



PPP (Provide eGovernment Good Practice Portability) Working groups - KEY FACTS



Information Society
Technologies

- The four working groups set up by PPP will study an aspect of eGovernment good practice with the objective of exploring concrete ways of concluding agreements between administrations for transfer of good practice.

- The subjects of the working groups will be electronic identity, secure infrastructure, cross-border portals and citizen portals.

- Working groups will meet for the first time in September 2005.
- The electronic identity and secure infrastructure working groups kick-off meetings will take place on 21 and 23 September respectively in conjunction with the co-located e-Smart and World e-ID conferences, in Sophia Antipolis, France. Participants will have the opportunity to attend these events at special rates.
- The cross-border portals and citizen portals working groups kick-off meetings will take place on 28 and 29 September respectively in conjunction with the 6th eDemocracy Forum in Issy-les-Moulineaux, France. Working group participants will have the opportunity to also attend this important eGovernment event.
- Each working group expects to meet three to six times over a period of around 16 months. The PPP project will conclude at the end of 2006.



Working groups will be based around four prominent examples of good practice:

Electronic Identity - BelpIC, the Belgian personal identity card

In order to simplify and improve the communication flow between the complex Belgian administration and its citizens, the Belgian government launched in 2001 several eGov projects. One of these, the Belgian Electronic Personal Identity (EID) Card, soon became a key building block in the "Trusted" communication framework established by a fully implemented "State of the art" PKI model. In this model the Registration as well as the Certification part is controlled by the Belgian National Register (unique citizen DB), which acts as the responsible issuer of the EID card and the certificates contained on this card.



The EID card enables its owner to authenticate himself when using applications and to digitally sign documents when needed. Legally, digital signatures are as valid as handwritten signatures. Belgian citizens, when using their cards, will develop into real users of their identity data (instead of simply being data) to access administrations, Internet applications, control applications and others in a secure way.

The Belgian EID card is a nationwide project with 8.5 million cards being delivered to the citizens by the end of 2008. The conceptual and practical aspects of the EID introduction process can be shared: the working group will explore this.

Secure infrastructure - FAST, Fournisseur d'Accès Sécurisés Transactionnels, document exchange infrastructure (France)

FAST is a complete and scalable workflow management system that enables French cities to communicate electronically in confidence. It also provides a global set of e-administration services to the French Administration.



It has been designed to enable paperless transmission and to offer users a service as simple as possible and with the minimum change in organisations. Via the Internet, Administrative agents can send their documents electronically in a secure environment. FAST also offers real benefits for citizens, making administrative procedures faster and more transparent.

FAST services provide guarantees: a legal guarantee, creating real proof, and a technical guarantee thanks to a security level respecting European standards. In consequence, FAST incorporates the three essential factors for delivering secure e-administration:

1. Use norms and standards that support electronic transactions between central, regional, and local administrations
2. Support exchange between different software systems through a fully interoperable platform
3. Secure data transmission (particularly private data), offering full traceability, and transaction authentication

Cross-border portals - the ØresundDirekt information portal (Denmark/Sweden)

Øresund is the name of the strait between Sweden and Denmark, which its name to the Øresund Region - consisting of Skåne in Southern Sweden, and Sjælland, Denmark's largest island. With the construction of a bridge crossing Øresund, in 2000, the social and economic benefits of an integrated and coherent region became apparent. However, despite some common cultural and traditional ties, the region was essentially a constructed one, made up of two quite different, and politically separate, areas. A 1999 report concluded that poor communication between the region's citizens and businesses, and its respective public sectors, was likely to be the principal barrier to integration in the new Øresund Region.



In order to eliminate this barrier both governments decided to invest in a mutual e-government information service - Øresunddirekt. The web site www.oresunddirekt.com:

- Information directly targeting citizens and business
- Links to all relevant Danish and Swedish authorities
- Personal service in an Information Centre

The e-government service conveys public service information to the region's citizens and businesses, and it also works to build and strengthen co-operative networks between civil servants in the region. (around tax, employment and social security)

Good practice in public cross-border communication

- Creating a simple system, which is able to provide complex information
- Keep focus on the needs of citizens rather than the authorities' needs
- Accept national differences in administration
- Create an active network of relevant authorities and partners

Success can be measured not only in terms of the short-term benefits for individual citizens, but also in permanent administrative changes, as the 'regional perspective' begins to influence policy-makers.

Citizen portals - Liverpool City Council's citizens' portal (UK)



The Liverpool City Council portal strategy is at the forefront of the delivery of e-business for the City Council, its' employees, citizens and the business sector. The portal also facilitates joined up services.

Information is disseminated via the portal in a structured, but customisable screen format offering personalised web browsing for the various user groups and individuals.

It enables a delivery framework that allows City Council services to be supplied more effectively on demand and provides more efficient access to services.

By streamlining its operations and processing customer/citizen requests within this environment, the City Council can reduce bureaucracy and deliver better, more targeted services while at the same time, cutting the cost of service provision.

The Liverpool approach and development of Citizens portal is centred around the provision of capability for a:

- Personalised service through the provision of
- Online information,
- Relevant to the individual customer, which is

Targeted to the citizen or any other defined community, through creation of
Accessible information on Local Authority services geared to the
Life events of the web visitor