

E-Government :

Key building blocks, strategies, roles and responsibilities as precursor of successful governmental modernization

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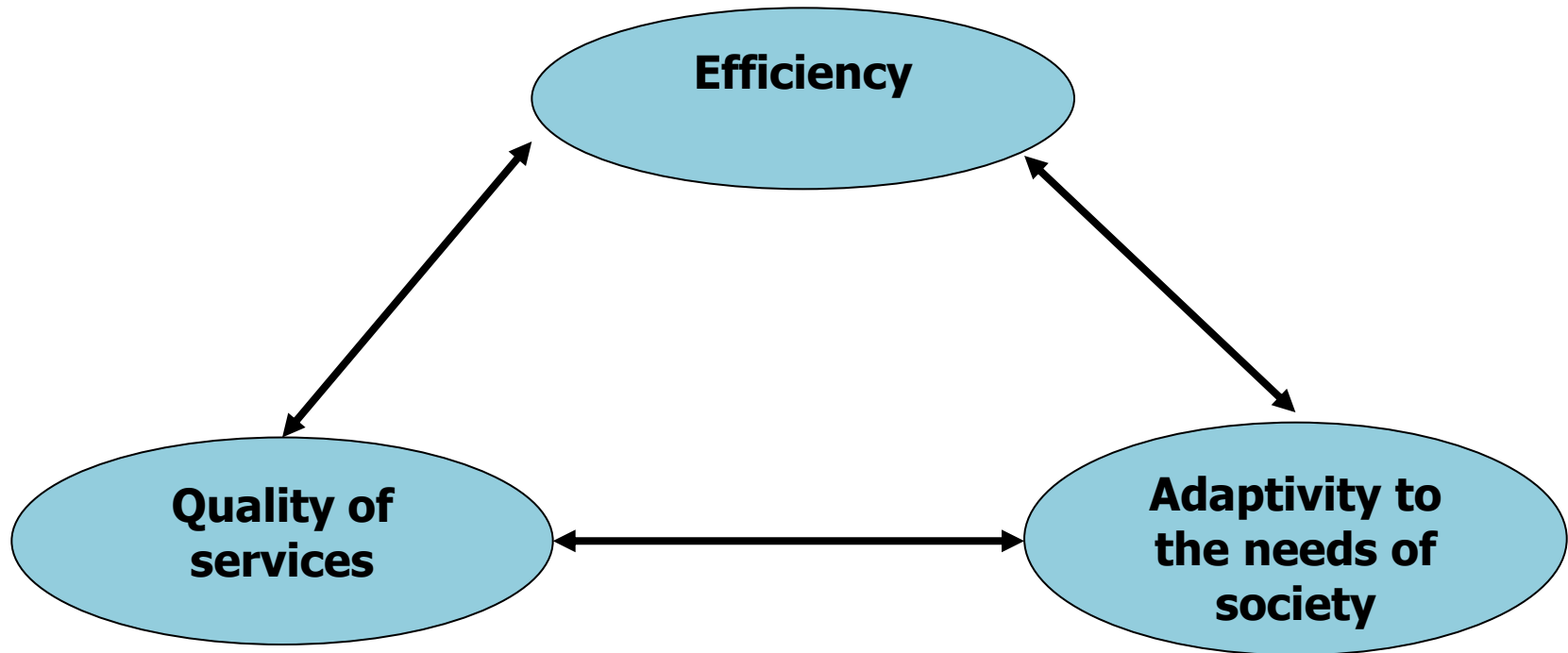
- ❖ Professor of Information Systems and E-government at University of Ljubljana, Faculty of Administration, Slovenia
- ❖ Head of the Institute for Informatisation of Public Administration
- ❖ President of NISPAcee (Network of Schools and Institutes of Public Administration from CE Europe)
- ❖ Member of Managing Boards of EGPA, EAPAA, IFIP TC 13 and 8.5
- ❖ Member of the Editorial Board of International Journal 'Information Polity?'
- ❖ Coordinator/Head of several International/National E-Government Research Projects

