Electronic Services and E-Government in Austria –

The Path to the Leader's Position

Mag. Alexander Leiningen-Westerburg
SIEMENS AG

SIEMENS

Agenda

Siemens at a glance

The European E-Government Benchmark

The Austrian E-Government Offensive

Austrian E-Government Modules

How to reach the top

Siemens IT Solutions & Services belongs to the I&C business area within Siemens

SIEMENS

Total sales in business segments 2006						
Information and Communications	Automation and Control	Power	Transportation	Medical	Lighting	Financing and Real Estate
Communi-cations[1]	Automation and Drives	Power Generation	Transportation Systems	Medical Solutions	Osram	Siemens Financial Services
Siemens IT Solutions and Services[2]	Industrial Solutions and Services	Power Transmission and Distribution	Siemens VDO Automotive			Siemens Real Estate
	Siemens Building Technologies					
•€18.2 billion	•€26.5 billion	•€16.6 billion	•€14.5 billion	•€8.2 billion	•€4.6 billion	•€13.3 billion[3]

1) Represented by Siemens Networks GmbH Co. KG and Siemens Enterprise Communications GmbH Co. KG since October 1, 2006
2) Until January 15, 2007: Siemens Business Services
3) Total assets

Source: Siemens IT Solutions and Services

SIS is your global partner for integrated, industry-specific solutions

SIEMENS

Siemens IT Solutions and Services: 43,000 employees, sales of some 5 billion euros

Mission

- Delivery of IT services for external customers

- Growth of business together with the other Siemens Groups → comprehensive portfolio of IT solutions related to Siemens products

- Operation of Siemens' worldwide IT infrastructure

- Software development for the Siemens Groups

Siemens IT Solutions and Services

SBS

BIC

PSE

DIP

SISL

● locations worldwide

Customer benefits

- One-stop shop for an extensive range of integrated end-to-end solutions, from devices to ERP

- IT services to improve customer processes and cut costs

- Substantial industry expertise

- Extensive international capacities and expertise throughout the world

Siemens IT Solutions and Services – Worldwide presence in more than 40 countries

SIEMENS

Worldwide – 2006

Sales: € 5.157 billion

Headcount: 34,300

Norway
Estonia
Latvia
Sweden
Lithuania
Finland
Denmark
Poland
Netherlands
Czech Rep.
Luxembourg
Slovak Rep.
Belgium
Austria
Great Britain
Hungary
Russia
Ireland
France
China
Canada
Germany
USA
Portugal
Spain
Philippines
Mexico
Thailand
Switzerland
Singapore
Slovenia
India
Slovakia
Croatia
Turkey
Brazil
Romania
Serbia/
Bulgaria
Argentine
Montenegro
Italy
Greece
South Africa

Siemens IT Solutions and Services – the Siemens IT Powerhouse

SIEMENS

Tried and tested field-of-industry and business process know-how

Comprehensive range of solutions and services

2,600 SAP consultants, 2,200 system integration consultants, and 5,500 software engineers worldwide

Comprehensive integration track record

First-class project management

48,000 networked experts worldwide

Our strengths in the public sector

The leading provider of e-government solutions in Central and Eastern Europe

Extensive experience with public private partnerships

Implementation of numerous front/back-office solutions for public authorities worldwide

Public safety and security solutions with top-level security standards - excellent credentials from public authorities all over the world

Strategic partnership with Microsoft and alliances with other key players in the public sector (SAP, ORACLE, etc.)

