eGovernment in Austria
Next steps towards a bright future

FIG International Seminar on e-Land Administration
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Udo.Linauer@cio.gv.at

Definition

„Conducting governmental and administrative business processes via eletronic *media using information and communication technologies."*

„Speyerer" definition of Electronic Government, http://foev.dhv-speyer.de/ruvii/Sp-EGov.pdf

The dark age

- Applications are castles with moats
- Owners behave as earls
- Border crossing means to pay customs
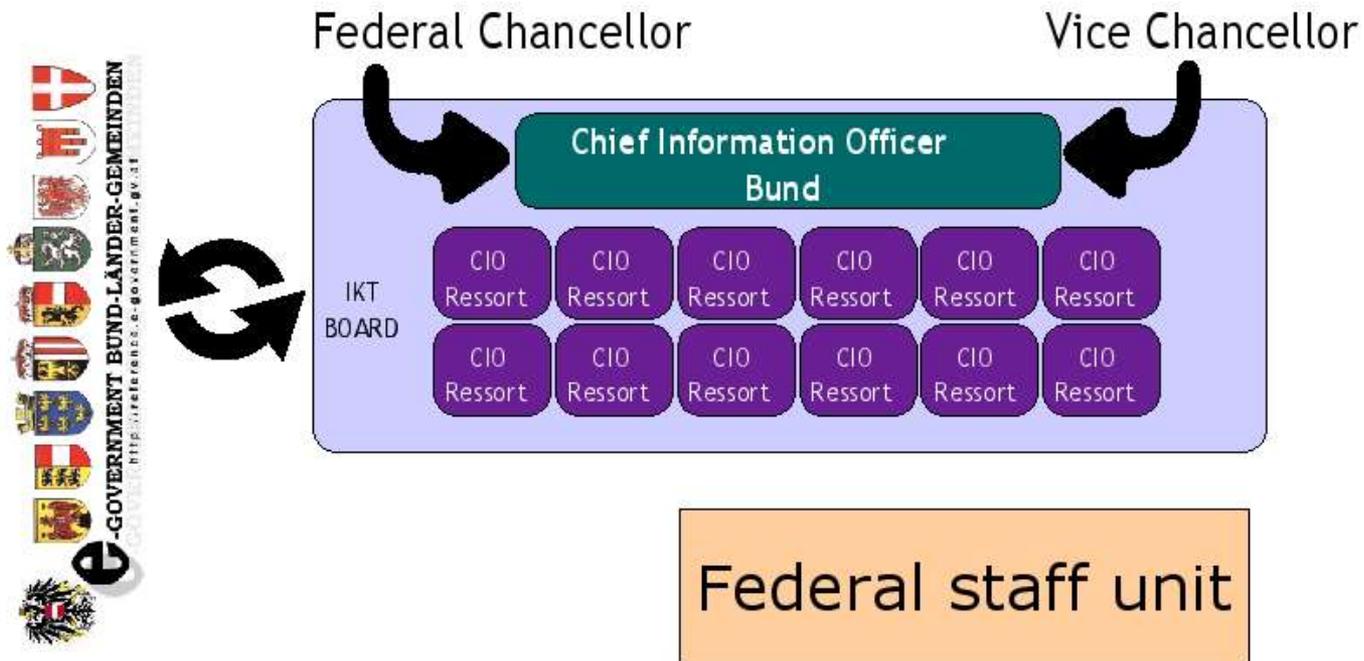- Complete infrastructure to be invented in each domain

First steps

- 1:1 mapping of processes to the "electronic world"

- Dogma: Laws never change
  - basically a technical approach

- Narrow perspective. No global "ROI" in mind.

