Impact of EU Enlargement on IT in State Administration

Sergio Giacoletto
Executive Vice President
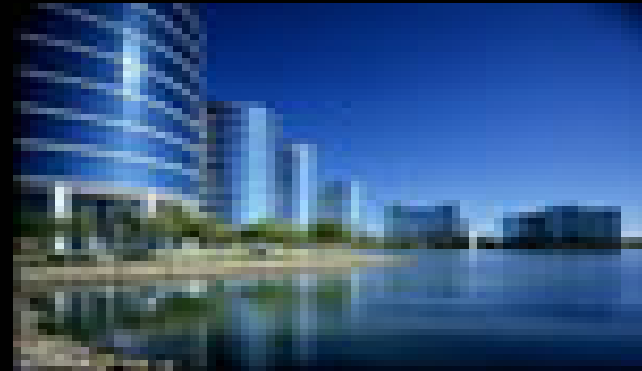Oracle Corporation - Europe, Middle East and Africa

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ITAPA – **27th October 2003**

Oracle Corporation

- US$ 9.4bn company

- Over 40,000 employees

- Largest Enterprise Software Company

- 200,000 Database Customers Worldwide
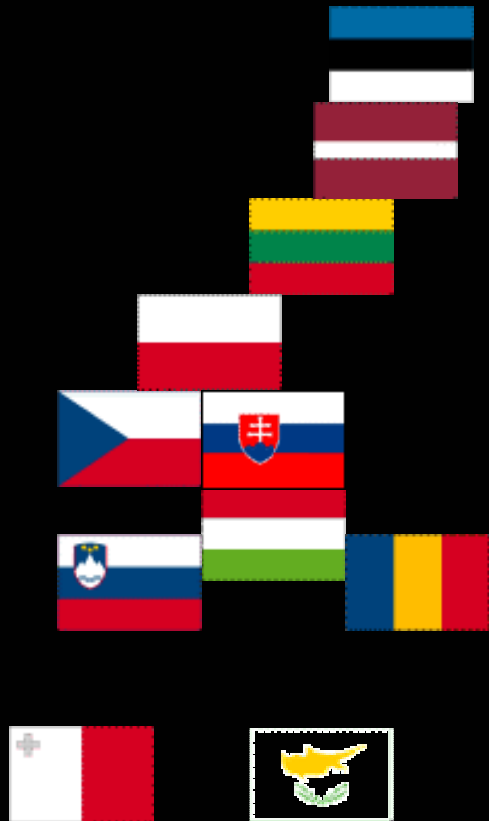
- 13,000 Applications Customers Worldwide

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Oracle in Europe, Middle-East & Africa

- 3.3 €B turnover

- Over 12,000 employees

- 60,000+ Database Customers

- 7,000 + Application Server Customers

- 3,700 + Business Applications Customers

- Over 40 % are mid-market customers

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EU Enlargement presence:

a Long Term Commitment

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Committed for the Long Term

- **13 years** of experience in this region
- **Offices in all the EUE countries employing approximately 700 staff**
- **Thousands** of customers and partners
- **Present in Slovakia since 1996 as leader provider to financial, public services, telecommunications and manufacturing sectors**

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Additional investments

- **June 2003:**
  creation of a new European Union Enlargement Region as business unit
- **Summer 2003:** opening Oracle Direct in Prague
- **September 2003:** opening Oracle Mobile Wireless Centre of Expertise in Warsaw
- **October 2003:** opening Oracle DataWarehouse Nearshore Centre in Budapest
- Incremental local hiring in progress

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E-Europe+ action plan

- Governments have a key role in driving the transformation of their societies

- The basic building blocks of the Information Society:

  – Provide cheaper and faster Internet access

  – Develop basic IT skills for all Citizens

  – Deliver Internet based Citizen Services
    ➔ E-Government

EU enlargement impact on state IT administration

- More rigorous scrutiny of internal processes

  - Well-governed economies attract greater foreign investment

- How to integrate your internal systems – G2G, G2E?

- How to include business and citizens - G2 B and G2C?

- How to fund?

  - Need to construct projects that qualify for EU funding

- Budgets, procurement, treasury, e-tax, customs, social security, defence, justice, law, e-democracy . . . .