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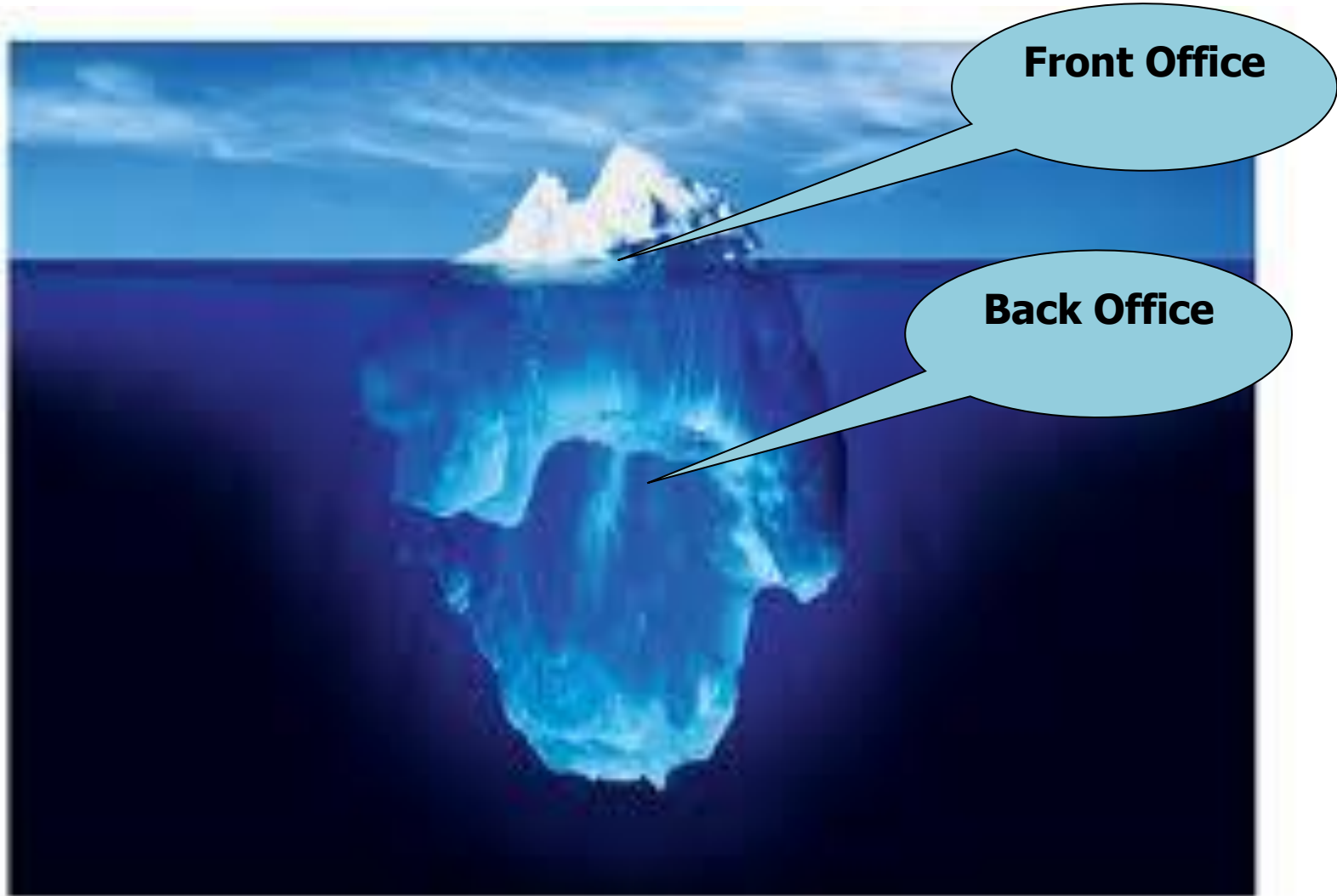
Why is E-Government important?

