



Education and Culture DG

Lifelong Learning Programme



e-government

kemp

**keep employment by
developing e-skills**

Module 's objectives

- **To understand e-government notion** – Obtain basic information about e-Government. What is it, what is it for, what are its functions.
- **To Get knowledge about advantages of using** - Learn how to use e-Government and this way save many time and cost in real world.
- **To get practical experience of e-government** - To get in contact with e-government through practice.
- **Get knowledge about history of e-Government** – Where e-Government aroused and how it developed in particular countries



Module 's Contents

- **Lesson 1** – Introduction to e-Government
- **Lesson 2** – What is e-Government
 - **Exercise:** research of practical information;
practising of services available online
- **Lesson 3** – e-Government in European Union
 - **Case scenario** – practicing of e-government services available at the British e-government portal



LESSON 1: Introduction to e-Government (History)

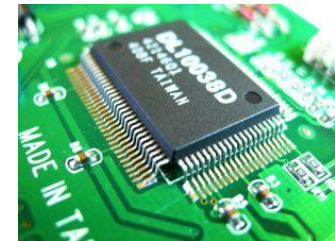
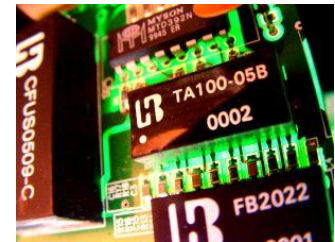
Origin – Arose of e-Government is linked to the Great Britain, where it was firstly introduced in 1999. however the first attempts are dated from 1994.

It was the first sign of e-government:

- central government website at the address open.gov.uk
- that was forwarding Internet users to specific departmental and agency sites

Original idea:

- The main idea - to lighten citizens and public services
The main target - to provide public services efficiently and reliably in all places of Great Britain.
(slogan “Put citizens first“)



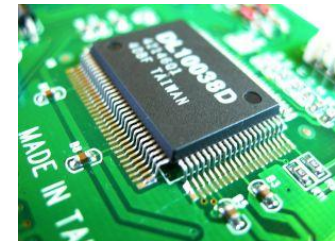
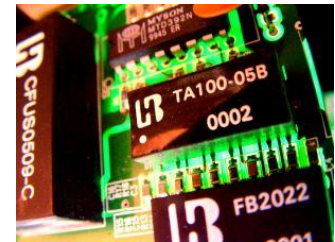
Development

– Step by step government promoted studies and projects were established, defining a range of offered services and their draft.

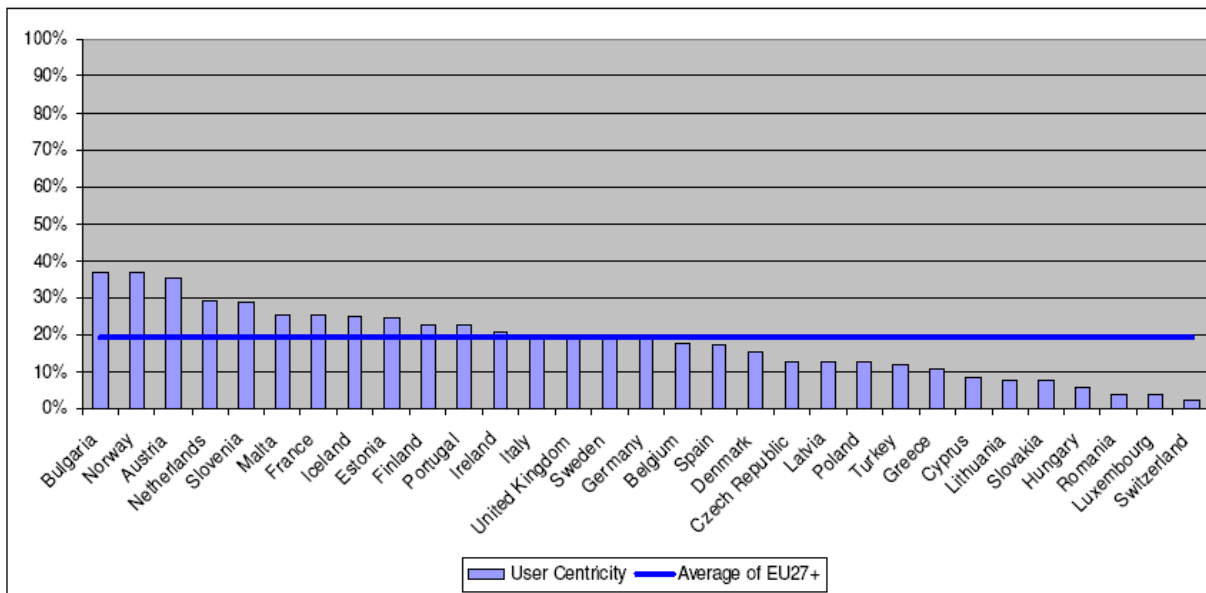
- In the year 2000 the e-government project was assumed by Microsoft Company.

