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CONNECTED

E-Government in Austria

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Austrian Federal Chancellery

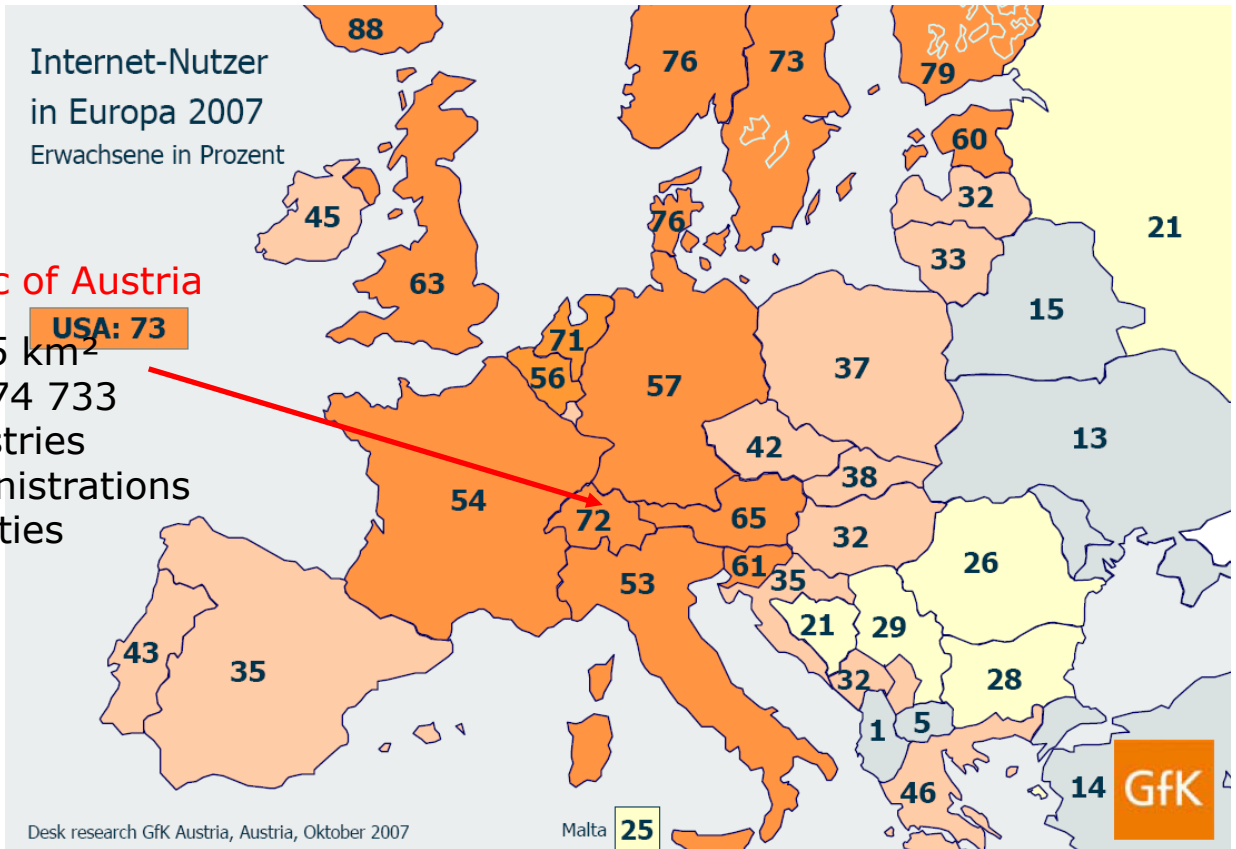
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Federal Republic of Austria

Area: 83 870.95 km²
 Population: 8 174 733
 12 federal ministries
 80 district administrations
 2359 municipalities
 9 provinces