  . . .   the clock is ticking . . .

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What does

true E-Government

imply?

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E-Government

is more than a

Citizen Internet Portal !
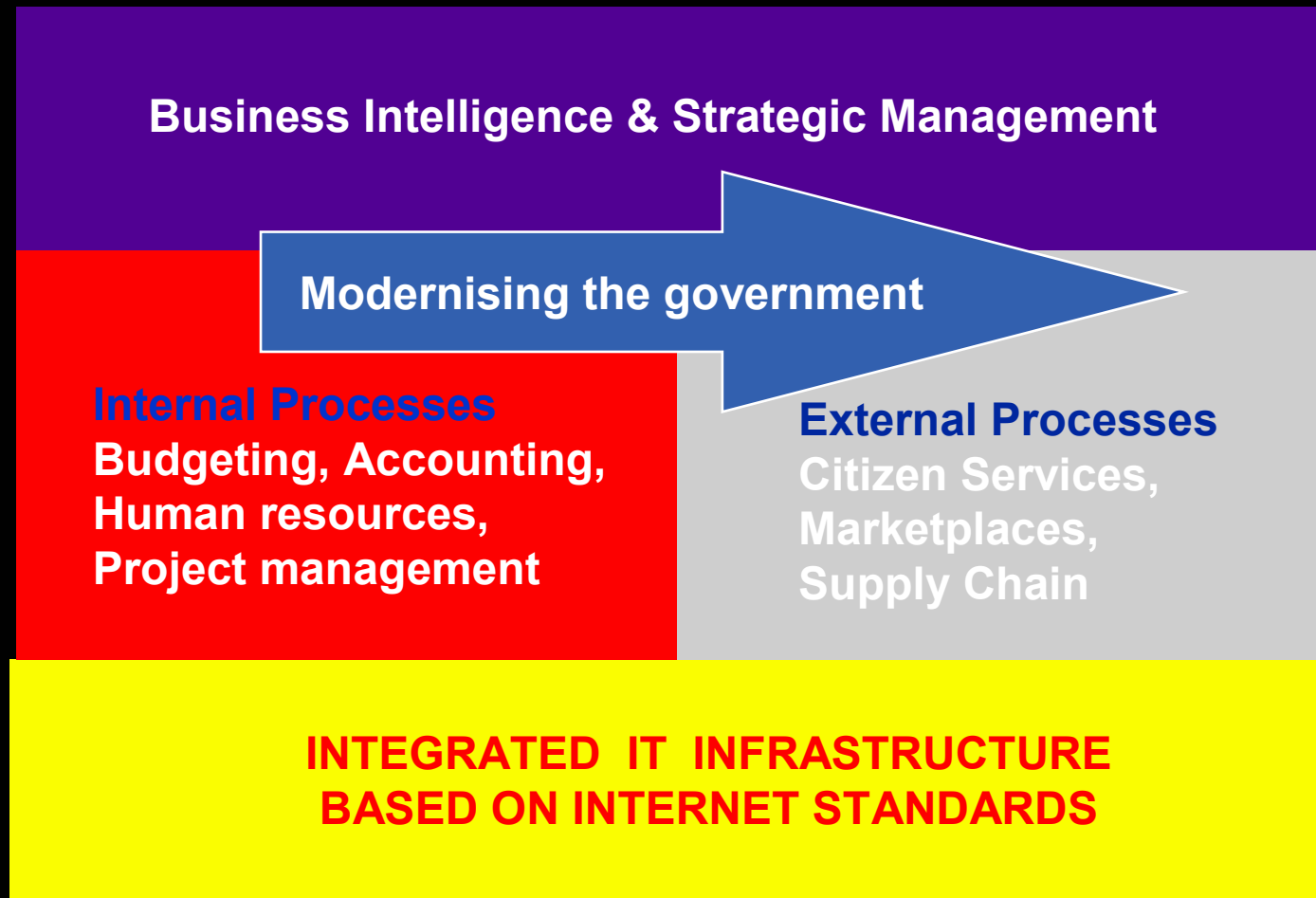
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What are the challenges?