We are a reliable and experienced partner able to meet all the needs and requirements of the public sector
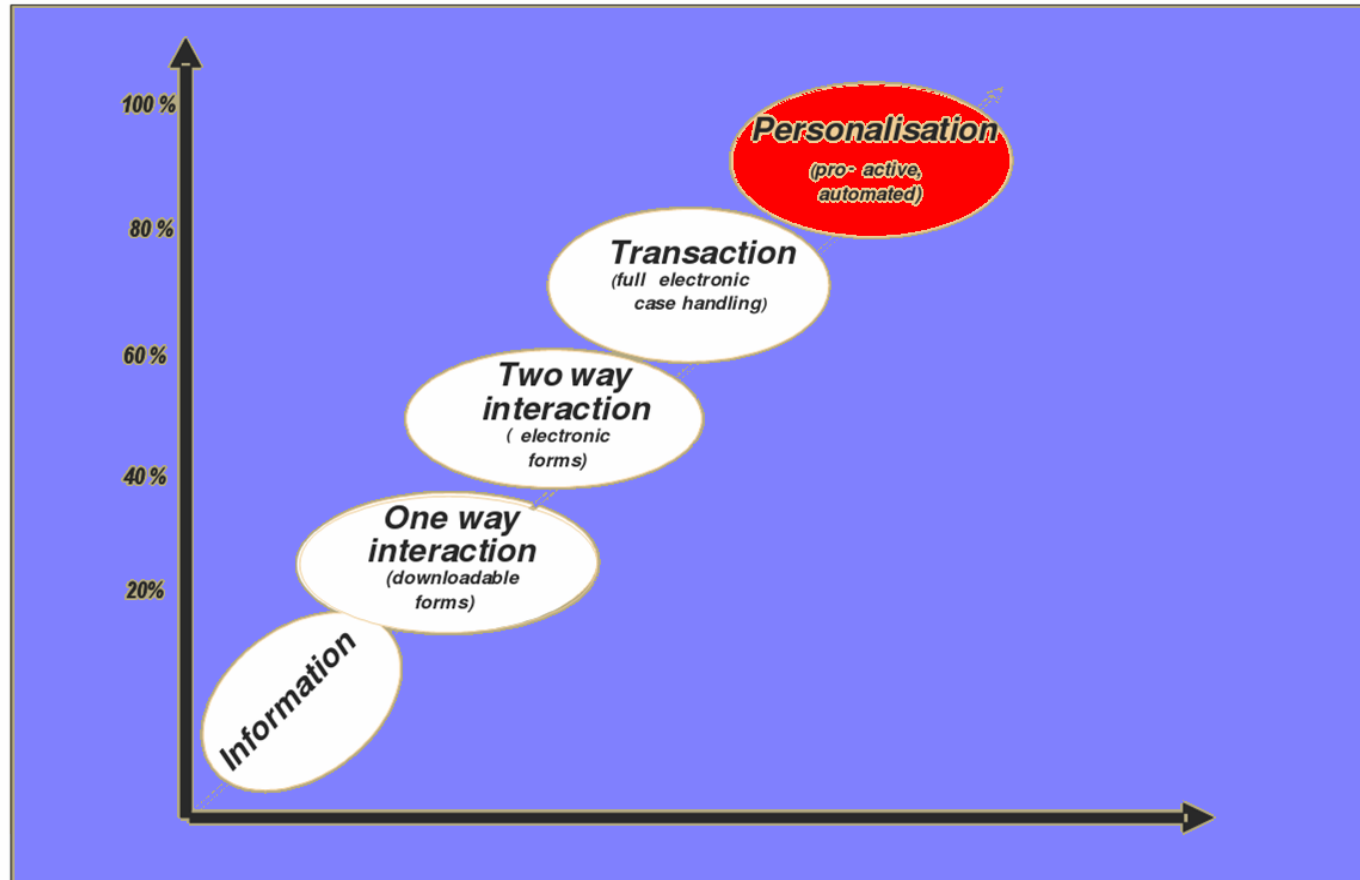