- ❖ E-Government as a driver of modernization, technological development and innovation
- ❖ Effective tool in the administration reform processes
- ❖ Increasing efficiency and effectiveness of PA, reducing administrative burdens and barriers
- ❖ Increasing openness and transparency, fighting corruption
- ❖ Better management of public policies and affairs through engagement and participation > e-participation
- ❖ Impact on general economic and social development (0.5% annual growth of BDP)

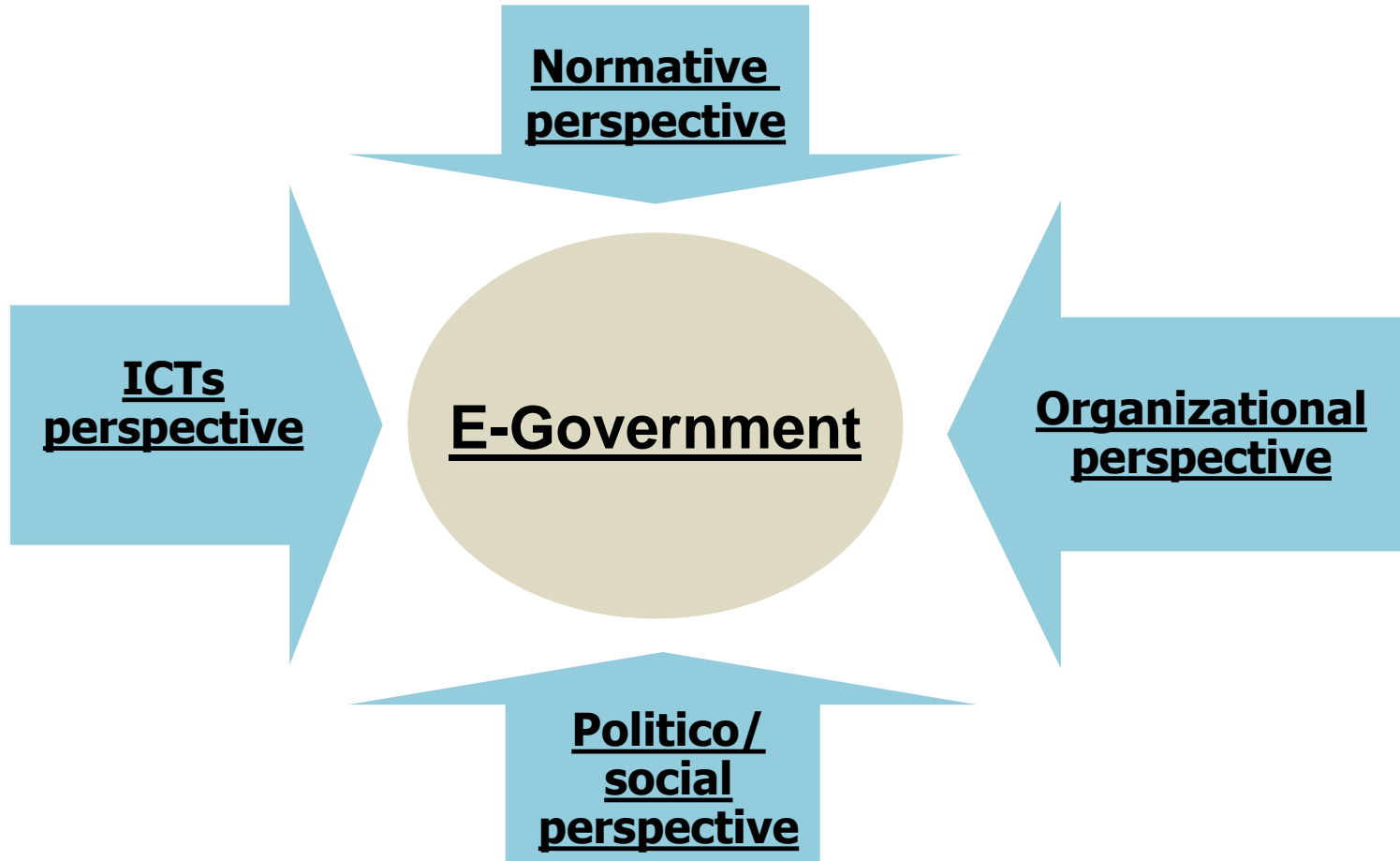
E-Government: supporting three main pillars of modern government