- **Security, data protection and privacy**

- **Which channel? ➔ Equal access issue!**

- **Benefit versus cost:**
  - **Only 20% of transactions, you lose money**
  - **Need 60% to save money**

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What can we learn from the eBusiness transformation?

- Key success factors:

    – **Commitment from the highest Executive level**

    – **Integration of data across departments :
       a 'single source of truth'**

    – **Integration of internal and external processes
       to link with Customers and Suppliers**

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eGovernment transformation

Administrative Focus

Citizen Focus

Business Intelligence & Strategic Management

Modernising the government

Internal Processes
Budgeting, Accounting,
Human resources,
Project management

External Processes
Citizen Services,
Marketplaces,
Supply Chain

INTEGRATED IT INFRASTRUCTURE
BASED ON INTERNET STANDARDS

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The Path to *e*Government

E - *e*Government

D – Deployment Central/Local

C – Citizen & Business Service

B – Budget Control & efficiency

A – Accountability & transparency

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Accountability

- Accountability and transparency essential throughout Public administration

- Start with Financial, Procurement and Human Resources systems

- Enable 360-degree visibility without breaking the privacy of both G2G and G2E transactions

- Business Intelligence tools to deliver key information

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Province of Drenthe, Netherlands

The administration of the Province of Drenthe manages a wide range of important tasks for the citizens of Drenthe. The Province replaced its old and fragmented financial system with an integrated system that is based on Oracle technology and applications.

Oracle Solution:
Oracle Database
Oracle Finanicals
Oracle Projects

- Uniform user interface
- Information can be accessed by entire organisation
- Single database

provincie Drenthe

Oracle Financials and Oracle Projects are based on a single database

Portuguese Ministry of Environment and Territory Regulation

"Oracle technology was the one that ensured we would meet the goals we had set. With Oracle, we can keep updated content from almost 30 organizations in one single portal." -- Gabriela Borrego, Engineer and Chairwoman of IPAMB, MAOT

Oracle Solution:
Oracle Internet Platform
Oracle 9iAS
Oracle Portal

- Personalized information

- Self-service applications

- Centralizing all forms and processes

- Streamlining transactions

portalMAOT
Ministério do Ambiente e do Ordenamento do Território

"Thanks to Oracle technology, the project's implementation was completed in less than five months,"

Slovak State Aid Monitoring Authority

Analysis, design, and implementation of information system to support both internal and external processes of State Aid Office , based on WEB Oracle technology

- **Reporting for European Commission**
- **Online reports for providers of State Aid**
- **Improved internal workflow**
- **Resource planning**
- **Information services for public**

ÚRAD PRE ŠTÁTNU POMOC

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Hungarian Ministry of Defense

Oracle Financials "improves decision-making by putting the right information into the hands of the fpeopel who need it – when they need it"

- Streamlined budgeting and accounting systems
- Compliance with International Accounting Standards
- Integration of various departments

Future Growth: Open, Modular technology allows expansion as required

Budget Control

- Optimise your systems to save money
  - Management of Funding
  - Integrated ERP for supply chain management and tender processes

- Results
  - Increased administration efficiency
  - Reduced costs
  - Improved budget management and control

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Danish Public Procurement Portal

"The agreement is a good example of a promising initiative to improve cooperation between the public sector and the private business community. " - Birte Weiss, Minister of Information Technology and Research.

- **Entire Public Sector**
- **Products include telecommunications traffic, office supplies, foods, furniture, newspapers, conferences, freight, etc**
- **Public/Private Partnership**

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With this framework agreement, the Ministry of Information Technology and Research has ensured that a number of aspects such as basic functionalities, security, guaranteed prices and commercial terms live up to public requirements

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NATO

The implementation of the Oracle E-Business Suite will provide NATO with the mechanism by which we can meet these goals and will enable the development of more meaningful and timely management information - NATO Programme Director, Mr David Oakley

- 700-plus users
- NATO-wide Financial and Procurement solution
- Integrates budgeting, budget execution, travel, treasury, disbursing, procurement and supply functionality

…together with Oracle we can ultimately provide a modern standardised system operating NATO-wide

Citizen Services

- **From internal efficiencies to external communication: to Citizens and Businesses.**

  First areas of focus – revenue generating transactions
  - Business Taxes
  - VAT / State Sales Taxes

  Second areas of focus – high volume processes
  - Multichannel interaction centers
  - Online citizen tax returns
  - Administrative requests...

