



## 4th European eGovernment Awards 2009

[www.epractice.eu/awards](http://www.epractice.eu/awards)

Information Day  
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## THE EUROPEAN eGOVERNMENT AWARDS CONSORTIUM

- **CEPA** - Center for European Public Administration, Danube University, Austria
- **DTI** - Danish Technological Institute, Denmark
- **RSO SpA**, Italy
- **PAU Education**, Spain



## AGENDA

- Purpose and History of the Awards
- European eGovernment Awards 2009
  - Categories
  - Eligibility criteria
  - Evaluation criteria and selection process
  - How to apply and general requirements
  - Dates and deadlines



## PURPOSE OF THE AWARDS

- Support European eGovernment policy implementation within the framework of Information Society policies and the Lisbon Agenda (OMC)
  - i2010 initiative, eGovernment Action Plans
  - Identify and recognise achievements in the implementation of eGovernment policies and action plans
  - Simulate good practice exchange across Europe, in particular via [www.epractice.eu](http://www.epractice.eu)
  - Substantial contribution to biannual Ministerial eGovernment Conferences where progress and policy objectives are reviewed



## 5 REASONS TO APPLY

- Win one of the five prestigious European eGovernment Awards
- Exhibit at the 5<sup>th</sup> Ministerial eGovernment Conference 2009 and network with other stakeholders
- Be awarded with the [www.epractice.eu](http://www.epractice.eu) Good Practice Label in recognition of your achievements
- Become a distinguished case within the [www.epractice.eu](http://www.epractice.eu) community of experts
- Draw attention to your achievements in your home town, region or country and at international level



## HISTORY OF THE AWARDS

- Good Practice label in 2001
- eEurope Awards Programme 2003-2006
- European eGovernment Awards 2007
- **European eGovernment Awards 2009**
- Closely linked to the Good Practice Exchange Initiative [www.epractice.eu](http://www.epractice.eu)



## i2010 ACTION PLAN – 5 OBJECTIVES

1. No citizen left behind – Advancing inclusion through eGovernment
2. Making efficiency and effectiveness a reality
3. Implementing high impact key services for citizens and businesses
4. Putting key enablers in place
5. Strengthening participation and open government



## 2003 – FROM POLICY TO PRACTICE

1. The role of eGovernment for European competitiveness
2. A better life for European Citizens
3. European, central and local government eCooperation

357 submissions from 29 (out of 32) countries  
27% increase on the 2001 best practice exercise



## 2003 - WINNERS

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- **Bremen On-line Services**  
Senator for Finances - Department for New Media and eGovernment, Germany
- **HELP - Virtual Guide to Austrian Authorities and Institutions**  
Federal Chancellery, Austria
- **Tax Information Between Public Administrations**  
Agencia Tributaria, Departamento de Informática Tributaria, Spain



## 2005 – TRANSFORMING PUBLIC SERVICES

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1. Enabling eGovernment - the right environment
2. Transformation - government readiness
3. Business and citizens - service use
4. Impact and benefits

235 submissions from 28 (out of 33) countries  
16 re-submissions



## 2005 – WINNERS

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- **KSI ZUS - Complex Computer System**  
Social Insurance Institution, Poland
- **EID - Electronic Invoicing in Denmark**  
Agency of Governmental Management, Denmark
- **Kadaster-on-line**  
Kadaster, The Netherlands
- **ROS - Revenue Online Service**  
Revenue Commissioners, Ireland



## 2007 – REAPING THE BENEFITS OF eGOVERNMENT

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1. Better public services for growth and jobs
2. Participation and transparency
3. Social impact and cohesion
4. Effective and efficient administration
5. *Most inspiring Good Practice – Public Prize*

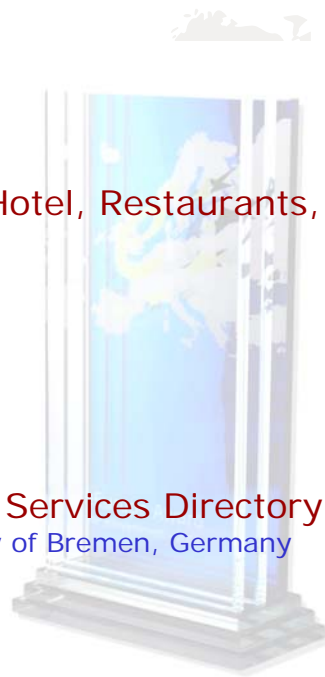
310 submissions from 31 (out of 34) countries  
22 re-submissions



