

Economic & Social Affairs

Compendium of Innovative E-government Practices



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Division for Public Administration and Development Management

Compendium of Innovative E-Government Practices

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DESA

The United Nations Department of Economic and Social Affairs is a vital interface between global policies in the economic, social and environmental spheres and national action. The Department works in three main interlinked areas: (1) it compiles, generates and analyses a wide range of economic, social and environmental data and information on which Member States of the United Nations draw to review common problems and to take stock of policy options; (2) it facilitates the negotiations of Member States in many intergovernmental bodies on joint courses of action to address ongoing or emerging global challenges; and (3) it advises interested governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programmes at the country level and, through technical assistance, helps build national capacities.

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Map Sources: OCHA/ReliefWeb, <http://reliefweb.int/location-maps>.

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Foreword

The potential benefits of online service provision are increasingly being recognized throughout the world by governments at the local, national and regional levels. Governments' use of the Internet to deliver public services has revolutionized the speed and effectiveness of government service delivery and public administration. The benefits of online service delivery manifest themselves in a faster, cheaper, more personalized and efficient service delivery that citizens and businesses can access 24 hours a day, seven days a week.

Governments increasingly recognize that e-government offers not just a new technology, but also a mechanism to transform the way government operates. Moving services online involves redesigning organizational structures and processes according to the needs of citizens and businesses. It also entails integrating services across different governmental agencies, in an effort to simplify interaction, while reducing cost structures and improving overall service delivery. E-government initiatives need to adopt a whole-of-government approach.

In an effort to make the path to e-government clearer and more easily accessible, UNDESA has embarked on an ongoing effort to compile cases of innovative e-government applications from all geographical regions of the world. This Compendium aims to promote knowledge sharing and the exchange of proven e-government applications among the countries, thus reducing the costs involved in setting up completely new systems. The cases in this and previous Compendium will be incorporated into the United Nations Public Administration Country Studies (UNPACS) and the future editions of the United Nations E-Government Survey.

This Compendium is the fourth volume of the series.

HAIYAN QIAN

Director

Division for Public Administration and Development Management

United Nations Department of Economic and Social Affairs

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Executive Summary

In the face of increasing demands on governments to become more effective and efficient, coupled with a need to pay more attention to user needs, governments have been forced to rethink their approach to service delivery.

The focus of governments in recent years has been to provide a more participatory and inclusive approach to public service delivery by developing e-service delivery frameworks which empower citizens to create their own personalized services that meet their needs. The challenge for governments worldwide has been to create organizational structures within the public sector, which accommodate a whole-of-government approach (WOG) to service delivery.

Although many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is still at the initial stages of conceptualization and implementation. As a result, not all e-solutions and e-services that governments provide fully meet the needs of the citizen. The ultimate objective of governments is to foster a more digitally inclusive society through connected governance structures.

The main objective of developing the UNDESA Compendium of Innovative E-Government Practices as an ongoing project is to create a venue for promoting innovative e-government solutions, services and products developed and yet to be developed by governments. The Compendium also enables South-South and North-South information-sharing of their respective experiences and innovative practices. In both cases, the focus is on hastening innovation and creating public value for the citizenry.

The Compendium does not promote one solution over another but rather exposes e-government practices that place the citizen in the forefront. It contains practices from all regions while maintaining a geographical distribution. It embraces any theme that provides public value to the citizen. Volume IV of the Compendium covers a wide range of innovative practices, such as applications that increase the efficiency of the public sector in finance, health, education, environment and a number of applications that foster citizens' participation.

The cases of Volume IV compared with previous volumes provide for the following trends on innovative applications of ICT in the public sector: a) extensive use of mobile technologies in developing countries to provide for vital public services, including health, education, disaster management, etc; b) increased use of digital libraries in health, education, culture, etc; and c) increased efforts to reduce the digital divide for vulnerable groups, such as the elderly, women, the disabled, and youth.

E-government practices should be shared in a user-friendly way. The Compendium serves as an Internet-based vehicle that can be easily accessed through the e-m/Global Knowledge Repository hosted by the United Nations Public Administration Network (UNPAN) portal.

Explanatory Notes

,	A comma (,) is used to indicate thousands
.	A full stop (.) is used to indicate decimals
-	A hyphen (-) between years, as for example 2000-2006, denotes the beginning and ending years
..	Two dots (..) indicate that data are not available
\$	Reference to dollars (\$) indicates United States dollars

Abbreviations and Acronyms

AiDA	Accessible Information on Development Activities
APC	Association for Progressive Communications
ARMA	<i>Atlas du risque de la malaria en Afrique</i>
ASYCUDA	Automated System for Customs Data
CAD	Computer-aided design
CARICOM	Caribbean Common Market
CSO	Civil society organization
ECD	Early Childhood Development
EDA	Electronic development application
G4C	Government for Citizen
GIS	Geographical Information System
GovNet	Government electronic network
HIV/AIDS	Human immunodeficiency virus/acquired immunodeficiency syndrome
ICT	Information and communication technology
IDRC	International Development Research Centre
ITU	International Telecommunication Union
LAN	Local Area Network
MARA	Mapping Malaria Risk in Africa
MENA	Middle East and North Africa
NEPAD	New Partnership for Africa's Development
NGO	Non-governmental organization
OPEN	Online Procedures Enhancement for Civil Applications
PDA	Personal digital assistant
PDF	Portable Document Format
REALIS	Real Estate Information System
RECUP	Single Regional Centre for Health Services Booking
ROE	Record of Employment
TSD	Trade and sustainable development
UNDESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNPAN	United Nations Public Administration Programme
URA	Urban Redevelopment Authority
XML	eXtended Markup Language

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Innovative E-Government Practices


Introduction

The UNDESA *Compendium of Innovative E-Government Practices* is a compilation of case studies of innovative e-government solutions, services and applications with elements of transferability and adaptability. In developing this online *Compendium*, UNDESA aims to provide not only a tool for knowledge management but also a venue for the promotion and sharing of these cost-effective, value-added innovative solutions. Since the *Compendium* is an ongoing project, UNDESA will continue to solicit and identify innovative practices from all corners of the globe for inclusion in later editions of this resource.

The selected cases are organized by region, including Africa, Americas, Asia, Europe, Oceania. The 98 cases included in the *Compendium of Innovative E-Government Practices*, Volume IV, will increase the overall number of innovative practices previously published in earlier volumes to more than 400 innovative practices representing over 90 countries from all the regions of the world.

AFRICA

REGIONAL AFRICA

REGIONAL AFRICA	
	Institution/Ministry Several public institutions
	Solution/Application Raft - A Telemedicine Network For Africa To Support Healthcare Professionals Where They Are Most Needed
	Theme E-health
	Implementation Date 2000

Summary

Raft is a telemedicine network for Africa to support healthcare professionals where they are most needed. the network is supported by 30+ coordinators, active in fourteen African countries, focusing on the distance continuing education and remote support of healthcare professionals on their worksites.

The Geneva University Hospitals have been involved in coordinating the development of a network for eHealth in Africa (the RAFT, Réseau en Afrique Francophone pour la Télémédecine, <http://raft.hcuge.ch>), first in Mali, then in Mauritania, Morocco, Cameroon, and, since 2004, in Burkina-Faso, Senegal, Tunisia, Côte d'Ivoire, Madagascar, Niger, Benin, Burundi and Chad.

Continuing education of healthcare professionals is a key element of the quality and efficiency of a health system. In developing countries, this activity is usually limited to capitals, and delocalized professionals do not have access to such opportunities, or to didactic material adapted to their needs. This limits the interest of such professionals to remain active in the periphery, where they are most needed to implement effective strategies for prevention and first-line healthcare.

Telemedicine tools enable the communication and sharing of medical information in electronic form, and thus facilitate access to remote expertise. A physician located far from a reference center can thus consult its colleagues remotely in order to resolve a difficult case, follow a continuous education course over the Internet, or access medical information from digital libraries or knowledge bases. These same tools can also be used to facilitate exchanges between centers of medical expertise: health institutions of the same country as well as across borders. The potential of these tools is particularly evident in countries where specialists are few, and where distances and the quality of the infrastructure hinder the movement of physicians or patients. Many of the French-speaking African countries are confronted with these problems.

The core activity of the RAFT is the webcasting of interactive courses targeted to physicians and other care professionals, the topics being proposed by the partners of the network. These sessions put the emphasis on knowledge sharing across institutions, usually in the form of presentations and dialogs between experts in different countries. The technology used for the webcasting works with an Internet connection and a Java-enabled web browser. A bandwidth of 30 Kbits/second and the speed of a basic telephone modem are sufficient to enable the participation of remote hospitals. Other activities of the RAFT network include visio conferences, tele-consultations, collaborative knowledge bases development, support for medical laboratories

quality control (in collaboration with the Swiss Center for Quality Control), and the evaluation of the use of telemedicine in rural areas (via satellite connections) in the context of multi-sector development.

Impact


About 80 courses are produced each year, webcast live on Thursdays, and usually followed by several hundreds (up to 1,200) healthcare professionals throughout Africa (up to 42 sites connected simultaneously). Asynchronous web-based tele-consultations are gaining acceptance and usage. Rural healthcare sites have been equipped and serve as pilot for wider deployments. New partners are added every month.

Source: <http://raft.hcuge.ch>

More information on the project: <http://www.dimmbal.ch>
<http://event.stockholmchallenge.org/project/2008/Health/RAFT-a-telemedicine-network-Africa-support-healthcare-professionals-where-they-are-most-needed>

Application/solution's website: <http://raft.hcuge.ch/>

KENYA

	Institution/Ministry	Safaricom and several public institutions
	Solution/Application	M-Pesa
	Theme	E-finance
	Implementation Date	2007

Summary

M-PESA is the first mobile money transfer service, which started in Kenya in 2007. It is already the largest network in Africa and has spread to Asia and the Pacific region as well.

M-PESA is a new mobile service allowing customers to transfer money using their mobile phone. M-PESA provides a fast, safe and affordable way to transfer money by SMS anywhere in Africa. Registration for M-PESA is free and you do not need a bank account.

M-PESA is a small-value electronic payment and store of value system that is accessible from ordinary mobile phones. M-PESA's market success can be interpreted as the interplay of three sets of factors: (i) pre-existing country conditions that made Kenya a conducive environment for a successful mobile money deployment; (ii) a clever service design that facilitated rapid adoption and early capturing of network effects; and (iii) a business execution strategy that helped M-PESA rapidly reach a critical mass of customers, thereby avoiding the adverse chicken-and-egg (two-sided market) problems that afflict new payment systems.

M-PESA customers are able to send and receive money as well as buy airtime for their mobile phones or for others. Soon they will be able to pay utility bills, purchase goods and services as well as send money to other countries. Records are generated and maintained through a secure web based application that can be easily accessed by authorized users who can generate reports, monitor and initiate transactions.

Impact

In the last few years, Africa has recorded the greatest mobile telephony growth in the world. In Kenya alone, there are over 8 million mobile subscribers, yet out of 33 million Kenyans, only 3 million operate bank accounts.

M-Pesa has seen exceptional growth since its introduction by mobile phone operator Safaricom in Kenya in March 2007. It has already been adopted by 11.9 million customers (corresponding to 54% of Kenya's adult population) and processes more transactions domestically than Western Union does globally.

Mobile technology is the ICT platform through which M-PESA transactions are carried out. The dynamic changes in the economy, have led to an increasing need to transfer money. M-PESA bridges this gap using technology that makes money transfer affordable, accessible, secure, fast and convenient, thus meeting the core objective of the organization.

More information on the project: <http://www.mit.edu/~tavneet/M-PESA.pdf>
<http://www.economist.com/node/16319635>
<http://www.worldchanging.com/archives/006381.html>

More information on the product: <http://technology.cgap.org/2008/06/17/why-has-m-pesa-become-so-popular-in-kenya/>
<http://www.youtube.com/watch?v=zQo4VoLyHe0>

Application/solution's website: <http://www.safaricom.co.ke/>

KENYA AND ZAMBIA

KENYA AND ZAMBIA	
	Institution/ Ministry World Bank and United Nations Foundation
	Solution/ Application EpiSurveyor
	Theme E-health
	Implementation Date 2005

Summary

Africa has the highest rate of growth of mobile phone penetration in the world, and many mobile phones in common use in Africa, have capabilities beyond the desktop computers of 10 years ago. Despite this, most of data collection in Africa was done by pen and paper rather than using mobile devices. Given the high demand for data, especially in the health sector in Africa, the World Bank in partnership with the United Nations Foundation developed in 2005 the EpiSurveyor software that allows the average person with basic computer skills to easily create and deploy simple and complex forms on mobile devices, collect the data in the field or clinics and then aggregate and analyze the collected data on their desktop or laptop computer.

The EpiSurveyor project brings high quality electronic data collection and analysis within the reach of developing country public health workers by creating free, easy to use open source software for data collection and analysis on mobile devices, and in this way extending the benefits of modern technology to health programs and locations that would otherwise have not been able to afford it. The project was initially implemented in Kenya and Zambia, where provincial health officers in the two countries were provided with a PDA and the EpiSurveyor software. In 2008, the project extended its reach to 10 Sub-Saharan African countries, with 10 additional countries added to the list in 2009.


Impact

The project has addressed one of the most critical issues in Sub-Saharan Africa, the one of health. Due to this project, supervisory surveillance data is being gathered and utilized at both the provincial and national level, enabling the countries to identify, address and monitor the quality of cases provided in clinics throughout Kenya and Zambia. In addition, the first completely electronic national survey on mobile devices was performed entirely by national staff in Zambia. The project is covering over 20 Sub-Saharan countries.

Source: <http://www.episurveyor.org/user/index>

More information on the project: <http://siteresources.worldbank.org/DEVMARKETPLACE/Resources/205097-1099409088482/Brief-DataDyneEpiSurveyor.pdf>
<http://www.datadyne.org/episurveyor>
<http://mhealthinfo.org/project/episurveyor-mobile-health-data-collection>
http://www.openclinical.org/os_EpiSurveyor.html

RWANDA

	Institution/Ministry Rwanda Information Technology Authority (RITA); World Bank
	Solution/Application E-Soko (agricultural market information platform)
	Theme Information access and sharing
	Implementation Date 2009

Summary

E-Soko is a project comprising an agricultural information platform by the Rwanda Government with funds from the World Bank. For Rwanda, where over 75% of the population depends on the agricultural business, mostly on subsistence farming, easy access to information on the market price of agricultural products is of paramount importance. E-Soko is designed and developed through the use of ICT to empower farmers to enable them to make effective market decisions, based on the information provided, which covers more than 60 agricultural products in the country's 41 markets. E-Soko is managed on the web and delivered to farmers, agri-business, and the government via mobile phone, which has experienced explosive growth in Rwanda, to collect and send out market data and information using text messaging services.


Impact

According to the Rwanda Development Board Department, currently about 7,100 farmers, traders and consumers are registered to the system and using the resource provided by e-Soko. Farmers can access the latest market information for particular commodities through their mobile phones, and this information empowers farmers with giving them bargaining power to make better decisions and improve their income by eliminating middlemen who take advantage of a farmer's lack of market information.

Source: <http://www.esoko.gov.rw/esoko/Dashboard/Login.aspx?DashboardId=4&dash=true&Login=true>

More information on the project: <http://web.worldbank.org/WBSITE/EXTERNAL/TOPICS/EXTSDNET/0,,contentMDK:22897284~menuPK:64885113~pagePK:7278667~piPK:64911824~theSitePK:5929282,00.html>

RWANDA

RWANDA	
	Institution/Ministry Treatment and Research AIDS Center (TRAC); US Center for Disease Control and Prevention (CDC)
	Solution/Application TRACnet
	Theme E-health, information sharing
	Implementation Date 2005

Summary

TRACnet is an information technology system to collect, store, and disseminate information and resources on HIV/AIDS and monitor an anti-retroviral treatment (ART) program. This project is developed and implemented by the Treatment and Research Center with the support of the US Center for Disease Control and Prevention (CDC). TRACnet has enabled HIV/AIDS health staff to monitor and manage the inventory of anti-retroviral drugs in real time, report new cases and their control, and access information on HIV/AIDS care and treatment. Also, it gives health staff reliable access to viral blood test results by using a mobile phone which is more stable and reliable than the Internet connection in remote villages. TRACnet has introduced an improved information exchange between health staff and health authorities with increased accountability.

Impact


In 2007, the TRACnet system encompassed 168 health centers offering anti-retroviral treatment and had plans to expand the system to 400 more facilities. More than 400 health staff were trained to use the system, and over 90% of all health staff are now using TRACnet conveniently via mobile phone or the Internet. With the use of this system, health staff can easily access the central resources and information and discuss difficult cases with other specialists all over the country.

Source: http://www.globalproblems-globalsolutions.files.org/unf_website/assets/publications/technology/mhealth/mHealth_compendium_full.pdf

More information on the project: <http://www.tracrwanda.org.rw/spip.php>

More information on the product: <http://www.tracnet.rw/tracnet/core/modules/pagelayout/web/showpage.aspx?menukey=1>

UGANDA

	Institution/Ministry	Conservation through Public Health
	Solution/Application	Bwindi Impenetrable National Park Telecentre <i>Multimedia for Sustainability</i>
	Theme	E-environment, e-health, e-business, e-education, e-inclusion
	Implementation Date	2005

Summary

Conservation through Public Health (CTPH) is a non-profit, non-governmental organization that simultaneously aims to address wildlife conservation as well as community public health issues. The CTPH recognizes that in areas where humans and wildlife live in close proximity to each other, an integrated approach is crucial to protect and improve the lives, living conditions and health of both humans and wildlife.

The Bwindi Impenetrable National Park is an area where humans and wildlife, especially gorillas, co-exist. It was found that the health issues and health threats of the one group are easily transmitted to the other group (i.e. human-to-gorilla disease transmission and vice versa) and thus they both depend on each other for their health conditions, livelihood and in terms of general environmental concerns. The health and maintenance of the mountain gorilla population are critical to the fragile environmental and economic ecosystem of the region, and maintaining the gorillas' health is of crucial importance to the ecotourism industry, a vital source of income for the region. Combined, the interconnectedness between human health, animal health and economic development thus becomes evident.

The CTPH has developed the strategic program 'Information, Education and Communication', of which the Bwindi Impenetrable National Park Telecentre is a pilot project. The Telecentre serves a variety of important, interrelated purposes:

- **Education:** Classes in computer training and ICT are offered to villagers, teaching them necessary skills for employment opportunities within and beyond the national park;
- **Economic activity:** The project encourages ecotourism and catalyzes economic activities and spin-offs. It provides employment opportunities to the community and is a good example of effective e-inclusion;
- **Awareness:** Multimedia environmental education programs emphasize interactions between human public health, gorilla health and ecotourism revenue. Furthermore, the website also raises environmental awareness of both villagers and eco-tourists;
- **Human health conditions:** Health practices are improved by good hygiene promotion and disease treatment education;
- **Wildlife health:** Data concerning gorilla-health data is collected via handheld computers to build a database, facilitating faster and better diagnosis and treatment for the species.

Impact

The Telecentre has a positive impact on the following three areas, and the impact on any one will directly affect the others as well:


1. The Mountain Gorilla population will be healthier and able to thrive due to intensive health monitoring and human-to-gorilla disease transmission will decrease due to the villagers' improved health practices;
2. The people living around Bwindi will be healthier, and their lives more economically sustainable due to improved health practices, reduced gorilla-to-human disease transmission, education and increased eco-tourism. At last count, over 200 rural youth had received training in basic computer applications, and more than 3,000 people in rural local communities had access to Internet services for conservation and health education purposes. Two innovative community websites have been set up with information on the links between conservation, public health, ecotourism and sustainable livelihoods;
3. The ecotourism industry will grow thereby increasing the villagers' economic revenue.

