

AUSTRIA

CONNECTED

E-Government in Austria  
Project ELAK – effective BackOffice

Christian Rupp, Austrian Federal Chancellery

electronic forms published for citizens and paper based files in the administration = **Flintstone version of e-Government** (the engine is missing)



electronic forms published for citizens and ELAK in the administration = **e-Government** (ELAK is the engine in the back office)



- Virtual guide on Austrian authorities
- 170 Live Situations
- Target Groups - Citizens, Enterprises, People with special needs (7 Languages, WAI-AAA)
- More than 600 municipalities
- 350.000 Users p.M., 10 Mio Information p.M. (2003: 200.000 p.M., 6 Mio Info p.M.)
- 200 Content Partner (Ministries, Provinces, Health and Chamber Organisations)
- interface to the backoffice of the authority
  - html or XML
  - download or direct connection into workflow
  - assistance in developing their own online-procedures
- Winner of the eEurope Award 2003



**E-Europe  
Award 2003**



The current legal framework for electronic services was completed by an E-Government Law (into force since 1st March 2004), designed especially for the electronic communication between citizens and the business world and public administrations.

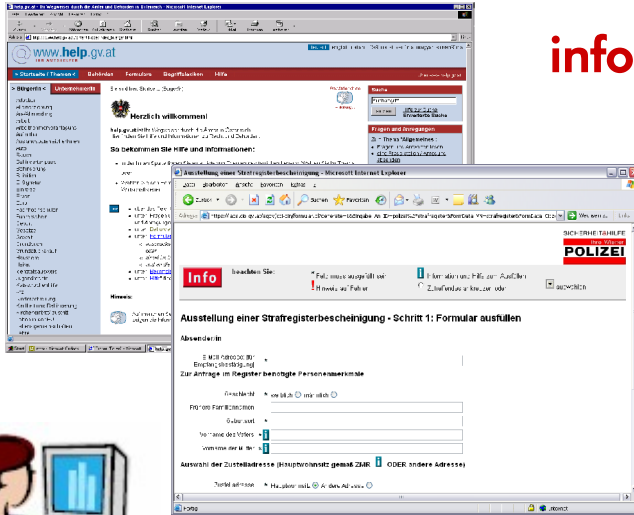
It is the legal frame for the following subjects:

- Unambiguous electronic identification
- Standard electronically documents
- Data protection in e-government
- Citizen Card and administrative signature
- Network of administrative portals
- Directories and Registries
- Electronic delivery
- E-Governance and citizen participation
- Certificate register

The „Electronic File“ – shortly referred to as ELAK - is one of the largest projects of the Austrian administrative reform. It constitutes a core element of the Austrian E-Government initiative for improvement in terms of quality and speed of services in the entire federal administration and is used in all federal ministries.

- simpler working processes
- the electronic file will almost completely replace paper documents
- the electronic request will be registered automatically,
- followed by logging and editing
- after authorization,
- the electronic file will be dispatched and fees will be invoiced
- reduce time for transport, research and storage by about 10-15 %
- additionally, citizen-requests will be handled faster and
- official documents can be delivered via electronic means

# From help.gv to ELAK



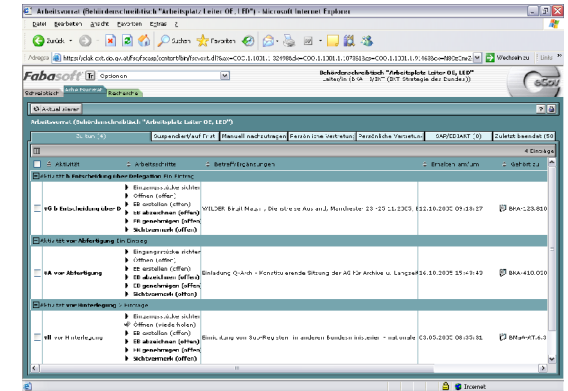
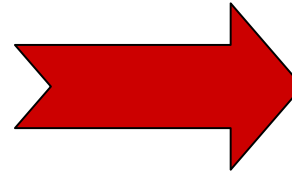
information

