First International Conference
„The European Experience in e-Government“
November 29-30 2002
Sofia
ELECTRONIC SERVICES
TO CITIZENS
IN SEE AND EU

The Project Electronic Municipal Information Services
(E-MuniS)

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THE PROBLEM

Municipality

Decision
THE PROBLEM

The Municipal services as a challenge to the citizens:

- They have to go to the Municipality
- They have to stay in long queues in front of the busy administration office
- They waste time and nerves
- They have to face ineffective provision of administrative services
- They have to cope with the lack of transparency of the municipal information, with enormous paper work, procedural formalities and inefficient document flow
THE BACKGROUND

Nov. 99 – July 2000

• Feasibility Study (City Reports)
• Urgent Actions (ITApplications completed)
• Procurement of HW & SW
• IT Applications Demand

SEEMUNIS Pre-Project

Sept. 2000

SEEMUNIS Main Projects
• IT Strategy Organisation
• E-Municipality
• E-Services
• Municipal Network
• GIS
• Qualification and Training

SEEMUNIS Strategy Workshop

Feb. 2001

E-MuniS Proposal to IST


E-MuniS Project

• E-Services
• E-Municipality
THE PROJECT

- Funded by the IST Programme of the EC
- Duration: November 2001 - October 2003
- Consortium
  - Municipalities of Bonn, Valladolid, Rijeka, Sofia, Skopje
  - IT Companies from Sofia, Skopje, and Valladolid
  - IT Research & Development Centres from Germany (FhI-SIT-IBE) and Greece (CERTH, Thessalonica)
  - GISIG – Genoa (Italy)
  - Consulting Companies from Germany and Bulgaria

- Leading Organization – Fraunhofer Institute SIT-IBE, Germany
THE OBJECTIVE

To adapt and transfer the best practices of EU municipalities

➤ through pilot development

➤ implementation of IT applications in administrative work

➤ provision of services to citizens

thus facilitating the work of the municipal employees and making the life of the citizens easier
THE TASKS

- Study and Analysis of the EU best practice and SEE Municipal IT Infrastructure
- Transfer, adaptation and pilot development of software applications for the e-municipality office and for e-services to citizens
- Dissemination and exploitation of the project outcomes
Study and Analysis of the Best Practice and Demand

Methodological Framework:

Set of Questionnaires

Collected data from 35 EU and 25 SEE Municipalities

Selection criteria for transferable applications

- Is it relevant?
- Is it feasible?
- What are the risks involved?

Recommendations of European Commission
Results: IT in EU-Municipalities

- Microsoft Operating systems dominate open source systems
- The majority of the municipalities have Internet access
- Administrative municipality tasks are in generally supported by IT-Systems

Trends:
- Internet Technologies
- Geographical Information systems
- Document Management systems combined with workflow components

Deficits
- E-Services integrating security technologies
- Integration of e-Services into administrative applications
- Ambitious Internet applications
Results: E- Services in EU-Municipalities

- Most of the cities are on the way to offer a city portal
- Municipal Information Systems (realizing life event and business episodes concept) are available
- Forms Service (download of pdf-forms) is offered
- Two-way interaction e-Services (processing of forms) are provided as
  - Services concerning citizens registration, car registration
  - Municipal waste management
  - Information and services on cultural events
- Few transactional e-Services as
  - Adult evening classes
  - Online library services
- Very few ambitious applications as
  - Virtual market places
  - E-democracy applications
Results: IT in SEE - Municipalities

- Cities use PCs connected to a LAN
- All cities taking part in the survey have Internet access
- Microsoft technology is generally used
- The cities have web sites which are used to provide basic information
- Basic municipal administrative procedures as supported by IT-Applications

- Deficits
  - Lack of IT strategy
  - Lack of Transparency of administrative procedure
  - Insufficient integration of IT applications
  - Insufficient computer equipment
Best practice Transfer Opportunities

Information and e-Services:
- City Portal
- Municipal Information System
- Integration of Forms
- Provision of Services
  - For Citizens: request of certificates
  - For citizens: announcement of change of address
  - For business: permits and certificates

Back-office Applications
- Electronic Document Management System
- For strategic reasons: IT support for City mayor’s office
- Geographical Information Systems
THE SOLUTION

Citizens  e-Service  Front-Office  E-Administration  Back-Office  Municipal Employees
THE OUTCOMES

City Web-Site  
Municipality Web-Site

Citizens Tool

Interface Tool

Kiosk

EDMS

Internal IR

Mayor's Office

Interface

External IR

FRONT OFFICE

BACK OFFICE
Back Office Architecture

Front Office

Back Office Interface Tool Set

EDMS

IR

MOIN

Mayor's office team

Employees

Employees

Front Office
Front Office - Architecture

- Standards
- City Web-Site
- Municipality Web-Site
- E-services
- Citizens Tool
- Interface Tool
- Kiosk
- Back Office
Analysis of relevant standards for local e-Government applications