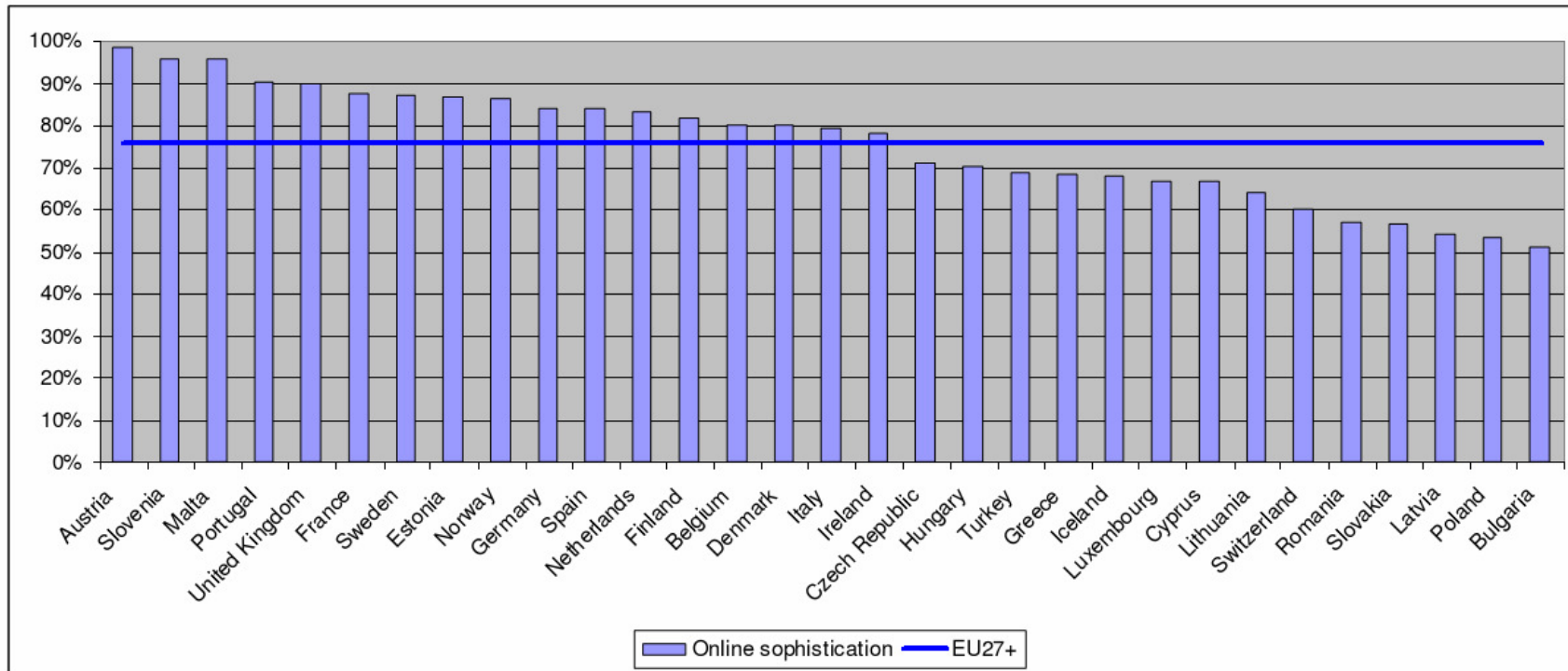
European E-Government Benchmark
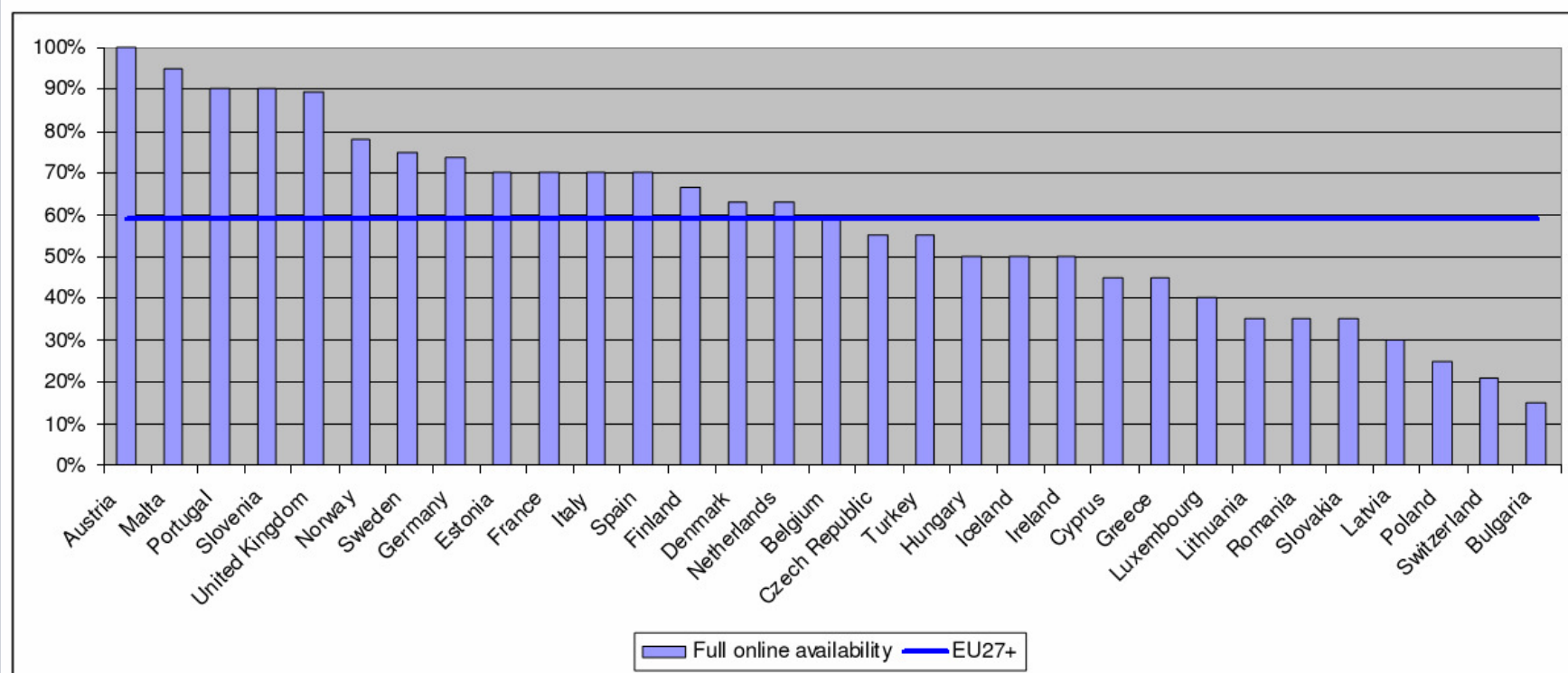
E-Government Benchmark