transaction

electronic  
process

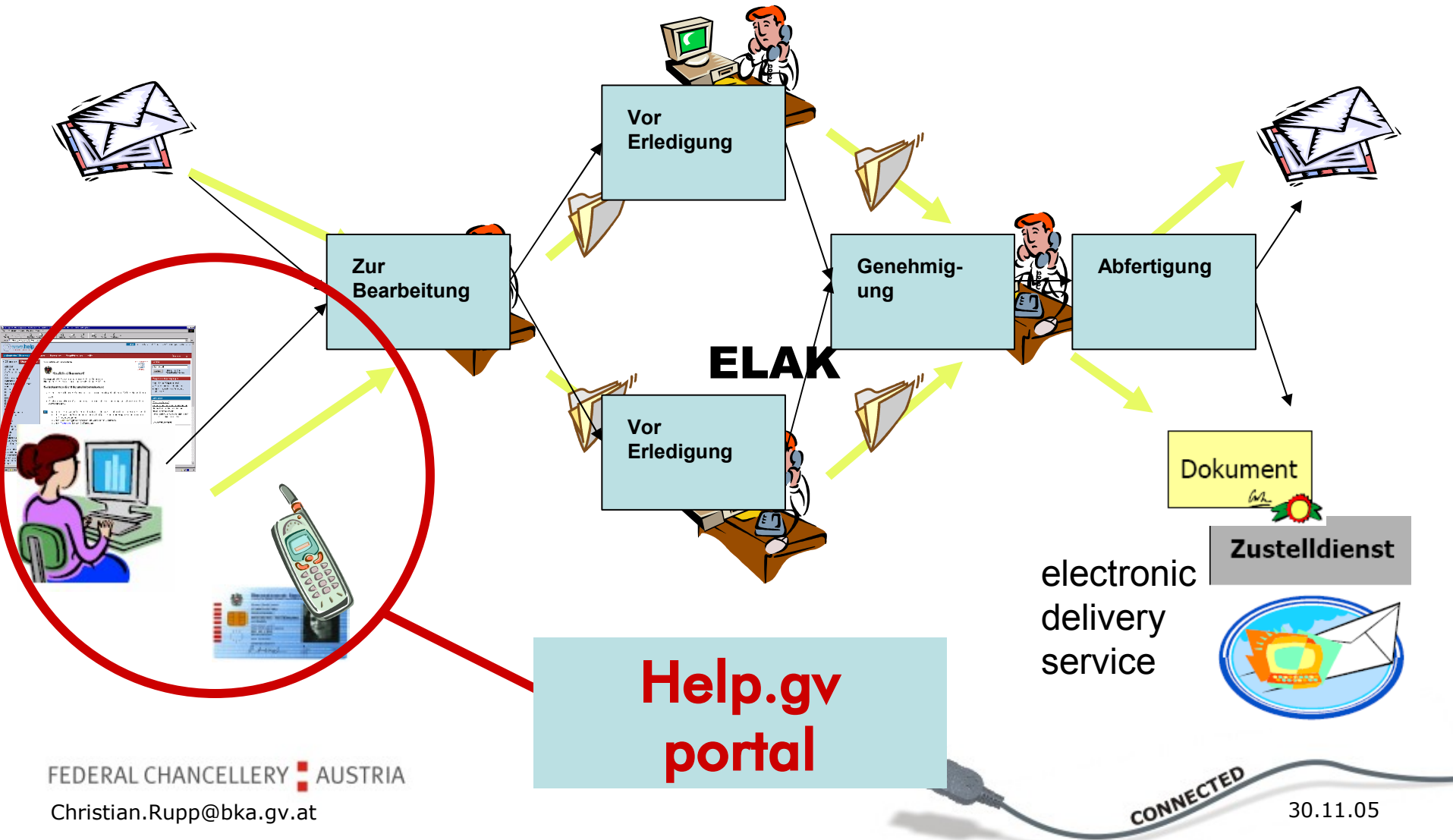


signature



Help.gv

ELAK-  
Backoffice



simplify und speed up internal processes – ELAK is the original and authentic file

improve the quality of business process documentation

using modern technology like workflow and document management systems

simplify change management (structure of ministries)

quick implementation of E-government services

knowledgebase of One-Stop-Government



**ELAK (the electronic file) = original and authentic version of the file**

Electronic signing

Scanning of incoming paper based mail

Encourage use of electronic mail and using electronic delivery services

Paper based files must be possible

Legal basis is the "Kanzleiordnung 1992 bzw. Büroordnung"