Subject for the Front-Office:
- Presentation and layout issues, the provision of content, standards for system architecture and e-Services

... and for the Back-Office:
- Electronic Document Management Systems and interfaces to external information resources
Municipality and City Web-Site

- One-Stop-Shop → Clever layout and access structure necessary
- Target Groups: Citizens, Business, Tourists, Other public authorities → reuse of information by separating layout and content
- Information has to be up-to-date → need for content management

Same Appearance and ‘look-and-feel’ realized by two different technological approaches:
- Open source philosophy (Greek partner in cooperation with the city of Valladolid) ([http://160.40.50.130/Emunis/index.html](http://160.40.50.130/Emunis/index.html))
- Microsoft based solution (City of Rijeka and FhG/SIT-IBE)) ([http://www.emunis.com.hr](http://www.emunis.com.hr))
WP3 - City Portal – Rijeka Implementation

Rijeka City Administration is lead by the Mayor, City Government, City Council and City Departments.

Main entrance at the City Administration´s main building.
WP3 - City Portal – Valladolid Implementation

Exhibition Mayors and Municipality
Presentation of the Exhibition

"Access and is present at of the women in directive positions and responsibility
The City council organizes the debate day

More Info...

Respect to the media.ambiente
The commitment of the City council of Valladolid with the media ambiente is reflected in tangible realities as the Purifying
Municipal Information System

Information for citizens and entry point for municipal service:
- Requests
- Life Events
- Information about municipal organization
- Delivery of forms
- Interactive City map

Maintenance System:
- Change, delete and insert new records
- Menu oriented
- No specific IT-Knowledge necessary
**European Municipal Information System (EUMIS)**

<table>
<thead>
<tr>
<th>Services</th>
<th>Examples:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>- You are moving;</td>
</tr>
<tr>
<td>Requests</td>
<td>- You want to register a new car;</td>
</tr>
<tr>
<td>Life Events</td>
<td>- You are looking for some kind of financial aid;</td>
</tr>
<tr>
<td>Organisation</td>
<td>- You have founded your own company.</td>
</tr>
<tr>
<td>Forms Service</td>
<td>In such a &quot;life event&quot; you often have to contact several authorities, which will cost you much time and money.</td>
</tr>
<tr>
<td>City Map</td>
<td>This page will help you and show, which authorities are perhaps helpful in your life event and which ones are essential. For this purpose we have listed typical life events (see below; the list is still growing).</td>
</tr>
</tbody>
</table>

If you click on a life event, you will get a list of associated requests. From that point you can get information about the request. So you can become acquainted with the necessary steps in your life event. Perhaps you can even contact your authority from your PC at home.

**Please click on the life event of your choice.**

- **Children**
  - Birth, legal formalities, registration for nursery schools
- **Motorcars**
  - Motorcars: Taxes, licence plates, licence plates by request
- **Moving**
  - Requests concerning moving from one place to another
- **Social help**
  - Social services in Rijeka
- **Trade**
  - Information, registration, taxes
System Architecture: Front Office

Portal Web Site

Municipality Web-Site

City Web-Site

Service Manager

Life-Events

E-Services

Service

Service

Service

Back-Office
THE ACHIEVEMENTS

- Increase the effectiveness and efficiency of the work of the municipal administration reducing the time needed for document processing and the time needed for providing services to citizens

- Improve the quality and reduce the time needed for obtaining services from citizens

- Achieve transparency of the local government information
DISSEMINATION of RESULTS

E-MuniS

Outcomes

Direct End-user
Project Municipalities

Potential End-users
Other Municipalities of the
Project Country

Potential End-users
Other Municipalities of the
other Country

Project Level

national Level

international Level

Citizens and Companies
KEY PROJECT EVENTS IN 2003

- Pilot implementation and Demonstrations:
  - February, Skopje – e-Municipality (Back office)
  - March, Sofia - e-Services (Front Office)
  - April, Sofia - Information Kiosk (PIAP)

- Dissemination Workshops – June/July 2003
  - Sofia
  - Rijeka
  - Skopje
  - Valladolid

- Final International Workshop – 23/24 October 2003, Sofia
All RESULTS published on our Web Site

www.emunis-ist.org

LOOK AT IT!
FOLLOW IT!
USE IT!
TO GET ADVANTAGES IN:

- Cooperation between Public administration of Cities in different countries
- Public-Private Partnership between Local Government and IT Industry
- Joint activities between IT firms from SEE and EU
- Integration of the SEE Municipalities into the EU Community Municipal Network