



eEurope Awards for eGovernment - 2005

Winners, Honourable Mentions and Nominees

Enabling eGovernment

Theme 1: The right environment

Creating the best environment to enable government, businesses and citizens to benefit from transformation.

Winner

KSI ZUS - Complex Computer System (KSI) for the Social Insurance Institution (ZUS) in Poland

Social Insurance Institution, Poland

The project focuses on pension reform, with a multi-channel, secure system for filing pension information that involved citizen-to-government, business-to-government, and allows intermediaries to work on behalf of citizens and businesses. Over 250 million documents are processed each year with 90% of them involving eFiling.

Jury's appreciation

This initiative was judged extremely impressive, involving large scale institutional change. Despite the short time period, it has already had a high impact on the agencies, employers and insured persons, and has a high potential for transfer to other sectors and countries.

<http://www.ZUS.pl/english.pdf>

Honourable Mention

FALSTAFF - Fully Automated Logical System Against Forgery and Fraud in the Italian Customs Information System AIDA

Italian Customs Agency, Italy

Short description

The project Falstaff from Italy, is a Customs Information System that focuses on identifying counterfeiting and fraud in the business supply chain. It integrates information from multiple sources, delivers a 20% productivity gain, and has 9,000 internal users, and 15,000 external users.

Jury's appreciation

FALSTAFF represents an innovative and ambitious approach to tackling a serious problem for the Internal Market. It is an excellent example for other customs offices elsewhere in the EU, and should be the basis for widespread cooperation, which would increase impact.

<http://www.agenziadogane.gov.it>

Nominees

FAST – Secure Exchange Gateway

Caisse des dépôts et consignation, France

Short description

The key objective of FAST is to secure the electronic exchange of documents passing between public administrations in Europe. For different purposes, European administrations exchange more than 6 billion documents annually.

Jury's appreciation

This is an impressive project that builds a trust infrastructure to enable the secure transmission of documents. It significantly speeds up administration procedures, making operations transparent, and achieves this through a public-private partnership with a clear focus on back and front office reform.

<http://www.fast.caissedesdepots.fr>

PSB.ie

REACH, Ireland

Short description

Ireland's Framework for Transforming Delivery of Public Services, PSB, is an integrated set of standards, shared services, and capabilities designed for transforming the delivery of services to the public and including a single mechanism for access to public services.

Jury's appreciation

This case is part of a comprehensive approach setting standards and furthering interoperability, connecting services directly to citizens. It is an excellent example of integration and joined up government, as all available services are brokered through this site. It is a very good example for other administrations to follow.

<http://www.reach.ie>



Transformation

Theme 2: Government readiness

Transformation of the organisation and innovation in the back office.

Winner

EID - Electronic Invoicing in Denmark

Agency of Governmental Management, Denmark

Short description

The project focuses on Electronic Invoicing. This is a public private partnership, which now has 15 million transactions a year, and which delivers savings of €120-150 million per year. It uses secure technology, with wide-ranging back office innovations.

Jury's appreciation

The project is a good example for all European governments: electronic invoicing was mandated by law and put into practice with an XML based standard. Business processes both in government and business have been improved significantly, since it was introduced in early 2005 achieving 95% take-up rate. An important value-added is that provision was made for SME's to comply with the eInvoicing through service providers.

<http://www.oes.dk>

Honourable Mention

The DWP/ DoH RTA Automation Project

Compensation Recovery Unit, Department for Work and Pensions, United Kingdom

Short description

The Road Traffic Automation project from the UK, a partnership between the Department of Work and Pensions and the Department of Health. It involves the automated electronic transfer of finance related to road traffic incidents, based on a public/ private partnership. It is designed to be interoperable with other EU systems.

Jury's appreciation

This is an eGovernment solution from UK that is an innovative re-engineering of a complex system for reimbursement of health care costs under the Road Traffic Act. The impact of the system is significant because the volumes involved are very high. Paperwork has almost been eliminated, the time a claim stands in the system has been reduced from two - three weeks to a few days and the amount of staff needed for the work has been reduced significantly.

<http://www.dwp.gov.uk/cru>

Nominee

eHandel.no

Ministry of Modernisation – eProcurement Secretariat, Norway

Short description

This is a fully operational tool for electronic public procurement. The electronic Marketplace is operated by a private e-procurement service provider, IBX AS. The main goal of the initiative has been to lower the threshold for taking e-procurement in use, both for public sector entities and their suppliers.

Jury's appreciation

eProcurement is an important topic for all European countries. This impressive project shows how Internet technologies are used to deliver a very useful service for government agencies, which simplifies administrative routines. There are significant savings in business processes and overall costs.

<http://www.ehandel.no>

eReadiness of the Polish Customs

Ministry of Finance, Customs Policy Department, Poland

Short description

The information system was built with focus on overall cost and quality of customs data while ensuring maximum data security. Polish Customs became eGovernment leader in Poland successfully implementing open standards for real business activities with millions of operations.