**Only one standard ELAK software solution for all ministries**

**Centralization of the operational ELAK system by commissioning an external provider**

**Using web-technology helps overcome the heterogeneous IT-infrastructure in the ministries**

**Project management and rollout planning in cooperation with all ministries**

Reducing the process time (in the Federal Chancellery about 12 % without business process reengineering)

ELAK is an electronic archive (reducing time for searching in archives and transporting the files)

User has all information to do his job in the ELAK

Everybody with access to the file is able to see the status of the process

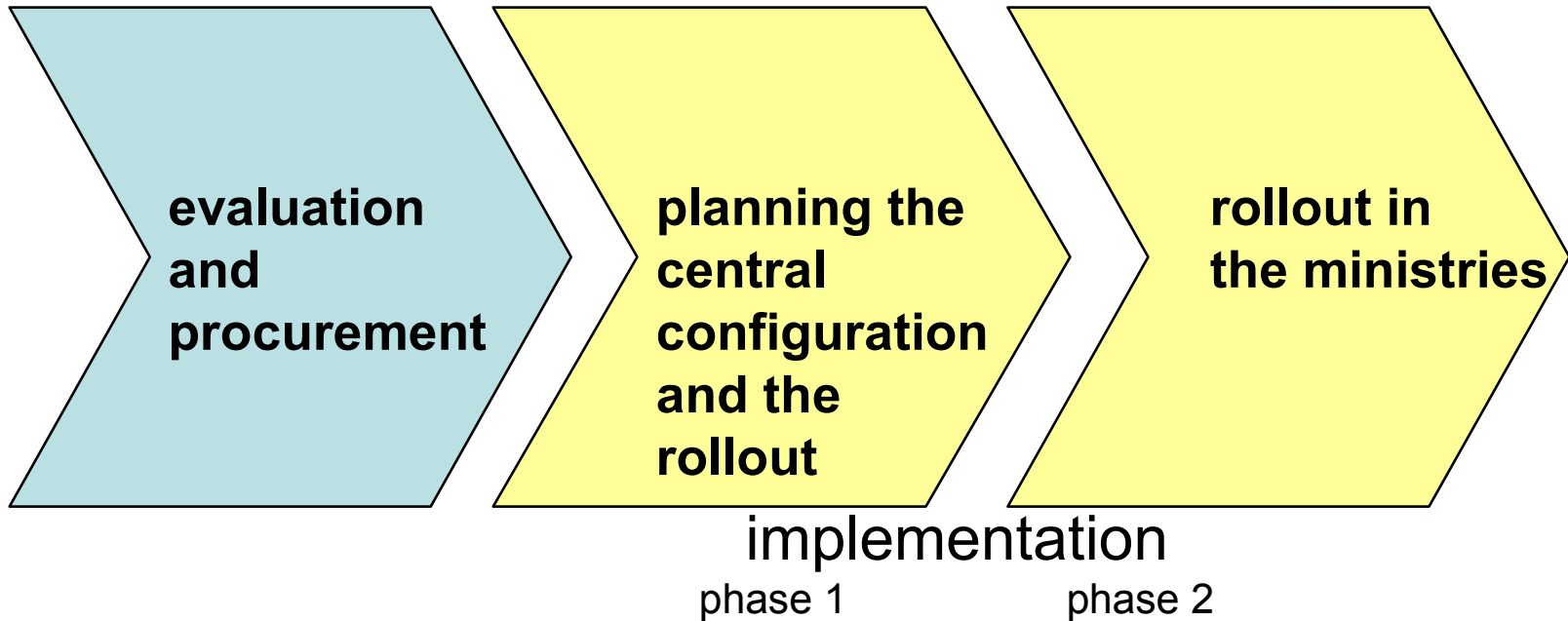
The implementation of ELAK is not only a change of a tool, it strongly influences the work in the public administration

Structure of the organisation is more flexible

ELAK encourages cooperation through availability of information independent of time and place

