

The Benchlearning first year results: an intense experience of measurement

eGovMoNet third meeting
Veszprém, Mar 26th, 2009
Francesco Belgioioso - RSO



Benchlearning first year

Mutual learning process

Measurement framework building

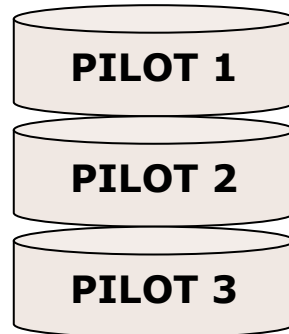
Benchlearning second year

Benchlearning structure / results

WP 1

- Analysis of international perspectives on impact measurement techniques with reference to eGovernment services
- First version of eGEP 2.0 measurement framework available on epractice.eu

WP2



- **Pilot 1** set up a measurement framework to enable users to quantify gains and cost savings related to the adoption of ICT enabled public services.
- **Pilot 2** collected Standard Cost Model data and implemented focus groups as an innovative method to assess the administrative simplification potential of eGovernment from the user perspective.
- **Pilot 3** defined a methodology and a practical toolkit to assess user-centric impact of national government portals

WP 3

- Formulation and implementation of project management and communication plan
- Communication and dissemination using the Benchlearning community within www.epractice.eu and other channels
- Contribution to www.epractice.eu case owners' usage of eGEP 2.0.



“ A **bottom-up collaborative benchmarking** based on a peer-to-peer experimental exchange among fairly comparable public agencies from at least two different EU Member States, designed as a **symmetric learning process**, that (...) will implement and calculate more sophisticated indicators in a chosen area of impact the ICT enabled services the selected agencies provide and in the process will build **transformative capacities**. ”

Technical Offer, p. 59



Two main issues emerged from the operational definition we gave in the previous slide:

- ❑ **Mutual learning** process
- ❑ Measurement framework/**indicators building** process

Key drivers to highlight learning points of the Benchlearning methodology



Benchlearning first year

Mutual learning process

Measurement framework building

Benchlearning second year



The mutual learning process aims at representing an innovative way of interacting in benchmarking projects. The implementation of the first phase requires some parameters to be taken into account:

- ❑ Self-motivated and highly-engaged agencies;
- ❑ A study team able to manage a voluntary and proactive interaction methodology;
- ❑ Many and diversified contact events among stakeholders, aimed at reaching different objectives and fulfilling several tasks foreseen by the project;
- ❑ Strong involvement of the customer;
- ❑ Wide dissemination of the results among the community of the stakeholders;
- ❑ An online community supporting the learning and exchange phases of the project.



Some criticalities emerged from the very beginning of the project and they seem to represent general indications for the implementation of further Benchlearning processes.



Selecting **comparable public organisations**, answered the need of allowing a multi directional learning process



Benchlearning first year

Mutual learning process

Measurement framework building

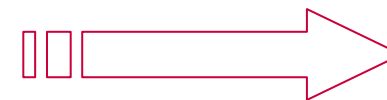
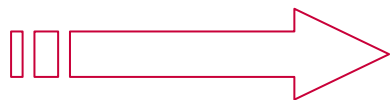
Benchlearning second year

Proposal**Project activities****Indicators**

Set of indicators focused on the calculation of efficiency gains and savings

- kick off meeting
- 1° workshop
- Mission visits
- Data collection
- Continuous contacts

2 set of indicators focused on Efficiency and the added value of public information provision (PSI)





Involved agencies provide **cadastral services** in a different manner although they manage, under a qualitative perspective, the same amount of **information**.
That is generating the need of...

