreements have to be reached on standards and concepts to enable data to be shared. There may also be connection requirements: what requirements does an organization/infrastructure have to meet so as to be able to use the facility? Once this is known, organizations can gauge what changes they need to make in order to use it.



### Legislation on final decision submitted to House of Representatives

Some basic facilities will only be able to be used to the full once there is new or amended legislation that permits their use or makes it compulsory. This is why legislation is part of the project timetable for basic facilities. The law gives organizations an understanding of the legal implications of using the facility. Details of the legislative process are needed in some tables: in this case a number of 'legislation icons' are used, with the legislative phase shown in the respective text bubble.



### Pilots completed

Many programmes for creating basic facilities include a period of small-scale testing to ascertain how to make optimum use of the facility. This usually results in minor modifications and provides some initial experience.



### Organization set up

Once the basic facility has been developed it will remain in existence for many years and be developed still further. This requires an organization to manage and maintain it, including appropriate procedures, users' councils etc. Arrangements need to be made for this in advance in the project.



### Roll-out commenced

The facility is ready to be used by users. It is made available, linked up or otherwise commissioned under an implementation plan.



### Transferred to management organization

This shows when the project has been completed and transferred to the organization responsible for managing and maintaining it. In some cases it is desirable to indicate the projected roll-out results.



### Absorbed into management organization

When a basic facility is handed over to management, it is absorbed into the appropriate management organization.

# Timetable e-Government