Art of eServices

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Some Statistics…

- **1,000,000,000,000** – (trillion) – unique URLs in Google

- **2,000,000,000** – Google searches/day

- **13 hours** of video uploaded on **YouTube** every **minute** (70,000,000 total, 412,3 years to view all)

- **133,000,000** blogs indexed by Technorati from 2002

- **200,000,000** active users in Facebook

10 Most Visited Sites Globally & in Slovakia

1	Google.com	2		1	Google.sk	2
2	Facebook	5		2	Azet.sk	1
3	Yahoo.com	1		3	Facebook.com	N/A
4	YouTube	3		4	YouTube	3
5	Windows Live	4		5	Google.com	5
6	Wikipedia	8		6	Zoznam.sk	4
7	Blogger.com	9		7	Centrum.sk	6
8	MSN	6		8	Sme.sk	N/A
9	Baidu.com	NA		9	Topky.sk	8
10	Yahoo.co.jp	10		10	Atlas.sk	7

Source: Alexa, www.alexa.com

On the other hand…

Population structure in 2008 and 2060

EU 27

Men | Women

(population pyramid chart with Age on y-axis from 0 to 100 and Per cent on x-axis from 1,00 to 0,00 to 1,00)

Men (2008) | Women (2008) | Men (2060) | Women (2060)
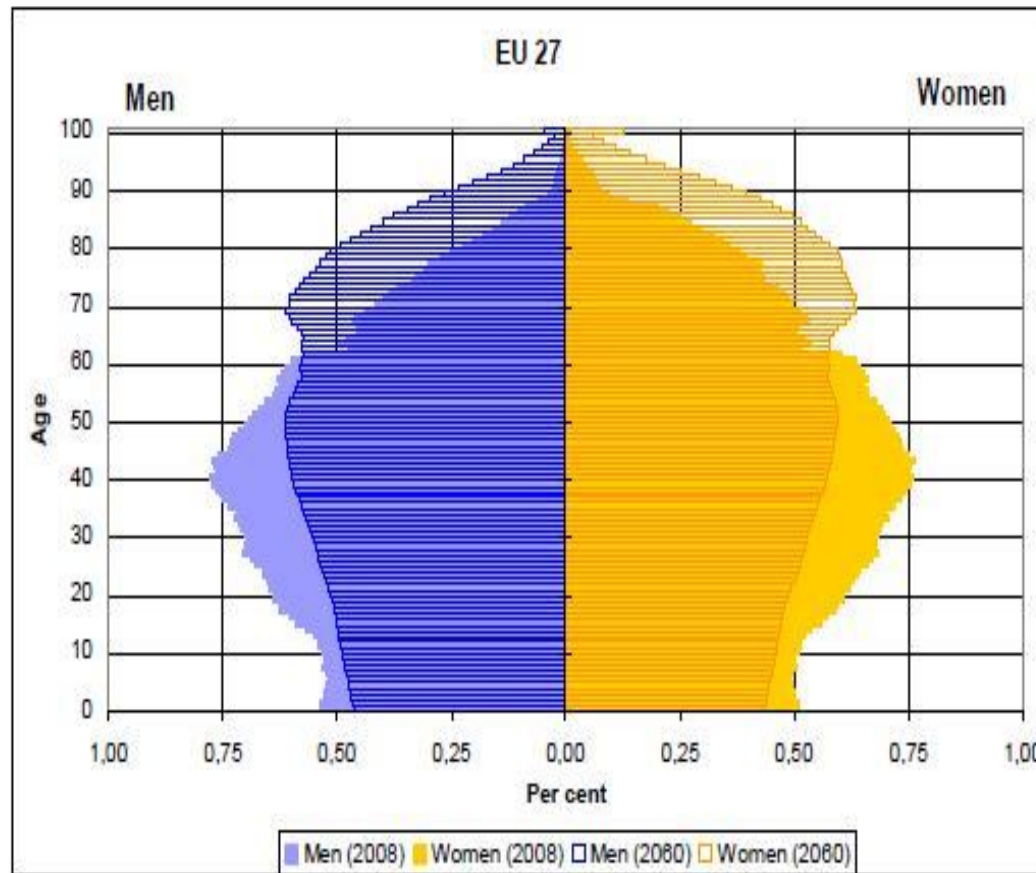
Source: Eurostat, EUROPOP2008 convergence scenario.

- Great diversity across EU, both for present and future, reflecting political and social history.
- 3 main factors are shaping the pyramid: births, deaths and migration
- Old-age dependency ratio (65+ in relation to 15-64) to be shifted from 0,25 (= 4 people 15-64 per each 65+) today to 0,53 in 2060 (= 2 people 15-64 per each 65+)

3

GCPedia – Government encyclopaedia on wiki system (wiki.gc20.ca)

US Government Social Network (www.govloop.com)

eComplain System in Dubai – feedback to any Government Dept. (www.ecomplain.ae)

The merit of government sector is characterized by its ability to satisfy and serve the clients at the best possible way.

HH Sheikh Mohammed Bin Rashid Al Maktoum,
UAE Vice-President and Prime Minister, and Ruler of Dubai.

Home   عربي

eComplain System

› Participated Organization
› About System

**The speech of His highness
Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum
The Executive Council Chairman- Dubai – UAE**

In the embodiment of the vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice-President and Prime Minister, and Ruler of Dubai, and as a continuation of the efforts exerted to enable the public sector to improve its services and performance, and strengthen its communication channels with customers, we have engaged the Dubai Government Excellence Program for the groundwork and follow up on the implementation of a world-class system for dealing with complaints related to the government departments in Dubai.

Through this system we want to provide a solid platform for customers to make their voices heard and acted upon, we want the departments to listen to their customers, to solve

Sign In

User ID

Password

Sign In

› New User
› Forgot Password

Track Complaint

Ref No.

Token No.

Query

Development of services

- **EU 2007 benchmarking:** average sophistication maturity level = 76% (transactional)

- 5th level of services: **Personalisation**

  - indicates fully integrated electronic procedures, front and back office integration, and re-use of available data. Alternatives:

  1. **Pro-active service delivery** = service delivery quality; e.g. warning about action, pre-filling data etc.

  2. **Automatic service delivery** = no need for the user to request

  - EU average on 5th level: 36%

- Redesign of service provisioning: CzechPoint

Where the Future Is?

- **Consumers of eServices**
  Boom of social networks and new media influences on behavior and expectations from eServices delivery. Challenges from aging society and digital divide?

- **Future of Administration**
  How the Government performance and administration should / will look like? In Europe, Asia?

- **Government eServices**
  Will they become a key driver to competitiveness of economies? What will be the impact on European market and globally?

Roundtable – 3.11.2009 – 11:30-13:00

Art of eServices

Distinguished guests and panelists:

- **Roman Brestovanský,** CEO, IBM Slovakia
- **Pavol Frič,** vice-president, DITEC
- **Urban Funered,** Special Advisor, Ministry of Finance, Sweden
- **Jean-Francois Junger,** Head of Sector, DG InfSoc and Media, EC
- **Martin Kubala,** CEO, Hewlett-Packard Slovakia
- **Cher Jean Lee,** Head of Taiwan Delegation
- **Emil Fitoš,** Head of Business Unit, Siemens IT Solutions and Services
- **Yih-Jeou Wang,** Head of Unit, OECD eGovernment Project