Wrong perceptions of E-Government: Front versus back office



Integral approach to E-Government development



Political/Social Perspective

- ❖ The role of politics
- ❖ Leadership
- ❖ Strategies, Action Plans, Financial Support
- ❖ Digital device
- ❖ Promotion
- ❖ Education

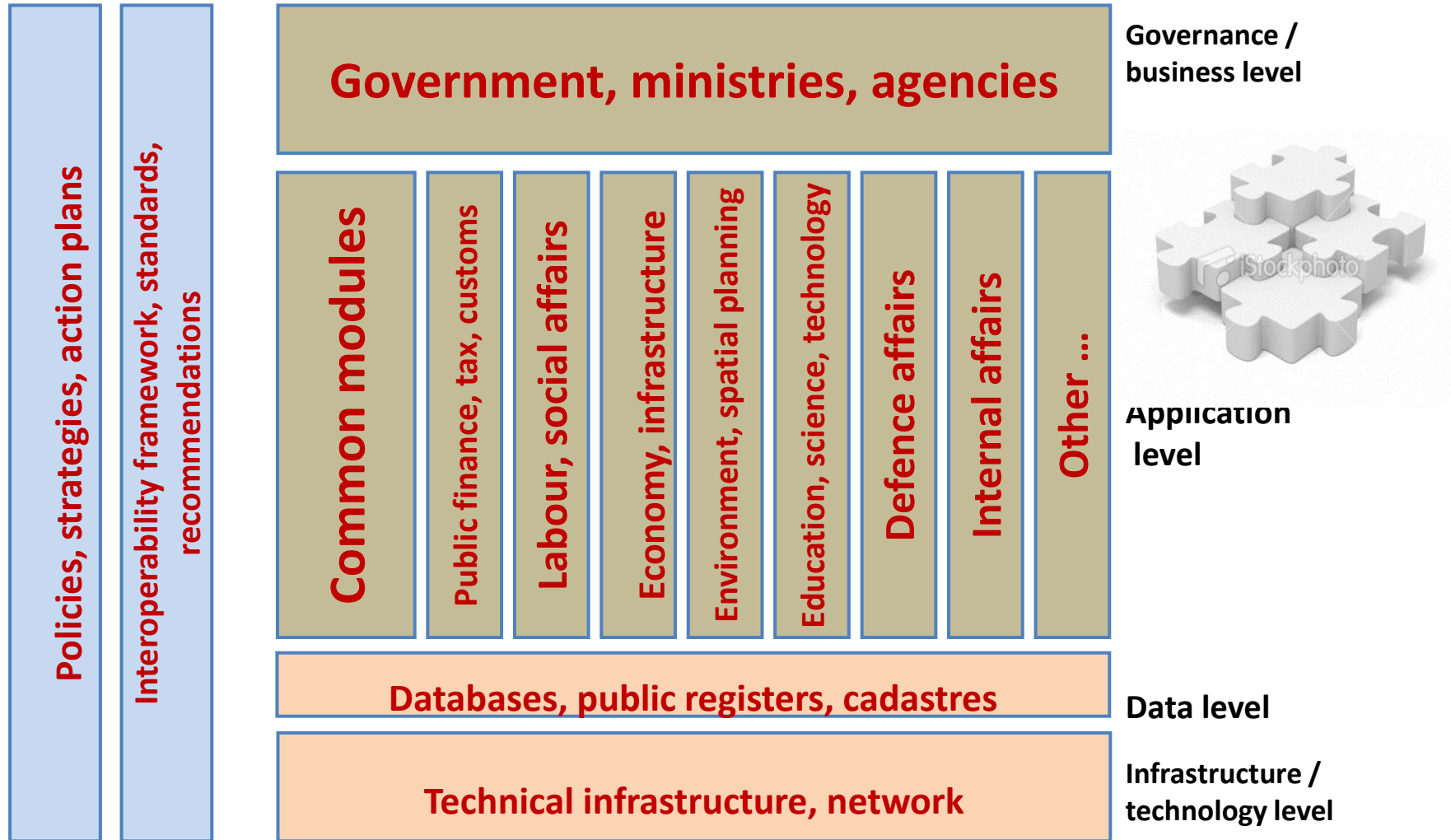
Organizational Perspective

- ❖ Institutionalisation of E-government
- ❖ Business Process Redesign