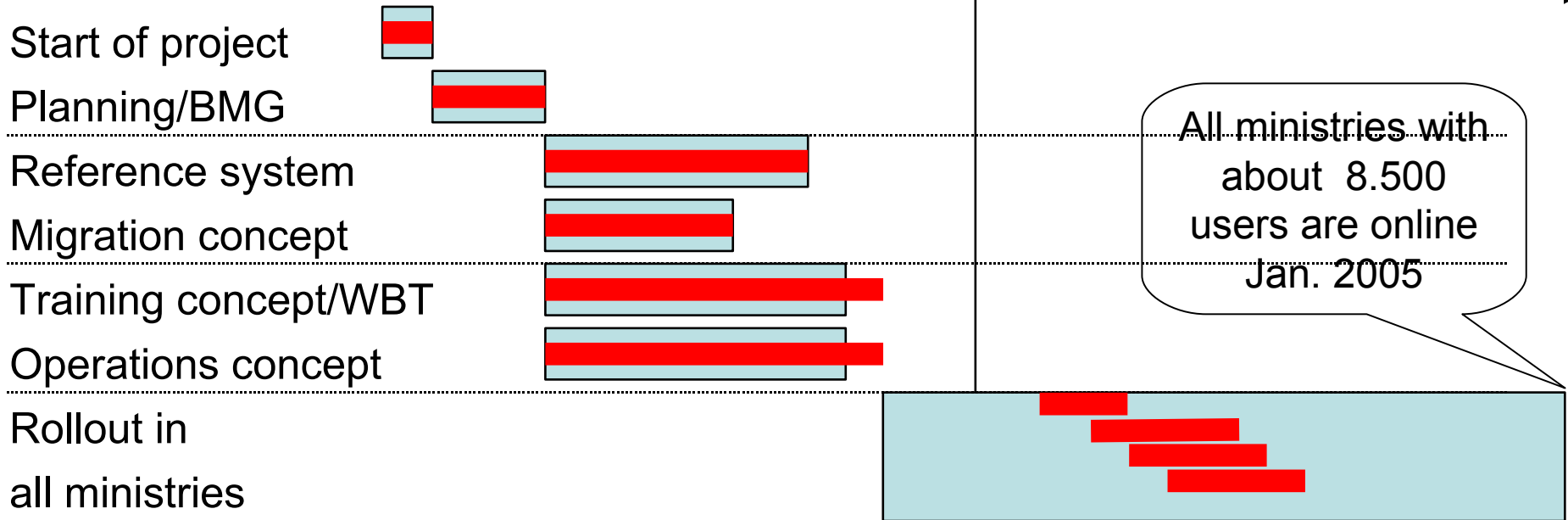
All information is transparent at any time (pull information instead of push information)

# Milestones of the project



# ELAK - Implementation

2003 Jan Feb Mar Apr May Jun Jul Aug Oct Nov Dec | 2004 Jan Feb Mar Apr May Jun Jul Aug Oct Nov



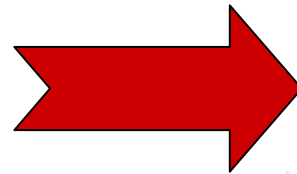
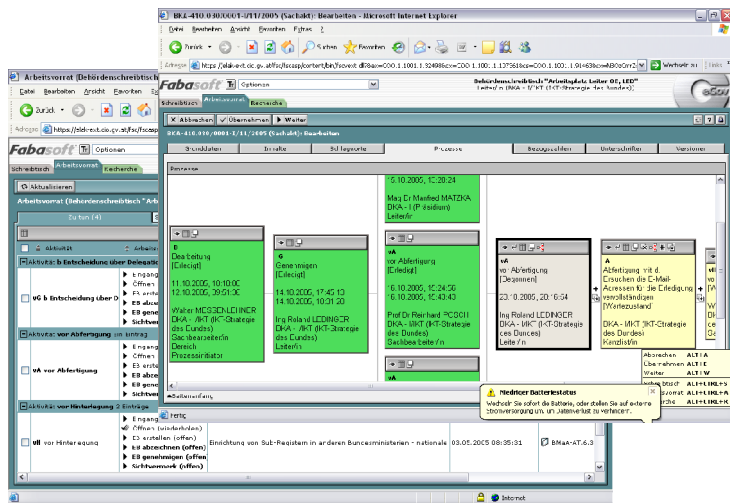
All ministries with about 8.500 users are online Jan. 2005