Internet-Nutzer
 in Europa 2007
 Erwachsene in Prozent

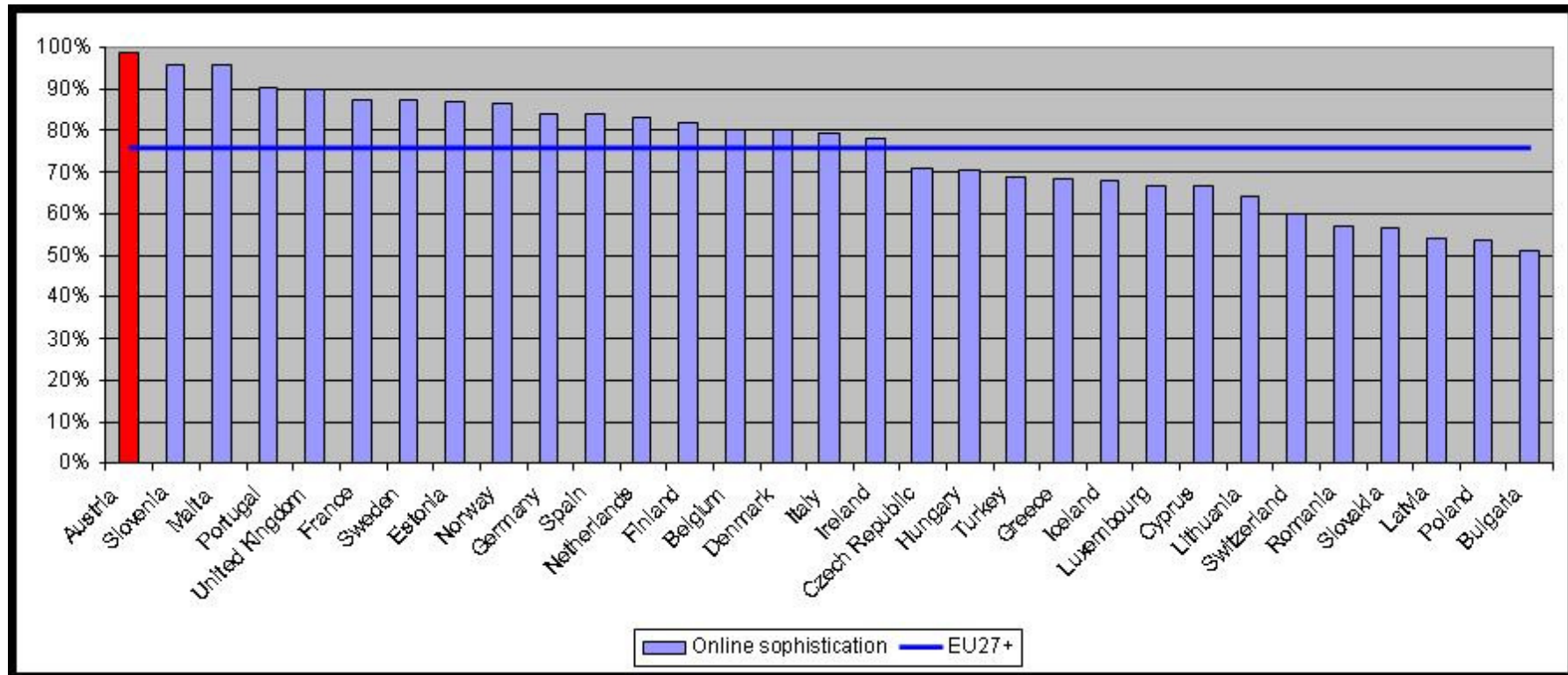


some facts

- >95 % of the Austrian enterprises are using computers
 - >90 % have internet access
 - ~75 % eGovernment information
 - Each fifth enterprise has already complete official procedures electronically
-
- >60 % of the Austrian population are using internet
 - ~50 % of the Austrian households are equipped with computers
 - ~80 % have a mobile phone
 - ~80 % eGovernment information
 - ~45 % complete official procedures electronically