**deepening
organisational and
provisional structure**

**organising collected
data by accurate
research drivers**

**defining a common
ground to work on**

State of the art: choosing comparable services

SERVICE TYPOLOGY	Agenzia del Territorio (IT)	Oficina Virtual del Catastro (ES)	Lantmäteriet (SW)
Information /data certification	<ul style="list-style-type: none"> ❑ Search in the public register of real estate ❑ Cadastral data query 	<ul style="list-style-type: none"> ❑ Cadastral data query maps and certificates ❑ Multiple query service ❑ Data certification ❑ Certificate of cadastral data ❑ Massive exchange of information 	<ul style="list-style-type: none"> ❑ My property ❑ Property search for all / professional
Updating procedures	<ul style="list-style-type: none"> ❑ Online submission of cadastral related documents ❑ Request for cadastral data rectification ❑ Online submission of real estate related documents 	<ul style="list-style-type: none"> ❑ Online communications of real estate related documents by notaries 	<ul style="list-style-type: none"> ❑ Cadastral procedures
Maps and other services	<ul style="list-style-type: none"> ❑ Real estate market observatory ❑ Portal of municipalities 	<ul style="list-style-type: none"> ❑ Cadastral maps and web services 	<ul style="list-style-type: none"> ❑ Credit market system ❑ Maps



The relevance of facing the comparability issue lays on the opportunity of **extending the adopted methodology** to other public services and agencies. In the specific case of the involved cadastral agencies the comparability issues was founded on the following aspects:

- ❑ Even a service labelled in the same way among the three agencies, deals with different provided information and features;
- ❑ Different provided services;
- ❑ Different system of data records and database;
- ❑ Different services aims and related measurement system;
- ❑ Different starting points.



The Benchlearning project allowed to highlight the abovementioned problems and proposed the related solution

- ❑ A preliminary presentation of a list of impact indicators stemming from the eGEP list serves the scope of introducing the involved agencies to the issue of efficiency gains and impact measurement;
- ❑ Data collection phase allows to Match the proposed indicators and measurement areas with existing measurement system and agencies needs;
- ❑ Definition of a new set of indicators bearing in mind both the efficiency measurement need and agencies suggestions and expectations about measurement of public information value added;
- ❑ Interaction among agencies causes an automatic process of needs and suggestions production, finally flows into the definition of a bi-dimensional measurement framework.



Benchlearning first year

Mutual learning process

Measurement framework building

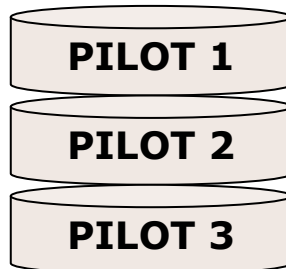
Benchlearning second year



- ❑ **Comparability** problems can be overcome by working on homogeneous public services or data;
- ❑ The relevance of the adopted methodology is the capability of delivering **meaningful results** more than international rankings;
- ❑ Adopting a more user-centred perspective allows to pointing out **efficiency** gains and savings **otherwise unexpressed** (i.e. the contribution to the creation of public value);
- ❑ An outstanding analysis has to be carried out on the **incurred costs** for structures and manages of the online provisional system of each agency.

**WP 1**

- Up-to-date international state of the art
- Final version eGEP 2.0 for epractice.eu

WP2

- Second measurement of chosen impact indicators
- Final input for elaboration of eGEP 2.0
- Measurement sustainability extended to epractice.eu
- Set of guidelines on the measurement framework
- Set up of the measurement model within the agencies

WP 3

- Vibrant Benchlearning community
- Impact measurement awareness and dissemination (brochures, newsletter, participation to relevant events, etc.)
- Support to epractice.eu case owners to include impact data in case templates according to eGEP 2.0
- Final Across Pilot Workshop (October 2009)



- ❑ A **within pilot 1 workshop** to be held at the beginning of the second year project in order to discuss and better investigate:
 - ✓ Some comparability additional issues;
 - ✓ The structure of the cost related to the online provision of cadastral services;
 - ✓ How to improve the mutual learning process among involved agencies;
 - ✓ Achieved results both in terms of efficiency gains and of internal purposes.
- ❑ The better definition of the agreed measurement framework, according to the suggestions emerged from participant agencies;
- ❑ An investigation on the Benchmarking **sustainability option**, to be carried on both with agencies and European Commission;