Austria, Malta, Czech Republic and Portugal offer the best sophistication and fully-online availability of public services for their business community
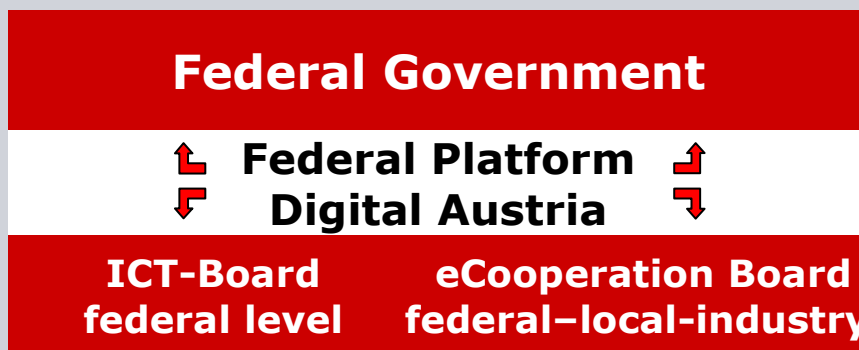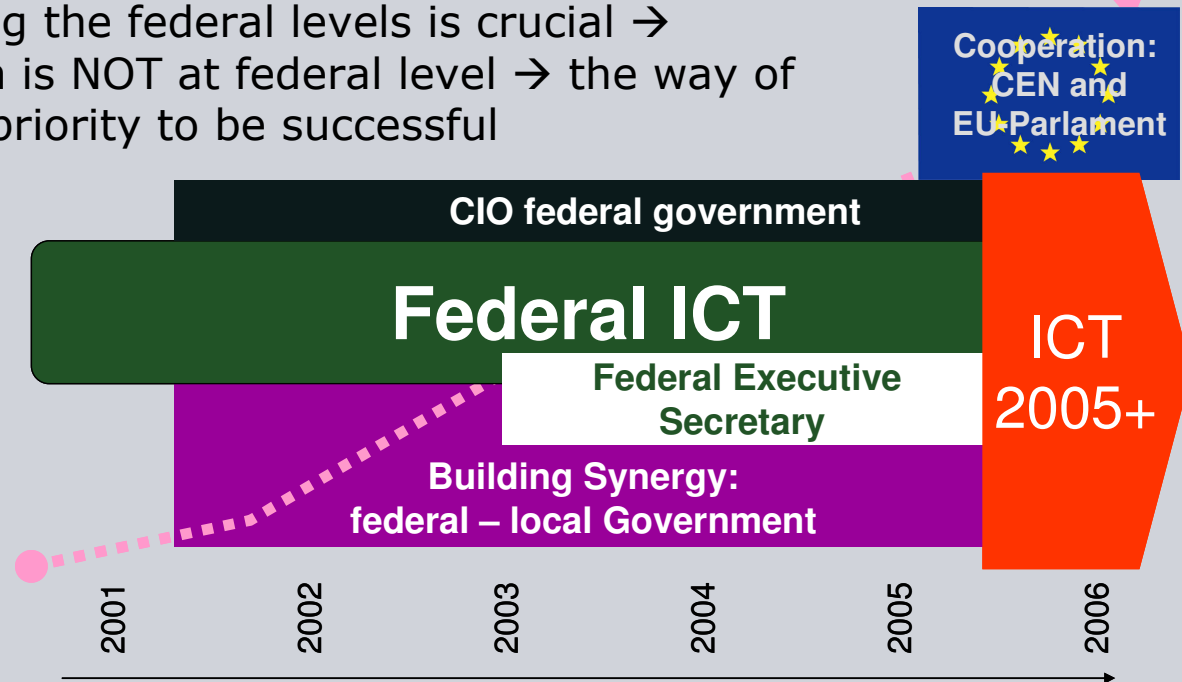
Full Online Availability