Jury's appreciation

The project demonstrates the smart and comprehensive use of modern technology in building a new customs system. It is used to support the transformation of the customs operations in a very significant way. The case demonstrates high take up, strongly growing revenues and efficient business processes for government and businesses.

http://www.mofnet.gov.pl/sluzba_celna

Businesses and Citizens

Theme 3: Service use

Transformation and innovation in external facing services, putting citizens and businesses at the centre, driving use and participation.

Winner

Kadaster-on-line

Kadaster, The Netherlands

Short description

This project delivers online access to land registry products through national up-to-date land registry information. It has 6000 registered clients and 45,000 users, and provides significant value-adding service extensions.

Jury's appreciation

Kadaster-on-line represents a very good case regarding innovation in the application area through integration of cadastral information and services. The collaboration and interoperability of different systems and entities are convincingly implemented, and there is a strong potential for high take-up by users and replication in different regions and European countries.

<http://www.kadaster.nl>

Honourable Mention

IRIS BCN - Promoting Civic Attitudes in Barcelona through a Customer Service Request Platform

Ajuntament de Barcelona, Spain

Short description

This project, engaging citizens in democratic debate and contribution to policy, delivers significant impact providing good implementation of collaboration between public administration and citizens. IRIS BCN has high transferability potential to other regions, wishing to address democracy issues, inclusion, and citizen trust in government. It is a multi-channel and multimodal platform that provides 20 different access channels to over 1,600 services, enabling public access forums including face-to face, telephone and Internet access.

Jury's appreciation

The case is of high potential impact displaying good implementation of the collaboration between public administration and citizens. The case has clear recognition in the region of its location and high transferability to other regions or countries, regarding its model.

<http://www.bcn.es>

Nominee

COT – Communities Online Together

Meath County Council, Ireland

Short description

The objective of Communities Online Together is to build and enhance community structures through the provision of ICT assisted facilities that both augment and enhance existing communication channels of community and voluntary groups or organisations.

Jury's appreciation

This project provides an excellent model for connecting rural and remote communities. It has widespread accessibility, delivers a large range of applications and services, and is a model that has significant transferability potential.

<http://www.meath.ie/community/websites.html>

SPES – Scottish Parliament ePetitioner System

Scottish Enterprise, United Kingdom

Short description

The ePetitioning model adopted is unique in that it is open to any citizen to raise and sign an ePetition, or to add comments to an online discussion if they wish. The ePetitioning management process is seamlessly integrated with procedures for handling paper petitions, which citizens can choose to use instead of or in conjunction with ePetitions.

Jury's appreciation

The project delivers an innovation in the area of eParticipation, though enhancing the democratic engagement of citizens. There is an excellent dialogue in the construction of policy, with a clear and significant impact. The project provides excellent transferability issues in all areas of strategy, methodology, technology, and implementation.

Impact <http://epetitions.scottish.parliament.uk>



Theme 4: Impact

Measuring the impact on and benefits to government, businesses and citizens.

Winner

ROS - Revenue Online Service

ROS, Revenue Commissioners, Ireland

Short description

For Theme 4, 'Impact', the winner is from Ireland, and is their Revenue-Online service. It is a free, secure, confidential and easy to use facility, available 24/7, which in 2004 saw 1.1 million returns filed with € 8.3 billion in payments. This has allowed staff resources to be moved to important compliance and investigative work.

Jury's appreciation

ROS shows documented results in terms of service take-up and process re-engineering. There is an excellent business case is convincing for both administrations and users. With the high level of interest in e-taxation in many EU and candidate countries, the well-documented processes and lessons learned from this project provide an excellent guideline for both technical development and change management.

<http://www.revenue.ie>

Honourable Mention

AeL - An Integrated Solution for Content Management and Computer Assisted Training

Ministry of Education and Research, Romania

Short description

From Romania, is a project that is an integrated Solution for Content Management and Computer Assisted Training in the Education System. It provides support for teaching and learning, evaluation and grading, content and management, with over 700,000 pupils and 62,000 teachers having access. This is a public private partnership supporting educational reform.

Jury's appreciation

This is an innovative project in the area of content management and eLearning. The case has a high impact potential in the education area, and the concept can be used as a model to develop new approaches. The transferability is significant for new member states and applicant countries.

<http://portal.edu.ro>

Nominees

Implementing Benefits Realisation and Performance Management in the Public Sector

Scottish Enterprise, United Kingdom

Short description

This case presents the deployment of a single CRM system across the whole business (including 19 international offices and 67 external delivery locations). The system replaces 38 legacy systems that would permit 24/7 access regardless of location, allowing staff to enter and review customer intelligence, whether office based or working remotely.

Jury's appreciation

The project builds on an ambitious approach for collecting data on client contacts, servicing and outcomes, which in turn are used to take an objective view of economic impact. The project is very relevant for realistic evidence-based decision-making, which both improves the performance of Scottish Enterprise and dramatically enhances service quality for clients.

<http://www.scottish-enterprise.com>