

Fed-eView/A

A tool for measuring ICT and e-government maturity in the back-office of administrations

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Fed-e-View/A



- Since 2004 : A online tool for measuring the level of back-office development in the Belgian federal administration
 - A dashboard per administration with 110 specific indicators
 - A federal barometer with 24 global indicators, key data and an egov matrix
- A balanced scorecard approach
- Data collected from a questionnaire sent to all ICT managers of federal organisations
- Instrument to guide the global e-government strategy

Limitations

- Data accuracy
 - Perception of the ICT Managers
- egov readiness measurement instead of performance measurement
- No ranking between organisations due to heterogeneity
 - In size and missions
 - In management modes (Ministries vs agencies)
- A picture of the level of computerisation
 - No target scores

The results

- Baseline in 2004, 2nd measurement in 2009
- Online results with secured access + public paper
- Global data on ICT and egov for 49 federal organisations
 - Key data
 - eGov matrix
 - 24 global indicators in histograms with median
- Comparison between peers:
 - Cluster Type of administration
 - Cluster Size of administration (in FTE)
 - Cluster Size of ICT budget
- Plans for actions

Key data

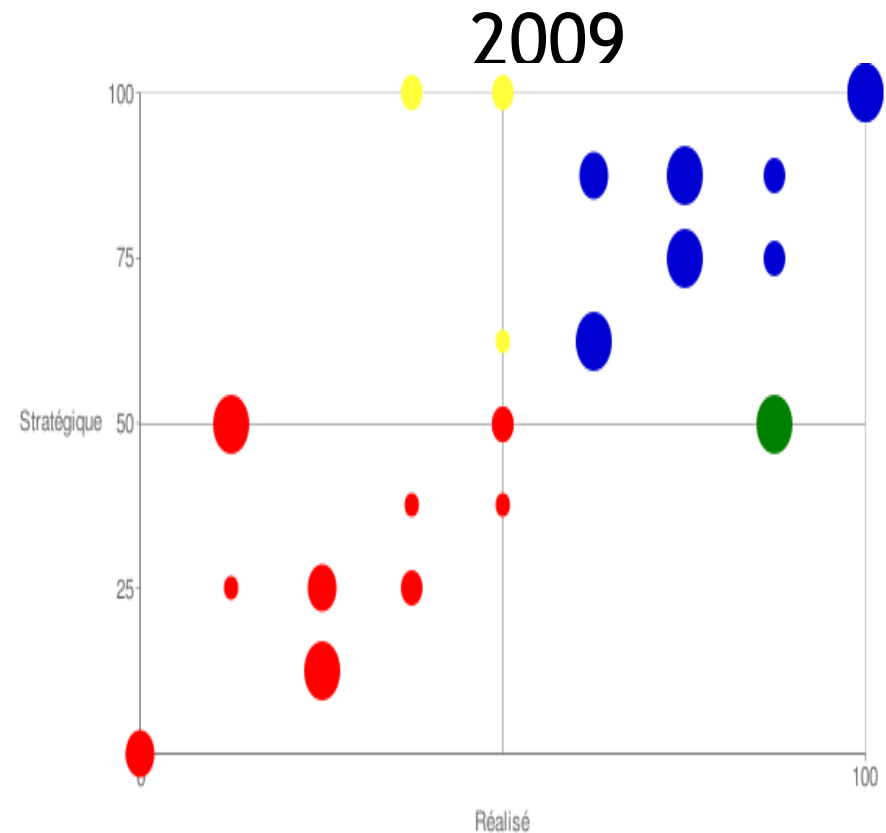
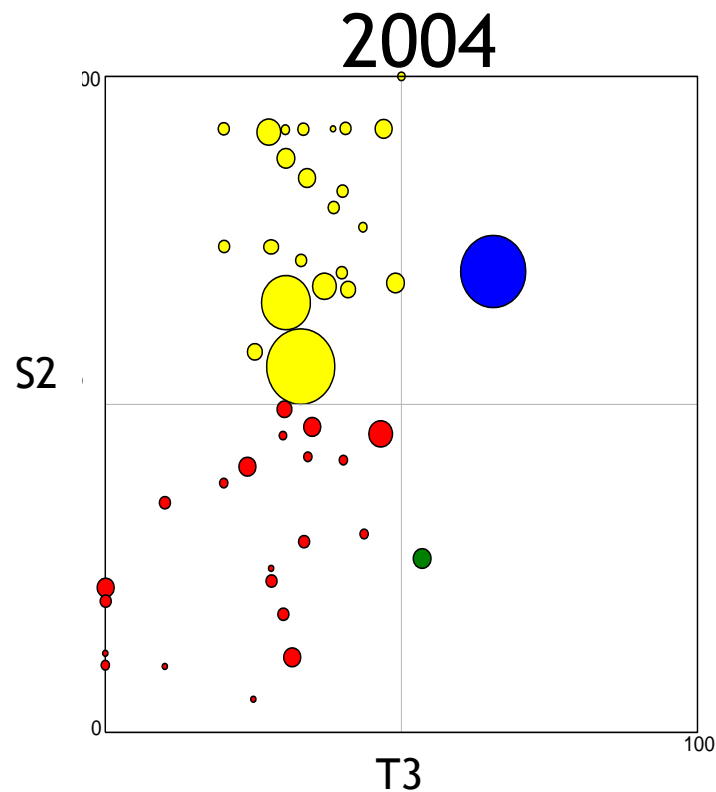
- Total ICT budget
- Total number of ICT staff
 - Internal (statutory and contractual civil servants)
 - External (external personnel detached to a department on a permanent basis)
- Total number of internal ICT staff by age
- Total number of vacant positions
- Total number of computerised workstations available for administration staff
- Total number of workstations equipped with eID driver
- % of access to webmail and VPN