- ❖ New roles of management
- ❖ Change management

Adaptation of legislative framework

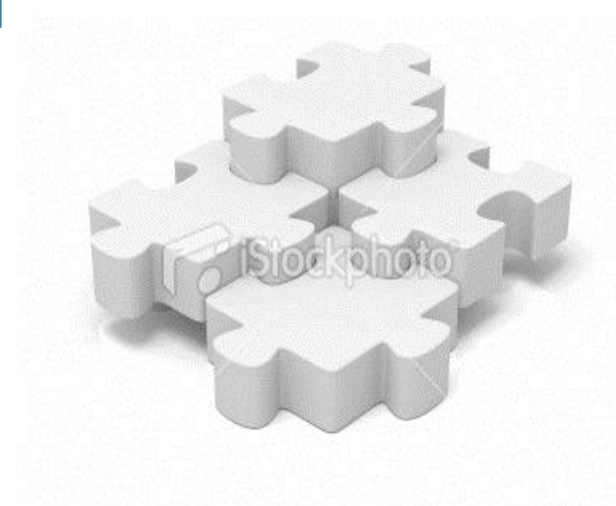
- ❖ Electronic Commerce and Electronic Signature Act
- ❖ Modification of the key legal acts:
 - Personal Data Protection Act
 - General Administrative Procedure Act
 - Access to Public Sector Information Act
 - Act on Managing of Public Sector Records (introduction of e-records management)