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Government of Andhra Pradesh, India

"eSeva builds on the success of the TWINS pilot project launched in Banjara Hills, Hyderabad, in December 1999. Our need was to provide a robust system, the first of its kind in India to the citizens of our state and Oracle scored primarily because of the ability to handle large values of data accessing various department servers."
Phani Kumar, I.A.S. Director

www.esevaonline.com

- One-stop-shop for over 20 G2C and B2C services in Andhra Pradesh
- 20 eSeva centers (with 200 service counters) spread over the Twin Cities
- Efficiently run over 200 service counters at over 30 locations in Hyderabad and Secunderabad

There was a significant improvement in the processes in terms of integration and easier deployment.

Also the number of requests that could be served increased which resulted in additional revenue for us

ap-it.com Department of IT & Communications, Government of Andhra Pradesh, India

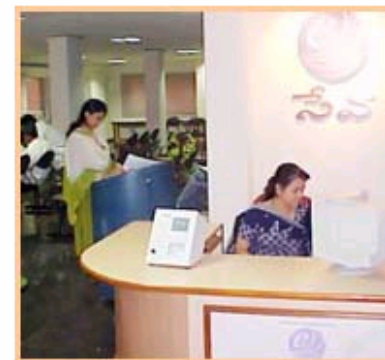Links ▶ News ▶ Feedback ▶ Site Map ▶ Search ▶ Key Contacts ▶ Home

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eSeva - Citizen Service with a Difference

e
seva
www.esevaonline.com

Key Contact:
Mr. Phani Kumar, IAS
Director
e-Seva
Ph: 91 40 23352595
email: phani@esevamail.com
Website: www.esevaonline.com

IT For People >> Citizen Services >> **eSeva**

OVERVIEW:

◀BACK

eSeva is the first of its kind of service in the country, providing a wide spectrum of citizen friendly services that will save citizens the bother of running around various departments.

There are 24 eSeva centres (with 200 service counters) spread across the twin cities, operating from 8AM to 8 PM on week days and 9 AM to 3 PM on holidays.

