

Submission Form for Interactive Electronic Public Services

“From Policy to Practice” High-level Conference on eGovernment

29-30 November 2001, Charlemagne, Brussels

Please submit this form latest by Friday 14 September to info-egov@cec.eu.int

1	Name and topic of the service
2	Responsible government level (<i>Mark [X] whichever applies</i>) <i>[] local</i> <i>[] regional</i> <i>[] national</i>
3	Web address of service - <i>For consultation and follow up</i>
4	Contact details of proposer <i>Name:</i> <i>Organisation:</i> <i>Function:</i> <i>e-Mail:</i> <i>Address:</i> In case of selection, please indicate if you prefer Only to exhibit [] To exhibit and to make a presentation in a session []

Evaluation Criteria: provide a description addressing the evaluation criteria 5a up to and including 5f in order to show how the service brings real benefits to citizens and businesses.

All criteria will be assessed taking into account the type of service provided.

<p>5a</p>	<p>Interactivity – <i>provide description where needed</i></p> <ul style="list-style-type: none"> • <i>Interactivity level (Mark [X] whichever applies):</i> <input type="checkbox"/> <i>Personalised information provision by administration</i> <input type="checkbox"/> <i>Intake of user information for provision of offline administrative service</i> <input type="checkbox"/> <i>Two-way online interaction</i> <input type="checkbox"/> <i>Full transactions (including payment)</i> <i>(Note: information provision by administration only is not sufficient)</i> • <i>Quality perceived by the users</i> • <i>Speed of online response by administrations</i>
<p>5b</p>	<p>Availability and Accessibility – <i>provide description where needed</i></p> <p><input type="checkbox"/> <i>24/24 interactive service</i></p> <ul style="list-style-type: none"> • <i>Access for special groups in society</i> <input type="checkbox"/> <i>dealing with both more and less computer-literate users</i> <input type="checkbox"/> <i>combining online + offline access to the service</i> <input type="checkbox"/> <i>disabled people</i> <input type="checkbox"/> <i>other</i>
<p>5c</p>	<p>Benefits – <i>provide description</i> <i>From user perspective (citizen/business) and from the public administration perspective (e.g. time savings, staff made available for other activities, internal cost saving) – relative to the way the service was delivered before</i></p>
<p>5d</p>	<p>Government process reorganisation – <i>provide description</i> <i>Motivation to go electronic, impact on back-office organisation and distribution of administrative processes, evolution from department- to function- based processes, work-force training, linkage to workflow, intention-based service, life-events based service, cross-agency approach – where relevant across the local/regional/national level, etc.</i></p>

5e	<p>Impact – <i>provide description</i> <i>Number of actual users relative to potential number of users; growth rate of the use of the service; usage intensity; external and internal awareness of the service</i></p>
5f	<p>Transferability– <i>provide description</i></p> <ul style="list-style-type: none"> • <i>Relevance as example for other public administrations (in terms of concept, solution model, system architecture, legal/technical approach)</i> • <i>Approach to the issues of transferability and use in a setting between agencies, as well as between levels of administration (e.g. local/regional/national/European) as regard as:</i> <ul style="list-style-type: none"> – <i>User identification, security, privacy</i> – <i>Sharing of data, relating decentralised and centralised databases, interoperability, standards</i> – <i>Etc</i>
6	<p>Operational implementation aspects – <i>provide description</i> <i>Outsourcing, public-private partnership, how the service is being run, since when operational, etc.</i></p>
7	<p>Experience and potential – <i>provide description</i> <i>Particular strengths; unsolved challenges; potential for development; indications of its future use</i></p>