Source: World Summit Award

More information on the project: <http://www.bwindiforestnationalpark.com/>

More information on the product: http://www.ctph.org/about_method_ctph.php

CONGO

	Institution/Ministry	African Conservation Fund
	Solution/Application	WildLifeDirect.org
	Theme	E-environment
	Implementation Date	2006

Summary

WildlifeDirect.org is using the Internet to empower individuals and organizations to help save the world's wild species. It provides a host of web based tools for field conservationists to directly interact with a global community of conservation conscious people, who can support initiatives where funds or actions are needed; conservationists contribute online diaries, or blogs, from the frontlines to bring raw news of day-to-day activities and raise awareness and interest, while promoting micro-donations, enabling swift action when required during crises in remote places, and by doing so empower individuals and organizations to help save the world's wild species by enabling them to network, run campaigns, participate, and contribute to specific projects and items and judge how their money works. WildlifeDirect's vision is to create a global online community that actively supports wildlife conservation. Its aims are: (i) to give a voice to frontline conservationists through WildlifeDirect.org, (ii) to give those who care about wildlife the opportunity to follow day-to-day activities on the ground; (iii) to provide support to initiatives of their choice, and (iv) to read about the actual results that their donations have enabled.

The website provides a platform for interaction and engagement between field conservationists and the concerned online community. In order to keep growing, the website must continually develop to be able to handle larger numbers of projects and visitors. Some key developments include the creation of campaign facilities, with a variety of plug-in to help bloggers in enriching their content. The website is linked to a PayPal account and future developments will include management and analysis of demographic information to enable the refinement of developments. In addition, strategic partnerships are being developed with other Internet based organizations that will enable quantum leaps to be taken with the growth of the visitor base.

Impact

WildLifeDirect.org started with four blogs in January of 2007 and currently it has 52 blogs. Visitation to the website has risen five fold and donations have reached half a million dollars annualized. Blogging from the wilderness has for the first time given a voice to those at the frontlines, totally altering the source of information and bringing raw and honest views and content from the field. This is enormously compel-

ling as well as motivating to those in the field. For example in Congo, where rangers have been killed as a result of their work in a conflict prone area, they have for the first time a name and a personality that the world can relate to.

More information on the product: <http://wildlifedirect.org/>

EGYPT

	Institution/Ministry	Ministry of Health and Population; Ministry of Communications and Information Technology
	Solution/Application	Women's Mobile Health Unit Project
	Theme	E-health
	Implementation Date	2004

Summary

The Women's Mobile Health Unit Project, which comes within the framework of the National Campaign for Curing Breast Cancers, is the outcome of a cooperation protocol signed in 2004 between the Ministry of Health and Population and the Ministry of Communications and Information Technology in an attempt to develop health services via the use of ICT. It aims at helping Egyptian women to have access to better health care, especially in remote areas through the effective utilization of e-health tools.

The national project encompasses a hi-tech communications network, mobile units equipped with advanced medical equipment, fixed units, and a main center in Kasr Al-Aini hospital, staffed by specialists, to which data and images from all the units can be sent electronically, via satellites and high-speed lines.

The network will transmit breast scans to specialized clinicians who will review the scans and report back to the mobile units, where the local staff will pass on the information about recommended treatment if any is advised by the experts. Egyptian women over the age of 45 can visit the Units for mammography scans for the early discovery of breast cancer. The Units can also provide blood pressure and blood sugar readings at no charge.


Impact

By providing remote diagnosis, the Women's Mobile Health Unit Project is expanding the spectrum of health care provision nationwide and saves the time, cost and effort of moving patients to specialized medical centers for examination or follow-up. The mobile unit has brought added value to the National Campaign for Early Detection of Breast Cancer. The project is also a "text book" example, indicating how ICT can surpass distance and bridge the service gaps between urban and rural population. The project has won the Technology in Government in Africa Award (TIGA) in 2009 and it was the first place winner for the United Nations Public Service Award 2011.

Source: <http://www.mcit.gov.eg/>

More information on the product: <http://www.youtube.com/watch?v=ybnKW3NIYig>
<http://www.mcit.gov.eg/Upcont/Documents/Swf/Womens%20Mobile%20Health%20Unit%20Project%20.swf>
http://www.mcit.gov.eg/MediaPressSer_Details.aspx?ID=681&TypeID=3

SOUTH AFRICA

	Institution/Ministry	South African Bank of Athens
	Solution/Application	WIZZIT
	Theme	M-banking
	Implementation Date	2004

Summary

WIZZIT utilizes the technology of the cell phone to provide accessible and affordable transactional banking to the millions of financially excluded people

WIZZIT is a low cost, transactional bank account aimed at mobile phone customers who are either un-banked or under-banked. WIZZIT is accessible via mobile phone and debit card. WIZZIT offers mobile phone functionality for paying a person, paying accounts, buying airtime and buying electricity. Furthermore, WIZZIT offers Maestro branded debit card for paying wherever there is a Maestro logo, shopping and getting cash back and getting cash at any ATM.

WIZZIT is a cell phone-based banking facility whose target market is the estimated 16 million unbanked or underbanked South Africans - about 60 percent of the country's population. Unlike its competitors (FNB and MTN), WIZZIT does not require users to have a bank account and is compatible with early generation cell phones popular in low-income communities. The facility even works with customers who use pay-as-you-go cell phones - another distinction. In addition to being able to conduct cell phone-to-cell phone transactions, WIZZIT account holders are issued Maestro debit cards that can be used at any ATM or retailer. WIZZIT charges per-transaction fees that range from 99c (USD 0.15) to R4.99 (USD 0.78) and does not charge a monthly fee nor require a minimum balance. There are no transaction limitations - the service is purely pay-as-you-go. WIZZIT employs over 800 "Wizz Kids" - typically unemployed university graduates from low-income communities - to promote the product and help unbanked customers open accounts.

WIZZIT does not use mass media advertisements but relies instead on WIZZkids that are typically young, low-income individuals that are certified as sales agents. WIZZIT aims at partnering with either existing banks or microfinance institutions. WIZZIT has also been planning to acquire merchants as agents in the rural areas of South Africa, where the majority of its potential customers reside and where there is only an underdeveloped payments infrastructure available.

Impact


WIZZIT had an estimated 250,000 customers in South Africa at the end of 2008 and has launched pilot projects in Zambia and Romania, where it intends to expand. It had earlier reported that it expected to

expand into other African countries as well, and that it had been approached by potential partners from Kenya, Botswana, Namibia, Zambia, and Malawi.

Source: <http://www.wizzit.co.za/>

More information on the product: <http://web.worldbank.org/WBSITE/EXTERNAL/TOPICS/EXTINFORMATIONANDCOMMUNICATIONANDTECHNOLOGIES/0,,contentMDK:21525834~isCURL:Y~pagePK:210058~piPK:210062~theSitePK:282823,00.html>
<http://www.youtube.com/watch?v=2SKhCYoF0Lg>

NIGERIA

	Institution/Ministry	NGOs
	Solution/Application	FrontlineSMS
	Theme	E-inclusion
	Implementation Date	2007

Summary

At present grassroots are faced with a confusing array of information on the uses of mobile technology for positive social and environmental change. FronlineSMS is a simple-to-use, free, open source, entry-level text messaging solution for NGOs in developing countries interested in using SMS in their work, but who are confused by the array of options and technical language used in the mobile field, or who are unable to use the majority of current systems due to lack of Internet connectivity in their geographical areas. The use of FrontlineSMS requires little to no expertise and within a minimum of time, NGOs can start using a FronlineSMS hub and begin sending and receiving text messages with their constituents.

Impact

The project has shown great success in Nigeria, where NGOs have been increasing their efficiency and outreach to the communities. Following the successful application in Nigeria, the same application has been used in Afghanistan to provide security alerts to fieldworkers, and in Sierra Leone, Kenya and Ghana. Given such importance, and impact for the NGO community, the project was awarded by the Stockholm Challenge Award.


Source: <http://www.frontlinesms.com/>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/FrontlineSMS-Text-Messaging-Hub-Grassroots-NGO-Community>

Application/solution's website: <http://www.frontlinesms.com/>

AMERICAS

MEXICO

	Institution/Ministry	Federal Mexican Government
	Solution/Application	SAE Online Auctions
	Theme	E-finance
	Implementation Date	2005

Summary

SAE Online Auctions is an innovative initiative of the Mexican public administration in order to make available to all Mexican citizens government goods and assets via on-line auctions.

The SAE (Servicio de Administración y Enajenación de Bienes) is a special agency of the Federal Mexican Government that is in charge of the administration of every Federal property or good. Such property or goods have gone through the process of being taken in by the government and then are commercialized and reincorporated into the Mexican economy. It must be noted, that in Mexico, by law, all goods that are confiscated by the government, must be auctioned back into the community. One of the main goals of this administration is the transparency of the process of monetization of these goods from the public sector into the private sector and the transfer of the income back into the country's economy.

The site was launched in August 2005, and since then up until now has reached more than 22,000 free registered users, and has sold thousands of goods for over \$25 million, with a 35% average margin over the starting price of the goods. The merchandise comes from several Federal government entities, such as Customs, the Justice Department and the Federal Treasury, etc. After a good is legally received, every item is valued in order to set an initial and actualized commercial price, and afterwards it is listed in the system.

Most of the auctions last at least 15 days, and in order to assure serious bidding, SAE requires a guarantee deposit equivalent to \$500. If a participant does not win the auction, his or her money is returned. In the case of the auction winner, the deposit is considered as part of the total payment of the item. By having these goods/assets auctioned on-line they become available to any and all Mexican citizens. This is an innovative and transparent process of returning public goods back into the private sector and returning capital back into the community, offering 24/7 availability, from any place in the country.

Impact

Due to the implementation of SAE online, the budget revenues from the sale of government goods and properties have been increased, as most of the items have been sold with an average 35% over the starting price, reaching overall revenue of \$25 million

The participation of citizens has been drastically increased with 22,000 registered users. Overall, the implementation of SAE online has increased the credibility sustained with the broad participation of the


people, permanent availability from anywhere, reliability in the transaction process, and the socialization of government goods.

Source: <http://event.stockholmchallenge.org/project/2008/Public-Administration/SAE-On-Line-Auctions-A-transparent-and-democratic-way-socialize-government-goodsassets>

More information on the project: www.saecomercial.com.mx

Application/solution's website: www.saecomercial.com.mx

UNITED STATES OF AMERICA

 <p>UNITED STATES OF AMERICA</p> <p>1. New York 2. Philadelphia</p> <p>Honolulu</p> <p>300km</p>	Institution/Ministry	MAPlight NGO
	Solution/Application	MAPLight.org
	Theme	E-participation
	Implementation Date	2008

Summary

MAPLight.org is a free, public, web-based database that combines campaign contribution information with how legislators vote, at the state and federal levels. It provides information on the connection between the money and politics, and it does so by combining two separate public databases: all campaign contributions to every legislator, and how every legislator votes on every bill. Bringing these data together, the webpage in a very interactive way through graphs and elaborated data shows the full cycle of money influencing politics.

Prior to the introduction of this project, making such analysis would take hours and days just to research the data and information, and the access to basic information would have been quite limited. Thanks to this innovative approach, MAPLight.org brings money/vote correlation to light, educating the public about the full money and politics context in which political decisions are made. The media and the public are now armed with the needed information to hold their legislators accountable.

Impact

MAPlight.org by providing transparency on the money and the politics, it has provided unprecedented insight into the American legislative process and has served as a guard against corruption. The initiative, by providing transparency on this important matter and by highlighting potential conflicts of interests, has been critical for a healthy democratic system that is based on the citizens' votes. Such contribution to public life has been recognized by several awards, amongst which are the WSIS Award and the Stockholm Challenge Award.

Source: <http://maplight.org/>

More information on the project: <http://www.wisconsinwatch.org/2011/04/26/center-maplight-org-team-up-to-illuminate-moneys-role-in-wisconsin-legislature/>
<http://onward.justia.com/2011/01/25/follow-the-money-at-maplight-org/>
http://civicaactions.com/projects/maplight_usability_assessment

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/MAPLightorg-Money-and-Politics-Illuminating-Connection>
<http://wsis-award.org/winners/winners.wbp>

Application/solution's website: <http://maplight.org/>

UNITED STATES OF AMERICA

	Institution/Ministry	Independent Television Service (ITVS); Corporation for Public Broadcasting
	Solution/Application	World Without Oil
	Theme	E-participation
	Implementation Date	2007

Summary

World Without Oil aims to use collaborative ICT to help fill a huge gap in the United States' thinking about oil and the economy. As people everywhere grapple with the problem of growing global demand for petroleum, no one has a clear picture of oil availability in the future, nor is there a clear picture of what will happen when demand inevitably outstrips supply. That will depend in large part upon how well people prepare, cooperate, and collectively create solutions.

By playing it out in a serious way, the game aims to apply collective intelligence and imagination to the problem in advance, and to create a record that has value for educators, policymakers, and the common people to help anticipate the future and prevent its worst outcomes. "Play it, before you live it."

World Without Oil is built to harness the collaborative problem-solving capabilities of Internet users, by engaging all of the leading Web 2.0 platforms: blogs, user-created videos, wikis, data aggregators, mobile Web, RSS feeds, tagging software, and more. The nerve center for this ICT-driven experience of realistic oil crisis is at worldwithoutoil.org, with links to citizen stories posted all over the Internet.

Besides creating a rich documentary of an oil shock, World Without Oil became a forum for citizens to share life-changing ideas that transport seamlessly into real life.

Impact

World Without Oil was launched on 1 June 2007. Since that time, many of the events it envisioned have been validated by an unprecedented rise in global oil prices, leading many observers to note that "the game seems to be coming true."

World Without Oil was an Awards Nominee in the Games category for a 2008 Webby Awards, and was honored with a Special Mention in the Environment category for its contribution to humanity in the 2008 Stockholm Challenge. The game won the award for Activism at the South by Southwest Interactive Conference in March 2008.

More information on the project: <http://worldwithoutoil.org/>


More information on the product: <http://wwolives.wordpress.com>

<http://www.writerguy.com/game-ed/wwo/wwo.htm>

<http://www.pbs.org/independentlens/classroom/wwo.html>

<http://www.cisco.com/web/strategy/docs/education/WorldWithoutOil.pdf>

ARGENTINA

ARGENTINA		Institution/Ministry Contemporanea Foundation
		Solution/Application Mobile Hospital
		Theme E-health
		Implementation Date 2005

Summary

The mobile hospital project is bridging the access to the medical care system to the vulnerable and poorest people in Argentina. It aims to use the technology in an innovative way and tries to eliminate social, economic, geographic and cultural barriers that prevent people from such access to the medical care system, promoting equality and improved health public service.

The project engages in preventive health care through health education campaigns throughout the country, along with treatment. As the first step, health officers use the mobile equipment to collect health related information that allows local, regional and national analysis of health issues. Citizens are encouraged to take medical tests and vaccinations as part of the national prevention policy, and the records are stored in mobile devices and provided to a central registry that can be used to make analysis on the geographic distribution of vaccinations and other health preventive measures.

At the same time, citizens even the ones in the most remote areas can use the mobile hospital to undertake important medical tests such as mammography, radiography, etc and get the results within 90 minutes.

Impact

The outreach of this project has provided tremendous possibilities to receive medical care in the poorest areas of Argentina. Overall, it has lowered the cost for health services due to the widespread prevention policies and diagnostic measures; it has reduced the queues in traditional hospitals because all the routine exams can be made in the mobile hospital; it has cut the travel cost for citizens, especially for the ones living in the remote areas; and has resulted in cost efficiency for public health providers.


Source: <http://www.fcontemporanea.org.ar/>

More information on the project: <http://event.stockholmchallenge.org/project/2008/Health/Mobile-hospital-Taking-health-and-education-where-people-leaves>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Health/Mobile-hospital-Taking-health-and-education-where-people-leaves>

Application/solution's website: <http://www.fcontemporanea.org.ar>

COLOMBIA

	Institution/Ministry Technological University of Pereira; DUTO; local government of Colombia
	Solution/Application IRIS Project
	Theme E-education
	Implementation Date 2004

Summary

The IRIS Project is a system that allows a visually impaired person to perceive all kind of images, forms, figures and colors using their hands. The main goal of the project is to enable visually impaired children to access visual resources with the same or better quality that the ones given in a regular classroom. This is accomplished by the use of database of categorized pedagogical images (geometry, biology, history, etc), that the child can perceive using the IRIS device.

The IRIS System was born as an honored thesis in the Technological University of Pereira back in 2004 and it was developed with a support of the local government by a company named DUTO, specialized on engineering

Impact

The IRIS Project has been awarded nationally and internationally for organizations like Ventures, MTV, IDB, OAS, YABT, GlobalTiC, BidNetwork, and Global Knowledge Partnership, in countries like Colombia, Panamá, Taiwan, Netherlands and Malaysia.

Source: Stockholm Challenge Award

More information on the product: <http://event.stockholmchallenge.org/project/2008/Health/IRIS-Project>

Application/solution's website: <http://www.duto.org/>

ECUADOR

	Institution/Ministry United Nations Educational, Scientific and Cultural Organization (UNESCO)
	Solution/Application On-line Ibero-American Virtual High School
	Theme E-education
	Implementation Date 2007

Summary

The On-line Ibero-American Virtual High School Project is a United Nations Educational, Scientific and Cultural Organization (UNESCO) project. It aims to contribute to the reduction of the digital divide gap and school desertion in Ecuador, the Region (Andes) and the developing world (part of Asia and Africa) through UNESCO support, by means of an approved remote online quality High School Educational System. This system is delivered through the Internet and is developed as a new pedagogical, methodological and technological paradigm, which could easily be replicated. It provides free Internet access delivered completely online. It allows for scholarships especially directed to people of short academic opportunities, vulnerable, of limited resources and in pedagogical risk.

The communication tools among teachers and students are forum, homework, wikis, evaluation activities, messenger services, chat, internal mail in every classroom, external mail, telephone (if needed), among others, most of them integrated into the course management system (CMS).

The contents of each subject course have a pedagogical and theoretical approach organized in such a way as to manage the contents of daily life and contextualize the students' problems in different geographical places, cultural fields and socioeconomic conditions.

The students, besides the contact with their living community, also have the opportunity to experience the outside world by means of online games, simulation, online conferences, etc. The students also have access to multimedia format study materials, within the classroom, through the Virtual School Library.

Impact

The project helps students to develop reading and writing skills, and enhances their research skills through the provision of information resources. It also reduces computer literacy, and provides students with the opportunity to become experts in the use of online delivery of courses. Due to this project, thanks to UNESCO's support, the number of students for 2010 exceeded 5,000. There are 600 students from the cities of Quito, Guayaquil, Cuenca, Ibarra, Cotacachi, Orellana and Tena (indigenous Communities of Alto Napo) and several other small towns in the rest of the country.

Source: <http://cvi.edu.ec/>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Education/Totally-ON-LINE-IBEROAMERICAN-VIRTUAL-HIGH-SCHOOL>
http://cloud2.gdnet.org/cms.php?id=awards_and_medals_competition_2008
http://www.docstoc.com/docs/22728698/PROYECTO_-COLEGIO-VIRTUAL-IBEROAMERICANO

PERU

	Institution/Ministry	Peruvian Navy, US Navy
	Solution/Application	Alerta DISAMAR (a disease surveillance system for Peruvian Navy)
	Theme	E-health
	Implementation Date	2003

Summary

Alerta DISAMAR is a disease surveillance system for the Peruvian Navy force and its family members. It is deployed by the Peruvian Navy with the support of the US navy. This surveillance system functions through 43 reporting units such as hospitals and clinics, as well as 19 naval ships, covering 97% of the Peruvian navy population. Health care staff can access or transmit cases of diseases through a mobile phone or the Internet with personalized identification information, via email, voice mail or SMS message. Then, the surveillance system automatically generates reports of disease outbreaks and sends them to health staff via email and SMS message. With the early report of the outbreak through the system, necessary treatment or preventive measures can be put in place in the early stage of outbreaks.