- Assumption:
  less money,less time, more output

- Preserve the actual stock

ICT Coordination and Security in Austria

- ICT-Board
- ICT-Federal staff unit

ICT-Federal staff unit

- Experts from all Federal Ministries
- Own budget mainly for projects
- Not part of a ministry
  - Obligated to the Chancellor and the Vice Chancellor
- Duties
  - Elaboration of technical specifications
  - Evaluation of standards
  - Preparation of recommandations to the ICT-Board
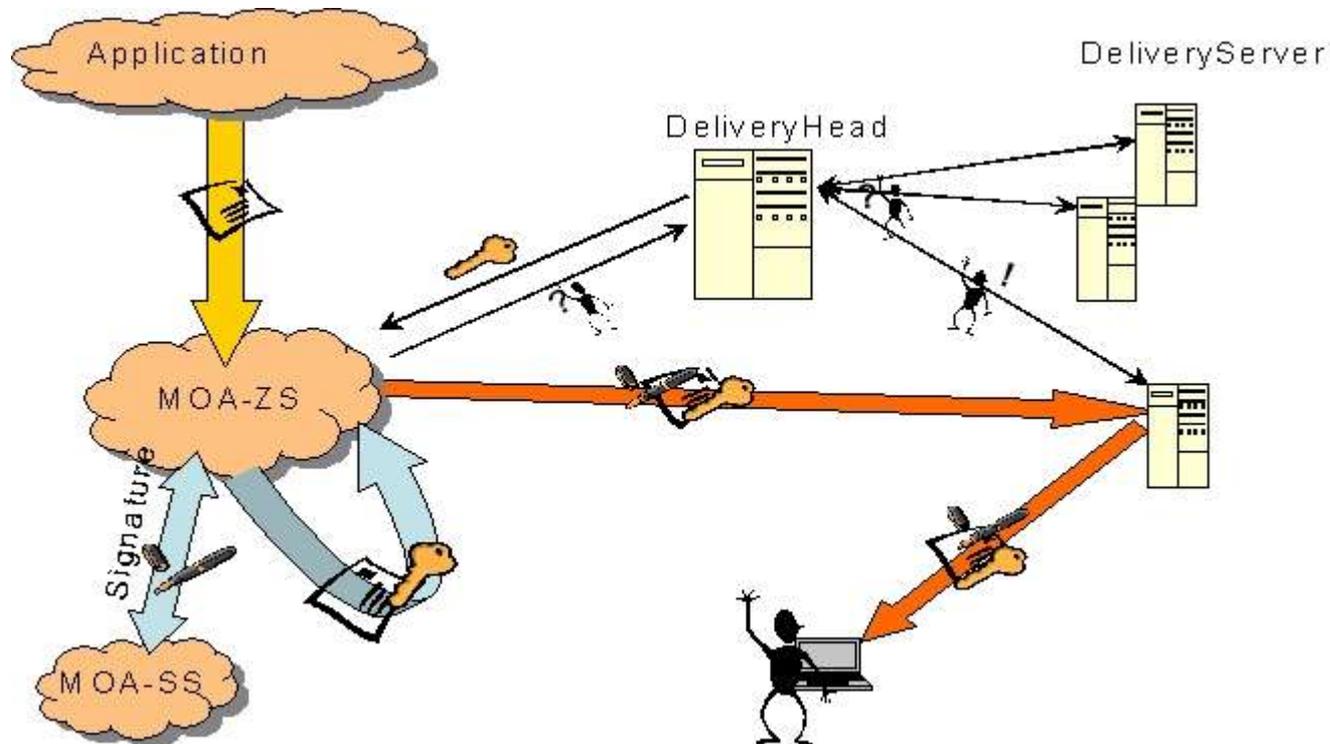
Achievements I

- Citizen Card
  - Technology independent interface for identification and digital signature
  - Support of arbitrary signature cards, mobile phones and other techologies
  - Only concept based on PPP

- eGovernment law
  - Providing rules for identification (Stammzahl, bPK), procuration and mandate at the highest level of privacy
  - Central register for documents
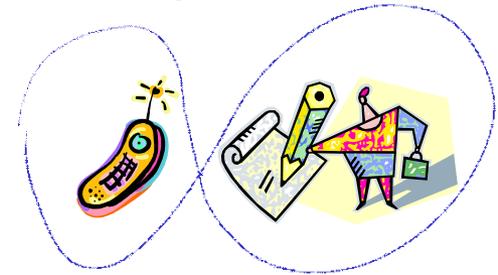
Achievements II

- ■ Electronic Delivery
  - ▪ Legally binding (includes proof of delivery)

Achievements III

- federation of portals (decentral user mgmt)
- MOA (basic)
- Styleguide
- ePayment
- ZMR, SZR, LDAP.gv.at
- Electronic files
- FinanzOnline
- ...

Lessons learnt I

- Innovation = Changes = Shift of power
- Assure the financing
- Laws: "And yet, it moves"
- Early participation of all parties
- Backing from the top management
- Patience and hardheadedness
- Vision and strategy

Lessons learnt II

- Develop migration scenarios
- Sharp separation of:
    - Fields of activity
    - Fields of responsability
    - Competence
- Interfaces are A&O of eGovernment
- Coordination takes time
- Don't think in geographic dimensions

Lessons learnt III

- eGovernment is not for free!
  - Additional services
- Savings mainly in the backoffice
- Redesign of processes has the highest potential for savings
- Strengthen international coordination