- the specialist diagnosed the importance of this project
- focused on its implementation in order to guarantee centralization, security and performance

- At the last stage all departments and services were interconnected, and it was created a webportal, which was called the “UK Government Gateway.”



Comparison of User centricity of online public services



In your manual you will be able to over the history of e-government in the Czech Republic, Poland, Germany, Austria, Portugal, Italy and Spain and you also have available the list of countries EU and their national e-Government portals. There you might have the chance to look on the services in particular countries.

LESSON 2: What is e-Government

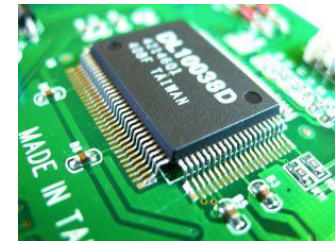
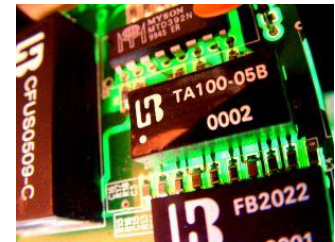
Definition of e-Government

Simply: e-Government is the process of modernization of public services by reducing the bureaucracy and approaching citizens and business to public bodies.

- It can be considered as using internet and electronic technology as a platform for exchanging information, providing services and transacting with citizens, businesses, and other bodies of government.
- It is a modern trend, advantageous for public services as well as for citizens.
- it may be applied by the [legislature](#), [judiciary](#), or [administration](#), or processes of democratic [governance](#).

Most common forms: "[on-line government](#)" or "[Internet-based government](#),"

Many non-Internet "[electronic government](#)" technologies can be used in this context too. (SMS, PDA, MMS, CTCV etc.)



Advantages

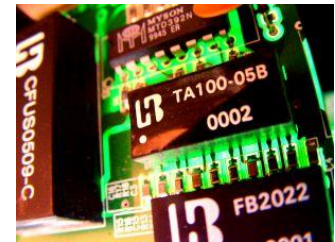
- Improvement of efficiency by saving a lot of time and saving money
- better and comfortable accessibility to public services
- connection between particular authorities and offer of information on web sites.

Disadvantage - public services were done as paperwork. Now it is necessary to transfer all documents into electronic form and create common systems for fluently implementation and realization of e-government

Sphere of activity – e-Government services are available at two levels – services provides for business and provides for citizens.

Typical services provides online (e-services) for citizens are: Income tax, job search services, car registration, etc.

Typical services provides online (e-services) for businesses are: Corporate tax, VAT, registration of new company, etc.



Particular levels of e-Government

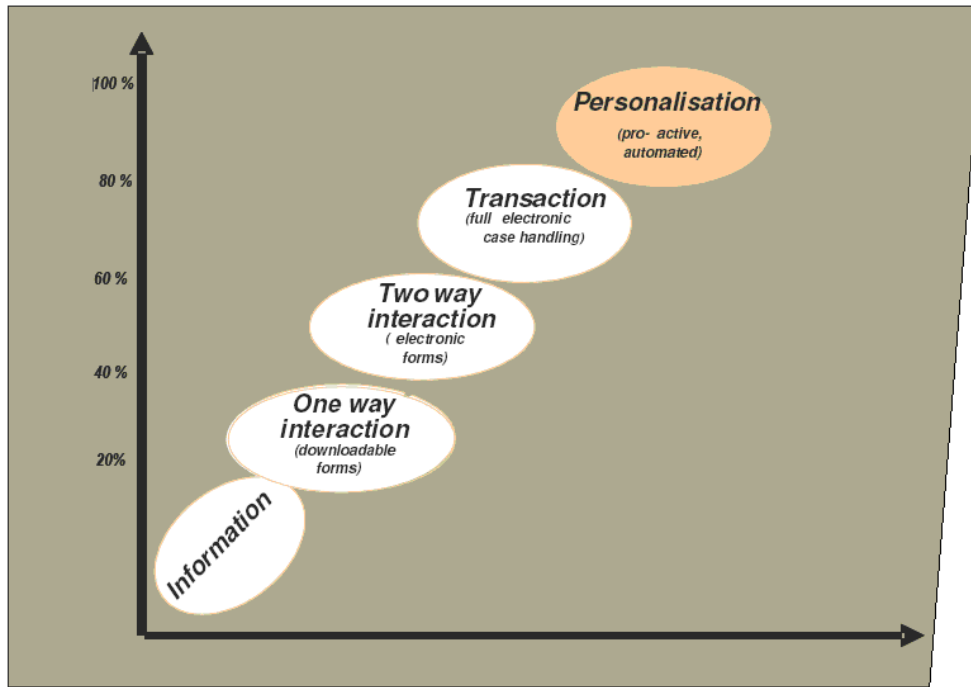
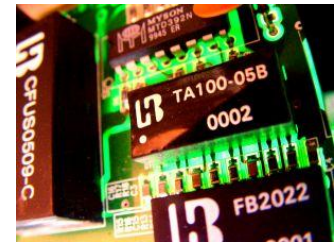


