

Policy impact of European eGovernment benchmarking

The 2009 eGovernment benchmark
For the European Commission and beyond

Bratislava, November 3rd 2007

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8 years of eGovernment benchmarking in Europe

Since 2001, Capgemini has been benchmarking eGovernment in 31 countries on behalf of the European Commission. Capgemini is also actively using its benchmarking experience and knowledge to support country governments.

EC eGovernment benchmarking @ a glance

Flagship benchmarking in Europe

31 countries

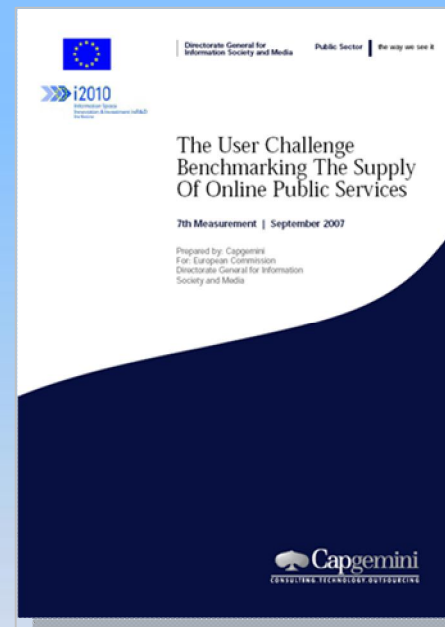
More than 14.000 URLs

Since 2001

Front-office and user experience metrics

Robust data base

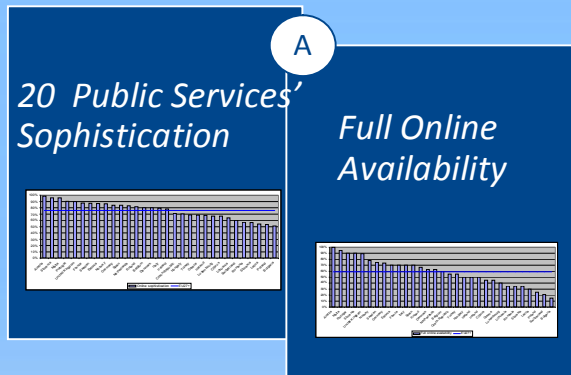
Signed off by the European Commission and country governments



Plus: Capgemini is in charge of developing the performance metrics of the 'next generation' for the EU and Member States. The project will be launched at the end of 2009 and will directly tie into the 2015 eGovernment agenda.

The EC 2009 benchmark report's scope and scale...Truly European insights

Web survey of 31 countries



New in-depth eProcurement Indicator

The ranking is complemented with qualitative analysis and policy recommendations

Pilot indicators



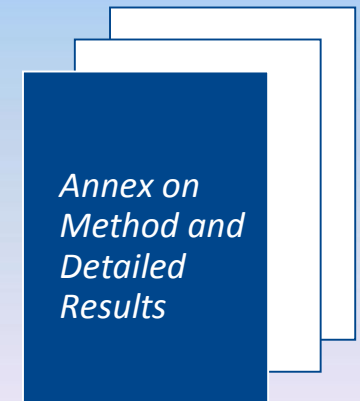
Emerging insights

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- C**
- What drives performance?
 - Significant progress in eProcurement, yet more required
 - Progress towards Pan-European eGovernment services
 - User empowering technologies drive service development
 - The 2015 agenda
 - Refreshing the Measurement

Country Reports



Annexes



Example: Country X's results @ a glance (to be relased at the Ministerial eGovernment Conference in Malmö, 19th – 20th November 2009)

Country X has set an ambitious and comprehensive strategy for reforming government and the economy. It has shown considerable progress on information society indicators, and is performing at the EU average. It's eGovernment performance has been remarkable with close to full online availability, sophistication and user-friendliness scores. This drive is only partly reflected in eGovernment usage levels of business, while citizens' uptake has stalled below the EU average. X's eGovernment policy is only one out of seven information society policy areas that all fall under responsibility of one Ministry. Its service delivery is done through trusted third parties.