Comune de Sesto San Giovanni, Italy

Facing the challenges of transforming itself into an industrial town

- 81,500 citizens

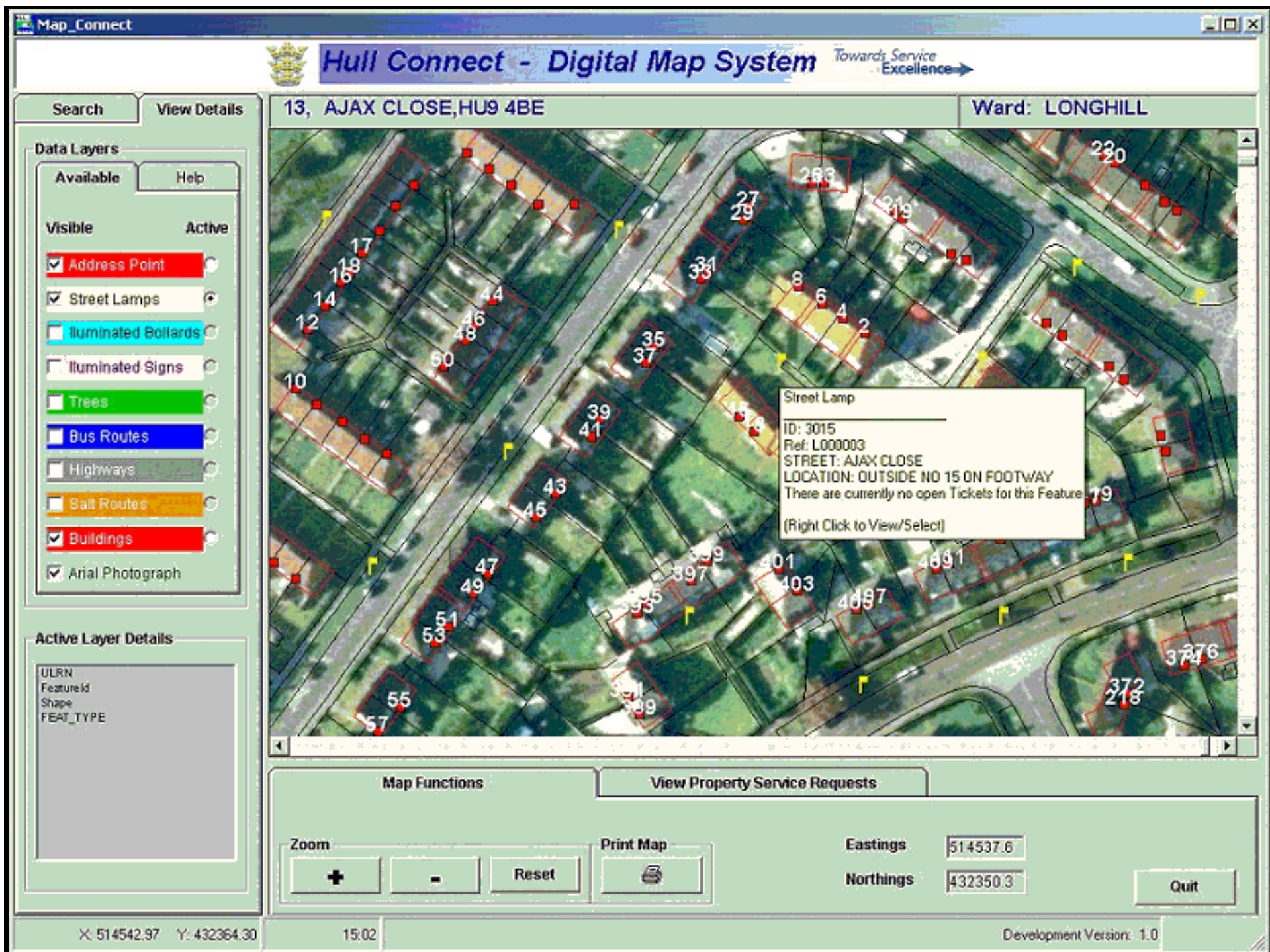- Implemented a Citizens' Portal

- Quality of services improved

Fourth largest town in Lombardy with 736 employees, managing
800 public buildings, road network of 100km, social, education and infrastructure services

Kingston-Upon-Hull City Council

- Goal to be a leading "Digital City"
- 250,000 inhabitants
- Hull Connect Call Centre
- 16,000 calls per week
- 98% of calls answered within 10 seconds
- Significant long-term savings

KINGSTON UPON HULL · CITY COUNCIL

"Our strategy involves using the latest in Internet and business-automation technology to connect citizens and deliver services faster and more effectively".

Map_Connect

Hull Connect - Digital Map System Towards Service Excellence→

Search | View Details

13, AJAX CLOSE,HU9 4BE

Ward: LONGHILL

Data Layers

Available | Help

Visible   Active

☑ Address Point ○
☑ Street Lamps ◉
☐ Iluminated Bollards ○
☐ Iluminated Signs ○
☐ Trees ○
☐ Bus Routes ○
☐ Highways ○
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Active Layer Details

ULRN
FeatureId
Shape
FEAT_TYPE

Street Lamp

ID: 3015
Ref: L000003
STREET: AJAX CLOSE
LOCATION: OUTSIDE NO 15 ON FOOTWAY
There are currently no open Tickets for this Feature

(Right Click to View/Select)

Map Functions | View Property Service Requests

Zoom
+ | - | Reset

Print Map

Eastings 514537.6
Northings 432350.3

Quit

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Icelandic State Government

"This IT investment provides the foundation for modern Iceland's IT infrastructure and enables us to meet our citizens' demands for improved public services."
- Gunnar Hall, director of State Accounting Office

- All of Iceland's 940 Institutions
- 19,000 Employees
- All applications on one server with all public institutions and citizens having access via the Internet.