Impact

Since this system's launch, Alerta DISAMAR has detected and reported 18 cases of outbreak such as infectious diarrhea, classic dengue, malaria etc. and 18,042 health relating events. This system has reduced the reporting time of disease detection and has increased the efficiency of reacting to the outbreaks, allowing health officials to collect quality data in real time and facilitating response to disease outbreaks in a remote region.

Source: <http://healthmarketinnovations.org/program/alerta-disamar>

More information on the project: http://www.mtc.gob.pe/portal/apectel38/lsg_industry/08_tel38_lsg_ir_006_eGozzer%20APEC%20Round%20Table%20October%202008%20%5BCompatibilidad%20Mode%5D.pdf

More information on the product: <http://www.alerta.net/MarinaPeru/core/modules/pagelayout/web/showpage.aspx?menukey=1>

PERU

	Institution/Ministry	Miraflores Municipality
	Solution/Application	Alerta Miraflores (web and phone based security system)
	Theme	E-service
	Implementation Date	2003

Summary

Alerta Miraflores is a web and phone-based security system for managing crime in the city. This system was developed by the Miraflores municipality which had experienced an escalating crime rate, and which had negatively affected the economy and the quality of its citizens' life. Citizens in Miraflores dial in and are automatically connected to the system to report criminal incidents. The reported data is captured by the central system and is displayed on electronic maps to let police pinpoint the area of crime and to dispatch the closest police officers. The action taken is recorded in the central database and ensures transparency and accountability.

Impact

Since its launch in 2003, it has been reported that robberies and assaults had declined by 68% and 30% respectively in Miraflores, with significant drops in overall crime. And the high rate of reliability of the report through the system ensures municipal staff to dedicate more resources to responding to criminal cases. Moreover, its database provides municipalities a rich data set for analysis and helps them to set up new policy to curb the crime rate in the city. This system is proven to be much more efficient than the traditional paper-based method at the police station, and it encourages citizens' involvement in policy making by providing data.

Source: <http://www.columbia.edu/itc/sipa/nelson/newmediadev08/Alerta%20Miraflores.html>

More information on the project: <http://www.mfdr.org/sourcebook/2ndedition/3-4perualertamiraflores.pdf>

More information on the product: http://miraflores.alertaperu.net/fw/r1_2_5c/asp/login.asp

ASIA

CHINA

	Institution/Ministry	Department of Science Popularization - China Association for Science and Technology
	Solution/Application	China Digital Science and Technology Museum
	Theme	E-science, e-education
	Implementation Date	2006

Summary

The China Digital Science and Technology Museum (CDSTM) is the result of the joint effort by the China Association for Science and Technology, the Chinese Ministry of Education, and the Chinese Academy of Sciences, which have aimed to construct an online platform to offer all-round elite scientific improvement of mankind through history. In order to stimulate the interest in science and technology, to popularize this amongst the general public and to increase scientific literacy, these institutions have constructed an online platform which exhibits the development of science and technology by exceptional virtual reality and multimedia contents.

The platform contains eight virtual museums and two interactive experience zones which aim to engage and educate users in an interactive fashion. Furthermore, the website contains a resources bank with an extensive array of materials for educators. The website also allows for interactive participation by users by allowing them to create their own digital contents including cartoon works and audio and video files


Impact

Most directly, the aim of the CDSTM is to engage, stimulate and increase the interest of the general public and specifically the youth, in science and technology. This is done in a new, modern, interactive and modern fashion by offering virtual museums, interactive ways of learning about and creating science, technology and the development thereof through history.

Source: World Summit Award

More information on the project: <http://english.cast.org.cn/n1181872/n1182067/n1182097/47101.html>
<http://www.cdstm.cn/english/>

CHINA, HONG KONG SPECIAL ADMINISTRATIVE REGION

HONG KONG, CHINA	
	Institution/Ministry CITAC
	Solution/Application The e-Care Elderly Home Management System
	Theme Information access and sharing
	Implementation Date 2005

Summary

The e-Care Elderly Home Management System is a web-based system designed to serve the elderly centers in Hong Kong, China. The e-Care system was designed in 2005 with the main purpose of serving the local elderly center with routine operations, data collection, management and analysis.

The goal of the e-Care system is to reduce the time and cost of care takers in handling unnecessary documentations so that they can improve their care and services to the residents in elderly centers in Hong Kong in an effort to help the seniors enjoy better lives. By subscribing to e-Care system, man-power from the elderly homes can be shifted to pay more care to the residents instead of taking care of routine administrative work and procedures. The vision of e-Care is to see the residents in the elderly homes in Hong Kong or China enjoy a healthy, safe and pleasurable life in elderly centers with excellent care and services provided by care givers who do not need to spend their valuable time in handling unnecessary documentations.

Once subscribing to the e-Care, users can access the services and share information within the broadband connection among different organizations. E-Care also allows subscribers to centralize the data into a single platform, and therefore, data standardization becomes possible. As an ICT tool, e-Care reduces set-up and maintenance costs for the subscribers. Furthermore, the e-Care system can be expanded to a large service scale with various accesses (wireless, mobile, and so on) to serve more people

Given the initial success, the e-Care was upgraded to a new version in 2006, including the integration of user parameters, security measures, privilege control and data access authorization control.

Impact

The e-Care system had been subscribed to by a total of 35 elderly centers in Hong Kong and one integrated elderly center in Shen Zhen (China) by November 2007. Due to its implementation the following impacts have been achieved:

- (i) Subscribers can access e-Care services basically anywhere with broadband connection.
- (ii) Sharing of information becomes possible in different units of an organization or among organizations which are using e-Care services.

- (iii) e-Care allows subscribers to centralize their data and knowledge onto one single platform; this will facilitate the centralization of both knowledge and data for statistical analysis or forecasting of issues such as drug usage, infectious disease analysis, etc. for the government as all these can be one button away from the platform.
- (iv) Standardization becomes possible as all users access the same functions and information from the system. Forms and procedures can be easily implemented in the e-Care system at the back-end so that all subscribers can have access to the new forms or workflow without delay.
- (v) Cost efficiency and effectiveness; it provides for low startup cost for subscribers (only a computer with Internet access is needed), low maintenance cost due to centralized servers. Wireless access in a laptop can provide mobile access for care takers or visiting doctors to access the system in the elderly centre. E-Care can be expanded to a much larger scale, serve more people with a relatively low cost. In addition, providing services outside the country is possible with the world-wide access of the Internet. E-Care has crossed over the border of Hong Kong and entered the Chinese market in the Pearl Delta Region of China.

The system has demonstrated that it can enable the participating elderly homes to develop, standardize, and centralize the workflow and procedures to manage these centers so that they can provide take care of the elderly in an efficient and effective manner. The e-Care system was awarded a merit from both the Hong Kong ICT and Asia Pacific ICT Awards in 2006, and the Stockholm Challenge Award in 2008.

Source: <http://event.stockholmchallenge.se/project/2008/Health/e-Care-Elderly-Home-Management-System>

CHINA, HONG KONG SPECIAL ADMINISTRATIVE REGION

HONG KONG, CHINA	Institution/Ministry
	World Meteorological Organization; Hong Kong Observatory
	Solution/Application World Weather Information Service (WWIS)
	Theme E-environment
	Implementation Date 2001

Summary

The World Weather Information Service website, available in six different language versions namely, English, Arabic, Chinese, Portuguese, Spanish and French, is developed and operated by the Hong Kong Observatory (HKO) since 2001 for the World Meteorological Organization of the United Nations to provide a centralized source of authoritative weather observations and forecasts for over 1,200 cities in 117 countries/territories including those from the Least Developed Countries for free access of the international community for planning activities from leisure travel to disaster relief operations.

The vision of the World Meteorological Organization (WMO) is to provide world leadership in international cooperation in weather for the safety and well-being of people throughout the world. The weather information will originate from National Meteorological Services (NMSs) who are responsible to operate the official weather observing network and follow rigorous forecasting procedures regulated by the WMO.

Given the fact that national official forecasts are not always easily accessible to the public, particularly from overseas, the creation of a single authoritative Internet portal to present official and reliable weather information of any city around the world to the international community is established to foster the cooperation among NMSs to bring the benefit of weather service directly to anyone in the world.

The successful implementation of WWIS is only possible through the use of ICT. Weather information is a perishable commodity which is updated minute-by-minute. Hence, it is necessary for participating NMSs to dispatch the latest information by the quickest and most convenient means, which is through the Internet by ftp, email or web form which will normally be received at HKO within minutes for consolidation and uploading to the WWIS English language version. The other language hosts then download the updated information via Internet to simultaneously refresh their respective versions. The international community can access the latest weather information posted on the WWIS website at any time and anywhere with a PC, PDA or mobile phone.

Impact


WWIS has established itself as a centralized source of authoritative and reliable weather information. By the end of 2009, there were 122 member countries that supplied official weather forecasts to WWIS for a total of 1,321 cities across the world.

Over 8 million WWIS web pages, available in six languages are accessed by the international public through the Internet.

More information on the project: <http://worldweather.wmo.int/>

More information on the product: <http://worldweather.wmo.int/>

MALAYSIA

	Institution/Ministry	University of Malaysia Sarawak (UNIMAS); International Development Research Centre (IDRC) and other public and private institutions
	Solution/Application	E-Bario (Internet development for the marginalized community)
	Theme	Information access and sharing, e-learning
	Implementation Date	2002

Summary

The project called e-Bario (Internet development for the marginalized community) is developed by the Sarawak University of Malaysia (UNIMAS), in close cooperation with the International Development Research Center (IDRC) and several public and private partner institutions.

The project aims to bridging the digital divide by bringing the Internet via VSAT (Very Small Aperture Terminals) technology to the remote and isolated village of Bario, an isolated rural community which had very limited interactions with the outside world. As part of the project, data and voice communication services were implemented for two schools, and each school received ten computers, as well as IT training programs. Also, a telecenter is established to provide the community with access to Internet and other communication. The introduction of the project through the use of information and communication technologies and Internet facilities is providing the opportunity to the Bario community for increased e-learning and communication..

Impact

Before the e-Bario project, 99% of the Bario villagers had never heard about the Internet before. However, with the successful implementation of the project, Bario now has 26 computers with Internet access, and the community created the “Kelab IT” (IT club) to promote ICT awareness. Moreover, the Bario community increased its income by promoting tourism for jungle trekking, and cultural encounters, and has networked with local agricultural authorities to boost its crop sales with the help of Internet connection.

Source: <http://www.ebario.com>
<http://www.unescap.org/idd/pubs/ict.pdf>

More information on the project: http://www.unimas.my/ebario/Main_index.htm

PHILIPPINES

PHILIPPINES	
	Institution/Ministry National Telehealth Center; International Development Research Centre of Canada
	Solution/Application CHITIS (Community Health Information Tracking System)
	Theme E-health
	Implementation Date 2004

Summary

CHITIS, a community health information tracking system, is designed by the National Telehealth Center with a grant from the International Development Research Centre of Canada and developed in close consultation with village health workers. CHITIS is an open source application that combines the features of an electronic health record and clinic appointment system, while also integrating modules for different health programs. Through CHITIS, community-based health information is made available not only to public health agencies but also to the community itself to use this information for local decision making.

Impact

Currently CHITIS is utilized in 11 health centers in 2 cities and 2 provinces in the Philippines and helps to improve local villages' health service and to gather medical data for the Philippine health authorities. This system is also used for the local health workers to equip them with more information needed to serving local patients by facilitating data and information collection and transmission in rural areas.

Source: http://www.globalproblems-globalsolutions-files.org/unf_website/assets/publications/technology/mhealth/mHealth_compendium_full.pdf

More information on the project: https://docs.google.com/View?id=dx37z4_25c9hp7d

More information on the product: http://www.chits.ph/web/?page_id=6

PHILIPPINES

PHILIPPINES	
	Institution/Ministry International Labor Organization; International Center for Tolerance Education; Setu Developmental Institute; AIESEC
	Solution/Application The Philippine Youth Employment Network (PYEN)
	Theme E-inclusion
	Implementation Date 2003

Summary

The Philippine Youth Employment Network (PYEN) is a youth-led non-profit organization working towards bringing employment and employability to the grassroots. PYEN envisions an integrated youth-led multi-stakeholder initiative of local, national and international organizations, both governmental and non-governmental, working for sustainable community-based livelihood for youth.

Impact


Started in 2003, PYEN has been implementing its Community-based Youth Entrepreneurship Program in several areas in the Philippines for which it has earned the GKP Youth and ICT Award 2005 at the World Summit on the Information Society in Tunis. Its efforts have resulted to the inclusion of youth employment in the Philippines' Medium term Youth Development Plan 2005-2010. It has also participated in numerous local, national and international conferences in the Philippines and throughout the world

Source: <http://www.globalknowledgepartnership.org/gkp/index.cfm/pageid/413>

More information on the project: <http://www.youthmicrofinance.com/about.html>

More information on the product: <http://projects.tigweb.org/YES-Philippines?langrand=2132418226>
<http://angat-pinoy.blogspot.com/2007/08/philippine-high-school-team-wins.html>

SINGAPORE

SINGAPORE	
	Institution/Ministry Joint effort of 12 Ministries, such as Ministry of Finance, Ministry of Home Affairs, National Council of Social Service, etc.
	Solution/Application Charity Portal
	Theme E-inclusion
	Implementation Date 2005

Summary

The Charity Portal of Singapore is the first online portal in the world, which allows for an electronic registration of charity status as well as for an electronic application for a fund-raising permit. The idea of a Charity Portal was first proposed by an Inter-Ministerial Committee on the Regulations of Charities. It comprises senior public servants from 12 government agencies and ministries, such as the Ministry of Finance, the Ministry of Home Affairs, the National Council of Social Service, the Ministry of Education, the Ministry of Health, etc. The portal was set up in 2005 with the aim to develop a regulatory framework for charities; to rationalize existing regulations as well as roles and powers of various regulatory agencies; streamline processes to facilitate registration, reporting and fundraising requirements of charities. The consolidation of information in a single database has enhanced reporting functions for information sharing in six main sectors, such as health, education, arts and heritage, social services, community and sports.

The Charity Portal was made possible through a close cooperation of government agencies with the private sector.

Impact

1. The charity regulatory structure, previously spanning across 12 government agencies is now rationalized and harmonized via the common Charity Portal platform to ensure consistency in regulation.
2. Given the use of the Charity Portal, the productivity of regulatory staff has been tremendously increased by 90%. Using the portal it takes only a minute to search for relevant information regarding a charity rather than the usual 10 minutes required to find information from various physical files.
3. The adoption of an electronic paperless system is environmentally-friendly. The amount of paper saved each year is estimated to be 30,000 pieces of A4-sized paper, assuming the avoidance of an average printout of 125 pages per work day and 240 work days a year.

Source: <http://event.stockholmchallenge.org/project/2008/Public-Administration/Charity-Portal-CP>

More information on the product: <http://www.stockholmchallenge.org>

Application/solution's website: <https://www.charities.gov.sg/charity/index.do>

SINGAPORE

	Institution/Ministry Ministry of Finance,
	Solution/Application CitizenConnect
	Theme E-participation
	Implementation Date 2005

Summary

The eCitizen Portal heralds a new era for the Singapore Public Service by transforming the way in which the public interacts with government agencies. The portal, which was launched in 1999 as a Ministry of Finance's initiative is positioned as one stop shop for all government services and organized with the needs of citizens in mind. The Portal provides more than 1,600 government services online, therefore it is very important to bridge the digital divide and bring the benefits of e-services to those who may not have Internet access or who need help with these services.

In line with it, the CitizenConnect Program offers free use of computer and Internet facilities, as well as friendly assistance at strategic community locations, which allow all Singapore residents to have access to government online services near their workplace and homes. Through the CitizenConnect every citizen, especially those who are less privileged, less savvy or non-English speaking, can now reap the benefits of government services.

The proposal for the implementation of the CitizenConnect Program was first submitted in 2005, and recommended the establishment of CitizenConnect Centres in five community clubs as a pilot project, so as to better assess the feasibility for more centers to be set up. The first five centers for the pilot project were progressively set up and opened between October 2005 and January 2006 and were strategically located in community clubs. These centers are equipped with two computer terminals and peripherals for online transactions. Citizens can also seek assistance from customer service officers at the centers.

Impact


There are now 28 CitizenConnect centers, 25 of which operate beyond regular working hours. These centers are strategically located and are readily accessible throughout Singapore, near to where citizens live or work. Citizens can seek personalized assistance at any of the centers. All centers are fully operational and located near/within residential areas.

With more citizens increasingly carrying out their transactions at the CitizenConnect locations, the programme may also bring about a reduction of service counters at government agencies.

Source: <http://www.ecitizen.gov.sg/CitizenConnect>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/CitizenConnect-Programme>

SINGAPORE

SINGAPORE	
	Institution/Ministry Singapore Health Service
	Solution/Application Digital Hospital
	Theme Health, information access
	Implementation Date 2000

Summary

Singapore Health Services (SingHealth) was established in 2000 as part of the restructuring of the public healthcare clusters. It is the largest healthcare group in Singapore, offering a complete range of multi-disciplinary and integrated medical care through its network of three hospitals, five National Specialty Centres and nine Polyclinics.

As a big organization, there are many problems encountered with its traditional system, such as too much time spent on tedious menial tasks, no access to critical information at patients' bedsides, slow retrieval or less of critical information, disruption to patients' rest, illegible documentation by clinicians, slower response time to unexpected abnormal vital signs readings, human error and heavy usage of paper.

SingHealth's digital hospital is the vision of a "paperless" and "technology-enabled" hospital incorporating cost-effective and innovative technologies and a healthcare facility, which deploys IT pervasively to dramatically improve the outcomes and processes of care. Through the adoption of ICT, SingHealth has made many innovative methods and changes towards its 3 major aspects to build the digital hospital: Digital Ward, Digital Clinic, and Telecare/Telemedicine/Homecare.

All the services categorized are provided in the SingHealth's main webpage lists all together with the contact information of each sub-institution which can provide the specific service. Also, most of the clinical processes including finding doctors, booking an appointment and making payments are done electronically through the webpage. The useful information, online training, online questions & answers (Q&A) with doctors and nurses are provided online, allowing the patients to be fully informed about their their conditions and treatments.

Impact

The implementation of Digital Hospital at Singapore Health Services Institution has enhanced the efficiency of the operations, saved costs and improved the quality of services.


The problems such as too much time spent and no access to critical information are expected to be resolved after the introduction of IT projects. Also, the role of the projects are anticipated to enable the sharing of information between SingHealth and National Healthcare Group, empower both the patients

and clinicians with knowledge and information, improve patient-doctor relationship and care provision and generate the potential to save the manpower of \$750,000 per ward and \$100 per patient on repeated laboratory tests.

Source: <http://www.singhealth.com.sg/>
<http://www.singhealth.com.sg/AboutSingHealth/CorporateOverview/CorporateProfile/Pages/Home.aspx>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Health/Digital-Hospital-%E2%80%93-SingHealth%E2%80%99s-Journey-towards-Digitization-Healthcare>

SINGAPORE

	Institution/Ministry Singapore Government
	Solution/Application My CPF- Saving for Retirement
	Theme E-finance
	Implementation Date 2007

Summary

The Central Prudential Fund (CPF) is a fully funded social security savings scheme and its mission is to help Singaporeans save for a secure retirement. Working Singaporeans, together with their employers, contribute a percentage of their monthly income to their accounts. This money can be used for housing, healthcare, insurance and investment before retirement. When CPF members retire, they would receive a monthly retirement income paid out from their own accumulated CPF savings. The CPF Board has more than 3.15 million members, with balances of \$135 billion.

Singapore's population is aging quickly. Life expectancy has risen from 75.3 in 1990 to 79.9 in 2006. Today over 8.5% of Singapore's population (about 380,000) is over 65 years old, and expectations are that by 2030 there will be about 800,000 people over 65 years old.

Living longer means greater financial needs in retirement. Though CPF savings are mainly for retirement, CPF members can use them for other purposes such as buying a house, paying for medical insurance, etc., under the CPF's 15 schemes and services. How CPF members use their CPF savings during their working lives will impact their retirement savings.