Next steps I

- Interconnection of applications
  - High impact on quality of service
  - Important: privacy
- Standards for presentation and workflow
- Data security and reliability
- "Roll-out" citizen card
  - General license
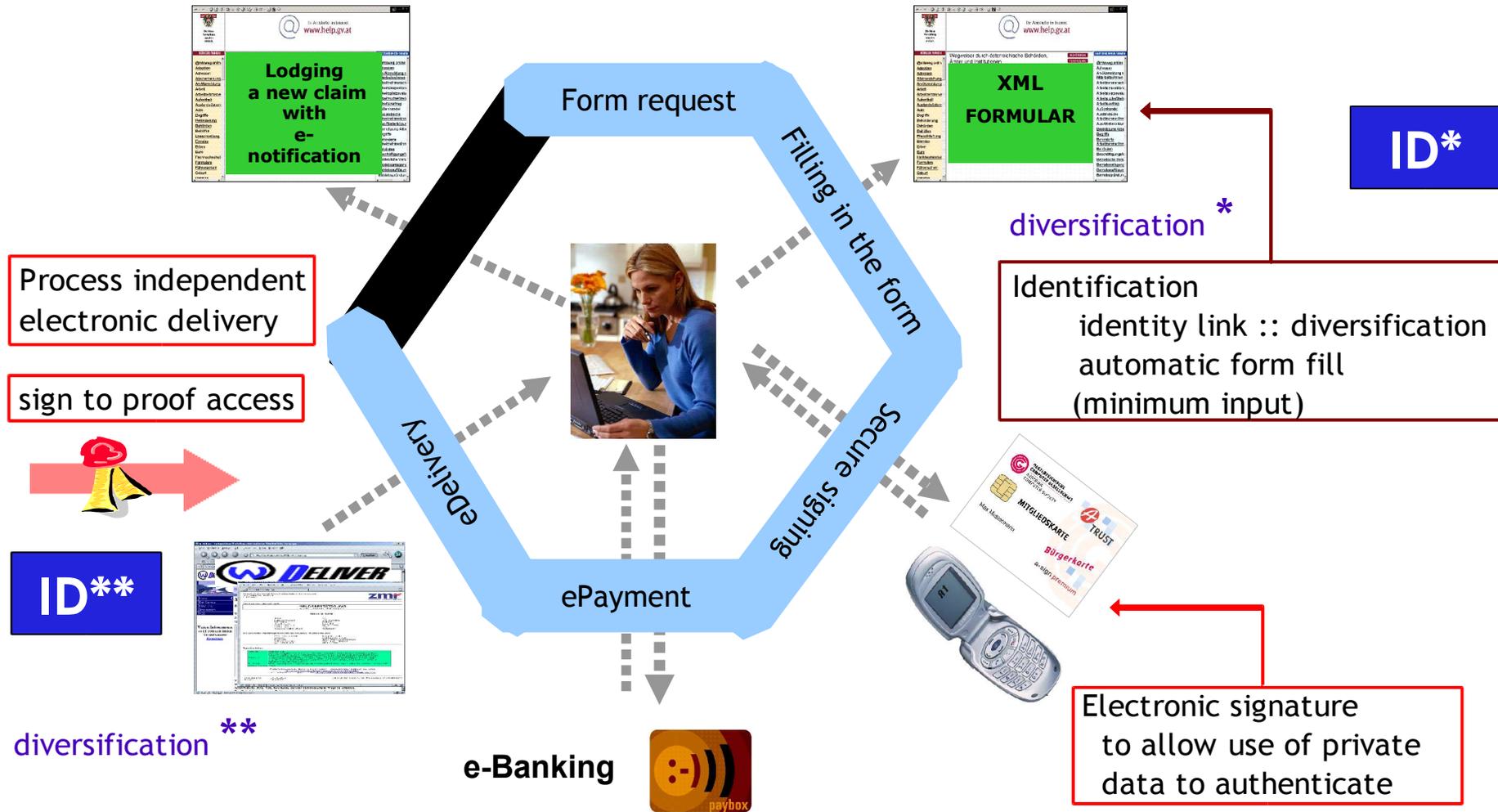 - Service cards
  - Internationalisation

Next Steps II

- More infrastructure modules
  - eDelivery "head"
  - Handler for eMandates
  - Citizen Card + Kerberos (ID+)
- Accessibility
  - From the web form until electronic signature
- Push the implementation of
  - eDelivery
  - federation of portals (decentral user mgmt)

All together

Form request

Filling in the form

Secure signing

ePayment

eDelivery

Lodging a new claim with e-notification

XML FORMULAR

ID*

diverssification *

Identification
identity link :: diversification
automatic form fill
(minimum input)

Process independent electronic delivery

sign to proof access

ID**

diversification **

e-Banking

Electronic signature
to allow use of private
data to authenticate

Thank you for your attention

Questions?

Udo.Linauer@cio.gv.at
ICT-Federal staff unit

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