Why measuring the degree of back-office integration ?

- Belgian e-gov strategy : “Only Once”
- Based on back-office reorganisation and exchange of information between administrations, following the eGov principles:
 - unique key identification
 - eID integration
 - use of authentic sources
 - use of common service catalogues
 - cross-administrations services
 - use of open standards
 - multi-channel
- B/O integration allows better service delivery in the front-office
 - Simplified and filled-in forms
 - Proactive service delivery
 - Automatic granting of rights

e-government matrix

- Measure the degree of readiness for delivering eServices
 - Indicator S2 - e-government strategy alignment : are the egov principles accepted and aligned in the ICT strategy of the administration ?
 - Indicator T3 - Implementation of these principles



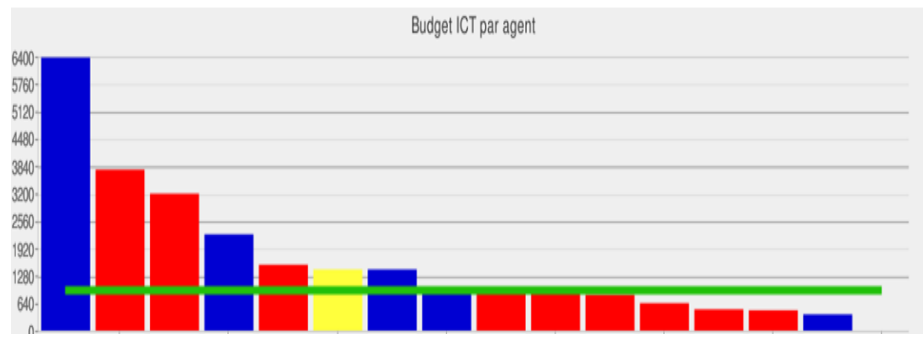
Size of the circle = size of the department