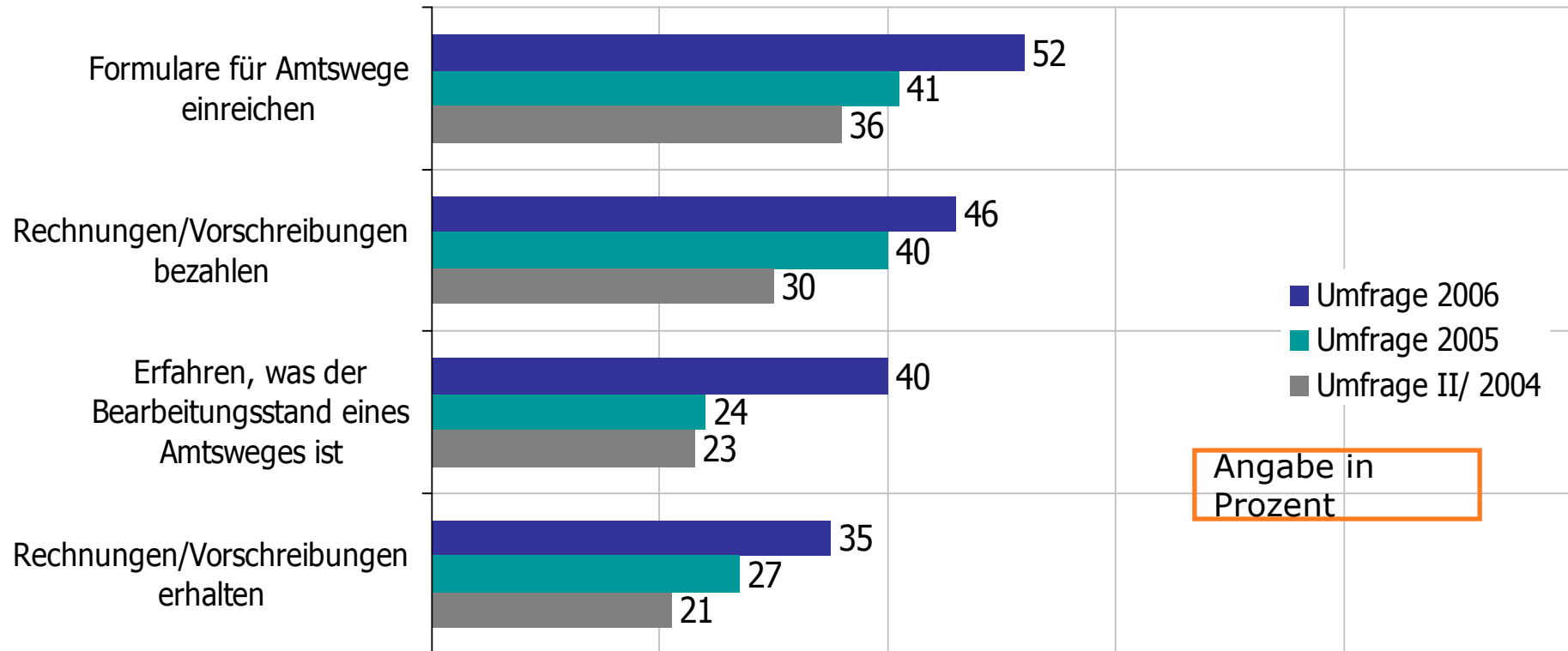
„Sophistication indicator shows that Austria leads the European way in all 20 services measured.“



„Austria’s eGovernment initiative is a class-leading example of how to optimize a government’s eServices offering and make it almost 100% transactional.“

Users first: citizens preferences of E-Gov services

Frage: Welche der folgenden Dinge erledigen Sie lieber über das Internet (e-mail, Websites) als auf andere, konventionelle Weise (telefonisch, per Fax, per Brief, über persönliche Termine/Gespräche).