E-government Business Architecture

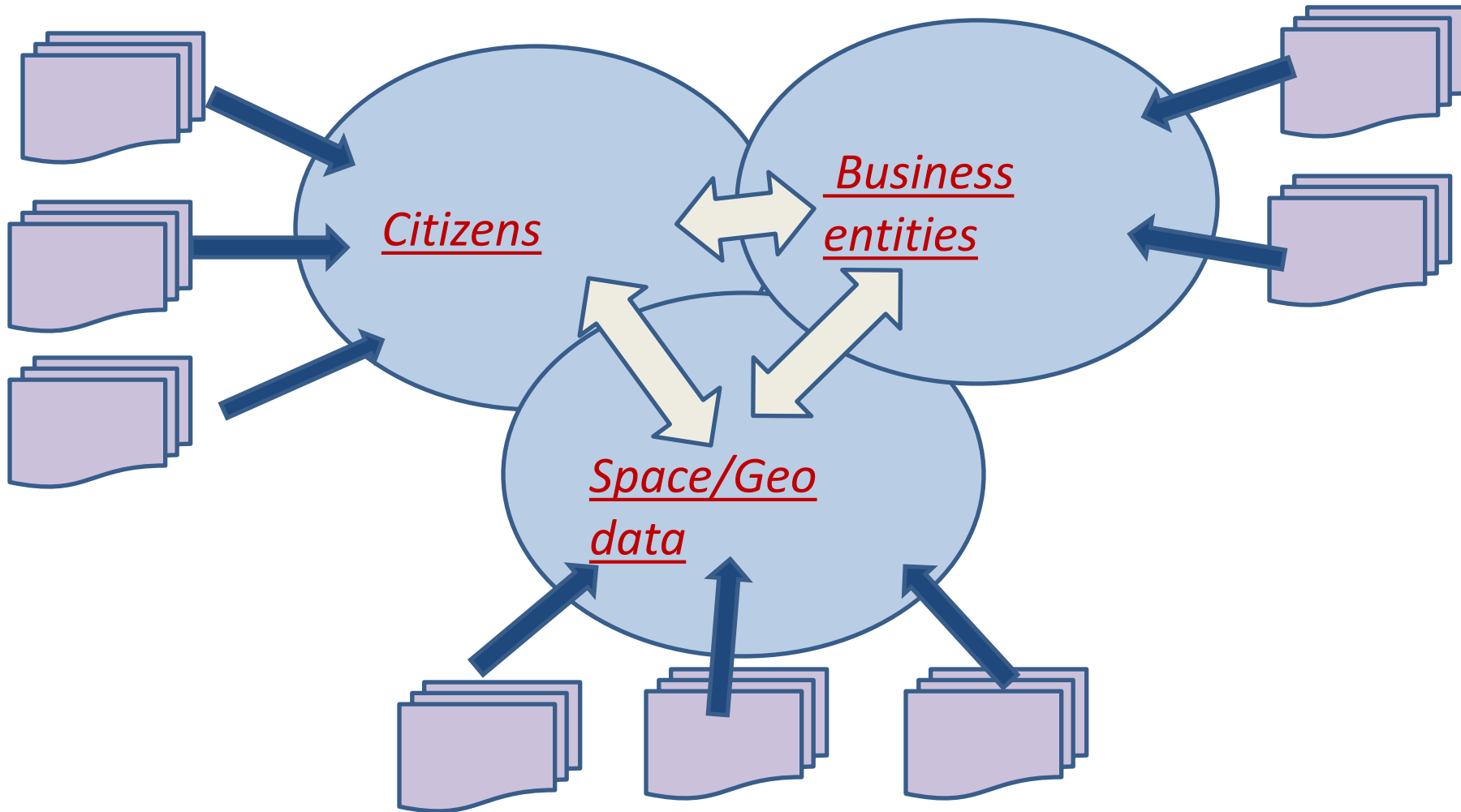


E-government Business Architecture

- ❖ Governance/business Level(policy analysis, decision support data)
- ❖ Application Level (sectoral solutions,
- ❖ Data Level
- ❖ Infrastructure/technology Level



Basic groups of public data



Key registries and public data bases

- ❖ Population register based on PIN (1975)
- ❖ Business register (1985) (150.000 legal entities)
- ❖ Land register (1995) (about 6 million entities)
- ❖ Register of all tax payers based on TIN (1995)
- ❖ Register of vehicles, driving licenses, etc (1985)
- ❖ Register of all personal documents (1990)
- ❖ Uniform public records management system (1991)
- ❖ Register of births, marriages, deaths (2005)

Towards some good practices (1)

- ❖ Develop awareness among decision makers
- ❖ Develop „demand side“
- ❖ Focus on „user perspective“, expectations and skills
- ❖ Set up priorities - focus on e-services with high „added value“ for users
- ❖ Multi-channel approach, use infrastructure which is already there (i.e. m-government)

Towards some good practices (2)

- ❖ Principle „once for all“; integration of data bases
- ❖ Principle „one-stop shop“; integration of back office
- ❖ Principles of „life event“; integration of front office
- ❖ Focus on horizontal building blocks

Success factors (1)

- ❖ Political support and leadership
- ❖ Long term strategies
- ❖ Clear positioning of the „e-government“ task force within the governmental structures
- ❖ Promotion to external and internal stakeholders
- ❖ Top-down approach (architectures, common building blocks, standards)
- ❖ Evaluation (ex-ante/ex-post) and monitoring

Thank You for your Attention!

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