

eGovernment in the Netherlands

- Improving services for citizens and businesses
- Increasing government efficiency and effectiveness
- Decreasing administrative burden and fraud

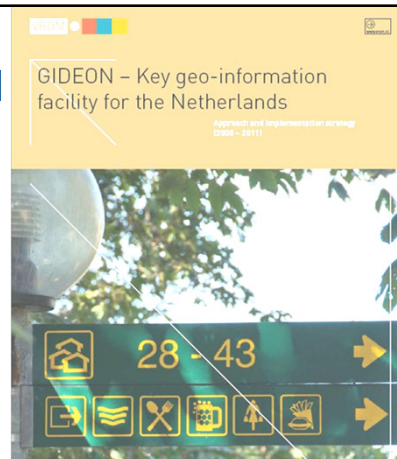
National Program program in place:

- basic infrastructure
(key registers, access/authentication,
data exchange, information nodes)
- services

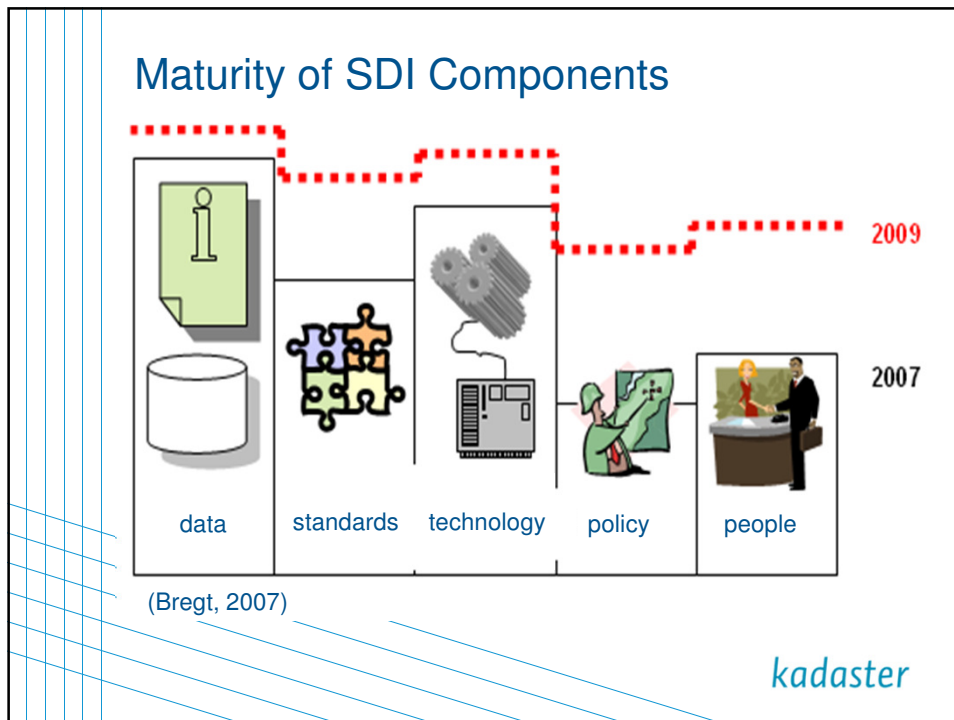
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Vision Netherlands' SDI

- Government uses location based information for her internal processes and external services
- Citizens and companies are able to view and use public location based information
- Companies create value added services based on public geo-information
- Government, companies and research organizations are cooperating in order to develop and innovate the Dutch SDI.



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Working in (spatial information) chains:

Assessing quality of collaboration in Dutch SDI

Starting point:

- why do initiatives not always work as we wish?