24 global indicators in 5 perspectives

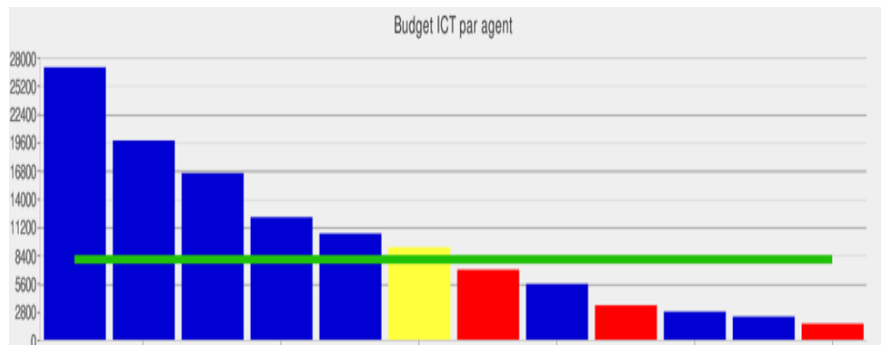
- Strategic
 - S1 - Alignment ICT strategy and business
 - S2 - eGov strategy alignment
 - S3 - Evaluation tools
 - S4 - Open source usage
- Financial
 - F1 - ICT budget per agent
 - F2 - ICT budget allocations
 - F3 - ICT outsourcing
- Organisational
 - O1 - Service management
 - O2 - Project management
 - O3 - Security management
 - O4 - Information management
 - O5 - Availability
 - O6 - Performance management
 - O7 - IT architecture
- Personal
 - P1 - % ICT personal
 - P2 - ICT personal allocations
 - P3 - % open positions
 - P4 - Internal capacity
 - P5 - Dynamic
 - P6 - Training
- Technologic
 - T1 - % computerised workstations
 - T2 - Quantity of electronic data per agent
 - T3 - Implementation of e-gov principles
 - T4 - Soundness of ICT

Indicator F1 : ICT budget / agent by cluster

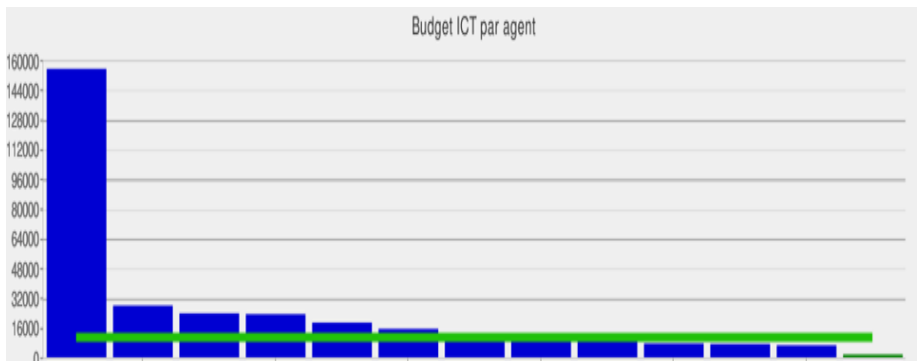
Cluster Organisations with ICT budget < 1 million euro



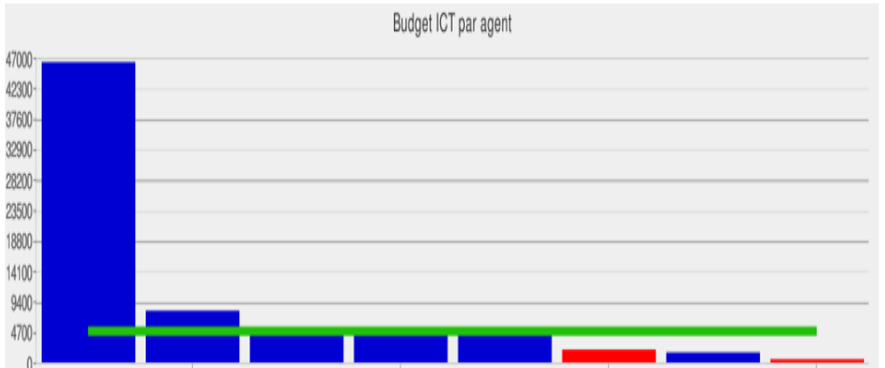
Cluster Organisations with ICT budget 1-5 million euro