"Centralised governance structures therefore may typically have an advantage in making swifter change." (Benchmarking The Supply Of Online Public Services)

The Austrian E-Government Offensive

The Organisation

observing cooperation among the federal levels is crucial →
about 70% of administration is NOT at federal level → the way of
working together has a top priority to be successful

Cooperation: CEN and EU-Parlament

CIO federal government

Federal ICT

Federal Executive Secretary

ICT 2005+

Building Synergy: federal – local Government

2001   2002   2003   2004   2005   2006

Federal Government

↳ **Federal Platform** ↳
↱ **Digital Austria** ↱

| **ICT-Board federal level** | **eCooperation Board federal–local-industry** |

ICT in the public sector is like a large vessel –
it needs clear decisions quite ahead before real movement can be planned

The Austrian E-Government modules

HELP.GV.AT

- Virtual guide on
  Austrian authorities

- 170 Live Situations

- Target Groups:
  Citizens, Enterprises,
  People with special needs
  (2 Languages, WAI-AAA)

- 350.000 Users per month
  10 Mio infopages per month

- 200 Content Partner
  (Ministries, Provinces, Health and Chamber Organisations)

- Winner of the eEurope Award 2003

Central Register of Residence (CRR)

- Basis for many tasks of the public administration (population census, citizen card, other registers)

- All communities record the residence data of persons living in Austria online to the CRR

- Only one mouseclick to a complete list of all adresses of a person in Austria

- CRR is linked with the Register of Buildings and Dwellings as well as the Register of Addresses

- This ensures that the CRR processes only existing data on addresses, buildings and dwellings (including GEO coding) and that all changes (e.g. re-naming of a street) are done automatically

willkommen im

zmr
zentrales melderegister

...das neue service des BMI

eGovernment Act

The legal basis for eGovernment entered into force on
1st March 2004, defines terms and rules:

- identity and authenticity

- citizen card function

- source identification number

- unique identification in data files

- sector-specific personal identifiers

- official signatures

- citizen card use in private sector

- electronic delivery
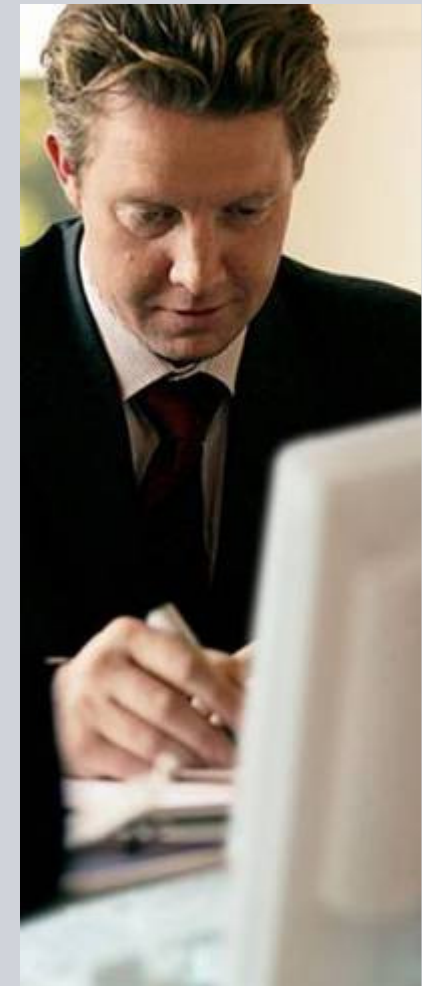
Electronic File System (ELAK)

SIEMENS

The ELAK is one of the largest projects of the Austrian administrative reform. It is used by all federal ministries and by 6 (out of 9) provinces

The ELAK is the authentic and original file

The ELAK is built to
- simplify und speed up internal processes
- replace paper documents
- simplify change management (structure of ministries)
- improve the quality of business process documentation
- deliver official documents via electronic means
- allow independence of time and location for access electronic files

eID - Citizen Card

- **Bank cards:**
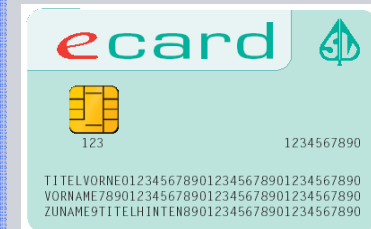 Each bank (ATM) card issued can be used as citizen card (prepared, citizens free to activate)

- **Health insurance card:**
  Rollout to each citizen started May 2005 finished November 2005 (prepared, citizen free to activate, no charges)

