

eGovernment-

**some examples on best
practices**

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Overview

- **Example 1**
 - Objectives
 - Partners
 - Opportunities

The Objectives

- **ICT Transformation of Local, Regional and Central Government**
- **Share innovative leading edge eGovernment implementation**
- **Establish Partnerships to accelerate implementation of EU eGovernment**
- **Promote EU eGovernment success stories**
- **Contribute to professionalism in eGovernance**

Partners

- **Private Sector - BT (UK), Tiscali (ESP), Bull (FR), Decon (DK)**
- **Public Sector - e-Envoy(UK), Customs & Excise (DK), Generalitat de Valencia (ESP) and Interministerielle pour le Reforme de l'Etat (FR)**
- **Also BE, LUX, DE and IT Local authorities**

Benefits



- **Surveys & data access**
- **Lead on new directions in eGovernment**
- **Know Key Public Sector actors**
- **Reach a wider dissemination audience of best practises**
- **Formation of “best of breed” partnerships**

European Best Practice 2: Parental services on the Internet

- ◆ Apply for parental and temporary parental benefit
- ◆ See and change personal information



Goals

- ◆ **Increased level of customer service**
- ◆ **More time for customer who needs personal service**
- ◆ **Reduced costs for the organisation in handling the matters**



Criteria for choosing the Parental leave as the first electronic service

- ◆ The benefit should have big enough volume in order to give the organisation return of investments
- ◆ The handling process of the benefit should contains a lot of routine processes
- ◆ The target group should be frequent users of the benefit and of Internet services



Main problems of today

- ◆ The call waiting is too long
- ◆ Two million calls are just about three questions
 - ◆ When do I get my money?
 - ◆ How much money do I get?
 - ◆ How many parental days do I have left?
- ◆ 100.000 calls are about parental simulations
- ◆ 500.000 forms are returned to the customers on a yearly basis
- ◆ approx.700.000 of the Parental-leave matters are quickly handled



Customer use

- ◆ Increased access to the Social Insurance Office
 - ◆ Open 24-hours a day
- ◆ Time saving
 - ◆ No call waiting
 - ◆ No need for going to the post office
 - ◆ Quick answers on your questions



Customer use

◆ Simple

- ◆ Personalised questions with only the required information
- ◆ Automated help in filling in the forms

◆ Better control of your personal economy

- ◆ You can see the status of your matter
- ◆ You can get information about your preliminary compensation and date of payment
- ◆ Simulate your future compensation



Business advantages

- ◆ Better image
- ◆ Phone calls reduction
- ◆ Increased amount of forms that are complete and correctly filled in
- ◆ Shorter handling process
- ◆ 700.000 cases are being handled automatically
- ◆ **Better customer service**
- ◆ More time for customers who needs personal service



Conclusions

- **There is always a win-win situation**
- **Not only front-end but also back-office**
- **Re-thinking about roles**

- **Creativity, innovation, responsibility for the clientele!**