7 ministries approx. 5.400 users are online



# From ELAK to E-Delivery

electronic  
workflow



e-identity  
with  
signature

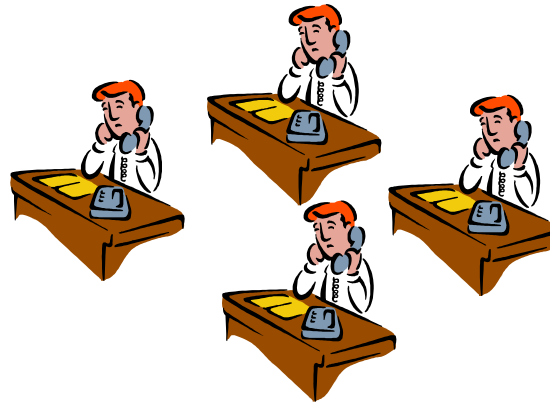
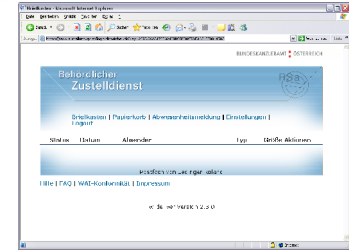
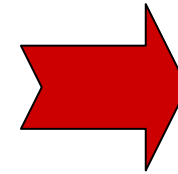
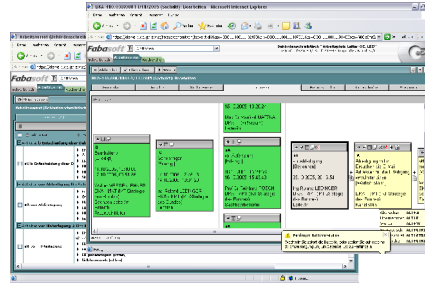
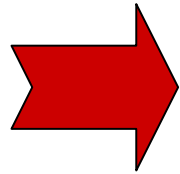
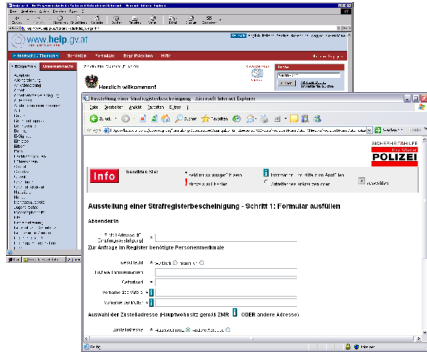
**ELAK-  
Backoffice**

