



Six projects developed in the Netherlands are amongst the finalists competing for the 4<sup>th</sup> **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: Netherlands

Sixteen Dutch cases were submitted this year and six are among the finalists:

- **AvB** provides an information and contact point for entrepreneurs;
- **Virtual Cities 2009** involves citizens to the planning of urban development;
- **EUCARIS** and **EULIS** offer cross-border information on vehicle registration and on land registers;
- **GEMMA** standards help Dutch authorities to build eGovernment services;
- **PIANOo-desk** is a centralised eProcurement platform for government purchasers and tenderers.

In addition, other six Dutch submissions were recognised as good practices.

**Antwoord voor Bedrijven (AvB)**  
Government information for entrepreneurs:  
laws and permits in the Netherlands

**Antwoord<sup>®</sup> voor bedrijven**  
De overheid voor ondernemers

Category 1: eGovernment supporting the Single Market

The "Answer for Business" (AvB) website makes information from the government more accessible to entrepreneurs. They can find information on the website or send an email/phone with their questions. AvB is also the point of contact for entrepreneurs wishing to report conflicting regulations and poor government performance. It is available in Dutch and English. → [www.antwoordvoorbedrijven.nl](http://www.antwoordvoorbedrijven.nl)

**European Land Information Service (EULIS)**  
Creating a single European property market  
Category 1: eGovernment supporting the Single Market



EULIS aims to ease worldwide access to EU land and property information, in order to create a single European property market. By providing professional groups with answers to their questions (e.g. on official land registries, property values, etc.), it meets the needs of a growing number of European citizens, businesses and lenders engaging in cross-border property transactions. → [www.eulis.eu](http://www.eulis.eu)

**Virtual Cities 2009**  
Virtual world technology for better cities  
Category 2a: eGovernment empowering citizens



Virtual Cities utilises virtual world technology as a communication tool for urban planning, as well as for organising virtual meetings and testing public safety. Virtual Cities enables access - even on relatively basic computers - to the virtual 3D presentation of a city as it currently is or will be in the future. It allows citizens to take part in fora and vote on alternative designs. Virtual Cities is currently being used by 13 cities, one province and four major national companies. → [www.virtueelnl.nl](http://www.virtueelnl.nl)





### The European Car and Driving License Information System (EUCARIS)

*Single network to fight car theft and registration fraud*

*Category 3: eGovernment enabling administrative efficiency and effectiveness*



EUCARIS allows countries to share their motor vehicle and driving license registration information. It was developed by and for government authorities. The system allows users online access to motor vehicle, driving license and related data stored in the national registers of affiliated countries. Bringing together the national registration authorities that serve as national hubs, EUCARIS avoids the need for costly investments in several parallel networks.

→ [www.eucaris.net](http://www.eucaris.net)

### General Municipal Model Architecture (GEMMA)

*Architectures and standards for eGovernment in Dutch municipalities*

*Category 3: eGovernment enabling administrative efficiency and effectiveness*



GEMMA is a comprehensive set of architectures and standards. It helps Dutch municipalities take their eGovernment ambitions into their own hands and reduce their dependency on large software providers. More than 120 municipalities use forms based on the GEMMA electronic form specifications to take their first steps on the electronic channel.

→ <http://egem-iteams.nl/gemma>

### A Network of Practice on Public Procurement (PIANOO-desk)

*Sharing expertise on public procurement*

*Category 3: eGovernment enabling administrative efficiency and effectiveness*



PIANOO-desk is a confidential and virtual meeting place for government purchasers and tenderers. Its nearly 3,000 members share knowledge and experience, participate in working groups, exchange questions and participate in discussions that can take place anywhere, anytime (24/7). Over the past four years, PIANOO-desk has grown from 1,700 to almost 3,000 active users and now scores an impressive 7.4 rating for user satisfaction. → [www.pianoo.nl](http://www.pianoo.nl)

#### 4<sup>th</sup> 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





### 4<sup>th</sup> 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 5<sup>th</sup> 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](http://www.epractice.eu/en/awards)

Full list of finalists: [www.epractice.eu/en/awards/finalists](http://www.epractice.eu/en/awards/finalists)

5<sup>th</sup> Ministerial eGovernment Conference, 19-20 Nov 2009, Malmö (SE): [www.egov2009.se](http://www.egov2009.se)

Press queries: [info-eGov-conference-press@ec.europa.eu](mailto: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](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)