My CPF is the CPF Board's holistic service framework that leverages on ICT to educate and empower 3.15 million citizens to plan for a secure retirement. Developed with citizens' inputs, it embraces the concept of "Service by Life Events"—packaging the Board's services according to citizens' life stages instead of individual organizational schemes. My CPF also weaves different leading technologies into a suite of integrated services to provide personalized services to citizens anytime, anywhere, using their preferred platform.

My CPF's main objectives are as follows: (i) use technology to educate and empower citizens to make informed decisions about their savings; (ii) provide a convenient access to personalized information cost-effectively; (iii) move participants from manual service to self-service; (iv) deliver service in a customer-centric rather than an organization-centric manner.

1) **Online calculators:** There is a full suite of 31 specialized calculators for citizens to compute personal information and even make projections of their ability to meet future retirement needs. For example, with the Housing Affordability Calculator, they are able to calculate the prudent amount of CPF they

should use for housing and how housing loan repayments would impact their respective CPF retirement adequacy.

2) **Microsite: Retirement Ready @ my CPF** (www.retirementready.sg) is a one-stop portal where citizens can learn and plan for their retirement in a visually-pleasing and engaging environment. To make the subject of retirement planning appealing and attractive to the younger generation, they were consulted and *Retirement Ready* was developed, using an interactive resort concept that provides bite-sized modules using simple layman language.

3) **Interactive games:** The interactive games aim to allow citizens to learn about retirement planning and CPF schemes in a fun and yet educational way. The *Voyage of Life* game is especially popular with younger Singaporeans who are future CPF members. In fact, it has been used in competitions in the polytechnics and technical education institutes.

4) **Personalized my CPF Online Services:** These include personalized messages (*My Messages*) tailored according to the citizens' profile from a Customer Relationship Management System (CRMS), a consolidated statement (*My Statement*) of all their transactions, and *My e-Concierge*, a breakthrough from the mindset of 1-form-1-application.

The my CPF project has been implemented since 2007 and has shown significant impacts

Impact

The main impact of my CPF has been reflected into the increased number of users. The friendly users' system along with a customer centric approach has facilitated the application of my CPF for the majority of participants of CPF. It has helped in bridging the digital divide amongst older age participants.

Source:: <http://event.stockholmchallenge.org/project/2008/Public-Administration/my-cpf-%E2%80%93Empowering-citizens-make-informed-decisions-their-retirement-a-Different-Stroke-Dif>

More information on the project:: <http://mycpf.cpf.gov.sg/CPF/About-Us/Intro/Intro.htm>

More information on the product:: <http://mycpf.cpf.gov.sg/Members/E-Svc/mbr-eSvc.htm>

Application/solution's website: <http://www.cpf.gov.sg>

SINGAPORE

	Institution/Ministry	Ministry of Defense, Ministry of Home Affairs and several other government institutions
	Solution/Application	National Service Portal
	Theme	E-inclusion
	Implementation Date	2006

Summary

The National Service Portal is the first unified portal for all National Service personnel from the Ministry of Defense, Singapore Armed Forces, Ministry of Home Affairs, Singapore Police Forces and Singapore Civil Defense Force to conveniently access all important e-services and information online, and for users to connect with their campmates via community building features. The portal hosts 122 e-services, supplanted by attractive lifestyle contents, bundled offerings, personalization and community building features to enhance the services and foster closer bonds amongst women and men in service. The portal provides basic convenience and ease of transaction by e-enabling its services, saving considerable time and effort.

Impact

The National Service Portal has created a venue for people serving in the army as part of different public institutions to utilize the services online and bond with each other. In terms of public institutions, this project has provided for higher levels of effectiveness and efficiency in public service delivery, along with increased coordination and cooperation amongst them.


For its main users (more than 300,000 men and women serving in the armed forces in Singapore), it has provided an easy and convenient access to e-services, along with an opportunity to bond with each other while serving.

Such innovative adoption of technology in this project has been recognized by several awards given to the National Service Portal, including the Stockholm Challenge Award.

Source: <http://www.ns.sg>

More information on the project: <http://www.egov.gov.sg/egov-programmes/programmes-by-citizens/the-national-service-portal-ns-portal>

VIET NAM

VIET NAM	
	<p>Institution/Ministry Sao Mai Computer Center for the Blind (SMCC); World Bank; USAID</p> <p>Solution/Application Sao Mai Web Browser (voice reading web page for the blind)</p> <p>Theme Information access</p> <p>Implementation Date 2004</p>

Summary

The Sao Mai web browser is a Vietnamese language Internet browser suitable for use by the visually impaired. This project is developed by Sao Mai Computer Center for the Blind (SMCC) and funded by the United States Agency for International Development (USAID).

Sao Mai browser assists the visually impaired in accessing to the Internet and helps them to obtain more information and resources through the Internet search. It allows users to access web pages or HTML files and reads any information displayed on the screen with many hot keys that help users to read and surf Viet Nam websites. With help of Sao Mai browser, the visually impaired people in Viet Nam can gain the access to Vietnamese websites.

Impact


For approximately 900,000 people (1.2% of the population) in Viet Nam who has some forms of visual impairment, Sao Mai browser gives them the opportunity to gain access to the Internet and to take the advantage of the resources and information. Together with the reading Internet browser, Sao Mai Center offers the online learning program which helps reducing the wide gap on the access to Internet information between the visually impaired community and the society.

Source: <http://www.unescobkk.org/education/ict/themes/teaching-learning/ict-in-special-needs-education/viet-nam/>

More information on the project: <http://www.bungsang.org/edufund/texts/saomaicenterenglish.htm>

More information on the product: <http://www.saomaicenter.org/en/node/87>

VIET NAM

	Institution/Ministry Microsoft Corporation; the United States Agency for International Development (USAID); the QUALCOMM Corporation; Electricity Viet Nam (EVN) Telecom; the Hewlett Packard (HP) Corporation; Centre for Research and Consulting on Management (CRC)
	Solution/Application TOPIC64
	Theme E-education
	Implementation Date 2006

Summary

TOPIC64 is developing a national system of sustainable and locally adaptable e-learning centers that targets 100,000 degree students and hundreds of thousands of other trainees in the next five years. The purpose of the project is to provide to all of Viet Nam's citizens access to new IT achievements, consequently enhancing the effectiveness of their work, improving the quality of life, and boosting teacher's skills at local IT centers.


TOPIC64 is sponsored by the Microsoft Corporation, the United States Agency for International Development (USAID), the QUALCOMM Corporation, Electricity Viet Nam (EVN) Telecom and the Hewlett Packard (HP) Corporation, and implemented by the Centre for Research and Consulting on Management (CRC), based out of Hanoi University of Technology. The project was officially launched by Vice-Prime Minister Pham Gia Khiem, Microsoft Corporation's President Bill Gates and other sponsor representatives in April 2006.

Impact

As of 2006 to date, the project has trained 10,446 students in its 64 member centers, 40% of whom were trained free of charge, 474 teachers, benefited 70,692 other students in 426 affiliate centers, and helped 15 out of 64 members reach economic sustainability. In 2006, the project was selected by the Development Gateway Award into the 7 finalists from 160 ICT projects worldwide, and the organization was recognized by the World Bank's InfoDev program among the four global best practices from 62 incubators worldwide.

More information on the project: <http://www.topic64.edu.vn/>
<http://event.stockholmchallenge.org/project/2008/Education/TOPIC64-National-network-E-learning-centers-64-provinces-Vietnam>

INDIA

	Institution/Ministry	Social Enterprise
	Solution/Application	AirJaldi
	Theme	E-inclusion
	Implementation Date	2005

Summary

AirJaldi, a social enterprise whose work centers on harnessing the capabilities of wireless networks for the benefit of rural communities in developing countries, has devised and implemented a particularly successful example of “sustainable integration” model in Dharamsala, India.

Using local adaptations to widely-used open source software installed on modified low-cost consumer hardware, AirJaldi built a wireless Internet network, which now interconnects over 2,000 computers in a difficult mountainous terrain within a radius of 70 kilometers around Dharamsala, a town located in the Himalayan region of northern India.

The network, which is one of the largest of its kind in Asia, offers a wide variety of services to its users, including broadband Internet access, VoIP-based telephone services, video conferencing, web-hosting facilities, file sharing and backup. The network nodes, which are small in size, are mounted on low masts, and consume little power, form a network which is unobtrusive and has very small ecological footprint.

Drawing inspiration from the Dharamsala network’s success in providing affordable and reliable connectivity to rural areas, AirJaldi is expanding its work to reach other communities and regions. It aims to further develop and share ways of building and operating robust wireless networks that are suitable for the needs and realities of rural areas, are economically viable and have low ecological footprint. The short-term plans include connecting around 12 local primary and secondary schools in various locations within the network, as well as 10 hospitals and health care centers. In the mid and longer term the project will expand the geographical reach of the network and increase the number of users, with a focus on local businesses on the one hand and educational/non profit/community-based organizations on the other.

AirJaldi works in cooperation with government institutions, donor agencies, academic research facilities, non-profit organizations and private entrepreneurs.

Impact

The Dharamsala Community Wireless Mesh Network is being used by more than:

- 5,000 students in five school campuses, the furthest of which is 50 Km from Dharamsala;
- 200 Tibetan teachers undergoing teacher training in two teacher training institutions;

- 150 Tibetan artists and support staff of the Norbulingka Institute for the preservation of Tibetan culture;
- 100 doctors and students of the Tibetan Medical and Astrological Institute (Men-Tse-Khang);
- Various Tibetan monasteries and Buddhist institutions housing more than 2,000 monks and nuns;
- Offices and premises of about 20 small community-based organizations, community leaders, social activists and artists.


In addition to serving its users, the network is used by the project researchers and affiliated researchers as a unique “living lab” where new technologies and their impact on performance and user experience can be tested.

Source: <http://drupal.airjaldi.com/node/32>

More information on the product: <http://drupal.airjaldi.com/node/33>
<http://drupal.airjaldi.com/node/37>

Application/solution's website: <http://drupal.airjaldi.com/node/32>

INDIA

	Institution/Ministry	Microsoft Research India; Green Foundation
	Solution/Application	Digital Green
	Theme	Information access and sharing
	Implementation Date	2006

Summary

India is a primarily an agriculture-based country with over 60% of the population depending on agriculture industries. As is the case on a global level, small farmers in India are struggling to remain financially and economically viable. They are faced with issues such as shortage of capital, shortage of land, lack of access to information and technology, and competitive pressure, domestically as well as internationally. Furthermore, the help provided by the government through the extension programs and extension officers does not always successfully reach the targeted areas, and information is often not easily and readily available or specifically targeted to the immediate needs of the farmers.

Digital Green is a project aimed at improving the economic and social conditions of small farmers, while also taking into account environmental sustainability. Through targeted production and dissemination of agricultural information and education, the lives and livelihoods of small farmers are expected to improve.

To this end, Digital Green provides an electronic platform for small and marginal farmers, experts and government/NGO officers to access various agriculture related information. Through the establishment of an on-line community, targeted agricultural information is disseminated to small and marginal farmers in India through the use of ICT tools and videos. Videos are made in which farmers exhibit practices, while the experts can provide suggestions or introduce new farming methods to help improve farmer's production. Through this system, farmers learn about the latest farming information, and share experiences while extension officers can better understand the conditions that the farmers are faced with and determine their immediate needs. The Digital Green system features a participatory process for content production, informal training, network and relationship building as a cost saving and problem-solving tool for related farming issues. The interactive approach to participatory learning and the co-creation of a digital database created by farmers, experts as well as government officials, aims to ensure that data, information and suggestions of better agricultural practices are accepted, applied and valued by the farmers.

The system consists of, amongst others:

- A digital video database for farmers (made by farmers);
- A participatory process for content production;
- A dissemination structure for informal training and mechanisms to generate sustained involvement.

Impact

The Digital Green program has demonstrated early success in the popularization of sustainable farming practices in 12 villages with over 1,000 farmers continually having been and being involved in the content production and dissemination aspects of the system.


At least five times more farmers have attempted better agriculture practices with the help of the system and related NGO efforts. The number of farmers and experts involved in the program, the frequency of scheduling DVD shows and the coverage of places presents a significant increasing trend of sustainable farming practices.

Source: Stockholm Challenge Award

More information on the project: <http://www.stockholmchallenge.org>
<http://www.digitalgreen.org>

More information on the product: http://research.microsoft.com/en-us/um/india/groups/tem/presentations/digitalgreen_report.pdf

INDIA

	Institution/Ministry	Government of Bihar
	Solution/Application	JAANKARI
	Theme	E-participation
	Implementation Date	2007

Summary

The Government of Bihar (GoB) launched Jaankaari in January 2007. Today, the project falls under the directive of the General Administration Department (GAD). Today, Jaankari services all citizens in the State of Bihar—38 districts and 83 million people (2001 census). Jaankari facilitates the Right to Information for all citizens in the Bihar region in India through a call centre. This model has managed to reach the most disadvantaged sectors of the population and moreover, it is easy to replicate. Jaankari call centre empowers citizens to claim information from government officials through the provision of telephone facilities. The citizens' requests are formulated by call centre operators and sent to Public Information Officers (PIO) for response within 35 days. In the absence of a response, a first appeal and if further delayed, a second appeal can be filed by the applicant.

The programme has enabled citizens to file requests from the most remote and underdeveloped parts of the state. No physical movement is required by the applicant, thus saving time on travel and money. In addition, due to no direct communication, citizens are free from hostility from interactions with public officials. The transfer of applications to PIOs has been streamlined through the use of email. In sum, Jaankari has increased accessibility of information to citizens and hence, enhanced accountability of the government to the citizens.

Impact


Jaankaari directly tackles a number of requester and administrative barriers to success. The project has the following impacts:

- Eliminates transportation time and cost by creating over-the-phone processes;
- Eliminates the possibility of encountering hostile public officials from bypassing human interactions;
- Improves the likelihood of properly formulated requests through the guidance of citizens by call centre operators;
- Allows for the non-literates and physically challenged to file requests through the outsourcing of application processing to call centre operators.

Source: <http://event.stockholmchallenge.org/project/2008/Public-Administration/JAANKARI-Facilitation-Centre-services-under-Right-Information-ActRTI>

More information on the project: <http://cic.gov.in/CIC-Articles/JAANKARI-pdf-26-03-07.pdf>
<http://indiagovernance.gov.in/bestpractices.php?id=167>

INDIA

	Institution/Ministry	Gandhinagar (Gujarat) Government
	Solution/Application	Jan Seva Kendra
	Theme	E-government
	Implementation Date	2006

Summary

The Jan Seva Kendra (Gandhinagar) is the outcome of the strategic union of technology and positive governance. The initiative is aimed towards using ICT to bring effective e-Governance at the district level, while introducing the transition from traditional governance to paperless, place-independent governance services in planned phases.

It currently offers over 90 different types of civic services, 44 types of affidavits, and several other value-added services in a prompt, simple and convenient manner. These services encompass land related issues, civil supplies related matters, revenue collection, grant of licenses, and issuance of certificates, right-to-information cases and affidavits. The services are delivered from the district headquarters at Gandhinagar as well as the linked nodes at all the sub-district centers. The infrastructure at Jan Seva Kendra includes computer systems with barcode scanners, IVRS, SMS, webcams, biometrics, etc., connected to LAN, WAN and the Internet. On average, 400 applications are processed everyday.

The Jan Seva Kendra has achieved the following goals: (i) transparency: information about the status of the work-in-process to the applicant; (ii) accountability: time deadlines for every issue of public service, written commitment to the applicant about the latest date of completion of work, compliance of the time limits with due alerts and reminders to the office staff and higher level officers; (iii) efficiency: increase in the quality and quantity of output of the office staff by minimizing undue status queries by citizens and by ensuring the computer based acceptance of applications, complete in all respects; (iv) fairness: computer enforced in-turn processing, computer assisted application scrutiny, Smart Token-Counter system for service delivery front-end; (v) speed: minimized queries and so single pass processing, reduced interactions to handle inquiries and undue expectations of applicants; (vi) services to remote locations: laptop and mobile connectivity based village camps to cater services to poor and illiterate citizens in remote areas; (vii) public-private partnership: involvement of citizens, institutions as sponsors, as service providers as well as feedback providers for continuous reforms; (viii) cost savings: prescribed fees, no agents or touts, computer based front-end to accept applications, deliveries in committed time, No need for personal follow-ups; (ix) convenience: mobile van based service deliveries, home delivery of processed papers, no need for office visits and follow ups, no need to approach different offices for different work, clarity on requirements.

The project has been able to provide Government-to-Citizen (G2C), Businesses-to-Citizen(B2C) and Citizen-to-Citizen (C2C) services to people in a transparent, quick, fair and economical manner by way of effective application of Information and Communication Technology (ICT). It has been able to do so through a successful public-private partnership and with the involvement of all stakeholders.

Impact

The initiative has had the following impacts:

- Change in the perception of the common man about a government office. This fact is reflected in over 95% of several hundred feedbacks received from people during a past 12 month period;
- Time-saving for the public for availing different services offered by the different participating departments. For example, the processing time for several issues has been reduced from several days to less than four hours;
- Involvement of retired people and senior citizens to help illiterate and other needy people to complete their paperwork;
- Notable change in the attitude of government employees due to transparent systems including tracking the work in process;
- Transparency has helped increase the confidence of citizens in the administration;
- Complete accountability is maintained as papers are delivered to people within the committed time printed on the acknowledgement slips. Daily summary SMS as well as any time availability of pending cases to the higher level officers has boosted the performance of the administrative staff;
- Efficiency of the administration has increased due to significant savings in time by the government officers as they do not have to meet people directly and as they receive all the applications in a completed manner;
- ICT is applied and accepted in a true sense: barcode for traceability, IVRS for any time response, SMS for alerts, webcams for instant photos, biometrics for identity and MIS software for continuous monitoring, tracking and reforms;
- Reduced levels of corruption as there is a single, systems driven, computer based front-end interface for the citizens. Incomplete applications can not be accepted, processing is always in-turn, applicant to officer interface is significantly reduced and time limits are observed in a highly transparent manner.

Source: <http://www.dst.gujarat.gov.in>

More information on the product: <http://www.capam.org/assets/ind019.pdf>
http://www.nisg.org/knowledgecenter_docs/B12020001.pdf
<http://event.stockholmchallenge.org/project/2008/Public-Administration/ICT-Driven-e-Governance-Public-Service-Delivery-Mechanism-Jan-Seva-Kendra-Gandhinagar-India>

Application/solution's website: <http://www.dst.gujarat.gov.in/>

INDIA

	Institution/Ministry	Praja (non-Partisan Organisation); Brihan-Mumbai Municipal Corporation (BMC)
	Solution/Application	Online Complaint Monitoring System (OCMS)
	Theme	E-participation, e-service
	Implementation Date	2003

Summary

The Online Complaint Monitoring System (OCMS) is designed and developed by Praja (a non-Partisan Organisation) in close cooperation with the Brihan-Mumbai Municipal Corporation (BMC) for improving the capacity of BMC to deliver better services and activating citizens' interest in the affairs of the local government. This system is designed to receive complaints into the cohesive system, whatever the mode of complaint (letter, fax, phone etc) and give feedback to the complainant in real time. As soon as the complaint is fed in, it goes directly to the concerned officer with a computer generated tracking number for citizens. The action taken by officers will be posted on the system, and if it is not addressed within the time limit, the system will automatically escalate the complaint to the higher officer. OCMS also provides reports to municipal officers to monitor and improve service and performance.

Impact


Since it was first launched in 2003, 1.2 million complaints have been registered through OCMS. The system contributes to build citizen's confidence in municipal services through its transparency and quick feedbacks. This online monitoring system also contributes to save resources and time. There are huge savings on paper, time and effort, eliminating all the bureaucratic processes and routings. Moreover, the focussed and systematic gathering of data, as well as intelligent analysis enables the government agency to respond quicker.