## 2007 – WINNERS

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- **HoReCa1 – One-stop-shop for Hotel, Restaurants, Café licences**  
City of Amsterdam, Netherland
- **Mypage**  
Norge.no, Norway
- **Besancon.clic**  
City of Besançon, France
- **DVDV - German Administration Services Directory**  
Senator for Finances, Free Hanseatic City of Bremen, Germany
- **OLPS - Online Police Station**  
Italian State Police, Italy



## EUROPEAN eGOVERNMENT AWARDS 2009

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- **Category 1:** eGovernment supporting the Single Market
- **Category 2a:** eGovernment empowering citizens
- **Category 2b:** eGovernment empowering businesses
- **Category 3:** eGovernment enabling administrative efficiency and effectiveness
- **Public Prize:** Awarded based on the vote by members of [www.epractice.eu](http://www.epractice.eu)



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 1

### **eGovernment supporting the Single Market**

The most outstanding practices in cross-border eServices and information-sharing that have an impact on mobility for citizens and businesses across the EU will be identified in this category.



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 2

### **eGovernment empowering citizens (2a) and business (2b)**

Two prizes will be awarded in this category, which will identify the most outstanding practices in end-user empowerment.

*Key issues to be taken into account include the economic slow-down and the need to create opportunities and jobs in a knowledge-based society.*



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 2a

### **eGovernment empowering citizens**

The most outstanding practices in improved and easier access to public services for citizens as the major beneficiaries of eGovernment will be identified in this category.

*ICT solutions for participation and/or engagement and/or involvement of all groups in society in policy-making and implementation, as well as public service provision, are included in this category.*



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 2b

### **eGovernment empowering businesses**

The most outstanding practices in improved and easier access to public services for companies will be identified in this category.

*This implies that the case supports the creation of business opportunities (potentially across Europe), thereby enhancing competition and generating savings for businesses and, in particular, small and medium enterprises (SMEs).*



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 3

### **eGovernment enabling administrative efficiency and effectiveness**

The most outstanding practices in innovating and/or re-organising services and processes to make administrations more efficient and effective and reduce administrative burden will be identified in this category.



## EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORY 4

### **Public Prize**

This category was introduced in 2007. ePractice.eu members select the best case among the **52 short-listed finalists**.

*All registered members of [www.epractice.eu](http://www.epractice.eu) can vote and submit comments!*



## ELIGIBILITY CRITERIA

1. The case is from the EU Member States, candidate countries and/or EFTA countries.
2. The case is in operation.
3. The 'first applicant' is a public sector actor.
4. The case is sufficiently described.
5. Re-submitted cases have to demonstrate significant progress.



## SIGNIFICANT PROGRESS

- Significant functional development
- The transfer of solutions to other administrations
- An upgrade in accessibility features
- Additional services and adjustments with a view to their cross-border/pan-European use
- The introduction of tools for measuring the impact and benefits



## EUROPEAN eGOVERNMENT AWARDS 2009 – EVALUATION CRITERIA

1. Relevance (10 points)
2. Impact (25 points)
3. Innovation (25 points)
4. Potential for sharing good practice (20 points)
5. Management approach (10 points)
6. Communication and dissemination approach (10 points)



## EVALUATION CRITERION 1

### **Relevance (10 points)**

How would you describe the relevance of your case in the light of the objectives of the awards category and the specific policy context?



## EVALUATION CRITERION 1

### Relevance (10 points)

1. Demonstrate the relevance of the case, i.e. the issue(s) that your case solves.
2. Explain the relevance of the case for the specific awards category, local, national and/or European policy and strategic framework.
3. In a case of a re-submission provide evidence of significant progress.



## EVALUATION CRITERION 2

### Impact (25 points)

What are the main results, impacts and benefits (qualitative and quantitative) for all stakeholders involved (including public administrations)?



## EVALUATION CRITERION 2

### **Impact (25 points)**

1. Describe the impact measurement methods/tools you are applying.
2. Provide evidence of the main results in terms of qualitative (e.g. user satisfaction, etc.) and quantitative (e.g. level of use of service, cost savings, etc.) data.
3. Sustainability should be considered in this context.



## EVALUATION CRITERION 3

### **Innovation (25 points)**

To what extent does your case go beyond current practice in the field?



## EVALUATION CRITERION 3

### **Innovation (25 points)**

This criterion includes a broad perspective, i.e.