**electronic  
delivery service**



# From help.gv to E-Delivery

DIGITAL  AUSTRIA



**Help.gv  
portal**

**ELAK-  
Backoffice**

**electronic  
delivery service**



**instead of collecting  
paper based files**

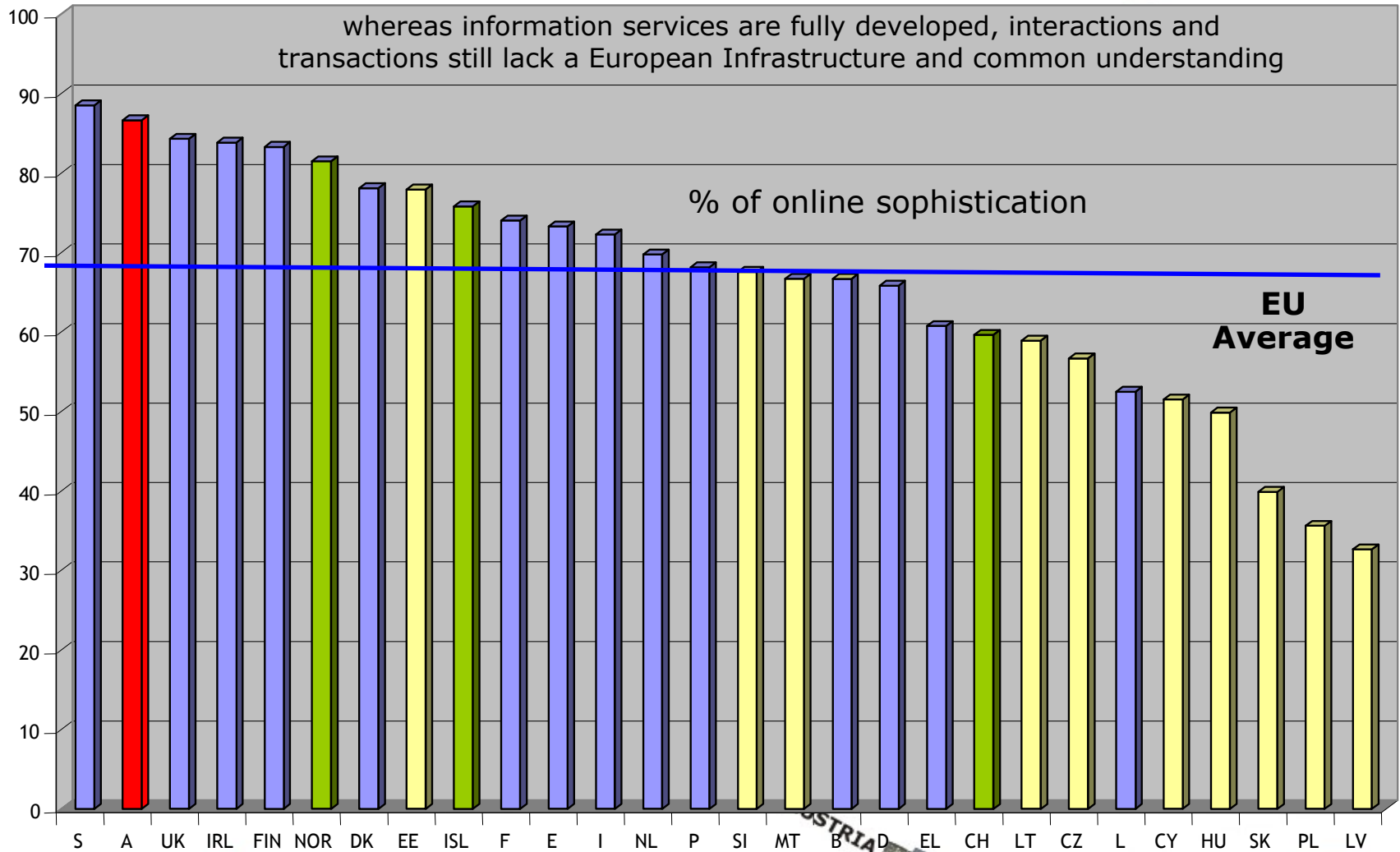
**support the new  
generation!**

[www.elakimbund.at](http://www.elakimbund.at)