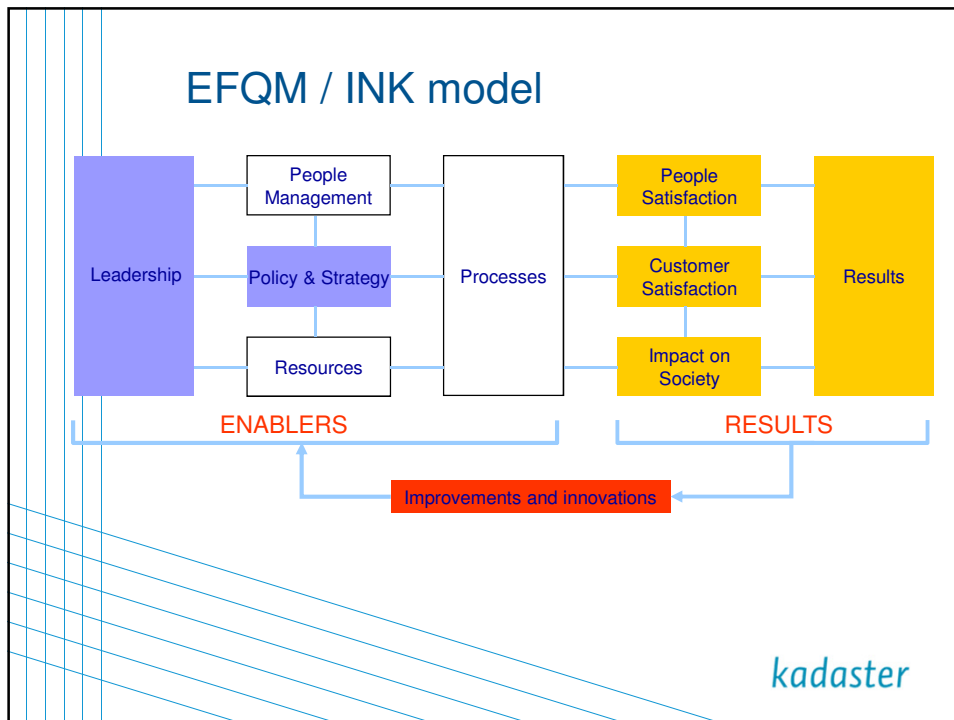
Methodology:

- consider NSDI as an organisation
- use commonly used business/management models
- use of EFQM-model applied to cooperation in chain
(EFQM Excellence model: www.efqm.org)



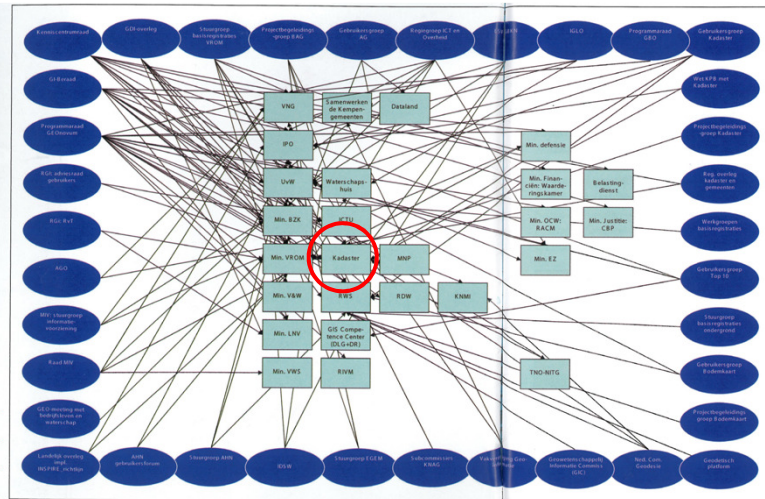
(De Bree, Laarakker, Eertink, 2008)

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- ### Working in (spatial information) chains: lessons learned
- Leadership
 - *Fear of loss of identity*
 - Strategy
 - *What is the chain problem?*
 - *Political pressure helps!*
 - People management
 - *When you cooperate, do not forget to tell your staff*
 - Processes
 - *Level of cooperation (operational, tactical, strategic)*
 - *Typology (chains, networks)*
 - Resources
 - *ICT*
 - *Finance*
- Cooperation you have to learn!**
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Relations in e-Government/NSDI



(geoloketten, 2008)

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From chain to network: initiative *'public services with digital maps'*

Create a national shared geo-information service

- Legal and policy framework (INSPIRE, Public Sector Information, eGovernment, SDI-policy)
- Integrated and coupled data and services
- Government reform (efficiency)
- Initiative taken by the public geo-sector: achieving results by working together

Result: a spatially enabled government

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Business Case and Public Case