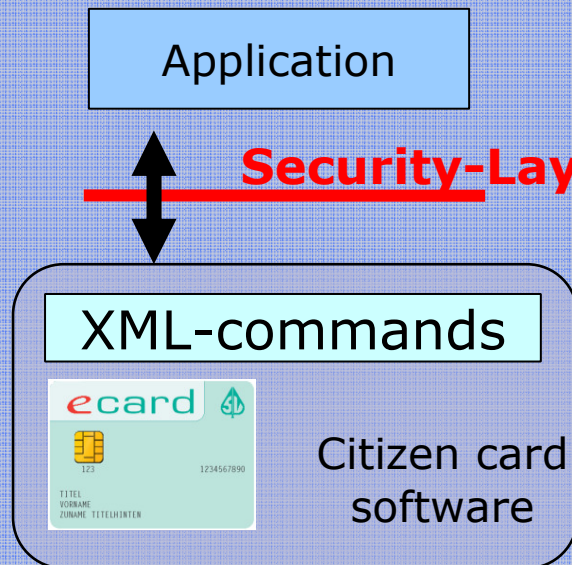- **Other tokens are possible**
  employee cards
 future technologies (PDAs, cell phones)

Smart cards

- Separate your technology (client / server)
  - Infrastructure is expensive
  - Technology evolves rapidly

Application

Security-Layer

| XML-commands |
| :---: |

 Citizen card software

- **Security-Layer Interface**
- Technology independent interface (XML)
- High level of abstraction
- Easy request / response scheme
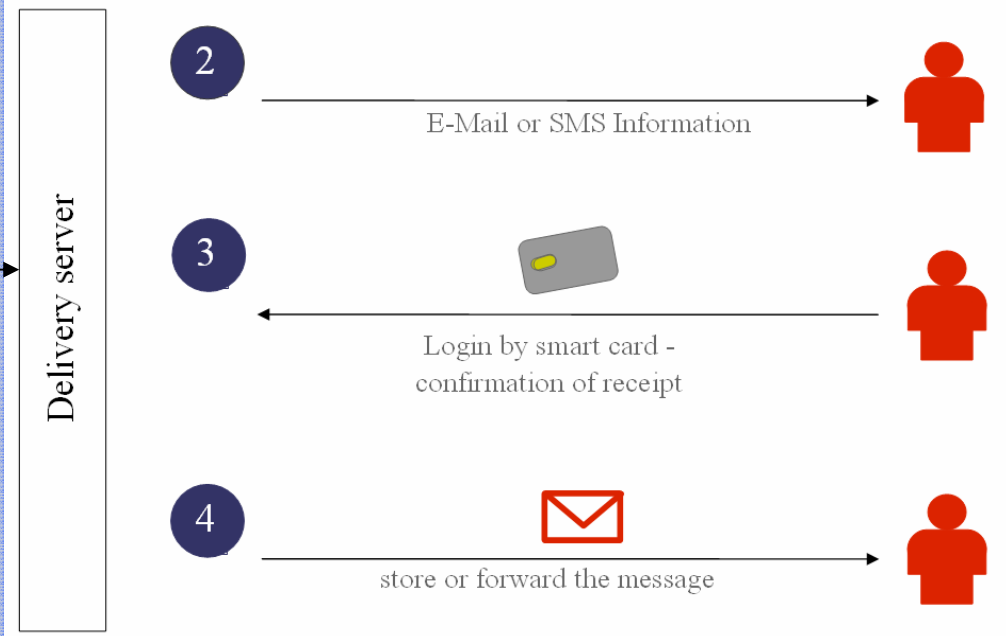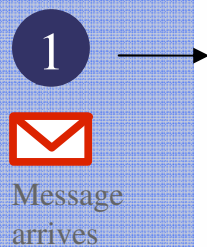- Especially suited for use by web browsers
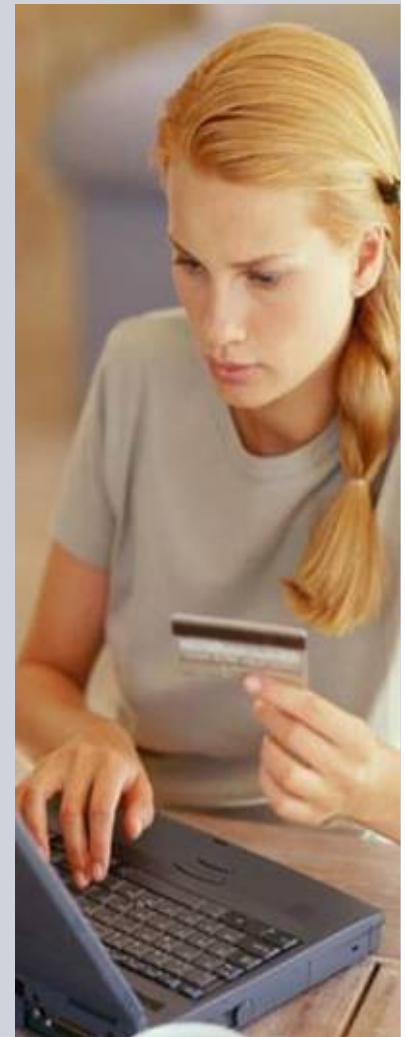
MOA – Toolbox for eGovernment