Figure 1: Sophistication of online services

This graph shown particular levels from the lowest form to the higher, full-scale level of e-Government.



Security of using e-Government

Security and genuineness of electronic documents are ensured by electronic signature (e-signature). Another instrument for security is Login.

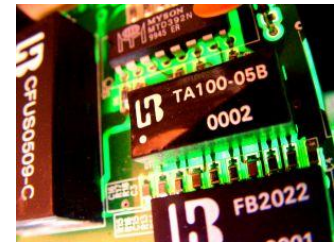
e-signature:

- an application that uses cryptography methods.
- Receiver and sender of documents use secret passwords, which encrypt and decipher documents.

E-signature can identify the sender of document, time and data with the document was sent, authenticity of document and other information.

Login:

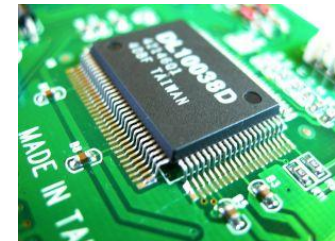
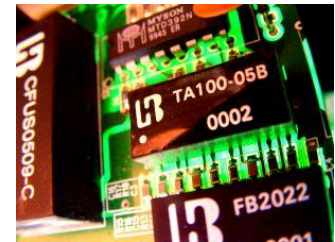
- is used in almost all services and on-line available information. (using of user 's name or code and password)



Connection to other course topics

There is necessity to realise relation to others topics. (In case of our course we mean relation to others modules.

- interconnection between e-Government and e-communication
- Interconnection between e-Government and e-banking
- Interconnection between e-Government and e-learning



LESSON 3: e-Government in European Union

Despite previous activities and achievements, electronic administration (e-Government) in the frame of eEurope Initiative, was launched in 2000.

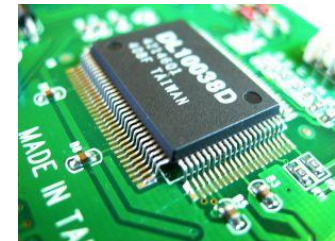
- Tendency to construct a coherent strategy and put a common cover to already existing programmes.

This should gave: a boost to the use of the Information and Communication Technologies and to get the objectives of the Lisbon European Council.

The new set of activities (e-Government) in EU is similar to others included under umbrella of eEurope.

The most significant difference:

- EU *don't* have any competencies in affairs related with the *internal functioning* of Public Administrations within the different levels of its Member States.



Directorate Generals:

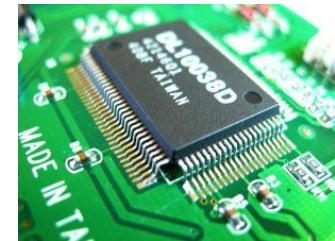
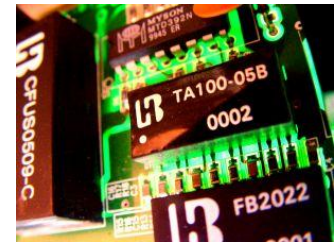
European Union develops activities on the field of e-government mainly from two different Directorate Generals and four units. Every directorate and unit has its own main types of activity. (view of this activities you able to find in you script)

- a) Directorate General Information Society
- b) Directorate General Enterprises

Both are at present under the responsibility of Commissioner Erkki Liikanen.

Units:

- *Unit C6. e-Government*
- *Unit D6. eTen*
- *UnitD2. Networks between public administrations (IDA)*



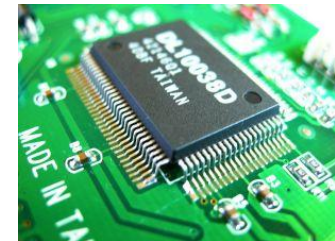
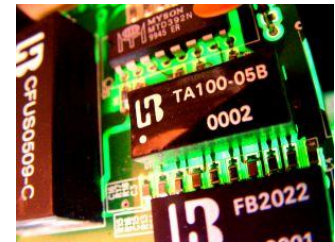
The e-government strategy in eEurope initiatives

- established in 2002

The new proposal of the initiative (eEurope 2005-8) was presented and adopted by government during the European Council of Seville in June 2002.