This will contain the ranking graph
(confidential until November 19th 2009)

Country X
(Slovakia)



*eGovernment
sophistication*

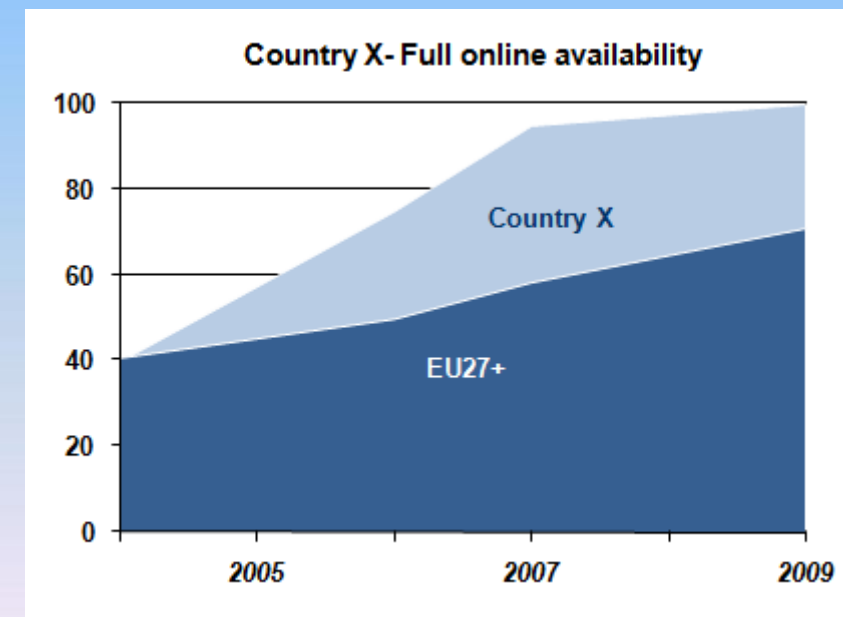
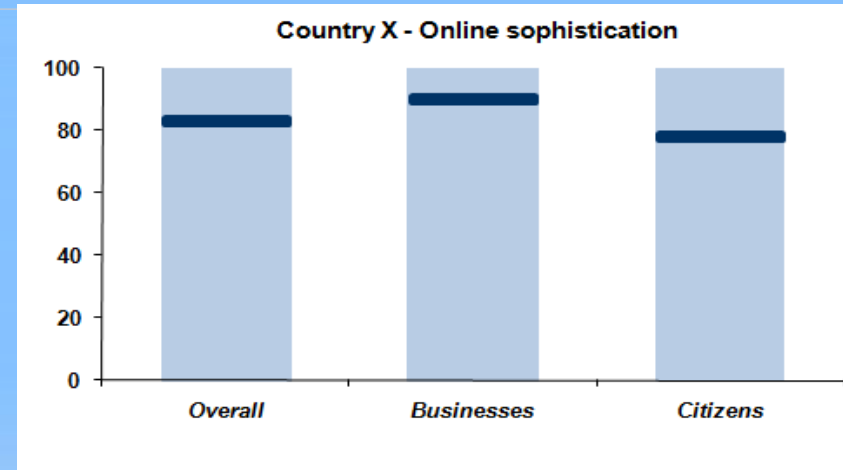
Rank 2009: ?
Rank 2007: ?

Growth
2007-2009:
X,X%

EU+ growth
2007- 2009:
7,5%

Results: Supply of 20 eGovernment services (confidential until November 19th 2009)

Citizen	Income taxes	Individual scores will be here
	Job search services	
	Social security benefits	
	<i>Unemployment benefits</i>	
	<i>Child allowances</i>	
	<i>Medical costs</i>	
	<i>Student grants</i>	
	Personal documents	
	<i>Passports</i>	
	<i>Driver's licence</i>	
	Car registration	
	Application for a building permission	
	Declaration to the police	
	Public libraries (catalogues, search tools)	
	(Birth and marriage) Certificates	
Enrolment in higher education		
Announcement of moving		
Health-related services		
Business	Social contribution for employees	
	Corporate tax	
	VAT	
	Registration of a new company	
	Submission of data to statistical offices	
	Customs declaration	
	Environment-related permits	
Public procurement		