80% of Iceland's citizens have Internet access

Deployment

- You now have a robust, scalable system - G2G, G2E, G2 B and G2C

- Multichannel deployment via Public/Private partnerships
  - Phone
  - PC's, PDA's, SmartPhones
  - Digital Television
  - Interactive Kiosks

E – Egovernment

D – Deployment Central/Local

C – Citizen & Business Service

B – Budget Control & effeciency

A – Accountability & transparency

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Dubai Government

We have selected the Oracle E-Business Suite because it offers us the unique combination of a well integrated ERP which uses the internet and a robust Arabized system that is supported by the strong local presence of Oracle in Dubai" commented Mr. Thani Alzaffin (Director, Government Information Resources Department at H. H. THE RULER's COURT

- Automating the internal processes
- All of the 25 Dubai Government departments using an Application Service Provisioning (ASP) model on the Dubai Government intranet
- Enable efficient planning and management for government resources.
- Will provide access to both employees and suppliers over the internet via self-services portal

حكومة دبي الإلكترونية
Dubai E-Government

This project will reach 40,000 employees across 25 government departments who will see their productivity increase through the use of an integrated easy to use suite of applications

Wireless Glasgow…

"Oracle will give our operational managers in the field access to back office systems through any mobile device. The system's scalability would allow us to improve productivity by extending mobile working to other areas of the business." -- Jane Alexander, Marketing Manager, Building Services, Glasgow City Council

- Improved customer service
- Reduced administration costs
- Approximately 20% more customer visits
- 50% reduction in customer wait time for repairs and maintenance
- Substantial long-term savings

"We wanted a future-proof solution that would allow us to migrate to GPRS and other emerging standards,"

E-Government !
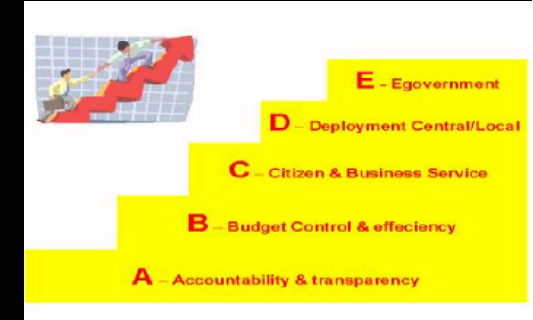
- You now have a comprehensive solution

- Phased, structured approach
  - Adminstrative foundation for Accountability
  - Fine-tuned for efficiency and Budget control
  - Connecting with Citizens and business
  - Via multi-channel Deployment

- A Four-Step Roadmap to true E-Government

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Oracle in E-Government

Delivery

ORACLE E-Government
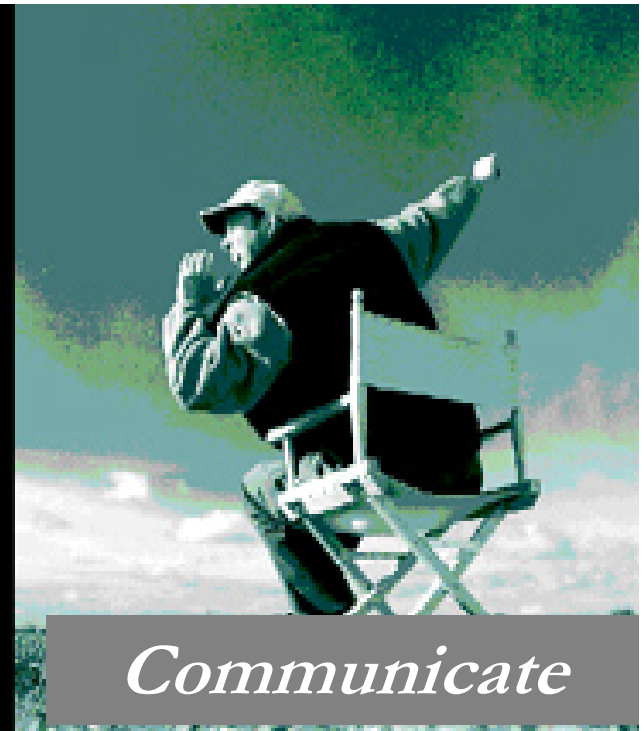
Communicate

Connecting employees

Connect

Citizens, and businesses