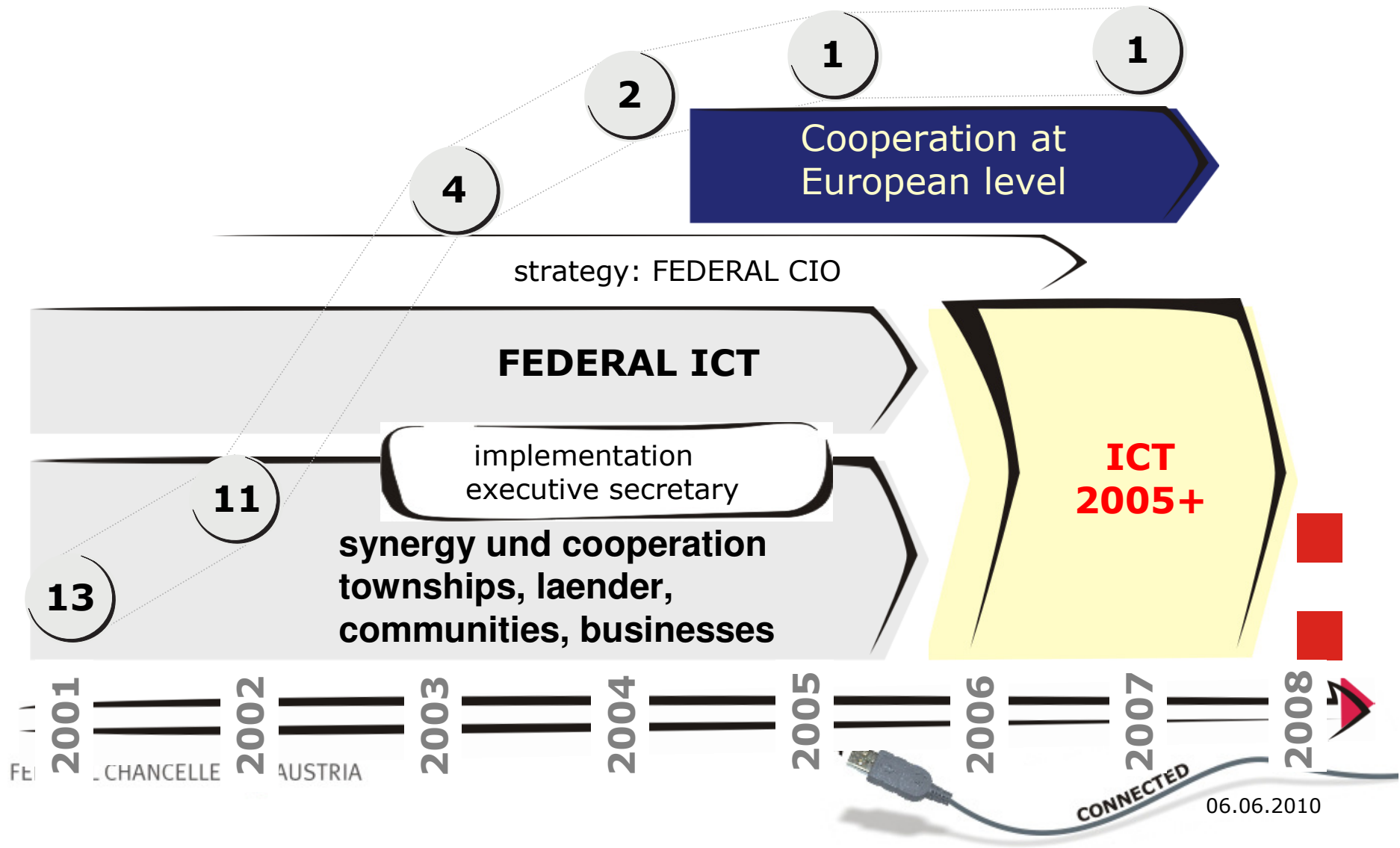


Quelle: FESSEL-GfK, ONLINE STUDIE 06, n= 2.000, Befragungszeitraum 17.05.-02.06.2006 **Umfrage 2006**
 Quelle: FESSEL-GfK, LIFESTYLE ONLINE 2005, n= 2.000, Befragungszeitraum 27.06.-13.07.2005 **Umfrage 2005**
 Quelle: FESSEL-GfK, LIFESTYLE ONLINE 2004, n= 2.000, Befragungszeitraum 20.09.-04.10.2004 **Umfrage II/2004**



how is the coordination of eGovernment given shape

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AUSTRIA: Highly triggered by political goals

- **2001 COUNCIL OF MINISTERS**
installing a special task force and a CIO
- **2003 COUNCIL OF MINISTERS**
setting the deployment scene and an Executive Secretary
- **2008 COUNCIL OF MINISTERS**
fostering take up through general implementation directions
- **SELFREGULATION OF ADMINSTRATIONS**
setting goals and targets



AUSTRIA: Highly triggered by political goals

- TOP LEVEL INVOLVED
- Chancellor and Vicechancellor repeatedly to receive progress report (every 6 weeks)
- direct participation at the platform (twice a year) at minister level.
- explicit and focussed eGovernment laws involves parliament and politics in eGovernment and eHealth.



- **Citizen centricity**
- **Efficiency through comfort**
- **Trust and security**
- **Transparency**
- **Accessibility**
- **Usability**
- **Data protection**
- **Cooperation**
- **Sustainability**
- **Interoperability**
- **Technology neutrality**