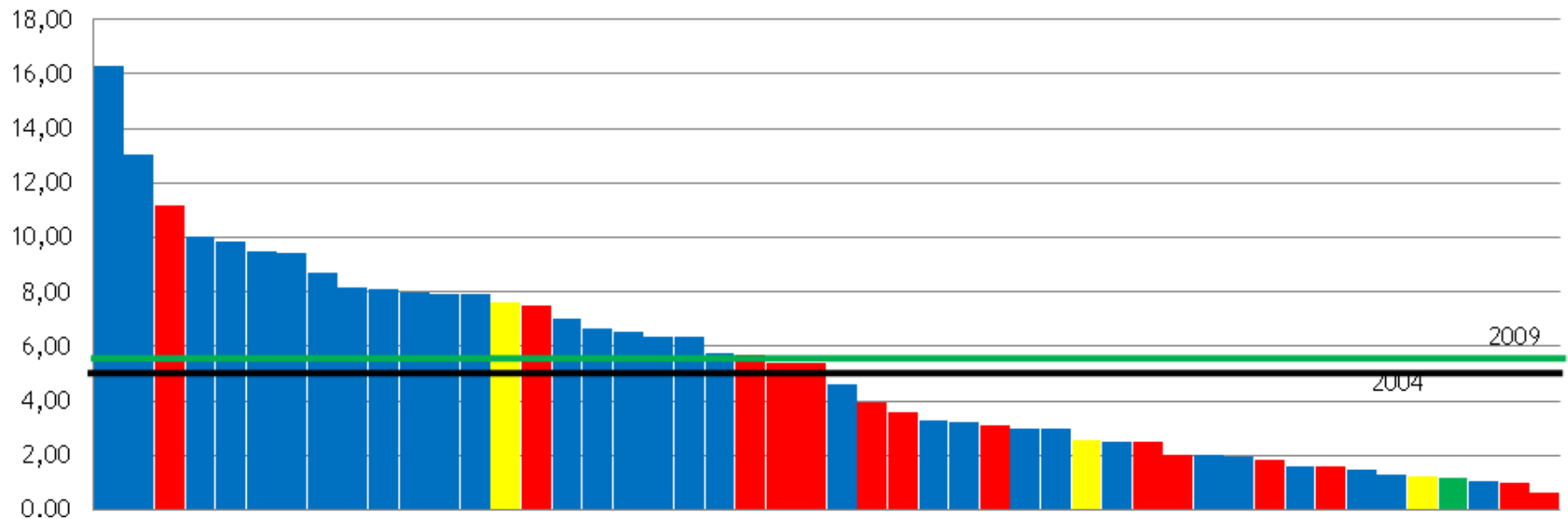
Cluster Organisations with ICT budget 5-15 million euro



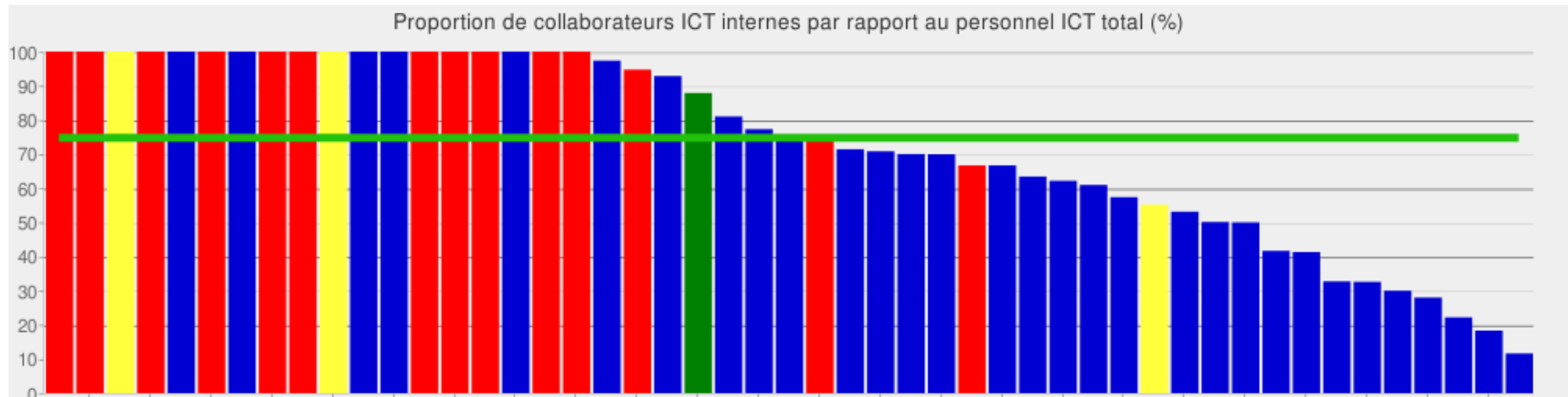
Cluster Organisations with ICT budget > 15 million euro