Source: <http://www.egovindia.org/egovernancepaper.doc>

More information on the project: http://216.197.119.113/artman/uploads/ocms_write-up.doc

More information on the product: <http://www.praja.org/index.php>

INDIA

	Institution/Ministry	Ministry of Health and partner institutions/organizations
	Solution/Application	OpenMED
	Theme	E-health
	Implementation Date	2006

Summary

OpenMED is a knowledge repository for medical and allied sciences (including animal sciences). It serves as a platform for researchers to preserve their research publications and to be made available to the present and future generations of researchers.

The objective is to encourage a self-archiving culture amongst medical professionals in India and its goal is to preserve valuable research publications for future medical researchers and side by side to publicize research being conducted in the country.

OpenMED serves to all medical researchers, and the authors/owners can self-archive their scientific and technical documents. For this they need to register once in order to obtain a user id in the OpenMED system. However no registration is required for searching the archive or viewing the documents.

OpenMED is a discipline-based International Archive. It accepts both published and unpublished documents having relevance to research in Medical and Allied Sciences, including Bio-Medical, Medical Informatics, Dental, Nursing and Pharmaceutical Sciences. These could be preprints (pre-refereed journal paper), post prints (refereed journal paper), conference papers, conference posters, presentations, technical reports/departmental working papers and theses. In the case of non-English documents, the descriptive data [Author, Title, and Source etc.], the abstract and keywords must be in English. Submitted documents will be placed into the submission buffer and would become part of the OpenMED archive on their acceptance.

Impact


Presently this archive is serving as a repository to journals and institutions (in India) and also as a knowledge repository for research scholars who can archive their theses. It has served the researchers in finding relevant information on the area of health relevant to their work. Since its implementation in 2006, the repository contains over 2,810 publications and documents, according to a detailed list of categories. The information provided covers the time span from 1952 to 2011.

Source: <http://openmed.nic.in/>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Health/OpenMEDNIC>

Application/solution's website: <http://openmed.nic.in/>

India

	Institution/Ministry	Service Tax Commission of Delhi
	Solution/Application	Project MONITOR
	Theme	E-finance
	Implementation Date	2006

Summary

Project MONITOR is the backend software of the Service Tax Commission of Delhi website (www.servicetaxdelhi.gov.in). It provides online replies to queries on Service Tax matters and publication of the latest news for the different stakeholders of the Service Tax in India. It also discusses complex legal issues online, updates the taxpayers on the latest developments of Service Tax and captures the important data of the Service Tax Assessment and Service Tax return to facilitate database search, analysis & scrutiny of Service Tax Return and to check the revenue leakage by effective, audit and anti-evasion.

The Service Tax Commissionerate, Delhi sought to reinvent governance using the latest trends in the technological revolutions of the Internet to provide good government to the tax payers in India which has enabled the Department to make the best use of the information technology and the optimum use of the limited human resources. The Service Tax was introduced in 1994 in India. The Service providers are required to register with the Department by filling up a ST-1 (paper) form, on the basis of which a registration certificate (ST-2) is granted. The service providers are required to calculate their tax liability themselves and deposit the taxes in the designated bank on a monthly/quarterly basis. They are required to submit a simple Service Tax return (ST-3) on six-monthly intervals. The ST-3 return provides the information related to service provided, service received, duty payment, etc. The Service Tax Department *scrutinizes* the ST-3 returns and also does *audits* of the selected assesseees to ensure tax compliance.

The objective of the project MONITOR and the Service Tax website was to reduce the physical interaction between the tax payers and the government official and to provide an alternative platform for information supply and grievance redressal to the assesseees. A database was needed to capture the essential information of the assesseees and the tax return to assist the tax officials in effective and targeted scrutiny of the return, select high-risk units for audit so as to cause minimum inconvenience to the genuine assessee, yet being effective in checking the evasion of taxes. The ultimate goal of the project was to collect the taxes efficiently and effectively using the existing manpower and the use of information technology to provide best possible service to the tax payer while maximizing the revenue to the government.

The Commissionerate started the website of the Commissionerate (www.servicetaxdelhi.gov.in) in October 2006. The website published the much needed rules, laws and procedures of the Service Tax in India. It also provided the contact numbers of the senior Service Tax officials who can be contacted on the

phone or email in case of any difficulty. The website also has the feature of online tracking of the registration status of the assessee based on the PAN number or name of the assessee. The project MONITOR (Management of Online Information & Trends of Revenue) provided a robust database for the backend operations for the officers and the taxpayers. The project was fully implemented by July-September 2007 after testing and security audit. MONITOR captures the important data of the registration (ST-1) and Service Tax return (ST-3) for search, analysis, scrutiny, audit and anti-evasion. It also has the modules for a discussion forum, online query submission and publication of the news for the tax payers. The Service Tax Commissionerate Delhi used the concept of the immensely popular “discussion forum” in the realm of government perhaps for the first time in the world. All the utilities of the MONITOR are designed to be user-friendly that requires least training of the officers. It uses the optimization of data and requires minimum fields for data entry.


Impact

Since its implementation, the efficiency of the tax collection has been drastically increased both in terms of time reduction for public officials working on tax collection and the amount of revenues collected.

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/Project-MONITOR-The-Backend-Software-Service-Tax-Commissionerate-Delhi-Website-India>

Application/solution's website: www.servicetaxdelhi.gov.in

INDIA

	Institution/Ministry	The Rural Development Department of the Government of Andhra Pradesh
	Solution/Application	RAGAS
	Theme	E-inclusion
	Implementation Date	2008

Summary

The RAGAS is a web-based ICT tool with a local language interface which enables the rural wage seeker at the bottom of the pyramid to access entitlements of NREGS by handling registration, work estimates, muster and wage payments to enable equal, correct and timely payments directly into the accounts of the wage seekers. The effect is to enhance the livelihood security of 18.5 million underserved poor in 65,000 villages spreading over 275,000 km² and preventing the malaise of discrimination, unequal wages among men and women, delayed and less-than-entitled payment, while ensuring sustainable development of degraded lands even in remote areas leading to enhanced rural prosperity.

National Rural Employment Guarantee scheme (NREGS) is a legislation passed by the Indian Parliament guaranteeing wage employment to any adult who is willing to do unskilled manual work. The Act recognizes 'right to work' as a fundamental right of the Citizen. In the era of globalization where it is feared that people without basic literacy will slip into deeper poverty, the scheme guarantees at least 100 days work to the unskilled labor at the statutory minimum wage. The objective of the act is to enhance the livelihood security of the people. It not only provides wage employment through works, but also develops the infrastructure base.

The choice of works addresses causes of chronic poverty like drought, deforestation, soil erosion etc. The employment it generates has the potential to transform the geography of poverty. Achievement of visible economic identity for people at the bottom of the pyramid and enhancement in the per-capita consumption of financial services in rural areas can thus be achieved. The broader vision is to have a low cost and fail-safe ICT solution that will have a more efficient, strategic and inexpensive way of helping people in speedy registration, timely availability of work and timely payment of works.

RAGAS (Rashtra Grameena Abhivruddi Samacharam), is developed by the Rural Development Department of the Government of Andhra Pradesh in partnership with Tata Consultancy Services (TCS). The objectives and goals can be summarized as follows: (i) put the wage seeker at the centre of operations; (ii) minimize leakages, expedite payments, maintain measurement cycle strictly to ensure timely and correct payments; (iii) provide system driven accountability; (iv) ensure open access to information to all stakeholders and citizens; (v) enable transaction based reliable, timely and comparable information from the ground-up; (vi) track every rupee spent on the scheme; and (vii) provide an effective platform for citizen-centric delivery

of government services in general and financial services in particular and to reach out to all the unserved populace including those who do not have any skills; with emphasis on disabled, single women and the socially disadvantaged. It aims to demystify work estimates, reduce drudgery of paper work, make work available on demand by maintaining a shelf of works and monitor the works through measurement books and muster rolls. It also aims at funds management by tracking wage payments, material payments and administrative costs. It facilitates social audit and right to information. It is a robust web based monitoring and review tool.

Impact

RAGAS is a powerful tool in the hands of the stakeholders who can browse information about the entire gamut of activities under NREGS. It has helped in addressing a lot of issues, thereby leading to the NREGS, Andhra Pradesh (AP) initiative, with its holistic, service centric and outcome-oriented approach. It is a significant milestone in the e-government initiatives of AP. Its effects are listed below:

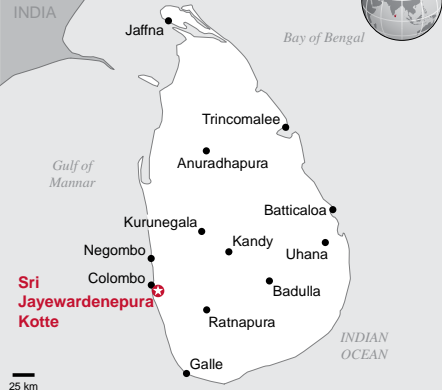
- (i) Enabling transparency and visibility;
- (ii) Increasing accountability;
- (iii) Minimizing fraud;
- (iv) Minimizing effort and administrative costs;
- (v) Enabling accurate and faster wage payments;
- (vi) Enabling Change Management of policies, rates and so on;
- (vii) Enabling Program Monitoring;
- (viii) Facilitating Social Audit;
- (ix) Enabling Easy tracking of all the processes of EGS to ensure that the entitlements like equal wages, work site facilities, timely wages and so on reach the citizen;
- (x) Enabling an Effective Decision Support System to avoid slippages in implementation.

Source: http://nrega.ap.gov.in/Nregs/Home_eng.jsp

More information on the project: <http://www.empowerpoor.org/backgroundunder.asp?report=796>

More information on the product: <http://knowledge.nrega.net/1031/2/RAGAS.pdf>
<http://www.stockholmchallenge.org/project/2010/mgnregs-ap-ict-initiative-reaching-out-poor>

SRI LANKA

SRI LANKA	
	Institution/Ministry Local Government of Manila
	Solution/Application Etuktuk – Mobile Community Telecenter
	Theme E-inclusion
	Implementation Date 2005

Summary

The Etuktuk is a low cost mobile radio station and telecenter that encourages increased participation and access to new and traditional media and information and communication technologies by marginalized and rural communities in Sri Lanka. It aims to encourage broader community participation in the activities of an existing community telecenter and radio station, develop a mobile multimedia unit to increase access and awareness of ICTs and provide training and support for the delivery and creation of relevant localized content and services. The Etuktuk project operates as an extension to an existing community multimedia center and radio station in the Central Hill region of Sri Lanka. The project complements this existing community center and radio station through the implementation of a mobile unit that facilitates first mile access to remote and marginalized communities.

The Etuktuk takes advantage of emergent wireless technologies that allow greater mobility and engagement by and with the community. This is achieved by extending the services of a traditional telecenter and radio station, taking the facilities outside the studio and classroom directly to the village, allowing for greater access. The use of loudspeakers and a multimedia projector has also enabled the immediate delivery of content. Programs are recorded, produced and reviewed with, by and in the community before being broadcasted, providing a greater sense of ownership and authentication.

The project places an emphasis on appropriate technology that is both affordable and sustainable in a local context.

Impact

The Etuktuk project has shown to successfully bridge the digital divide for vulnerable groups. It has impacted their integration, participation and the quality of information shared. Given such impacts the project has won several awards, including the Stockholm Challenge Award

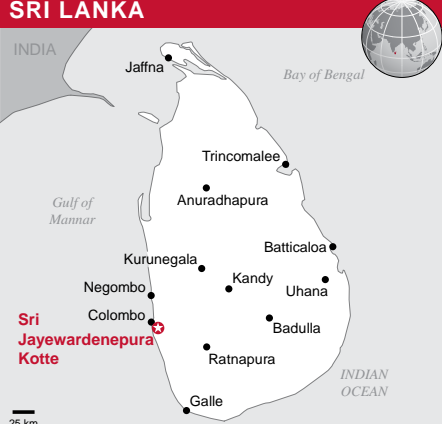
Source: <http://www.etuktuk.net/>

More information on the project: http://portal.unesco.org/ci/en/ev.php-URL_ID=21987&URL_DO=DO_TOPIC&URL_SECTION=201.html
<http://comunica.org/radio2.0/archives/34>
<http://ict4peace.wordpress.com/tag/etuktuk/>

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/The-etuktuk-project-A-mobile-community-radio-station-and-telecentre>

Application/solution's website: <http://www.etuktuk.net/>

SRI LANKA

SRI LANKA	
	Institution/Ministry ICTA e-Society Program
	Solution/Application Shilpa Sayura
	Theme E-education
	Implementation Date 2006

Summary

Shilpa Sayura which means Sea of Knowledge is a local language digital learning system locally deployed in the Nenasala Centers of Sri Lanka which provides 10,000 interactive lessons and 500 tests for self learning of National Curricula and knowledge on the Millennium Development Goals. The main objective of this project is to empower remote, rural students with ICT based digital educational systems to improve self learning capacity while enhancing the Nenasala Tele Center utilization through participative development. The project has been developed and implemented through the participative development of multi-stakeholders in the government and the private sector, grassroots organizations and volunteer professionals involving educational institutions, experienced teachers, software and content developers, telecenters' operators, educational experts and media.

The Shilpa Sayura Project has used ICT effectively to provide Digital Self Learning as an alternative to resources and teachers in remote rural areas. It has created an opportunity bridge using ICT for them to come up in life. They are now able to use ICT to study eight subjects digitally at tele centers and develop their knowledge and skills to prepare for national examinations regardless of their educational resource issues. Shilpa Sayura has created a real value for the Nenasala Tele Centers using ICT and transforming them as true knowledge centers for the rural communities. ICT has helped Shilpa Sayura to provide constant communications, providing technical assistance and easy content distribution with lower operational costs.

Impact

ICT has helped to increase the learning power of rural children who use interactive content rich with multimedia and exercises for self learning, which are not possible in traditional learning. Overall, ICT has helped to create digital learning environments in rural communities, which change the future of their children and youth. ICT has brought a new hope for handicapped children and youth of rural communities changing the way they acquire knowledge and improving their capacity in life.

The project now covers 12 subjects and 60% National GCE O/L Curriculum content in Science, Math, Sinhala, History, Geography, Civic Studies, Environment, Art, Dance, Music, General Knowledge and English language. An interactive English Course for beginners to advanced learning was developed to cater on demand by unemployed, adults and seniors.


Shilpa Sayura has helped the transforming of 150 Nensala telecenters to a learning network that has helped over 45,000 rural youth. The project has been receiving continuous recognition as a global example of rural education innovation. It has been a winner of the I4D award 2007, Stockholm Challenge Award 2007, Digital Learning India Award 2007, Lien B Challenge Award 2009, and eIndia Award 2009.

Source: <http://www.shilpasayura.org/>

More information on the project: <http://www.telecentre.org/>

Application/solution's website: <http://www.shilpasayura.org/>

AZERBAIJAN

	Institution/Ministry Ministry of Education
	Solution/Application SILK Project49
	Theme E-education
	Implementation Date 2001

Summary

The Silk Project49 has the purpose to bring cost effective, global Internet connectivity to the Caucasus and Central Asia through state-of-the-art satellite technology, thus creating a virtual Silk information highway. Consequently, the project has been called the ‘Virtual Silk Highway’, in short: the ‘SILK Project’. The aim of the SILK Project is to increase significantly the exchange of information with, and between, academic and educational institutions in these regions.

The project originated as a NATO funded network infrastructure project and was approved in November 2001. The project has since then evolved into a broad initiative aiming at sustainable National Research and Education Network organisations in three Southern Caucasus and five Central Asian countries. Next to the NATO Science Division and the scholarly communities in each of the eight countries, partners such as CISCO, DESY, GEANT, the SOROS Foundation, UNDP, the State Department of the United States, the World Bank, University College London, and the University of Groningen are coordinating efforts to accomplish this goal.

The SILK project is being managed by the Silk Exeo: a co-ordinating body that consists of representatives of the various parties that are involved in the implementation of the project. In due time, the Silk ExCo will be replaced by the Silk Board that will be responsible for the longer term sustainability of the infrastructure that is being installed.

This web site is a meeting place of the various initiatives that are involved in what is commonly known as the SILK project.

The SILK Project49 has created a virtual information highway to integrate academic computer networks in each of the countries linked to it (Armenia, Azerbaijan, Georgia, Tajikistan, Turkmenistan, Kazakhstan Uzbekistan and, eventually, Afghanistan). It may also increase regional cooperation between Azeri research and educational centers.


Within the framework of the SILK Project, it was hoped that satellite channel capacity would increase from 3 Mbps to 24 Mbps by the end of 2004. The most recent information suggests channel capacity is currently only 5 Mbps. Extended capacities will pave the way for further developments, e.g. distance learning systems.

Impact

- Since the first delivery of the SILK Project satellite equipment and the successful link-up to Uzbekistan in August, work has been underway to establish links in four more countries.
- Over a period of one year, and ahead of the original installation schedule, all eight Silk countries have received their satellite and networking equipment and have been successfully connected to the Internet.
- President Askar Akayev of the Kyrgyz Republic launched the network in Bishkek on 17 January, when he attended the first video link-up between Bishkek and the network hub in Hamburg, Germany.
- Tbilisi, Georgia—a dish was installed in Tbilisi, Georgia, which became fully operational in early October 2002.
- Dushanbe, Tajikistan and Almaty, Kazakhstan also took delivery of satellite dishes by the end of 2002.
- Following delivery and testing of the equipment over the previous few weeks at DESY in Hamburg, the first successful satellite link-up took place between Hamburg and Budapest on 20 August 2002.
- This project has caught the attention of the political leadership in the benefiting countries and is also followed with interest in Russia as indicated by a letter from the Deputy Minister of Education of the Russian Federation, who congratulated NATO on the occasion of the completion of the project.

Source: <http://www.silkproject.org/project.htm>
http://www.nato.int/science/virtual_silk/index.htm

AZERBAIJAN

	Institution/Ministry Ministry of Education
	Solution/Application State Program (2005-2007) and (2008-2012)
	Theme E-education
	Implementation Date 2005

Summary

The Ministry of Education of Azerbaijan supported by the UNDP country office launched a joint project called the State Program on the provision of primary and secondary schools with information and communications technologies (2005-2007) which was subsequently further extended for the 2008-2012 period.

The main objective of the State Program is the formation of a unique national educational sphere through the efficient implementation and usage of modern information and communications technologies in all stages of education as well the creation of conditions for the integration of the educational system of the country into the world educational space.

To achieve the project's main goal, measures were taken to support the computerization of primary and secondary schools and to provide training courses for teachers all over the country and especially in its less advanced regions and villages. The project aimed to increase not only the numbers of computers for school children (one computer per 33 school children), but also to increase computer literacy and Internet use.

A number of practical works have been done in the direction of integration of information and communications technologies in the educational system and the modernization of the educational process in content in the country recently. Programs on ICT for all educational stages were prepared and approved; primary experiments on distant education were carried out. At present, information resources of the educational portal are going to be formed, and sites of some educational establishments have been created and are kept in an active case. Works on the creation of informational systems on education management, the implementation of information and communications technologies in secondary schools, and the training of qualified pedagogical and assistant personnel on information and communications technologies have begun.


Impact

- As a result of the execution of the program, a positive evolution was achieved on the provision of secondary schools with information and communications technologies. Thus, until the middle of 2006, all schools in the capital and Absheron Peninsula had been equipped with up-to-date computer equipment and connected to the Internet.

- At present, 82 per cent of 4,562 secondary schools, 42 or 45% of 107 technical-professional schools, 51 or 91% of 56 state vocational schools, and all higher schools around the country have been provided with computer equipment. As a result, by the end of 2007 there was one computer for every 29 pupils attending 5-11 grades in secondary schools and one for every 28 students in state higher schools.
- Training of pedagogical personnel on ICT was addressed through this program and the results are supported by some statistical evidence: 12,232 teachers took special training courses on information and communications technology (7%) of pedagogical personnel in the last three years, 391 persons out of 12,367 professorial-teachers' personnel (3,2%) in state higher schools, 90 teachers of vocational schools (1,3%) took special training courses on information and communications technology in the last five years.
- Currently, many central universities such as Baku State University, Azerbaijan Technical University, Azerbaijan Economical University, Azerbaijan Oil Academy, Khazar University (private), intensively use their own e-learning (distance learning) facilities.