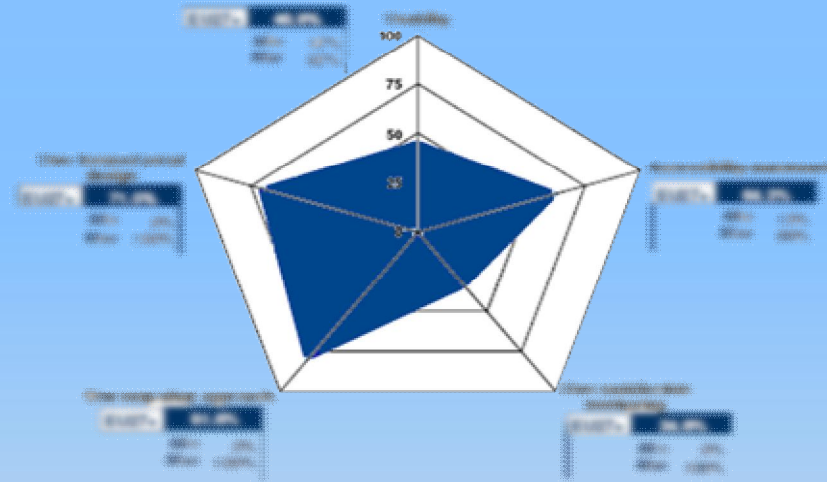


Results: eProcurement and User experience (confidential until November 19th 2009)

Country X – eProcurement

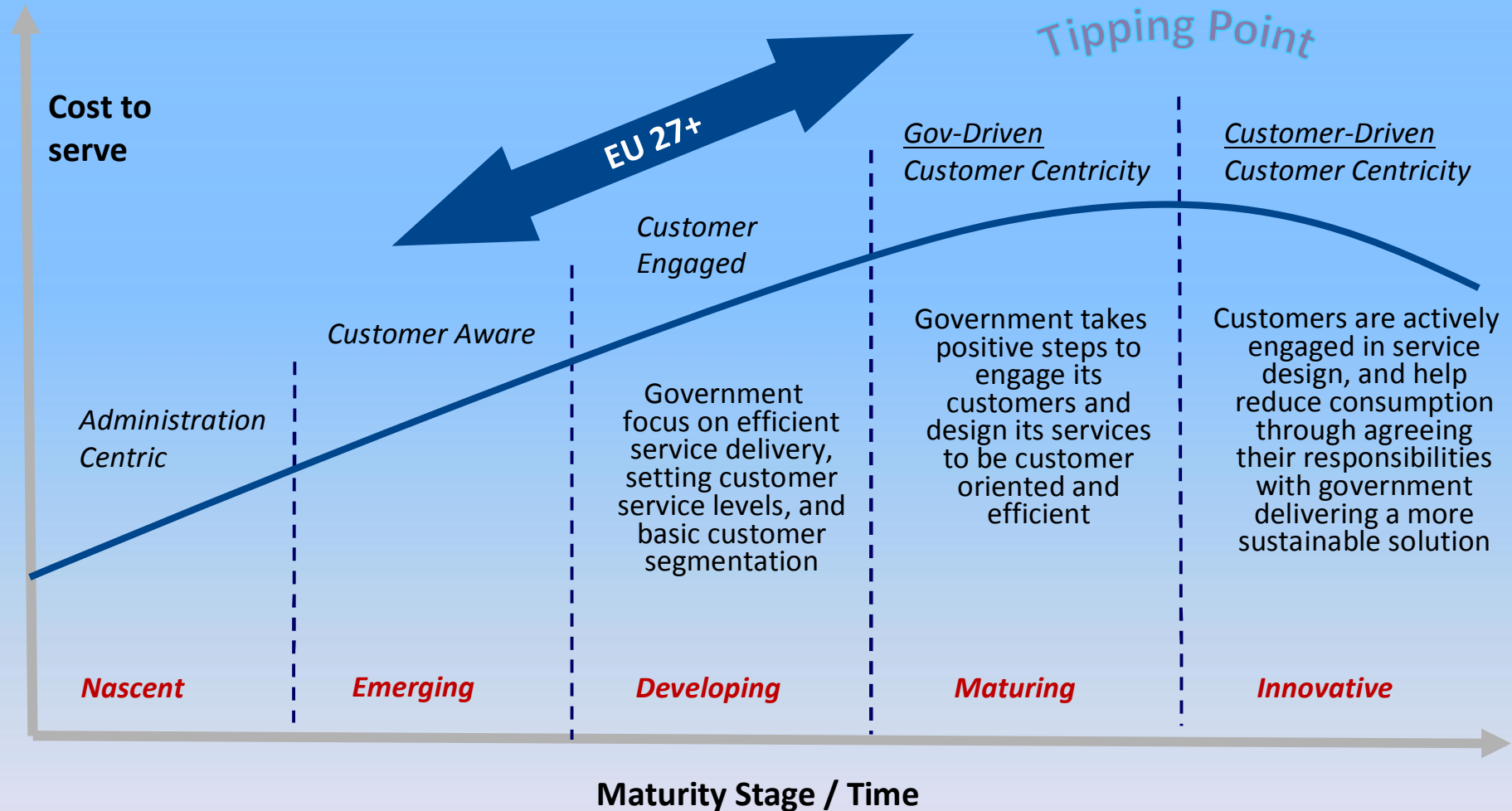
- Rank availability:
- Rank pre-award process indicator:
 - Availability of eNotification:
 - Availability of eTendering:
 - Availability of eAwarding:

Country X – User Experience



Accessibility	Webcrawler, Compliance to WCAG10 standards
Usability	Layout, channels, progress tracking, help, simple language
User satisfaction monitoring	User feedback mechanism
One stop shop	Proportion of 20 services available
User focused portal design	Ease of finding information, Arranged by theme, life-event etc.

And what's next: emerging country and EU priorities



OPIS program enables acceleration of maturity of Slovak eGovernment

Thank you for your attention

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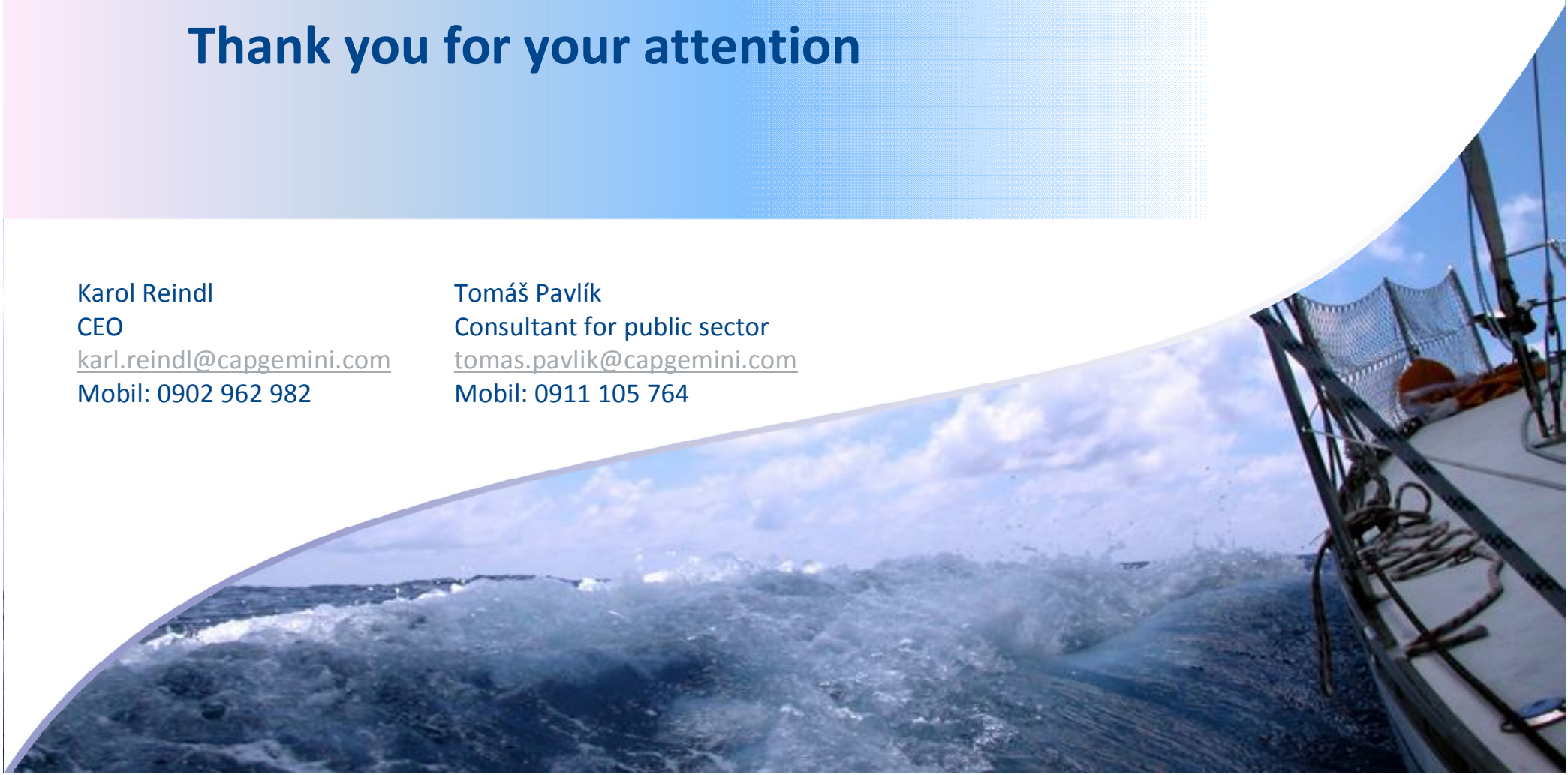
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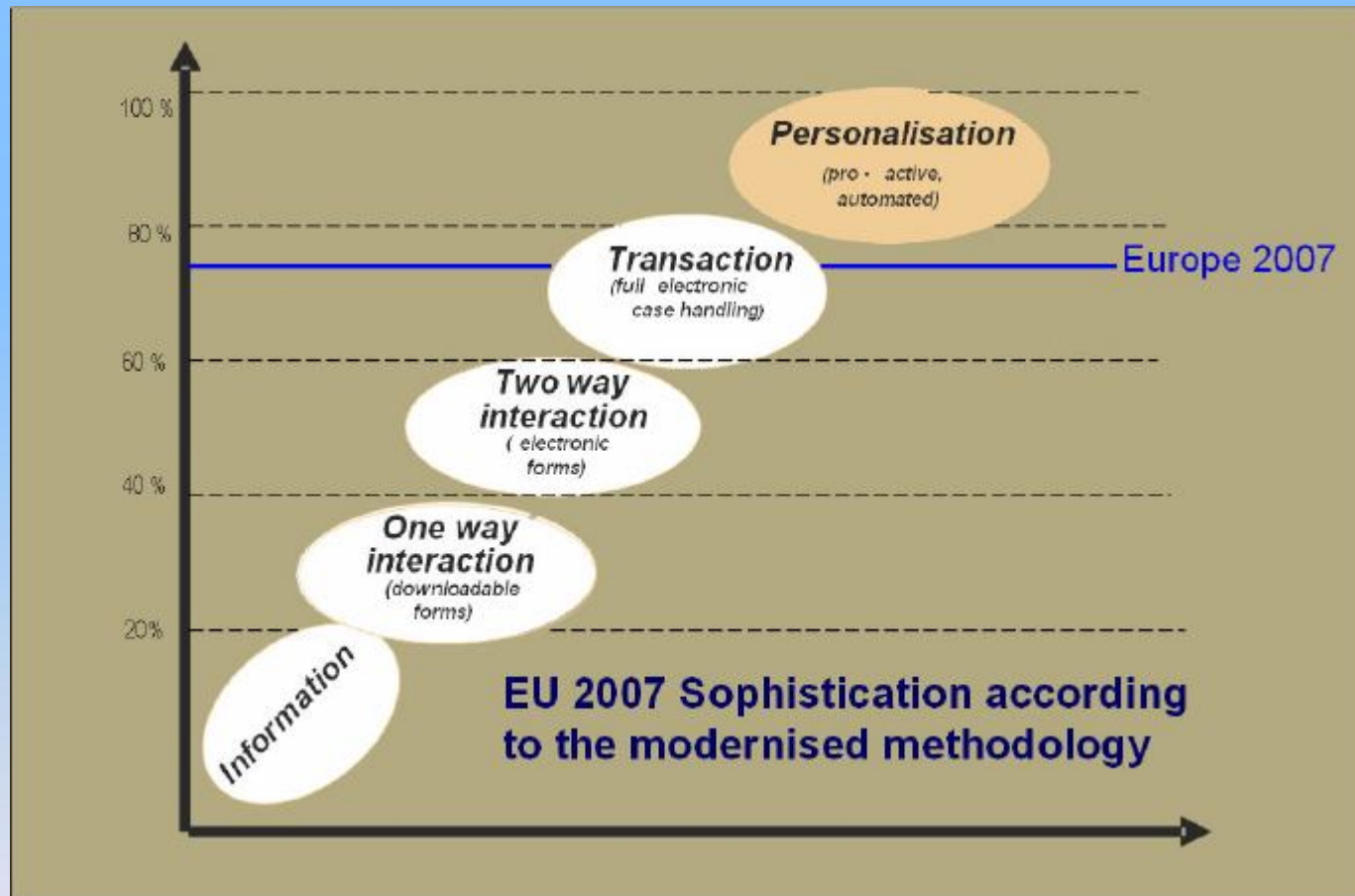
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BACK-UP

Five-stage sophistication model of eGovernment services



5. level –
personalization, pro-
active services

4. level – full
electronic case
handling

3. level – two way
interaction –
electronic forms

2. level – one way
interaction –
downloadable forms

1. level – information
available online