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Electronic Municipal Information Services
Project: E-MuniS

Fraunhofer Institut
Sichere Telekooperation
Electronic Municipal Information Services
Project: E-MuniS

Best Practice Transfer and Improvement Project
Project Approach and Midterm Results

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THE PROBLEM
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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 (Only 1% of SEE Municipalities offer a web presence), 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

Sept. 2000

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

Feb. 2001


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 – FhI-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 EU best practice and SEE Municipal IT Infrastructure

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

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

- Municipal Information System (realizing life event and business episodes concept)
- Form Server (download of pdf-forms)
- One-way interaction e-Services as
  - Services concerning citizens registration, car registration
  - Municipal waste management
  - Information and services on cultural events
  - Presentation of geographical information
  - City council information system
- Few two-way interaction 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

Results base on survey of large cities in this region – they may be not representative for all cities of this part of Europe

- 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
THE SOLUTION

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

City Web-Site
Municipality Web-Site

Citizens Tool

Interface Tool

Internal IR

EDMS

Mayor’s Office

Interface

External IR

Kiosk

FRONT OFFICE

BACK OFFICE
System Architecture: Front Office

Portal Web Site

Municipality Web-Site

City Web-Site

Service Manager

Life-Events

E-Services

Back-Office

Internet

Kiosk

Fraunhofer Institut Sichere Telekooperation
General Workflow

Front-Office

E-Service

Request Entry

Request Processing (Validation)

Service Manager

Back-Office

Back-Office Procedures
RESULTS: Internal Applications

Electronic Document Management System

- Document Conversion
- Document Storage and Archival
- Document Retrieval
- Security Features

Integration into internal applications

City Mayor’s office – Application

Interface to external Information Resources
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-MuniSOutcomes

Project Level
Project Municipalities

national Level
Potential End-users
Other Municipalities of the Project Country

international Level
Potential End-users
Other Municipalities of the other Country

Project Level

Citizens and Companies

Potential End-users

national Level

international Level
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