Source: <http://www.edu.gov.az/view.php?lang=en&menu=0>

QATAR

	Institution/Ministry	Supreme Council of Information and Communication Technology (ictQATAR), jointly with the Ministry of Municipality and Urban Planning (MMUP)
	Solution/Application	iParks
	Theme	Free wireless Internet connection at public parks
	Implementation Date	Phase 1- 2007 Phase 2 – June 20, 2011

Summary

The iParks initiative by the Supreme Council of Information and Communication Technology (ictQATAR) is the result of a collaborative partnership between ictQATAR and the Ministry of Municipality and Urban Planning (MMUP) to provide free wireless Internet access to the people of Qatar in various public parks. The initiative is the fruition of ictQATAR's vision to connect Qatar's people with one another and the rest of the world.

The iParks initiative was started in 2007 as part of the ictQatar and aims to provide free wireless Internet access to the people of Qatar in public parks. The initiative, has initially installed free wireless Internet connectivity in three public parks in Doha – Rumaila Park, Sheraton Park and Dahl Al-Hamam Park. The initiative was well received by the residents especially as it provided visitors to these parks with an excellent opportunity to access free wireless connection amidst a refreshing natural environment. Residents/visitors who wish to use the free service are required to authenticate their usage by requesting for access through their mobile phone number and by accepting a simple user agreement. A dedicated hotline is made available by ictQATAR for technical support.

The initiative was indeed very successful and when the number of users increased to more than 10,000 per month ictQATAR and MMUP decided to upgrade and expand this useful public service to cities other than Doha. The expansion includes two more parks – Corniche Al-Khor and Al-Wakra Public Park.

Impact

The iParks initiative has been implemented since 2007. The initiative is encouraging the public use of Internet, helping people to get informed even during their leisure time. It has proven to increase the use of public parks to search and generate content, especially by people who do not have home Internet connectivity. It has created a better overall balance for people who are trying to balance work and leisure time.

This initiative is in line with ictQATAR's mission of connecting people to technologies that will enrich their lives, drive economic development and inspire confidence in the country's future. iParks has proven to be extremely popular for both people trying to balance work and leisure time, as well as people without home Internet connections. The initiative will encourage the public to use the Internet and generate content, especially Arabic content.

More information on the project: <http://www.ictqatar.qa/en/news-events/news/qatar%E2%80%99s-iparks-initiative-expanded-two-new-parks-services-upgraded>

TURKEY

	Institution/Ministry	Ministry of Justice
	Solution/Application	National Judicial Network Project
	Theme	E-transparency
	Implementation Date	2008

Summary

The SMS judicial information system provides an outstanding service for the citizens and lawyers by enabling them to receive SMS messages containing legal information. Therefore, they can be instantly informed by SMS about any kind of a legal event related to them without going to courts. A cooperation agreement has been signed with the GSM operators in order to establish this system that makes it possible to send SMS to the concerning parties' mobile phones. This system aims to automatically inform all related parties of cases when any legal event, data or announcement (which has to be sent to parties) is realized by the judicial units such as courts, public prosecutor offices and enforcement offices. Sending an SMS does not replace official notification as it provides information to the parties so that they can take necessary measures in time without delay in order to prevent loss of legal rights. Citizens can reach every kind of information about their cases anytime and from anywhere which provides for efficient judicial services.

There are two types of SMS services. The first one is through basic query of the user for single use, and the second is subscription for prompt notification of every action. It is completely free to subscribe to this system by sending an SMS to 4060 containing the citizen ID number and the phrase of ABONE (which means "SUBSCRIBE" in Turkish). Lawyers can also be informed by using a lawyer portal, enabling them to follow the various stages of a specific case.

Impact

The SMS information system provides a perfect legal protection and alarm system for citizens, enabling them to learn of their proceedings first hand. Citizens are given the possibility to check their cases without time and location restrictions ensuring full transparency in legal proceedings. It also accelerates the judicial processes. The system has decreased administrative and judicial burden so as to enable workload practitioners to focus on their other priorities. It seems fairly clear that the implementation of the SMS information system has reduced the administrative and communications costs which would otherwise be done in a manual system. With this system, expenses of bureaucracy and postal costs are removed. After the system was put into practice it is not necessary to go to courthouses to get information about the phase of the case or to learn the date of the hearing and also they no longer have to pay travel costs to go to remote courts.

Citizens can reach every kind of information about their cases anytime and from anywhere which provides for efficient judicial services. It prevents the loss of time and money, and enables better access to justice. Citizen and lawyers save time, labor force and expenses which are needed to go to courthouses for obtaining information about the processing of their files. It becomes very easy for lawyers and citizens to access their case information via mobile phones which provides a substantial saving in working hours of the judicial staff. Hence, use of this system makes the justice system more efficient and transparent, engendering greater public trust and confidence in the judiciary and respect for the rule of law. Once a file or a claim is initiated by electronic means, or any change occurs in the files within the UYAP system, it directly falls into the citizen's and lawyer's mobile phone.

Delivery of information through the SMS facilitates and accelerates the access to courts as required by the Convention for the Protection of Human Rights and Fundamental Freedoms. It also facilitates better access to justice for the disabled people, allowing them to learn about their cases without need to go to courts. In addition, the SMS information system has increased the awareness and the knowledge of the citizens, making them strong in their relations with their advocates and confident before courts.

This system has transformed the vision of judicial organs from a conservative state demanding information from individuals to a modern state swiftly providing information to them so as to prevent unjust treatments and irregularities. It also increases the quality of legal services by reducing red tape

In addition, the SMS information system works as a perfect alarming service, enabling the citizen to take precautions without delay in case their ID is stolen or used. The SMS service moreover, reduces CO2 emissions by helping to minimize the movement of people and goods and the use of paper and other office supplies.


Source: <http://www.adalet.gov.tr/>

More information on the project: <http://www.uyap.gov.tr/sms/sms.html>

More information on the product: <http://www.epractice.eu/en/cases/uyap>

Application/solution's website: <http://www.e-justice.gov.tr/presentation/generalinformation.html>

TURKEY

	Institution/Ministry	Ministry of Environment
	Solution/Application	Management System for Forest Fires
	Theme	E-environment
	Implementation Date	2008

Summary

The Management System for Forest Fires aims to improve efficiency in fighting forest fires by using online and mobile technologies. The system works with special software which makes it possible for the administrators to get the most recent information about fires as they occur. The system consists of a web-based program and mobile devices such as GPS and mobile phones, distributed to the forest administrators in the field. It allows the administrators to follow the information and data coming from the mobile devices and direct them in the best possible way.

Given the flow of information as the event of fire happens allows the decision makers to provide for the best approach in fighting forest fires, therefore not only increasing the efficiency, but also helping in preserving the natural forest resources. The system also aims at optimizing the planning process when more than one fire takes place in the same region. On the other hand, the system makes it easier to reach and rescue the fire-fighter teams who are in danger.

The project was implemented based on the shared efforts of public and private sectors. The system was built by a private firm and the mobile services are made possible by one of the major wireless companies in Turkey. Since the system started to operate, it is being managed by public administrators.

Impact


The project has shown that due to the adoption of technology in forest management, the level of information accuracy has been substantially increased, while the use of resources has become more efficient. Due to this project, the government institutions in charge of forest management have been able to preserve and protect from fires large areas of national forestry.

Source: <http://www.ogm.gov.tr/>

More information on the product: <http://www.epractice.eu/en/cases/msff>

Application/solution's website: <http://www.ogm.gov.tr/>

TURKEY

	Institution/Ministry	Ministry of Justice
	Solution/Application	UYAP (eJustice system)
	Theme	Information access, e-service
	Implementation Date	2004

Summary

UYAP is a web based online e-justice platform for a fast, reliable and accurate judicial system, and it was developed with the object of establishing a high level of information society and removing the gap between the judicial staff and the individual seeking justice. As a central information system that covers all judicial process and related information, UYAP has enabled users to access all legislation, judicial records and relevant resources, and this system has increased efficiency in judicial organizations and has reduced the process time by enabling all processes and documents to be recorded in electronic forms.

Impact


Currently, all judicial institutions and agencies are using UYAP, and it has 34,250 users and 24,714,923 files stored with almost 50,000 new files daily. The judicial record data base has been integrated with UYAP's database, and many documents such as birth certificates and land registries etc., can be retrieved by one click of the mouse from the website. This online connection of the judicial system has reduced relevant costs such as postal costs and processing fees etc. Moreover, this new system has saved about 30% of judicial staff and has provided speed and reliance.

Source: <http://www.epractice.eu/>

More information on the project: <http://www.e-justice.gov.tr/>

More information on the product: <https://avukat.uyap.gov.tr/index.html>

UNITED ARAB EMIRATES

	Institution/Ministry	Dubai Police
	Solution/Application	Web-Portal (local)
	Theme	E-information, e-participation
	Implementation Date	2007

Summary

The official web-portal of Dubai's Police Headquarters exemplifies a novel, interactive and citizen-centered approach to service provision, information sharing and interaction between Dubai's police and its citizens.

The web-portal offers a wide and diverse array of information on subjects that involve or concern citizens. It is a comprehensive source of information that goes beyond the standard information concerning laws and regulations. Additionally, the website offers information in categories ranging from human rights, women's advancement, and people with disabilities to pharmacy locations, statistics of traffic incidents and general information on the police corps. Furthermore, the site also offers the opportunity for citizens to create their own profile from which they could make ePayments for traffic violations. Finally, the site also allows for public opinion through the suggestions program, contributing to e-Participation and citizen involvement.

Impact


The website of the Dubai Police Headquarters represents a remarkable effort towards transparency and citizen engagement. It is an open source of information, news and laws and regulations on a broad and diverse range of subjects which are of direct concern to the citizens of Dubai. This website thus impacts and improves democracy and citizen engagement by bridging the gap between the citizen and the government institutions.

Source: Middle East Excellence Award

More information on the project: <http://www.dubaipolice.gov.ae/dp/english/main.jsp?>

EUROPE

BELARUS

	Institution/Ministry National Academy of Sciences
	Solution/Application Electronic Belarus
	Theme E-health, e-procurement, e-government
	Implementation Date 2003

Summary

Since 2003, the Government of Belarus has started to develop informatization processes through a wide government program called “Electronic Belarus”. The program was developed by experts of the Belarus National Academy of Sciences and it aimed at reflecting government goals and objectives to increase the level of informatization throughout public administration. The program includes 108 projects.

At its first stage (2003-2007) the program was aimed at the creation of informational systems and technologies in public administration institutions. Over 20 informational systems were created, including those assigned for the Administration of the President of the Republic of Belarus, the National Parliament, the Council of Ministers, the Committee of State Control, several ministries and respective departments, including the public administration institutions at the local level.

Impact

As a result of this program, an extended list of online services was available to national and local authorities as provided by the Ministry of Communication through a national network called National Automated Information System (NAIS).


In a summarized way, the Electronic Belarus Program has provided the followings:

- Increased government efficiency through NAIS;
- Extended coverage to the national network of libraries as provided by the National Library of Belarus. The network provides access to libraries’ informational resources to a wide scope of users, including those from rural areas;
- Increased the availability of information and public services online, based on one window principle, by providing in principle, a single system monitoring the execution of administrative procedures by various departments;
- Provided an automatic data-analytical system of medical information based on the electronic patient’s history and telemedicine system of unified electronic consulting. A unified data-analytical environment for gathering, processing, observing, diagnosing and exchanging medical information online was developed.

- Provided an automated data gathering system from tax agents regarding the tax payer's obligations and payments.

Source: <http://www.e-belarus.org/index.html>

CZECH REPUBLIC

CZECH REPUBLIC	
	Institution/Ministry Most Municipality
	Solution/Application The Mobile Office
	Theme E-inclusion
	Implementation Date 2009

Summary

The Mobile Office is a service provided and governed by the Municipal Authority of the Town of Most in the Czech Republic and carried out by the Municipality itself in close cooperation with 14 surrounded communities. The service is targeted to the vulnerable groups and citizens in need, such as handicapped people, old people, and people living in social or medical facilities, self-caring parents with underage children, injured, ill or bereaved people etc.

The objective of the Mobile Office is to make the basic public services available to the above mentioned group of citizens at the comfort of their own homes, rest homes or medical facilities. The Mobile Office can be ordered by the citizens or their close relatives, along with their legal caretakers, as long as one the following conditions are fulfilled: (i) they are citizens of the corporate town of Most or citizens of communities governed by the town of Most; (ii) they are above the age of 70; (iii) they do have a certificate of a physical handicap (according to the Regulation No. 182/1991 Coll.); (iv) they do live in rest homes, nursing homes and other similar facilities which are located in the district of the corporate town of Most or in a community governed by the town of Most.

The services of Mobile Office are provided by using the commonly available technologies. The functions are provided by a clerk in a mobile workroom which is arranged in a vehicle equipped with a notebook, a portable printer and a scanner, and a standard access to the Internet. The Mobile Office acts as an assisted point of the public administration execution and provides authorised data from both public and non-public information systems of public administration in a form of authorised outputs from selected central registers.

Citizens can order the service of the Mobile Office provided by the Municipal Authority of the Town of Most in person, by telephone, or by email through the data box at the designated municipal clerks who will secure this service in cooperation with other municipal clerks.

The requests for the service will be settled successively according to the date and the time of acceptance. The prioritization of requests will be made only in sporadic and extraordinary cases. Citizens are obliged to pay only for administrative fees set by the Czech legislation. The service of the Mobile Office is free of charge.

The Mobile Office represents a further step towards the citizens, creating for them a closer, more comfortable, and easier connection with the public administration services. The service has a direct benefit to the citizens who pay for the public administration through taxes. The personal contact between the clerk

and the citizens in their homes increases the level of interpersonal communication whether in common life or in difficult life periods. The service of the Mobile Office has been warmly welcomed by the wide public. Especially older people get a positive feeling that the municipal authority cares for them in a most adequate way. The Mobile Office can be implemented at nearly any level of the public administration body that serves the people.

Impact

The project is an innovative effort to address the issue of bridging the digital divide for vulnerable groups in the Czech Republic. At present, it is serving more than 7,000 citizens that are above the age of 70, along with more than 1,000 disabled people at a younger age. For the public administration, it has resulted in increased effectiveness and efficiency, given the fact that most of the procedures take place online.

Source: <http://www.epractice.eu/en/cases/mobileoffice>

HUNGARY

	Institution/Ministry Budapest Cultural Centre (BMK)
	Solution/Application 'Click on it Grandma!' Program
	Theme Citizen's service delivery
	Implementation Date 2002

Summary

The Budapest Cultural Centre (BMK) is a public institution established in 1979 by the City of Budapest to support and distribute the cultural values of the capital city and to foster communication between public institutions, civil organizations and communities of the city.

Given the fact that opportunities for senior citizens to acquire technological skills were few and far between in Hungary, leading to high rates of digital exclusion among this group, the Budapest Cultural Center initiated a project called "Click on it Grandma". The program aims to promote digital inclusion by widening access, enhancing skills and creating opportunities for senior citizens and retired people to overcome the main obstacles for computer and Internet usage. Conventional technology is being used with a specifically developed textbook and website which becomes a future point of reference for the participants.

The initial success of the project implementation in Budapest provided a strong basis for developing the project at the national level. The National Association for Internet-User Seniors in Hungary (SILVERNET) was established in 2006. The charter members are the senior learners of the "Click on, Granny!" courses, ran by the Budapest Cultural Centre (BCC). The "net-grannies" look after public Internet access point, form self-learners groups, admit volunteers and take part in international projects. They learn to use the Internet, the instant messenger, webcams, and foreign languages (English, German). Other activities include hiking and organizing cultural programs

Impact

The 'Click on it Grandma!' program is currently run in 12 cities, with 10 courses of groups of 10 on average in each site, per year. This means 1,200 seniors complete the courses in 2007 and this number is expected to grow further in the years to come. The number of participants nearly doubled in 2006, compared to the aggregated number of graduated seniors between 2002 and 2005, and the overall number (2002-2006) doubled again in 2007.

Each Click on it Grandma course consisting of 25 hours over a period of 6 weeks, is conducted by qualified instructors, and prepared by the BCC. Participants receive a professionally prepared and printed 50-page textbook with examples, exercises and additional information. In addition to the courses, Click on it Grandma has formed 'self-teaching circles' in every city. Click on it Grandma Clubs have been created,


where current and former participants and others citizens get together to further talk learn and share ICT experiences and knowledge.

Source: [http://www.bmknet.hu/index.php/nagy-lakossagi-218/41-nagy/85245-kattints-ra-nagy-](http://www.bmknet.hu/index.php/nagy-lakossagi-218/41-nagy/85245-kattints-ra-nagy)
http://www.bmknet.hu/index.php?option=com_content&task=blogsection&id=19&Itemid=218

More information on the project: www.upc.hu
http://ec.europa.eu/information_society/activities/einclusion/library/studies/docs/einclusion_policies_in_europe.pdf

More information on the product: <http://www.epractice.eu/en/cases/clickonit>

HUNGARY

	Institution/Ministry	Ministry of Justice and Law Enforcement
	Solution/Application	EVIG - One-Stop-Shop
	Theme	E- investment
	Implementation Date	2000

Summary

Hungary's Individual Entrepreneur Registry (EVIG) is a system to manage the national register of entrepreneurs. EVIG provides information about entrepreneurs to public authorities for the purpose of delivering public services, including tax services, for example. In order to do this, EVIG must interlink with a range of other public sector registries, and has a user interface on the Hungarian Governmental Portal.

The first registries that the system communicated with were those of the Hungarian Tax Office (TO) and the Hungarian Office of Statistics (HOoS). Initially, the connections between the systems and EVIG were not based on any standard data content. As the number of other systems connecting to EVIG grew, it was necessary to develop a communication protocol and system interface to provide interoperability. EVIG was developed by the Hungarian system developer IDOM 2000 Ltd. It is owned by the Hungarian Ministry of Justice and Law Enforcement. The project addressed the following objectives: (i) establishment of asynchronous, online, electronic communication between the Hungarian Tax Office, the Ministry of Interior, and the Statistical Institute; (ii) establishment of joint procedures, meaning customers no longer need to appear in person at different agencies; (iii) establishment of reliable, automatic data provision and synchronization among the databases of the agencies in question; (iv) giving registered individual entrepreneurs access to online services via the EVIG portal; (v) provision of online data for different agencies and institutions.

Impact

The project has had positive impacts both for the public institutions involved and for the businesses. The public institutions have saved money for each case, as due to the automated processes less work-force was required; one-time processing of data and collaboration amongst the public institutions was increased due to synchronicity of databases, common procedures and one-time data recording. Moreover, the project has impacted positively the business community as the main users, by providing faster delivery of services, fully online procedures saving expenses for travel back and forth to the offices, and consideration of their needs through the continuous improvements in the system.

Source: <http://www.magyarország.hu>

More information on the project: <http://www.epractice.eu/en/cases/evig>

POLAND

	Institution/Ministry	National Bank of Poland
	Solution/Application	NBPortal (National Bank of Poland Economics and Education Portal)
	Theme	E-learning, information sharing
	Implementation Date	2003

Summary

NBPortal is an educational portal run by the Polish National Bank and aims at improving and broadening knowledge about Poland's economy. It also supports other educational activities by the National Bank of Poland through the use of free of cost online courses, educational games, and discussion forums. This portal contains information and resources regarding current developments in Poland's economy and increases users' understanding of economic knowledge through decision games based on real life situations and general discussion forums or specialized ones moderated by the experts. The portal has been designed to support the following targeted groups: i) students; ii) teachers and academics; iii) general citizens, and in the first year of launching this portal it attracted 700,000 users with 30,000 active participants of e-learning courses.