SIEMENS

- Server side security modules

  - Written in Java

  - Access through API or SOAP/HTTP/XML

- Open Source

- Functions

  - Login with smart card

  - verify signatures

  - create signatures

  - electronic delivery

  - verify rights for acting by proxy
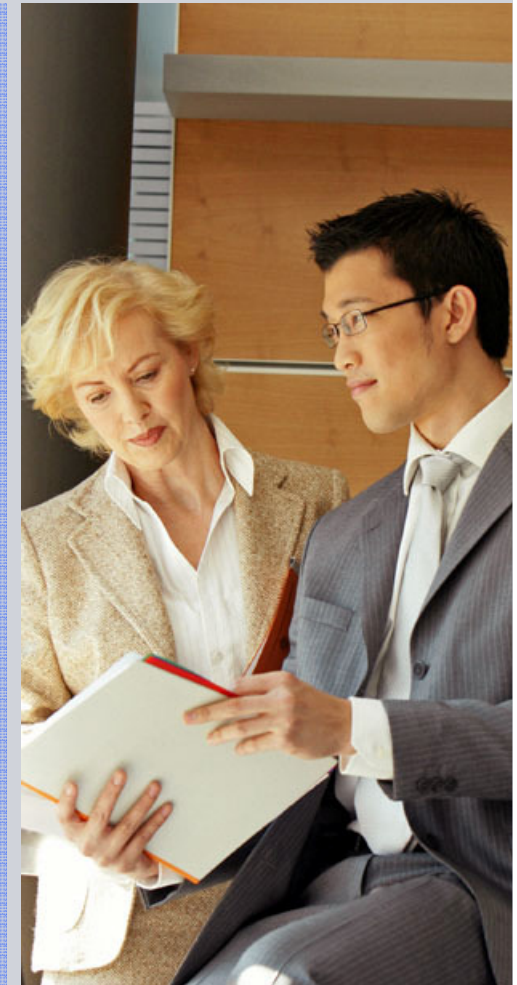
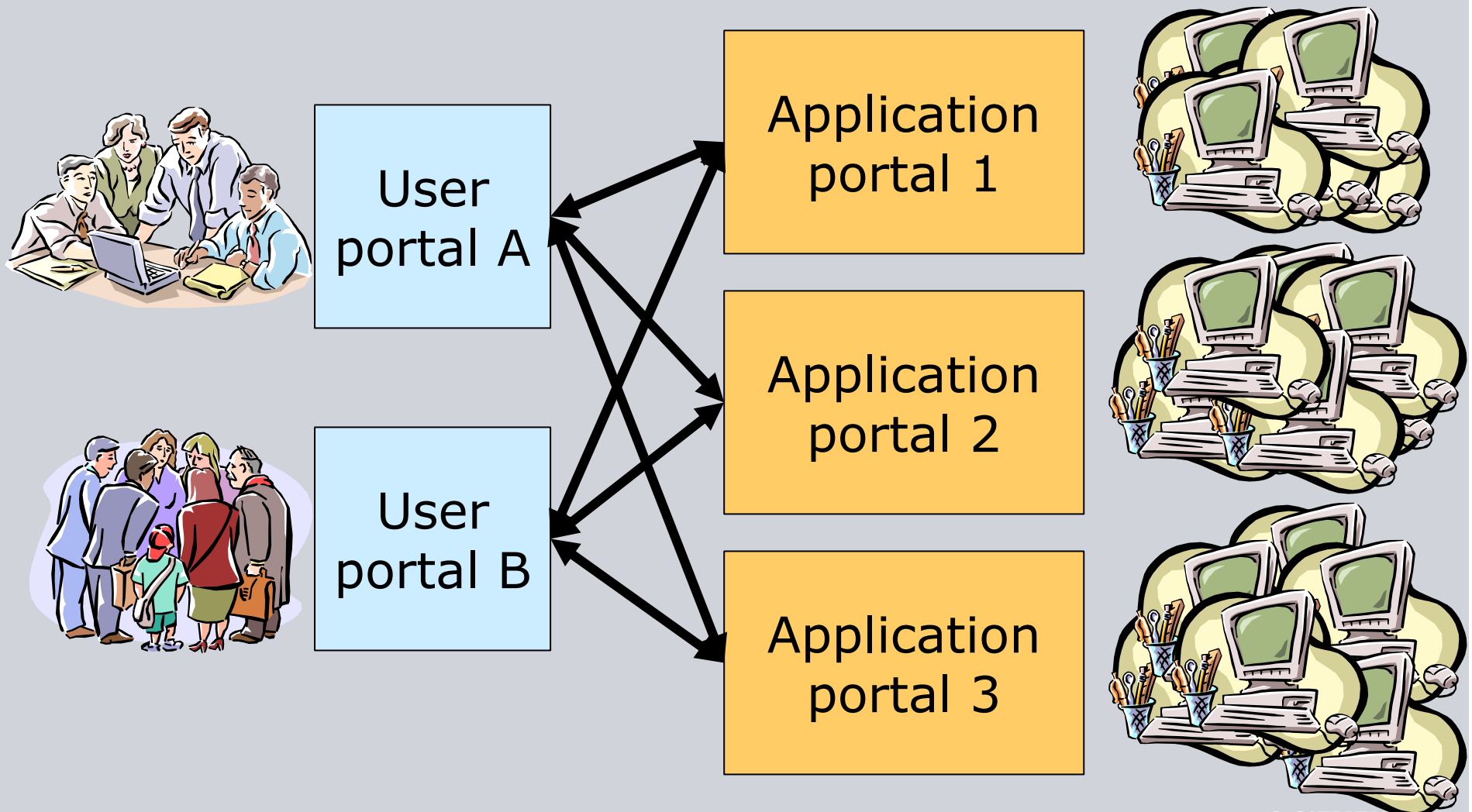# Electronic delivery of documents