Action plan – based on two groups of actions which reinforce each other:

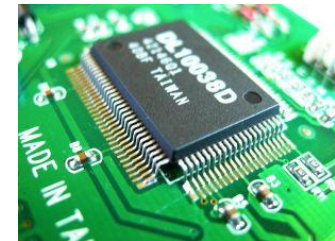
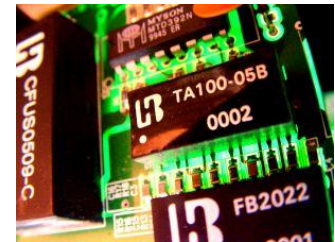
- stimulate services, applications and content (covering both, public services and e-business)
- underlying broadband infrastructures and security matters



exercises:

Devoted for the practicing of information search:

- It is determined to searching information which are offered on-line and to getting information how to do services online.
- 1) Opening of national e-Government portal.
- 2) Checking the site generally and making the basic orientation at this one.
- 3) Using of possibility “search this site“ or direct choosing particular items.
- 4) Choosing particular sub-items.
- 5) Finding website contains all necessary information about term, which you looking for.



Devoted for the practicing on some online service:

- It is determined to carry out some of services online.
- 1) Opening of national e-Government portal.
- 2) Checking the site generally and making the basic orientation at this one.
- 3) Finding of possibility “Do it online“ – you will see several services that can be carried out online
- 4) Choosing of service which you require to carry out.
- 5) Realization of service.

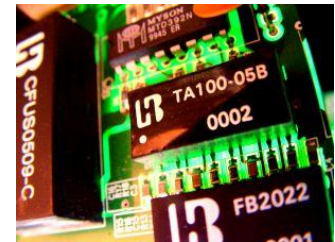


Case scenario

In the case you need help you can check the User Help in your script.

1. Find the website or portal, where is placed e-government of your country.
2. Go through the web site carefully and try to orient in its structure.
3. Go through the web site carefully and try to find out which services of public authorities are in your country that are provided online.
4. Register yourself into the e-government system/portal.
5. Choose the on-line service, which is the most interesting one for you and try to find out the e-form, which is devoted for this one.

You can try to implement this exercise also to other e-government portals, but be aware of the language barrier.



Selection of Key terms

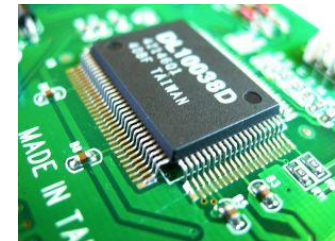
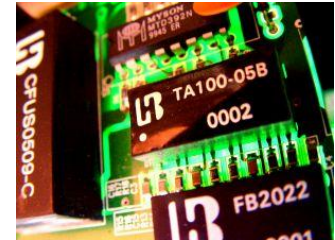
E-government - Putting citizens first – e-government is the use of Information & Communication Technologies (ICTs) to make public administrations more efficient and effective, promoting growth by cutting red tape. It is doing public services by electronic way.

(http://ec.europa.eu/information_society/tl/soccul/egov/index_en.htm)

National e-government portal – A site that functions as a point of access to national information about e-government on the Internet.

(<http://en.wikipedia.org/wiki/Portal>)

On line service – it is a service that we can use through the internet. In other words, it is a service provided on the internet.



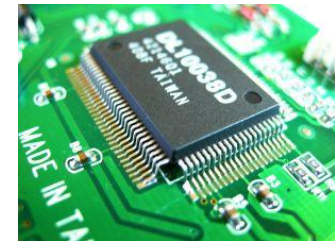
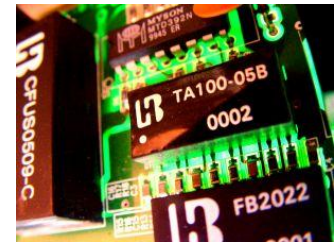
Selection of Key terms

E-signature – it is one of several security tools used for protecting e-documents or all e-government. It is a way of encoding documents by secret keys.

(<http://en.wikipedia.org/wiki/E-signature>) .

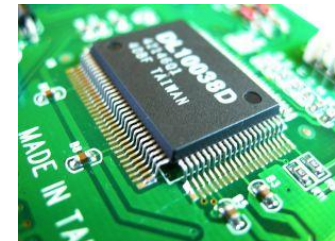
Login - Logging (computer security) is the method whereby a user obtains access to a computer system or for example to some online service or to some e-document.

(<http://en.wikipedia.org/wiki/Login>)



References and Links of Interest for participants

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14. Directorate General for Information Society and Media - The User Challenge
15. Benchmarking The Supply Of Online Public Services



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