Impact

NBportal has provided the best and reliable educational contents in the areas of general and applied economics. This portal service has sparked an unprecedented interest in studying economics, and in four months, the number of users rose by 50% while the popularity of online courses has continued to grow at the rate of 20% per month. This portal has contributed to increasing users' general knowledge about Poland's economy and has fulfilled their needs for a reliable and credible source.

Source: <http://www.epractice.eu/en/cases/>

More information on the project: <http://www.nbp.pl/homen.aspx?f=/en/education/nbportal.html>

More information on the product: <http://www.nbportal.pl/pl/np>

POLAND

	Institution/Ministry	Self-government of Mazovia Region; "Cities on Internet" Association; European Social Fund; Polish Treasury
	Solution/Application	SIRMA
	Theme	Government portal
	Implementation Date	2006

Summary

The Regional authorities still needed an efficient tool to support the implementation of the e-government strategy. SIRMA, Network for eGovernment and Innovative development of the Mazovia region, constitutes an inspiring answer on challenges that concern innovative harnessing of ICT. SIRMA supports social and economical goals of regional authorities that have initiated and then supported SIRMA. The project is focused on the delivery mechanisms for promoting and increasing public services in Mazovia region.

The project was implemented on the basis of the contract between the self-government of Mazovia region and the "Cities on Internet" Association and is partly financed by the European Social Fund and Polish Treasury.

Impact

The project has shown an increase in the level and quality of local public services in the Mazovia region. The online portal of information, along with the online Library, has proved to be quite beneficial for the community.

Source: <http://www.sirma.pl>

More information on the product: <http://www.epractice.eu/en/cases/sirmamazovia>
<http://www.warsawvoice.pl/WVpage/pages/article.php/17216/article>

REPUBLIC OF MOLDOVA

REPUBLIC OF MOLDOVA	
	Institution/Ministry Ministry of Finance
	Solution/Application State Enterprise "Fiscservinform"
	Theme E-governance
	Implementation Date 2008

Summary

The State Enterprise "Fiscservinform" was founded by the Main State Tax Inspectorate under the Ministry of Finance of the Republic of Moldova.

The mission of the enterprise is to find new methods of electronic information interchange of taxpayers with state institutions, through new information technologies.

The primary objective of Fiscservinform is the effective administration, maintenance, development and back up of the informational system of the State Tax Inspectorate as well as inputting and processing of electronic data and tax information in the informational system of the State Tax Inspectorate. It is responsible for providing specialized informational services to the public sector, which are:

- Development, maintenance and modernization of integrated informational system of the State Fiscal Service of the Republic of Moldova;
- Providing processing of data and tax information as well as their inputting in the informational system of the State Tax Inspectorate;
- Providing access to tax information resources for specialized institutions of public administration;
- Development of informational systems in the field of tax services and public finances management.

The enterprise provides following tax electronic services for taxpayers:

- Quick declaration
- Electronic declaration
- About taxpayers
- Ghost companies
- Tax invoices
- Download forms
- Additional services

Impact


- The State Enterprise "Fiscservinform" enhanced the development and implementation of advanced informational technologies, management and tax data processing technologies and facilitated the

exchange of the information and documents between economic agents and tax service, between tax service and public authorities that access informational tax resources.

- The achievement of the Enterprise constituted a further step for building up the informational society, “Electronic Moldova” which adds to the quality of the common governmental system and simplifies citizens’ access to it.
- The enterprise offers a large number of services for taxpayers, both, legal entities and individuals. This simplifies the tax reporting process and ensures a wide access to information services in the tax area.
- By offering services in the field of fiscal databases administration, the enterprise ensures a bilateral information flow in the public sector.
- Today the system is interconnected with state informational resources of other public structures and ensures the integrity of operation of the Electronic Government System (E-Government) in the Republic of Moldova.
- All above mentioned services are provided to taxpayers through a Single Electronic Window, which unifies all tax reporting processes as well as access to useful information of the fiscal sector. The website of electronic services provides a high level of security of dataflow, between taxpayers and the State Fiscal Inspectorate.

Source: <http://www.fiscservinform.md/About.aspx>
<http://www.mf.gov.md/en>

ROMANIA

	Institution/Ministry	Ministry of Communications and Information Technology (MCIT)
	Solution/Application	Virtual Payment Office (VPO)
	Theme	Government portal
	Implementation Date	2006

Summary

The Virtual Payment Office (VPO) is a service available only for drivers residing and receiving fines in Bucharest, but it will be further developed at the national level. This service allows any citizen from Bucharest having a valid bank card and Internet access to pay online the traffic fines.

The Ministry of Communications and Information Technology (MCIT) of Romania launched the VPO in 2006 to facilitate citizens' interaction with public administration through the online payment of fines and other financial obligations in a transparent, efficient and safe way. The first VPO service provided is the online payment of traffic fines. This implied the interconnection of the traffic fines administration system at the Bucharest Police level and the VPO. Currently, the service is available only for drivers residing and receiving fines in Bucharest. The main objective of the VPO is promoting general access to public information and services through information technologies and the Internet.

Impact

The overall cost of the project was €75,000 supported 100% from the Romanian Ministry of Communications and Information Technology budget. It is rather difficult to estimate the financial output of the project as there is more than one financial beneficiary public institution. Among the institutions mentioned above, the Romanian Police and the Bucharest Town Hall are the main beneficiaries.

The VPO platform offers various benefits for the public administration institutions: improving tax collection, faster access to the collected money, indirect improvement of the offline tax collection process (reducing the number of people queuing) and last but not least, helping public administration to monitor the online payment process. The online impact of the VPO payment instrument is translated in a daily average of 12 online payments (April 2007). According to Trafic.ro, a leading, public Romanian web tracking and statistics website, the portal www.ghiseul.ro registered in May 2007 a daily average of 60 visitors, with a maximum of 360 visitors per day.

As for Romanian residents, the benefits translate in supporting an easy access to tax payment solutions by citizens and providing an absolute transparency of transactions by emitting legally bidding receipts (signed and sealed with a qualified electronic signature).


Since the launch of the VPO in November 2006, about €17,000 have been transferred to the beneficiary. As for the total number of transactions, 800 is the number registered in an activity report issued by Dot Commerce, one the contractors of the project and the provider of the payment gateway application.

The impact of the VPO translates into a fast, transparent, efficient and safe way of payment via bank cards. This impact is also reflected in the diminishing volume of activity of the public administration beneficiary of e-government solutions.

More information on the project: <http://www.ghiseul.ro>

More information on the product: <http://www.epractice.eu/en/cases/vpo>

RUSSIAN FEDERATION

RUSSIAN FEDERATION	
	Institution/Ministry Federal Ministry of Communications and Information
	Solution/Application E-Russia: Program for the Innovation in Government
	Theme E-governance
	Implementation Date 2006

Summary

On 15 August 2006, the Government of the Russian Federation adopted a new version of the federal target program e-Russia (2002-2010) drafted by the Ministry of Information Technologies and Communications of the Russian Federation. The Program aims mainly at providing efficient interdepartmental information communication, creating an integrated information top-down structure of governmental administration, making governmental services available for citizens and organizations, and improving the qualification of professional training for governmental officials in the sphere of ICT application. At the same time, the objectives of governmental support to competitive domestic production in the sphere of ICT, development of national information infrastructure, as well as the objectives of introducing ICT in the activity of separate governmental bodies were singled out as special governmental and departmental programs and projects.

The program provides for implementing events across 7 major dimensions:

- Creating a system of standards and recommendations in the sphere of using ICT in governmental administration;
- Providing efficient interdepartmental information communication on the basis of ICT and integration of governmental information systems;
- Providing efficiency of communication between governmental authorities and citizens and economic entities on the basis of ICT;
- Introducing information systems for managing the activity of public authorities;
- Creating information systems of public authorities to support the activity of the President of the Russian Federation, the Government of the Russian Federation, and Federal Council of the Russian Federation;
- Creating standard software and technological solutions to support the activity of governmental authorities;
- Managing the implementation of program events.

The following services are offered through the e-Russia program:

- Electronic vote;
- Payment of services;
- Traffic control;
- E-taxation;

- Diffusion of the public expenditure and execution of the budget;
- Public security;
- Mailbox for complains;
- Public biddings;
- Proceedings for renovation of permissions and licenses;
- Information on services of the public administration;
- Guide of proceedings;
- Employment agency;
- Registries of requests of diverse social benefits;
- Services for young ones, women, retired;
- Registry of agenda and events.

Impact


The new program version has reduced the number of governmental customers, and at the same time considerably increased their authority and responsibility for executing the Program events. The Ministry of Information Technologies and Communications of the Russian Federation was elected governmental customer-coordinator, while the Ministry of Economic Development and Trade, the Russian Agency for Information Technologies (Rosinform technologies), the Federal Protection Service of Russia, and the Russian Agency for Education (Rosobrazovanie) were selected its customers.

It is planned that as a result of the Program events the efficiency of budget expenses on implementing information and communication technologies in the activity of governmental authorities will increase by 10%, while labour inputs for the organization of information exchange on an interdepartmental level will drop by 25% approximately.

Implementation of the program events allow to lower administrative loading on citizens and organizations during their interaction with public authorities, improve the speed and quality of services provided by the government, which, in its turn, will raise the general level of public trust to the government.

Source: <http://prior.russia-gateway.ru/en/content/view/1100/1/>
<http://www.eregion.ru/>

RUSSIAN FEDERATION

RUSSIAN FEDERATION	
	Institution/Ministry Ministry of Education
	Solution/Application Russia's e-Learning Support Project
	Theme E-learning
	Implementation Date 2005

Summary

The World Bank in line with the Government's e-Russia and e-Education Programs developed a program called "Russia's E-learning Support Project". The program is designed to set up enabling conditions to assist with the system-wide introduction and enhanced use of Information and Communication Technologies (ICT) in Russian general and initial vocational schools. This First Phase of the program supported the program through the development of sustainable capacity to produce high quality, affordable and flexible learning materials; through the improvement of pre-service and in-service teacher training in the introduction of ICT into classrooms; and, by establishing a network of ICT resource centres in project regions.

The Project is supporting 3 components:

1. **DLR= Digital Learning Resources (development of new learning materials):** The Learning Materials component would remedy the critical shortfall in new-generation learning, by developing the regulatory documents for materials, its development, and use; developing, licensing, and distributing a range of critical learning materials, to introduce a reusable object oriented/constructivist design approach; and, by testing materials that would focus on embedding ICT in teaching, and learning practices.
2. **TPD= Teacher Professional Development (support for both pre-service and in-service teacher training in the introduction of ICT into teaching and learning):** The second component—teacher training in the educational use of ICT—will support the training of teachers, and education managers in the use of ICT in education, and, develop instructional design, and capacity in learning materials production.
3. **IRC= Interschool Resource Centers (establishing not less than 200 resource centers to improve access to ICT enhanced education opportunities and to disseminate new teaching practices):** The third component—development of a network of interschool resource centres—will support and promote regional and district interschool resource centres, to provide services, and materials for strategic planning in the effective use of ICT in education.

Additionally, teacher support and advisory services will be promoted, as will dissemination in education practices, and curriculum extension to isolated regions, supporting selected distance education services. Community and industry access to training in ICT uses will be supported, which includes computer main-


tenance in schools. Finally, project management will be the responsibility of the Ministry of Education Strategic Management Committee, which will coordinate with Government authorities. The project will finance capacity building to monitor implementation, and, transparent and effective procurement, and disbursement practices.

Impact

Ratings for the E-Learning Support Project for Russia were as follows: outcomes were highly satisfactory, the risk to development outcome was low or negligible, the bank performance was highly satisfactory, and the Borrower performance was also highly satisfactory. Some lessons learned included: in reform-oriented projects it is important to support a set of complementary reforms rather than focusing only on the most important individual elements of reforms. The result is a far more comprehensive impact. This project demonstrated that risks associated with the need to put together and organize large numbers of organizations and people with own practices and procedures can only be done if new requirements for collaboration and coordination among all elements in the system are developed beforehand and systemically followed. This project also proved that Information and Communication Technologies (ICT) in education is much more than installing computers and buying software: these make up just one element and could make a systemic impact only if the content of learning, teaching methods, forms, as well as the whole organization of educational institutions into self-developing and cooperating networks of innovative service institutions could generate new quality and provide for achieving those learning outcomes needed for the new knowledge and information economy.

Source: <http://go.worldbank.org/R3Q58Y2E10>
<http://web.worldbank.org/external/projects/main?pagePK=64312881&piPK=64302848&theSitePK=40941&Projectid==P075387>

DENMARK

	Institution/Ministry	National Library for the Blind (DBB)
	Solution/Application	Digital Library Service for the Blind
	Theme	E-inclusion
	Implementation Date	2005

Summary

The Danish National Library for the Blind (DBB) is an institution under the Danish Ministry of Culture which provides services to blind, visually impaired and print-disabled people. DBB provides equal access to information for people who cannot read in a conventional way. The DBB is a Internet based service for providing a digital library system in the form of e-books, digital talking books and materials for the visually impaired and the dyslexic. The target group consists of persons who cannot use conventional reading materials. This includes people who are blind, partially sighted, dyslexic, allergic to printing ink or with a neuromotor disability that prevents them from holding a book. The e-Books and other materials can be directly downloaded via the website (E17, Internet portal of accessible material) or distributed on CDs by postal services with the help of Digital Library service staff. This 24/7 service allows for the speedy delivery of library material that enables users equal access to information and, hence, social inclusion To make this service possible, the National Library for the blind (DBB) made an agreement with copyright holders of materials to allow the direct distribution of materials in the form of CDs, files etc with watermarks linking the copy to its users to prevent materials from being distributed to an unauthorized third party.

Impact


The Digital library service gives visually impaired people and dyslexic independence and choices in library services. Before electronic information and online catalogues became available, visually impaired people required assistance with reading and had limited choices of reading materials. With the launch of this service, searching and surfing information on digital libraries becomes much easier. In 2009, about 16,000 users were registered in the DBB system, and it is expected to grow much more. The project was been a finalist for the European eGovernment Award in 2007.

Source: <http://www.nota.nu>
<http://www.dbb.dk>

More information on the project: <http://www.epractice.eu/cases/dls>

More information on the product: http://www.esd.org.uk/Solutions4Inclusion/project.aspx?PROJECT_ID=1013&projectName=Danish+Digital+Library+for+The+Blind

DENMARK

	Institution/Ministry	Ministry of Science, Technology and Innovation
	Solution/Application	LearnICT
	Theme	E-inclusion
	Implementation Date	2008

Summary

LearnICT is a multistakeholder project initiated by the Ministry of Science, Technology and Innovation in Denmark. It aims to provide to every citizen in the country the ability to benefit from the use of ICT, through increased and improved provision and use of ICT courses and training.

The initiative includes a broad range of public institutions, national and local libraries and citizen service centers. Furthermore, cooperation is ensured with elderly organizations, unions and a number of civic organizations. The network is continually being expanded with new member organizations. The main goal is to be able to reach out to every corner of society and meet the needs of as many citizens as possible. Through the establishment of a national network of ICT trainers outside the established education system, LearnICT guarantees citizens increased access to tailored ICT-education targeted to their needs and interests, and offered in a context that is familiar to them.

The initiative operates in a cascade system, where the initial group of trainers (about 60), undergo intensive training to become ICT teachers/trainers, and then through the use of developed materials this group of trainers supports the development and knowledge sharing of education materials online and offline. The project is increasing the awareness about the importance of ICT through a widespread national campaign on digital literacy. The campaign consists of television programs, radio spots and the development of a campaign website at the Danish National Broadcast.


Impact

LearnICT has provided training to a wide range of Danish citizens, especially the elderly. It has tremendously contributed in bridging the digital divide for vulnerable groups and bringing the benefits of ICT to almost all age groups in Danish society. The establishment and expansion of network of organizations interested in this matter, provides for the sustainability of this initiative in the future.

Source: <http://www.it-formidler.dk>

More information on the product: <http://www.epractice.eu/en/cases/learnmoreaboutict>
<http://telecentreeurope.ning.com/profiles/blogs/best-european-telecentre-initiative-the-learn-more-about-ict-netw>
http://www.copcap.com/content/us/doing_business/industries/ict/ict_cluster_in_the_worlds_most_business_friendly_environment
<http://www.it-formidler.dk>

ESTONIA

	Institution/Ministry Centre of Registers and Information System
	Solution/Application CReP (online website for creating company)
	Theme E-service
	Implementation Date 2007

Summary

CReP is a web based portal service for registering a company. CReP has enabled entrepreneurs and citizens to file documents or register a new legal entity with several clicks through the Internet, and thereby reduced the process time which had taken five days before this service to 12 minutes for the fastest case. To use the system, users should have Internet access, a smart card reader program which can be downloaded from the portal and an eID for the authentication. CReP provides the entrepreneur with the possibility to handle all communication with a commercial register through the portal without extra paperwork.

Impact


Before this system was implemented, it normally took 5 days to register a commercial entity. Entrepreneurs had to wait in long queues for the notary, and many papers had to be filled in. However, with CReP, a digital signature required no use of a notary, and the bank related transaction and documentation are processed through the portal service. This portal service saves time, energy, money, and other resources for all parties concerned. In 2008, 40% of a total of newly established companies was established through CReP.

Source: <http://www.epractice.eu/>

More information on the project: <http://www.rik.ee>

More information on the product: <https://ettevotjaportaal.rik.ee/?chlang=eng>

ESTONIA

	Institution/Ministry	Ministry of Economic Affairs and Communications, Estonian Informatics Center
	Solution/Application	Paperless Document Exchange project Document Exchange Centre
	Theme	E-government
	Implementation Date	2004

Summary

In 2005, the State Chancellery of the Republic of Estonia launched the project for connecting records management systems to ensure and guarantee interoperability and the gradual transition to paperless document exchange within the public sector. The document exchange centre (DEC) is an information system providing a common central document exchange service for various document managements systems (DMS) as well as other information systems dealing with documents. In 2006, the Estonian Informatics Centre procured and implemented a document exchange centre (DEC), which enables secure XML-based automatic data exchange between electronic records management systems (ERMS) over the X-Road (documents are messages with described semantics and structure).

The strategy for Estonian information society 2013 and the Government Development Program 2007-2011 plan to guarantee paperless records management in the public sector by 2011, including paperless document exchange between the public sector institutions. Therefore, the interoperability of records management systems is the key aspect in increasing the public sector effectiveness. In 2007, the amendment of Government regulation no. 80 was adopted to ensure electronic document exchange. In the EU perspective, the Paperless Document Exchange project is closely related to the 2010 strategy “European information society for growth and employment” and the European Interoperability Framework.

The DEC is an infrastructure for the transmission of documents (i.e. a mediation layer for document exchange services of information systems) relying on the X-Road as a transport-level infrastructure. The treatment of the term “document and document exchange systems” should go beyond correspondence between institutions and their document management systems. Documents are messages with described semantics and structure.

These can be letters, draft legislation, financial documents (including eInvoices and payment orders), electronic forms, documents related to public procurement procedures etc. Systems exchanging documents can be, in addition to document management systems, accounting information systems or information systems, specific to an organization’s main activities.

The State Chancellery of the Republic of Estonia coordinates the whole project of paperless document exchange, with the close cooperation of all ministries. The methods of soft coordination are used. The Document Exchange Centre as a sub-project is managed by the Estonian Informatics Centre of the Ministry of Economic Affairs and Communications.

Impact

By May 2009, approximately 300 public bodies, most of them local governments, had joined the initiative. The DEC interface was first implemented in the Ministry of Social Affairs, followed by the Ministry of Agriculture. The interfacing of public bodies is a continuous process; in the course of 2009, all ministries should achieve readiness for the transition to paperless correspondence in mutual communication.

In June 2009, there are 280 users of DEC in Estonia - including 100% of ministries, 100% of county governments, 85% of state agencies, 65% of local governments, and 33% of constitutional institutions. The number of documents exchanged during the first five months of 2009 has increased five times compared with the same period of the previous year.