i2010: quality of life,
sustainable growth and jobs



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management

FEDERAL CIO

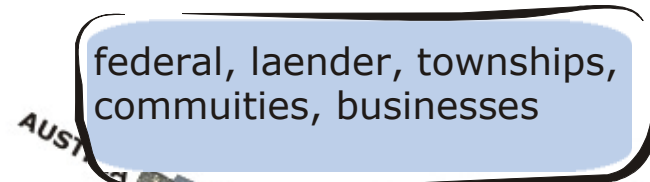
spokes person

Bund, Länder, Städtebund, Gemeindebund, WKÖ, HV/SV, Freie Berufe

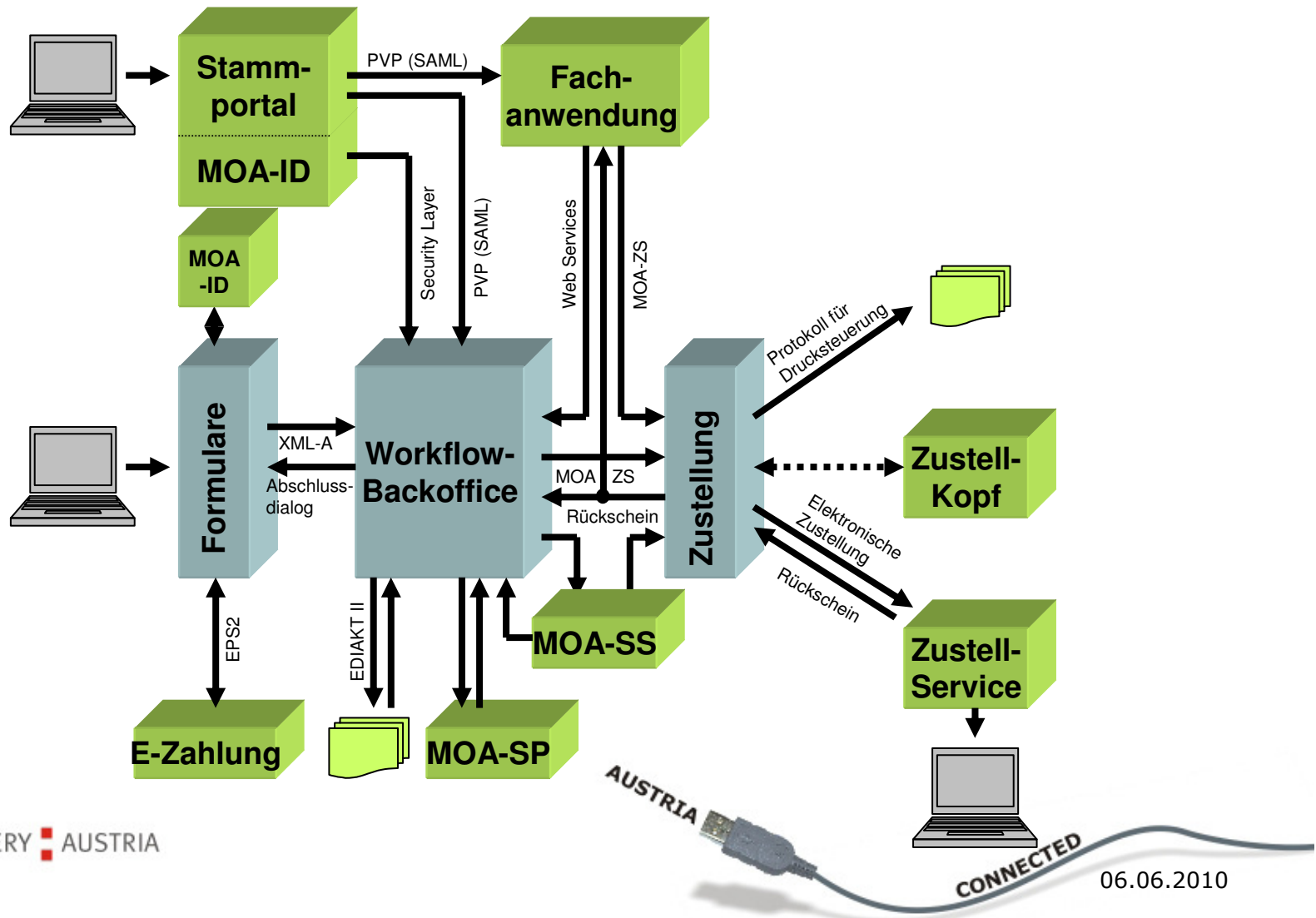


make ICT systems easier and
more secure to use

the governance structure



how does planning and control of eGovernment take place?



the building blocks defined for
eGovernment?