<p>Business case</p> <ul style="list-style-type: none"> • efficiency (re-use of components, sharing of facilities, sharing of data) 	<p>Public case <i>stronger</i></p> <ul style="list-style-type: none"> • society and other governments benefit • cooperation within central government leads to a sustainable SDI
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*smaller and better
(sharing resources, knowledge, improved access, improved services, compliance)*

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Issues

- Who participates (supply and demand side)?
- Conditions of sharing data
(harmonisation; access regimes; business model)
- Sound business case at all levels
- Setting up of services (empowering demand; considering effect on existing arrangements and business models partners)
- Stay in sync with INSPIRE and eGovernment

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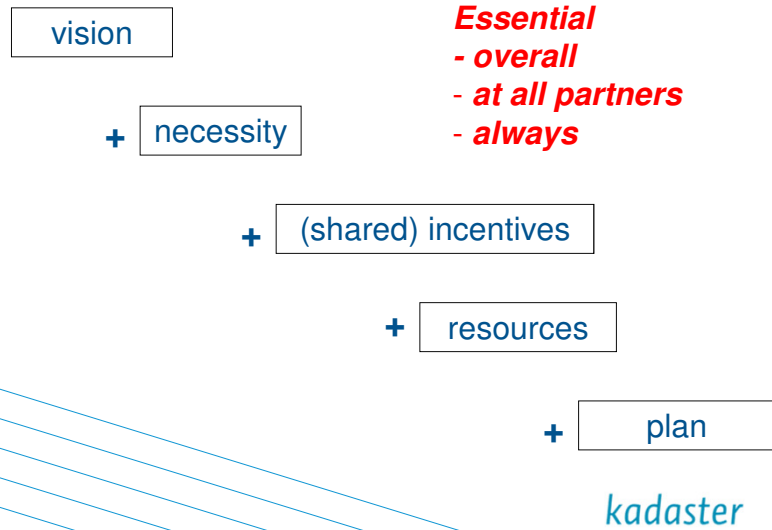
Making cooperation successful



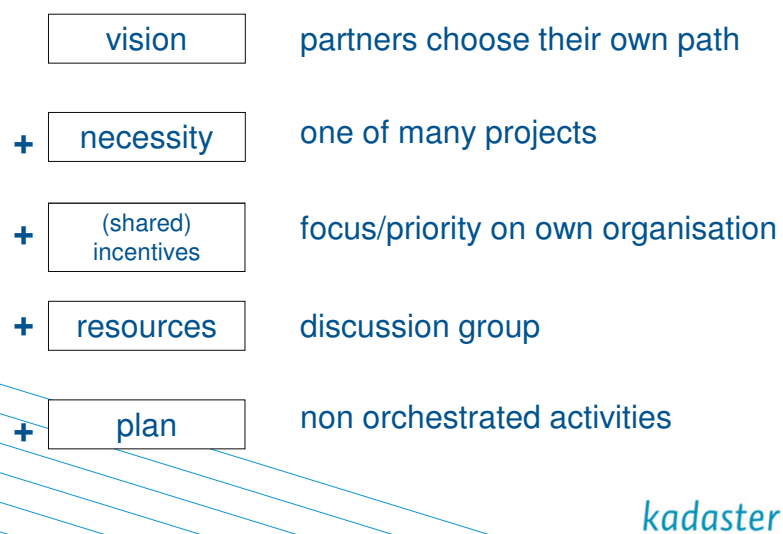
networks work:
- based on trust
- shared objectives
networks can be weak

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Essential elements cooperation along the way



What happens if an element is absent?



Lessons learned so far (I)

vision

formulate shared objectives:
be realistic in the short term; manage expectations

necessity

loss of focus on shared objectives;
requires leadership

(shared) incentives

permanent competition
at partner organisations
allocate resources

resources

keep it simple; operate in steps
professional projectmanagement essential

plan

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Lessons learned so far (II)

- Make sure that all partners are fully committed
- Accept that interests partners differ
- Project: start small, develop step by step
Business case: end big
- Take the lead as partners
(let not expectations lead you)
- Let trust develop
(the proof of the pudding is in the eating).

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Cooperate or co-organize?

How strong is network cooperation?

- What is the dominant chain problem?
*budget cuts; compact government
fragmentation of geo-sector*
- How much structure is needed to achieve objectives?
- Design a shared service organisation
for geo-information



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