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Visie en actieprogramma pagina 19 en 20 voor overzicht

<http://www.overheid.nl/>

Central access point to information about government organisations of the Netherlands. Also to be extended with my-government (mijnoverheid.nl). An entrypoint for citizens. The program antwoord(c) (<http://www.antwoord.nl/home>) proposes services for government as support for the 14+ number and for the Citizen Contact Center that will have to answer questions from citizens by 2015. It also wants to increase better service levels, enforce the grip on costs and benefits and boost the knowledge of what citizens want.

<http://www.e-overheid.nl/home.html>

For a comprehensive and effective e-government it is necessary to develop and implement a number of base services to make sure that citizens receive citizen centered services. Reason: ROI, better possibilities to link to the operational management, further standardisation. This must be done on a framework defining the principles for the e-government service package and for the base infrastructure that is necessary to accomplish that.

<http://www.e-overheid.nl/sites/nup/nup.html>

The basic infrastructure that is necessary to fully support rendering services to all citizens contains a number of building blocks that are described in the National Work Program (Nationaal Uitvoeringsprogramma - NUP). Services that are part of the basic infrastructure are prioritized and their use must be realized before the end of 2010. This includes the WCAG guidelines. There are currently 19 basic services in 5 categories: E-access, E-authentication, Numbers, Base registration and E-information exchange.

<http://www.routeplannere-overheid.nl/>

There is also a Route planner with all the instruments.

<http://www.e-overheid.nl/atlas/referentiearchitectuur/nora>

The backbone of the architecture is provided by the Nederlandse overheidsreferentie architectuur (NORA). This provides the standard against which can be tested and referenced.

Example Webguidelines

<http://www.webrichtlijnen.nl>

The Webguidelines are part of the strategic basic services. More information including instruments and a phone helpdesk is available for all, including developers of websites.

<http://www.drempelvrij.nl>

There is a Quality mark for accessibility of websites: overview of participants:

<http://www.accessibility.nl/toetsing/deelnemers/sites>

<http://www.accessibility.nl/2009>

<http://gbo.overheid.nl/over-gbooverheid/>

Since 2006, GBO.Overheid is responsible for the maintenance and the development of a number of the nationwide ICT services. GBO.Overheid is an organisation in the public domain and delivers products regarding: e-access (DigiD and PKloverheid), e information exchange (Overheidstransactiepoort), e-security (GOVCERT.NL and Waarschuwingsdienst.nl) and standardisation (Forum Standaardisatie).

<http://www.overheidheeftantwoord.nl>

Overheid heeft Antwoord© will deliver 1 accessible government by making government information accessible and findable and by helping governments to answer questions from their citizens and companies.

<http://egem-iteams.nl/>

There are special i-teams that go through the country, to help shape optimal proces and product services. They work together with the local governments and deliver tailor-made solutions.

Measurement and control

<http://www.burgerlink.nl/home.html>

(see also award below) Citizenlink (Burgerlink) is an initiative of the Dutch Government to improve the performance of the public sector by involving citizens. To that end Citizenlink promotes quality standards, measures citizen satisfaction and stimulates e-participation. Citizenlink (Director: Matt Poelmans) is part of ICTU, the Dutch implementation organisation for ICT and government.

The Government's aim, as set out in its policy programme, is for government services to score at least mark 7 during the present term of office.

They have a citizens service code with ten principles that are measured in different ways:

<http://www.burgerlink.nl/burgerservicecode/burgerservicecode.xml>

They also started up BEST Citizens service evaluation:

<https://www.testmetbest.nl/>

Survey in 2008: Government Service Quality Survey

The Government's aim, as set out in its policy programme, is for government services to score at least mark 7 during the present term of office. The State Secretary for the Interior and Kingdom Relations is fleshing out this aspiration, focusing on the perceptions (questions or problems) of private citizens. The baseline was measured in the spring of 2008, when people were asked about the services provided in connection with life events. The survey looked at the services provided in connection with 55 life events, ranging from 'having a child', 'beginning a course', 'starting a business', 'long-term illness', 'going abroad', 'changing housing situation' and 'being fined' to 'death of a nearest and dearest'. These events had a high recognition factor for respondents, who were selected on the basis of actual experience of the various events. Over 10,000 persons were screened, leaving a final net sample of 1,400 to take part in the survey. The results are thus representative of Dutch residents who had contacts with government in connection with one of the life events during the past twelve months. The respondents were questioned on the items in the e-Citizen Charter. This is a code of conduct consisting of ten quality standards for the relationship between the public and government in the modern digital society. The standards have been formulated as citizens' rights and associated government duties. They can be seen as a code of etiquette between government and the public. Statements were formulated based on the standards.

[http://www.ombudsman.nl/english/ombudsman/the\\_institution/introduction.asp](http://www.ombudsman.nl/english/ombudsman/the_institution/introduction.asp)

The institution of National Ombudsman is established in order to give individuals an opportunity to place complaints about the practices of government before an independent and expert body. Research over 2008: 'Burger raakt verstrikt in complexe overheidsmachine'. 2008: 24.000 phonecalls from citizens and more than 13.000 complaints.

<http://www.webrichtlijnen.nl/toetsen/>

The Webguidelines instrument to easily test the quality and accessibility of websites. But also and more importantly for better control of the different phases of the proces.

<http://monitor.overheid.nl/continu/gemeente/>

A yearly monitor of the results of all governments

<http://www.dedigitalekaart.nl/>

Maps covering the electronic government for different levels and key elements

<http://www.dedigitalekaart.nl/kaartmain.php?mapname=provincie>

Award:

In 2008 in The Netherlands for the first time a national eParticipation Awards scheme was organised by burgerlink. Its aim is to reward succesful initiatives in the field of eParticipation and to inspire potential followers. eParticipation is conceived of as using ICTs to involve citizens in improving public service delivery, the democratic process and societal inclusion. There are two categories: an initiative by Government and an initiative by Society. Selection is based on compliance with the Dutch eCitizen

Charter. Out of 32 cases an independent jury nominated 10, and choose two winners.

The Awards are organised by Citizenlink on behalf of the Ministry of Internal Affairs. Citizenlink (Burgerlink) is an initiative of the Dutch Government to improve the performance of the public sector by involving citizens. To that end Citizenlink promotes quality standards, measures citizen satisfaction and stimulates participation. Citizenlink will run from 2008-2010 and is part of ICTU, the Dutch implementation organisation for ICT and government.

The awards were granted by the Secretary of State for Internal Affairs at the Government 2.0 Conference on December 4th, 2008. The 2 winners were RotterdamIdee in the category Government and Buurtlink in the category Society. RotterdamIdee was first because it provides citizens the possibility of co-decision in projects to improve their city. This opportunity was used widely and other cities can easily copy this approach.