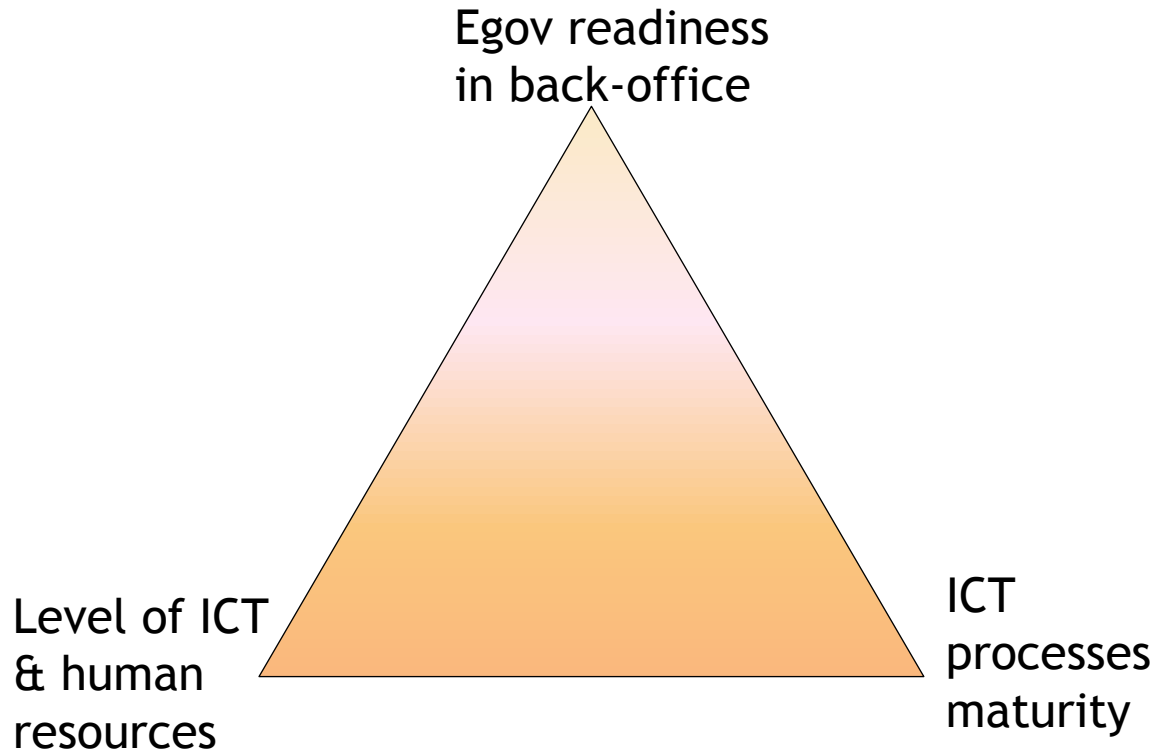
Indicator P1 : Percentage of ICT staff with total staff