1. The innovative use of state-of-the-art technology and resources
2. Innovation in terms of governance and (re-)organisation
3. Process management, human resources and skills, etc.



## EVALUATION CRITERION 4

### **Potential for sharing good practice (20 points)**

What and how can others learn from your experience?



## EVALUATION CRITERION 4

### **Potential for sharing good practice (20 points)**

This criterion includes

1. Lessons that can be drawn from your (positive/negative) experience
2. Mechanisms for exchange, transfer and replication
3. *Existing cross-border cooperation, exchange and/or transfer are a plus!*



## EVALUATION CRITERION 5

### **Management approach (10 points)**

What are the key components and success factors of your management approach?



## EVALUATION CRITERION 5

### **Management approach (10 points)**

1. Effective coordination and decision-making
2. The handling of institutional and legal differences, different policies, priorities and visions
3. Partnership strategy
4. Implementation and change management strategy
5. Leadership and management of ICT
6. Multi-channel strategy, management of resources, knowledge management, human resource management, risk management, maintenance and evolution, etc.



## EVALUATION CRITERION 6

### **Communication and dissemination (10 points)**

What are the key components of your communication strategy and dissemination approach?



## EVALUATION CRITERION 6

### Communication and dissemination (10 points)

Describe your approach towards

1. Your constituency/stakeholder community
2. Your peers and the broader eGovernment community at the regional, national, cross-border, EU, and international level (e.g. epractice.eu, benchlearning communities, etc.)
3. Specific communication and dissemination actions to share good practice



## EVALUATION CRITERIA 2003 - 2009

2003	2005	2007	2009
Use of IST	Innovativeness and effective management	Evidence of impact	Relevance
Innovativeness	Real practical results and impact	Potential for sharing good practice	Impact
Managing eGovernment implementation	Relevance and transferability	Understanding of multi-channel aspects	Innovation
Real practical results and impact		Innovation and management efficiency	Potential for sharing good practice
Functionality		Communication capacity	Management approach
Visibility			Communication and dissemination approach
Valuable learning points and transferability			

## SELECTION PROCESS

- Panel of experts from across Europe with a variety of backgrounds
- 3 phases (following a pre-screening = eligibility check)
  - Phase I: remote electronic evaluation
  - Phase II: face-to-face consensus meeting of the expert panel => 52 finalists
  - Phase III: Judging (18 November) => final selection of winners category 1-3
  - Public vote on the best case among the 52 finalists (category 4)



## SCORING SYSTEM

- Scores
  - 96-100 points is an exceptional, outstanding case
  - 91-95 is a superior case
  - 81-90 is very good
  - 71-80 is good
  - 61-70 is average
  - 51-60 is not recommended as a good practice
- 52 Finalists and additional good practice cases



**GET YOUR APPLICATION IN NOW !!!**

**Until 10 June (16:00 CET)**

[www.epractice.eu](http://www.epractice.eu)



## **GENERAL REQUIREMENTS**

- Recommended application size is min. 3,000 to max. 5,000 words
- Applications should be submitted in English
- All questions in part 1 and 2 must be thoroughly answered
- Read carefully the Guidances Notes for Submission

*Note: By submitting your case you agree to make part 1 of your submission publicly available on [www.epractice.eu](http://www.epractice.eu).*



## IMPORTANT NOTE

- Save an **electronic copy** of your submission!
- Keep a **hard copy** of the electronic confirmation!

*A list of all registered cases will be published on [www.epractice.eu](http://www.epractice.eu) once the call is closed.*



## DATES AND DEADLINES

10 June	Close of call (16:00 CET)
Mid August	Notification of results and invitation of Finalists to exhibition
18 November	Judging
19-20 November	Awards ceremony and exhibition at Ministerial eGovernment Conference
after Conference	Workshop for Finalists



## INFORMATION

- For more information
  - Website: [www.epractice.eu/awards](http://www.epractice.eu/awards)
  - Awards Helpdesk: [awards@epractice.eu](mailto:awards@epractice.eu)
- European eGovernment Awards Consortium



Center for European Public Administration (CEPA), AT  
[www.donau-uni.ac.at/verwaltung](http://www.donau-uni.ac.at/verwaltung)



Danish Technological Institute, DK  
[www.teknologisk.dk](http://www.teknologisk.dk)



RSO S.p.A., Rome, IT  
[www.rso.it](http://www.rso.it)



P.A.U. Education, ES  
[www.paueducation.com](http://www.paueducation.com)