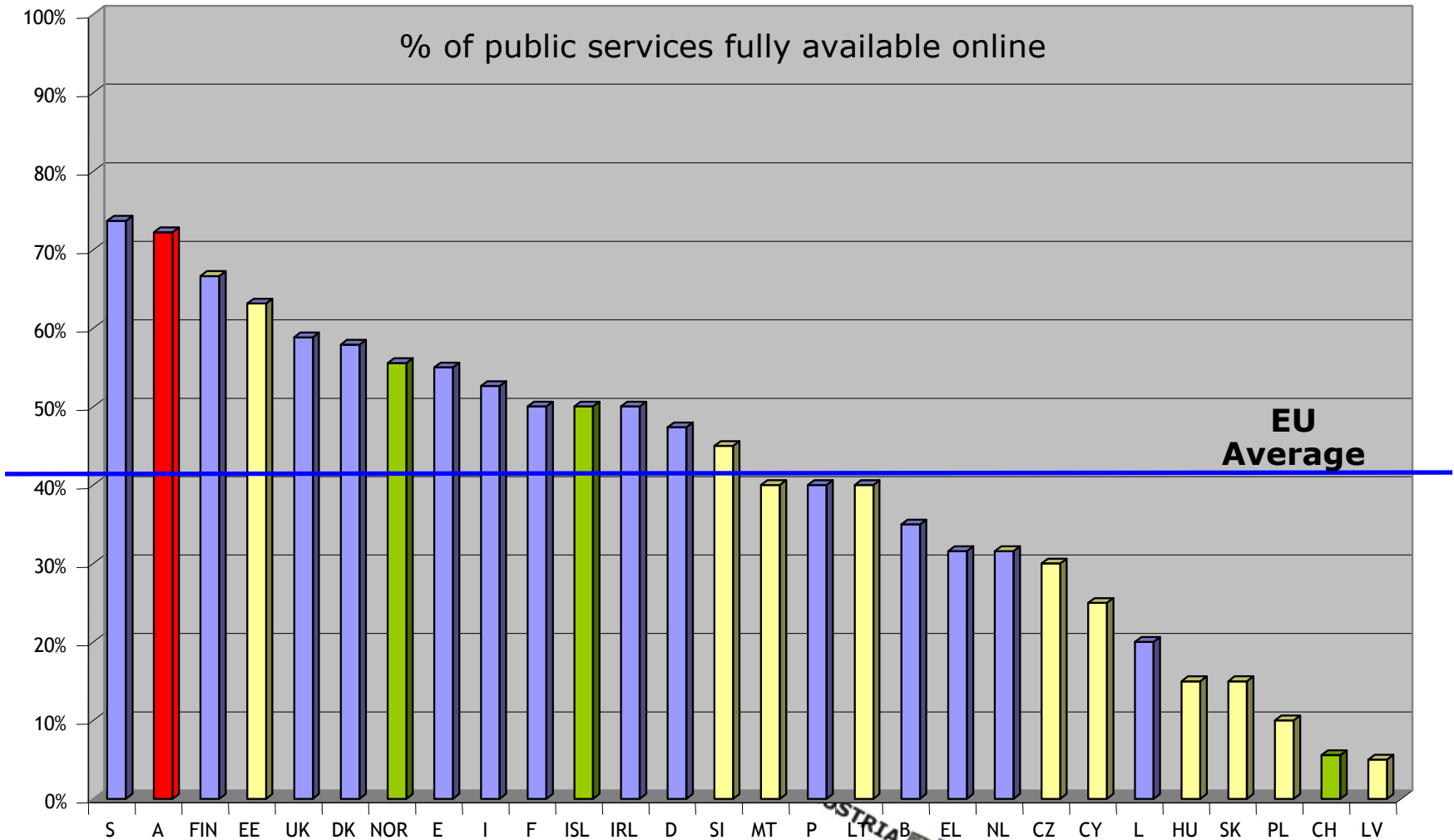


# EU Benchmarking



# EU Benchmarking

DIGITAL  AUSTRIA



FEDERAL CHANCELLERY  AUSTRIA

Christian.Rupp@bka.gv.at



30.11.05

- 96 % of the Austrian enterprises are using computers
  - 91 % have internet access
  - 74 % E-Government information
  - Each fifth enterprise has already complete official procedures electronically
- 
- 58 % of the Austrian population are using internet
  - 49 % of the Austrian households are equipped with computers
  - 75 % have a mobile phone
  - 57 % E-Government information
  - 43 % complete official procedures electronically



AUSTRIA

CONNECTED



- until 2006:  
1300 phone-booths with  
broadband Web-access
- 542 „Multimediastations“
- Internet: 6 €/h
- **www.help.gv.at can be  
accessed for free!**
- Prevention of „digital  
divide“
- [www.multimediastation.at](http://www.multimediastation.at)



- a long-term vision of the public sector's contribution to the information society
- Pan-European Services - Cross boarder – electronic signed documents - interoperability and content the first priority
- 09.-10.02.2006: Trust and E-Government for all Europeans
- 02.-03.03.2006: Creative for Content
- 22.-23.03.2006: ICT-Research and Innovation Policy
- 10.-15.05.2006: eHealth 2006
- 01.-02.06.2006: ICT in Courts, Justice and Legal InfoSystems
- 21.-23.06.2006: eCulture – Digital Cultural Heritage

***by appropriate legal provisions good governance can trespass the field of pure information services to the benefit of the citizens***

E-Government  
it's a journey not a destination!

Christian.Rupp@bka.gv.at  
Austrian Federal Chancellery

