



Four projects developed in Austria are amongst the finalists competing for the **4th European eGovernment Awards 2009** - an initiative of the European Commission to stimulate innovation by identifying best practice examples using information and communication technologies in public sector organisations. This year 52 awards finalists from 17 countries are competing for the prizes. The winners will be announced on 19 November at the Ministerial eGovernment Conference 2009 in Malmö (Sweden). For the first time the finalists' projects are accessible online through a virtual exhibition.

Selected finalists 2009: Austria

This year four cases have been selected as finalists out of the eight cases submitted:

- **EU-OPA** improves the European order for payment processes and has proved its usefulness already in Austria and Germany;
- **MyHELP** is an example of a multi-channel gateway from citizens to public authorities;
- **BBG** provides an efficient eProcurement system with outstanding cost savings;
- **LoS** is an innovative performance measurement system developed by the Austrian tax and customs administration.

A pan-European project, **EULIS**, involving also an Austrian partner, was selected as a finalist (see Dutch country factsheet <http://www.epractice.eu/awardsmediakit>).

European Order for Payment (EU-OPA)

Increased efficiency and effectiveness of EU payment orders
Category 1: eGovernment supporting the Single Market

EU-OPA is an IT application for the electronic processing of the European order for payment procedure. It simplifies, speeds up and reduces the costs of litigation in cross-border cases concerning uncontested pecuniary claims. EU-OPA is used with great success in Germany and Austria. It is suitable for EU-wide applications and has proven its value in cutting processing times in courts. → www.bmj.gv.at/service/content.php?nav=73



Your Personalised Service Portal on Official Channels (MyHELP)

Link up to government content and services directly
Category 2a: eGovernment empowering citizens

Twelve successful years as the central eGovernment portal of Austria have made Help.gv.at into an effective, high-quality point of contact for citizens and entrepreneurs seeking advice. It functions as an inter-authority gateway enabling access to ministries, local administrations, etc. MyHELP offers a personalised version which allows citizens to see only topics and authorities relevant to their situation. An individually configurable version of MyHELP offers additional functions such as an information service on selected topics. → www.myhelp.gv.at



eProcurement System by the Federal Procurement Agency (BBG)

Standardisation to boost efficiency in public procurement

Category 3: eGovernment enabling administrative efficiency and effectiveness





The BBG or Federal Procurement Agency has developed an eProcurement solution comprising an electronic publication and notification platform, a desktop purchasing system and a travel booking tool. It also encompasses a data warehousing and analysis tool, in which purchase data is saved for analysis and reporting. In 2008 the systems served more than 10,000 users, leading to savings of €178 million in procurement costs alone. → www.bbg.gv.at

Performance-Oriented Controlling (LoS@BMF)

Measuring the performance of the tax and customs administration

Category 3: eGovernment enabling administrative efficiency and effectiveness



LoS is the Management Information System of the Austrian tax and customs administration. It is based on a performance measurement system that makes use of key performance indicators. Measuring and analysing the success of tax or customs offices, LoS is responsible for the results-based and efficiency assessment of about 10,000 employees. → www.bmf.gv.at

4th EUROPEAN eGOVERNMENT AWARDS 2009 – FACTS

- Submissions from 31 out of 34 eligible countries
- Total number of submissions: 259
- Number of finalists: 52 from 17 countries
- Number of finalists by categories:
 - Category 1: eGovernment supporting the Single Market - 5 finalists
 - Category 2a: eGovernment empowering citizens - 18 finalists
 - Category 2b: eGovernment empowering businesses - 6 finalists
 - Category 3: eGovernment enabling administrative efficiency and effectiveness - 23 finalists

4th EUROPEAN eGOVERNMENT AWARDS 2009 – CATEGORIES

- **Category 1. eGovernment supporting the Single Market:** strengthening the Single Market by increasing mobility for businesses and citizens in the EU;
- **Category 2. eGovernment empowering citizens:** improving access to public services for citizens;
- **Category 2b. eGovernment empowering businesses:** improving access to public services for companies, by creating business opportunities and generating savings for businesses (particularly SMEs);
- **Category 3. eGovernment enabling administrative efficiency and effectiveness:** making public services and administrative processes simpler and more efficient, thus reducing the administrative burden.

A separate **public prize** will be awarded based on the online votes cast by members of ePractice.eu (membership open to all).

EUROPEAN eGOVERNMENT AWARDS BACKGROUND

The purpose of the European eGovernment Awards is to support the implementation of European eGovernment policy and strategies and facilitate good practice exchange. In this context, since their launch in 2003 the Awards have been promoting the best ICT-based solutions for public services in Europe.

The European eGovernment Awards are organised every two years, coinciding with high-level EU Ministerial eGovernment conferences. Their aim is to monitor progress and identify policy and research priorities for the future. This year the 5th Ministerial eGovernment Conference, "Teaming up for the eUnion", is a European Commission-Swedish Presidency joint event. It will





take place on 19-20 November 2009 in Malmö (Sweden). The European eGovernment Awards ceremony and Finalists Exhibition are integral parts of the conference.

VIRTUAL EXHIBITION

Virtual Exhibition of European eGovernment Awards is accessible at <http://www.expopolis.com/>

FURTHER INFORMATION

Awards website: www.epractice.eu/en/awards

Full list of finalists: www.epractice.eu/en/awards/finalists

5th Ministerial eGovernment Conference, 19-20 Nov 2009, Malmö (SE): www.egov2009.se

Press queries: info-eGov-conference-press@ec.europa.eu Tel: +32 2 299 45 31

EUROPEAN eGOVERNMENT AWARDS CONSORTIUM

- Center for European Public Administration, AT www.donau-uni.ac.at/verwaltung
- Danish Technological Institute, DK www.teknologisk.dk
- RSO S.p.A., Rome, IT www.rso.it
- P.A.U. Education, ES www.paueducation.com