- One of the killer applications of e-government
- Security
  - Proof of delivery
  - Confidential because of smart card based system
  - Integrity

- Reduces costs
  - Costs of delivery
  - Media mismatch
  - Saves time

1 Message arrives

Delivery server

2 E-Mail or SMS Information

3 Login by smart card - confirmation of receipt

4 store or forward the message

Portal and application federation

User portal A

User portal B

Application portal 1

Application portal 2

Application portal 3

Nov-07   Alexander Leiningen-Westerburg   SIS/ AT / PSH

Portal and application federation

SIEMENS

- Decentralised user administration

- Definition of
    - roles and rights
    - Logging and audits
    - service levels
    - security and access

- Benefits
    - Single sign on
    - Delegation
    - Central applications for municipalities

© SIEMENS

How to reach the top

Give yourself an efficient organization

SIEMENS

- Install an e-government task force
  - Don't forget a reasonable budget
  - for pilots, studies, marketing …
  - Consider all administration levels

- Have highest governmental backing
  - eGovernment must be of highest priority
  - escalation mechanism for problems

- Involve stakeholders early in the process
  - Data and process owner, legal experts, data privacy experts, technical experts

Be smart

- Redesign your processes
  - Paper process can benefit as well

- Think in terms of interfaces and services
  - Care for international standards and laws

- Separate responsibilities and technology wherever possible

- Laws can and should be changed

Nov-07   Alexander Leiningen-Westerburg

SIS/ AT / PSH

SIEMENS

Design a roadmap

- Ask yourself, …
  - are you aiming for efficiency or publicity?
  - are you aiming at fast return on investment?
  - Which priorities do you have?

- Focus on Power Users
  - Backoffice has higher savings potential than frontdesks

- Registers are essential

- Connect your data
  - portal federation
  - common data formats and interfaces

eGovernment is about
<u>information</u> technology

- Disseminate information as much as you can
  - The more people know about your plans, the better

- Create a toolbox for your administration
  - "seduce" others to use your ideas by giving away your tools for free

- Educate citizens, educate servants.

- Don't forget about public relations
  - make e-government sexy

Kontakt

Mag. Alexander Leiningen-Westerburg

Dietrichgasse 27-19, 1030 Víden, Rakousko

Mobil: +43 (0) 676 3571061

Fax: +43 (0) 51707 56806

E-Mail: alexander.leiningen-westerburg@siemens.com