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- **eID, singature and mandates**
- **eDOC**
- **eDelivery**
- **Register**
- **Portal interconnect**
- **Gov Portal Help**
- **Back office systems**



consistent legal framework

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eGovernment-LAW

citizen
card

identity-
link
(SAML)

mandates
(SAML)

source PIN

sector
specific
eID

source PIN
REGISTER

supplement
REGISTER

standard-
document
REGISTER

official
signature

eGovernment Act → legal basis

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- entered into force on 1st March 2004
designed especially for the electronic communication between citizens and the business world with and between public administrations
- considers Data Protection Act 02
 - defines terms and rules
 - identity and authenticity
 - citizen card function
 - source identification number
 - unique identification in data files
 - sector-specific personal identifiers
 - official signatures
 - citizen card use in private sector
 - electronic delivery

http://www.cio.gv.at/egovernment/law/E-Gov_Act_endg_engl_Fassung1
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eID Citizen Card function

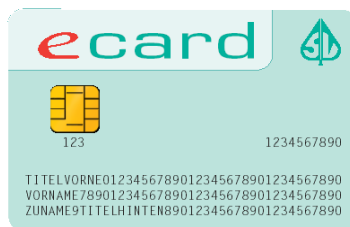
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eID Citizen Card function



Bank cards:

Each bank (ATM) card issued since March 2005 is also an SSCD (prepared, citizen is free to activate the citizen card function)



Health insurance card:

Rollout to each citizen started May 2005 finished November 2005 (prepared, citizen free to activate)

other initiatives:

- Mobile phones (avail as citizen card)
- affinity cards
- future technologies (PDAs, cell phones, WIM)

http://www.buergerkarte.at/index_en.html



Within administration:

- in order to provide more efficient procedures and to avoid extensive data to be collected

Access to e-gov:

- in order to facilitate e-government and transformation (automated procedures)

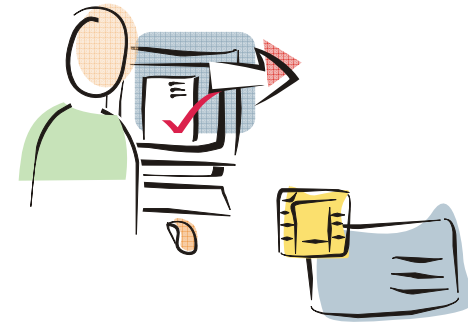
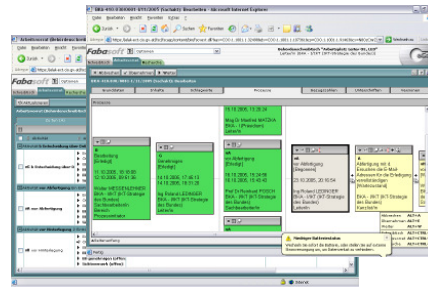
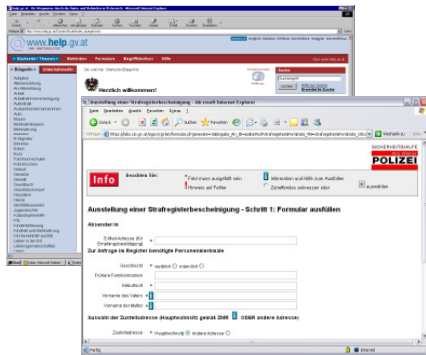
Access to e-business:

- in order to raise quality trust and security by profiting from public sector



full electronic processes

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**Help.gv
portal**

**central
registers and
ELAK-
Backoffice**

**electronic
delivery service**

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Best Practice in eAustria

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- Electronic File System (ELAK)
- Central Register of Residence (ZMR)
- Register of Buildings and Dwellings (GWR)
- Register of Addresses
- Tax online services
- Electronic Law system
- E-Tendering
- E-Voting
- E-Export Information System
- School Book online
- Student Services online
- Public Libraries

by the end of 2004 all Austrian ministries are paperless - standard procedures like tax return or proof of residency require zero human interaction



- Implementing e-services means, that the users must be in the focus of interests
- well defined information and communication policy is one of the key elements of successful project
- measurement of usage and effects is necessary to judge efforts and developments of the past and building the base of planning the future
- using e-services means a new culture of working together, so we need permanent assistance of the change management process



outlook of e-services generations

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- The younger generation has no barrier of using internet technology and digital television
- The younger generation grows up with “play stations” and joy sticks
- The younger generation accepts virtual worlds like “second life” and Web 2.0 like blogs, wiki, ...
- The working generation needs ICT to run the business
- The elder generation needs more support at home

This requirements should be elements of the future framework of new public e-services



outlook of e-services in general

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- One-stop Government (merging procedures, single point of contact, public administration comes to citizens, “your personal service agent”)
- No-stop Government (administration initiates services, not citizens)
- Cross-border services – trigger is the Service Directive

This requirements should be elements of the future framework of new public e-services



eGovernment
it's a journey not a destination!

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