Indicator P4 : Own internal capacity



Conclusions on the results



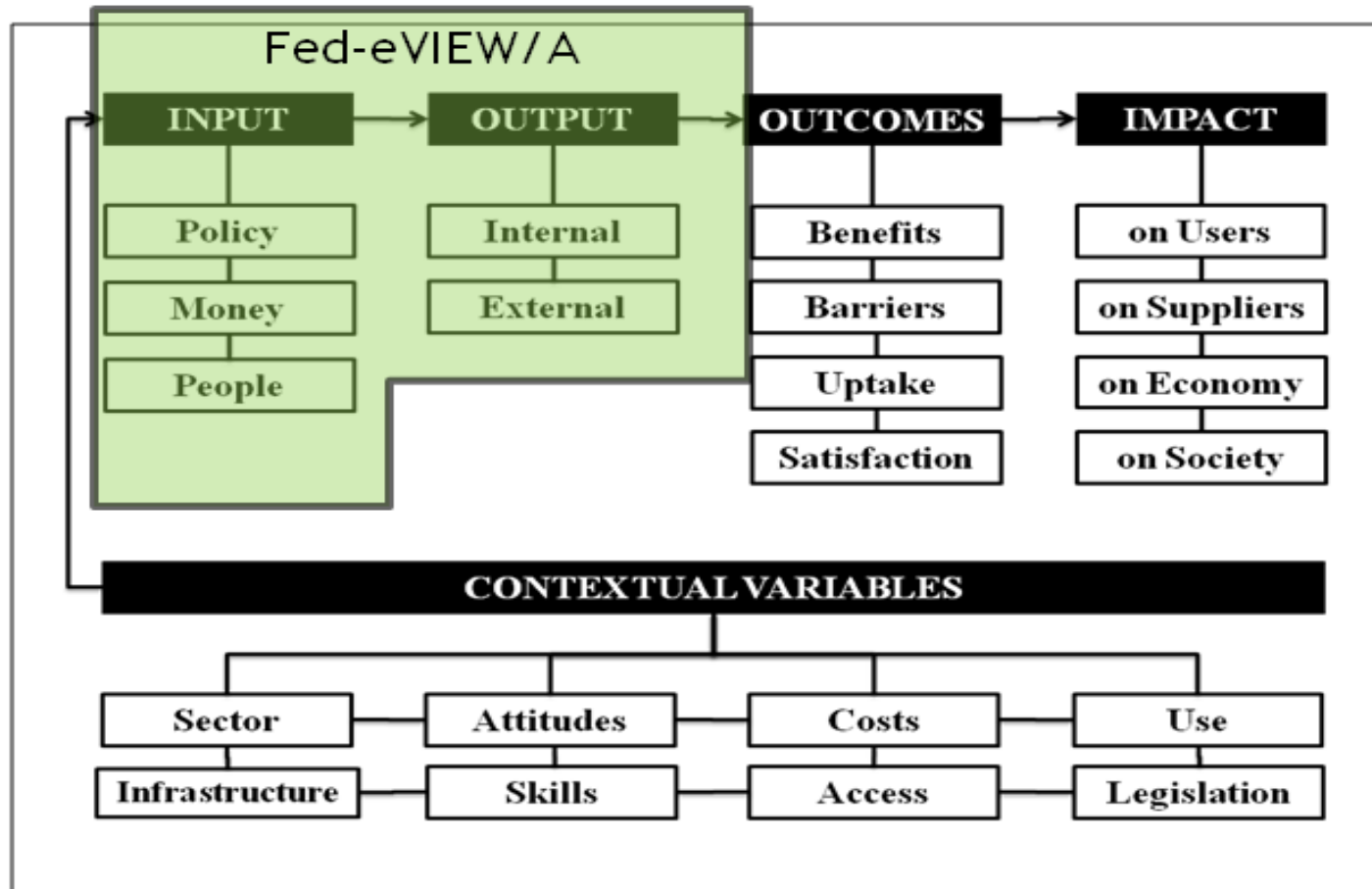
- Monitoring the level of maturity in back-office allows efficient and effective management and better performance measurement

Conclusions on the methodology

- Balanced picture of the several perspectives of ICT and e-gov implementation
- Comparison is difficult
 - Between measured organisations
 - Over time
- Scope definition is difficult
- Next measurement : saturation ?
- Source of inspiration for international egov benchmarkings ?

A global view : The eGov Monitor

- Fed-eView/A : a chapter in the eGov Monitor



Feeding the eGov Monitor

- Fedict Surveys
 - Fed-eView/A and Fed-eView/C
- Partnerships to collect data
 - Ministry of Economy/DG Statistics, Agency for Administrative Simplification, ...
 - Regions and municipalities, EU
 - Private partners
- Development of new indicators
 - eGovMoNet thematic network (user satisfaction and egov impact) (<http://www.epractice.eu/community/egovmonet>)
 - Benchlearning projects (DG InfSo)