DEC has enabled to exchange documents safely and conveniently between dispersed ERMSs, simplifying also registration processes in ERMSs (through automated extraction of metadata from XML files). Moreover, the document exchange project has facilitated transition to paperless administration in public sector institutions. DEC has created a basis for connecting ERMSs to other information systems and state registers, enabling thus the development of e-services. As document exchange covers different types of documents (including invoices, applications, etc), citizens and business enterprises will also benefit.

Source: <http://www.ria.ee/28567>

More information on the project: <http://www.ria.ee/28567>

More information on the product: <http://www.epractice.eu/en/cases/dec>

ICELAND

	Institution/Ministry Ministry of Social Affairs and Social Security
	Solution/Application Trygggur – Social Insurance Administration
	Theme Government portal
	Implementation Date 2008

Summary

The aim of Trygggur is to make all the information and services of the Social Insurance Administration available on the web. Citizens viewed as customers should have easy access to information about themselves and their applications and cases. Trygggur is up and running with authentication in cooperation with island. is and the tax authorities. Right now payment slips can be accessed and income estimates can be made and preliminary assessments of payments are available.

The project is funded by the Ministry of Social Affairs and Social Security and by funds from the policy for the Information society in Iceland, 2008-2012. The project is a National Flagship in e-government in reference to the Ministerial declaration in Lisbon 2007.

Impact


The impact of Trygggur is listed as follows:

1. Better service for everyone—also those who do not use the new service, because employees will have more time for those who are not able to use the “self-service”;
2. Saves time and money for customers;
3. More customer satisfaction;
4. More accurate results, since data is not reentered;
5. Saves time and money for the Social Insurance Administration;
6. Less paper, less postage costs.

Trygggur has been presented at meetings and conferences with other government offices and ICT professionals. It has also been presented to potential users and their associations. It has been well received and has inspired others to take a similar approach, for example by using the same authentication.

More information on the project: <http://www.tryggur.is>

IRELAND

IRELAND	
	<p>Institution/Ministry National Property Registration Authority</p> <p>Solution/Application eDischarges – Online Registration</p> <p>Theme E-land</p> <p>Implementation Date 2006</p>

Summary

The National Property Registration Authority (NPRA) in Ireland has developed an online system which enables lending institutions to apply for the cancellation of a charge (mortgage) registered against the title by electronic means, without the need to submit paperwork.

The development of this capability is central to progress towards a national system of electronic registration of title (eRegistration) and the system marks the delivery of the first element of electronic conveyancing (eConveyancing) in Ireland. A Project Board mandated to direct the eDischarges project was established in late 2006. Representatives of the Law Society, the Irish Mortgage Council, the Revenue Commissioners and the Companies' Registration Office were invited to join the board to work with senior managers from the NPRA. A series of workshops were conducted with the relevant stakeholders so that all participants would clearly understand the role of the various parties in the current processes and to discuss the various options for a suitable eDischarge model. From these discussions an agreed model for the new process emerged. This proposed model was subsequently developed, was launched and has successfully addressed the requirements of all parties involved in the process.

During the consultation phase many changes to the initial proposal were agreed. As a result, the implemented system offers a more secure, efficient and transparent method than the existing paper-based process, and eliminates many of the inefficiencies and delays currently experienced when mortgages have been redeemed.

As the project also involved considerable business process re-engineering between the lending institutions and solicitors who represent the borrowers, it was appropriate to provide this financial incentive. The new system, while highly automated and completely paperless, is not automatic. This subtle but important distinction was a key element for many of the parties and means that the NPRA, as the national registering authority, still retains the ultimate responsibility of deciding whether or not to remove a mortgage from the title. Given the value of the assets involved and the size of the mortgages, this was a prudent and necessary step in building confidence for future developments.

Any lending institution, which wishes to avail of this service, can simply log on to www.edischarges.ie to download and submit the relevant application to open a user account with the NPRA. Once the applicant has successfully completed their application and agreed to the terms and conditions, they can immediately commence lodging applications.

Impact

- The development of a secure system for releasing registered charges where no paper is lodged, issued or stored;
- A user friendly and readily accessible system;
- Increased productivity and improved turnaround times for the registration of discharges;
- Introduced improvements and efficiencies to the current process between the financial institution and solicitors, including reduction of paper, reduction of costs and the elimination of inherent delays;
- Continued consultation processes and stakeholder engagement, including briefings for staff;
- Research and development of possible methods of improving the transition from paper to electronic registration such as scanning, emailing and development of prescribed and standardized application forms and digital signatures;
- Continued monitoring of developments in other jurisdictions;
- Ensured compatibility with other government projects such as eStamping through continued engagement with Revenue Commissioners.


Source: <http://www.edischarges.ie>

More information on the project: <https://www.eregistration.ie/>

More information on the product: <http://www.epractice.eu/en/cases/edischarges>

Application/solution's website: <http://www.edischarges.ie>

LATVIA

	Institution/Ministry	Central and local government institutions
	Solution/Application	LIKTA Latvia@World
	Theme	E-inclusion
	Implementation Date	2005

Summary

LIKTA's Latvia@World initiative through the project "Training in Computer and Internet Usage of Unemployed in Latvia" is helping Latvian citizens to the challenges of the digital age. The project is designed for the unemployed without any knowledge and skills of IT usage, as well as for those who possess some knowledge and skills, but do not know how to properly use the Internet. The project provides training at two levels. The first level offers an eight hour introductory course into computer basics for beginners, teaching them to use IT. The second level of training is focused on employment; offering students advanced training in IT skills under the Microsoft Unlimited Potential curriculum. This advanced training consists of eight modules: computer fundamentals, using the Internet and the World Wide Web, digital media, spreadsheet, word processing, presentation, web design and data base fundamentals. The training provided by Latvia@World project is available in Latvian and in Russian. The project has served over 15,000 people to date.

Impact

Latvia@World provides trainees with access to new channels for communication and increased potential for an active social life. It has helped people to live and work in a knowledge-based economy with better prospects in the labor market, as well as knowledge to build on for further self-training. Since 2005, 167 trainers and more than 15,000 people in Latvia have been trained at community technology learning centers (CTLCS). In addition to training, the project has provided the opportunity to increase knowledge independently through eStudies, to gather information about public Internet access points and it has greatly promoted communication opportunities, while decreasing social exclusion.

Source: <http://www.latvijapasaule.lv/en>

More information on the project: <http://www.likta.lv/EN/Pages/home.aspx>
<http://www.telecentre-europe.org/?p=279>

LITHUANIA

	Institution/Ministry	State Tax Inspectorate, Ministry of Finance
	Solution/Application	E-Declaration System (EDS)
	Theme	E-taxation
	Implementation Date	March 2004

Summary

The E-Declaration System (EDS) in Lithuania is a project of the Ministry of Finance, the State Tax Inspectorate (STI). The system aims to improve public service delivery, particularly tax collection, through providing the taxpayers the option to submit electronically the administered tax returns and other related documents, as well as receive information regarding the acceptance of such documents from the State Tax Inspectorate, increasing therefore the transparency and efficiency of tax administration in Lithuania.

The E-Declaration System Regulations provide for the legal framework of the online service and regulate the various aspects of the system, such as the purpose, the legal basis, management, data collection and protection, organizational structure, as well as system construction, reorganization and elimination.


Lithuania's EDS project employed risk management and project planning methodologies to prepare for potential problems and implement required solutions. The Microsoft Solutions Framework (MSF) was also used for the project management to reduce risks and enhance successful implementation. Currently, EDS supplies 49 different document forms. Documents can be submitted via multiple ways: a pre-filled file can be sent through the EDS portal, or online filled in the EDS portal, or drafted and sent electronically, or drafted and submitted in an electronic media.

Impact

The EDS system has contributed to promote the development of a modern information society in Lithuania. During the past 3 years, 10 million documents have been submitted electronically through the EDS system and 3 million electronic information messages were sent to users using the system. Additionally, the system has managed to provide high-level services for taxpayers, develop an electronic declaration environment for both taxpayers and collectors, and improve the internal process of STI and efficiency of tax collection.

Source: <http://www.vmi.lt/en/?itemId=20138>

SWEDEN

	Institution/Ministry National Postal and Telecom Agency
	Solution/Application Pocket Interpreter (Interpretation service for the deaf via 3G video phone)
	Theme E-service
	Implementation Date 2005

Summary

The pocket interpreter is a project to provide video relay services of interpretation for the deaf, based on the 3G mobile technology by the Swedish National Postal and Telecom Agency. This is a communication service enabling deaf people using sign language to communicate with hearing people. All calls for this service are automatically forwarded to a studio where an available sign language interpreter is located. The interpreter sits in the studio and interprets the sign language via the 3G phone. As a result of this project, users can easily access the interpretation service through mobile technology.

Impact


The number of calls for using this service exceeded 43,000 in 2006, and the number of service users has been growing rapidly from a few hundred at the launch of service to over 2,000 at the end of 2006. One of the major benefits that Pocket Interpreter provides is the easy accessibility and increased availability to sign interpretation service. The service has made a huge impact on the user groups and has made it possible for sign users and hearing people to communicate in an easy way.

Source: <http://www.mcegov.eu/media/709/helle%20public%20value%20tp-final%20formatted.pdf>

More information on the project: [http://www.tiresias.org/cost219ter/inclusive_future/\(6\).pdf](http://www.tiresias.org/cost219ter/inclusive_future/(6).pdf)

More information on the product: <http://www.pts.se/en-gb/People-with-disabilities/Services/>

SWEDEN

	Institution/Ministry	Commission of the European Communities; Google Ads; Royal Institute of Technology; Department of Computer and Systems sciences; Cention, KOM2002
	Solution/Application	Web4Health
	Theme	E-health
	Implementation Date	2004

Summary

Web4Health contains answers to more than a thousand common questions in the area of psychology and mental health. Most of the information is available in multiple languages. An area where experts answer individual questions is also available. An intelligent natural-language question-answering system finds the most relevant answers for each user query. More than 600,000 visitors download approximately two million pages from the web site every month. The website is run on a very small budget based on the voluntary work of experts and translators. The Web4Health website started to operate in English in July 2003. A German site was opened in November 2003, a Swedish and Italian in March 2004 and a Greek site in June 2004.

Originally, Web4Health was developed by the University of Stockholm in Sweden with financing by the European Commission. At present, Web4Health is financed by Google Ads and by voluntary, unpaid work by some of the medical experts. The ads and the buyers of ads do not in any way influence the medical content. The Royal Institute of Technology (KTH), Department of Computer and Systems Sciences (DSV), provides the technology used. The QuickAsk natural-language question-answering-system was originally developed by DSV but is now provided by Cention. The KOM2002 multi-lingual content management system is used to manage the data base.

Impact

Web4Health provides free, online medical advice to more than 500 questions about psychology, mental health, and relationships. This website provides the opportunity to ask an expert, search the site by subject categories, and participate in online discussion forums in the areas of psychology, personality disorders, eating disorders, relationships, stress, anxiety, depression, emotional abuse, substance abuse, sexual abuse, and various other topics related to mental health and illness.

On this website, the intelligent natural-language question-answering system helps visitors find relevant answers to their queries. Cross-lingual question-answering provides visitors asking questions in languages other than English with additional English answers to their questions, if these answers are not available in their own language. Additionally, the multi-lingual content management system makes it easier to create content in multiple languages, especially as it is easier to propagate minor changes between the different language versions of the website.

Source: <http://web4health.info/>

More information on the project: <http://web4health.info/>

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

	Institution/Ministry	Local Government of Leicestershire
	Solution/Application	CareOnLine
	Theme	E-inclusion, e-health
	Implementation Date	2002

Summary

Leicestershire CareOnLine (www.leicscareonline.org.uk) is an award winning website and service designed for older people, people with disabilities and professionals in Leicester, Leicestershire and Rutland. The Leicestershire County Council provides social care services to adults and children in Leicestershire, who are assessed and are in need of support, including support for carers who are looking after relatives and friends.

The CareOnLine provides the beneficiaries with the following services:

- Home assessment of needs and advice on the benefits that computers and the Internet can bring;
- Help with access to computers and the Internet;
- Computer and Internet training, including 1-2-1 home training for those unable to go out to lessons;
- Technical support through a help line and home visits and assistance with equipment installation and assistive technology;
- A clear and simple website information service to make information easy to find and accessible for everyone;
- An online forum where users can chat to each other, share information and experiences and give advice and support to each other.

The CareOnLine challenges the boundaries of digital inclusion and gives a new dimension to social care. Many isolated and excluded older and disabled people are not able to realize the benefits that computers and the Internet can provide to them. They can not go to the government to ask for them, therefore it is the task and responsibility of the government to use ICT and reach out to them. That is what CareOnLine has successfully tried to do, providing them with a unique four-stage ICT service.

The CareOnLine uses a tailored range of ICT solutions to deliver Internet access, training, support and a unique portal directly into the homes of isolated and excluded people across Leicestershire. Its main goal is to improve the quality of life and reduce social isolation among older and disabled people using the benefits that ICT can bring; and especially to educate and introduce computers and the Internet into the lives of vulnerable people who have no previous experience of them.

The CareOnLine works with other local governments, health services and voluntary organizations to help people experience how computers and the Internet can enhance their quality of life, independence and well-being.

Impact

The CareOnLine had the following impacts over the years:

- 60 community locations including housing, the voluntary sector and adult social care locations have received computer and Internet installations;
- 5500 hours of training were provided to 320 individuals in their own homes and a further 200 people have been provided with group training by partners in locations where CareOnLine has provided a computer.
- Over 800 home visits have been made to provide advice, equipment and technical support;
- The CareOnLine website usage has been increased to an average of 15,000 visits per month; 300 people have received computer equipment to assist with access to the Internet in their own homes


Source: <http://www.leicscareonline.org.uk>

More information on the project: 2005 E-Europe finalist
2006 Stockholm Challenge finalist
2006 UK E-Government winner

More information on the product: <http://event.stockholmchallenge.org/project/2008/Public-Administration/Leicestershire-CareOnLine>
http://www.leics.gov.uk/social_services/
http://www.leicscareonline.org.uk/older_peoples_organisations

Application/solution's website: <http://www.leicscareonline.org.uk>

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

	Institution/Ministry	Welsh Assembly Government Department for Social Justice and Local Government
	Solution/Application	Communities@One
	Theme	E-inclusion, e-participation
	Implementation Date	2006

Summary

Communities@One works in the areas covered by the Welsh Assembly Government's Communities First program. These areas are the 100 most deprived electoral divisions as identified by the Welsh Index of Multiple Deprivation (2000), 32 smaller sub-wards and pockets of deprivation and 10 communities of interest or imaginative proposals.

The Communities First is the Welsh Assembly Government's program for targeting poverty and deprivation in the most deprived areas across Wales. Communities@One helps people in the most disadvantaged communities in Wales get access to new technologies so they can fulfill their social, economic and cultural potential. In "Communities First" areas across Wales, a team of the project works with community groups to help people engage with ICT. During the life of the initiative, Communities @One has supported 214 projects. They have included the following: (i) laptops that helped people who are isolated learn how to keep in touch by email and use online shopping services; (ii) computer suites and cyber cafes that offered free 'drop-in' Internet access to help people do things like research their family tree, job searches and access on-line advice or learning; (iii) mentors who supported people learning at their own pace, encouraging their development and offering signposting to further learning opportunities; (iv) digital photography or storytelling projects that developed many skills, increased community spirit and helped people gain an alternative way to understand their personal issues; (v) technical support to ensure projects could run smoothly; and (vi) community websites that brought a greater sense of community spirit and highlighted local services.

The Communities@One programme ended on 31 March 2009 and has been succeeded by the Communities 2.0 programme. Communities 2.0 will build upon the experience of Communities@One and will extend it by undertaking digital inclusion work. It is looking to use digital technologies as a means of generating income for community groups and voluntary organizations. It will also support new and existing social enterprises in the Convergence areas of Wales.

Although the Program is "owned" by the Department for Social Justice and Local Government of the Welsh Assembly Government, the management and delivery of the Program were contracted out through a public procurement process to the Wales Co-operative Centre, a not-for-profit organization whose main remit is the promotion of social enterprise. This government and civil society partnership has worked well in practice, consisting of a successful practice of social stakeholders partnership for improved e-government services.

Impact


The Community@One has shown tremendous impacts on the life of community in Welsh by increasing participation and bridging the digital divide for vulnerable groups within the community. It has enhanced people's skills in using ICTs to their benefit in a user friendly manner.

Source: <http://clickconnectdiscover.org/technology>

More information on the project: <http://wales.gov.uk/topics/businessandconomy/stateaid/schemes/091030communitiescheme/?lang=en>

More information on the product: <http://www.epractice.eu/home>
<http://www.citizenonline.org.uk>.

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

	Institution/Ministry	London Borough of Southwark
	Solution/Application	One Touch Gov
	Theme	E-citizen
	Implementation Date	2006

Summary

One Touch is a customer management solution aimed at local authorities, providing a greatly improved service to the customer whilst reducing avoidable contacts and delivering efficiency and cost savings.

The One Touch Gov solution is used to provide proactive services to the Citizens of Southwark in London. The population (of approx. 250,000) in Southwark is very diverse in terms of needs, with 16% of the citizens claiming social housing benefits. An average of 40,000 citizens moves into/out of the borough annually, so the target group is continually changing. There are over 120 languages in everyday use by this population, with many different cultures, religions and ethnic groups within this target population.

The principle of One Touch is to utilize a single contact with the customer to qualify and complete all relevant services to which the client is entitled. This places the focus on the holistic needs of the customer, and does not require/force the customer to engage with multiple departments/agencies. So in one interaction (e.g. a new resident/mover-in) up to 8 services can be completed, such as library cards, benefits assessments, electoral registration, free school meals, council tax registration, parking permits, etc.

The project was implemented by Vangent Limited, on behalf of the London Borough of Southwark, using the PRINCE2 methodology. As the vision for One Touch was quite revolutionary in the government arena, it was essential to select the correct technology. There were a number of criteria, but essentially including: i) speed of delivery; ii) ease of integration with legacy back-office systems; and iii) value for money.

A number of packages/tools were evaluated through a rigorous due diligence process, to ensure that the correct solution was selected.

The software development approach was experimental, using a hybrid of an agile approach to gather the requirements for the system's 'look and feel', but with the delivery being waterfall-based. Additionally, a risk-based approach was taken to mitigate the large project risks as early as possible in the project.

The operational implementation was also phased, i.e. as 'One Touch Life Events' were identified during existing calls, and these were passed through to the new One Touch team for service delivery. This has been very successful, resulting in excellent citizen feedback.

Impact


A number of effects can be observed:

- (i) End-to-end processing time for benefit claims is reduced from 34 days to less than one day. A fast-tracked claim through One Touch can now be fully processed within 24 hours;
- (ii) Delivering the service to the citizens really in need. Over 99% of claims are 'right first time', as the solution clearly tracks the proofs and paperwork required at the interview (if required)—all automated in One Touch;
- (iii) Over 7,000 Southwark citizens have experienced 'One Touch', receiving over 20,000 services;
- (iv) The majority (74%) benefit from at least 3 services, instead of the single service to which they thought they were entitled;
- (v) Reduction in avoidable contact—five calls are now reduced to one;
- (vi) A single view of the citizen is guaranteed;
- (vii) Reduced risk of fraud;
- (viii) Benefits is a complex area and advisors' training can be up to 2 years—now reduced to less than 1 week for a new advisor using One Touch;
- (ix) A fully business process-driven desktop, including context-sensitive help and scripts, which keeps the user informed of time remaining to completion of process;
- (x) A future-proofed technology platform for further service enhancements.

Source: <http://www.onetouchgov.co.uk/>

Application/solution's website: <http://www.onetouchgov.co.uk/>

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

	Institution/Ministry	Swindon Borough Council (SBC)
	Solution/Application	S.E.M.P
	Theme	E-inclusion
	Implementation Date	2007

Summary

In May 2007 the Swindon Borough Council launched one of the most extensive civic engagement projects in the United Kingdom called S.E.M.P. The project is an ongoing strategic electoral modernization initiative committed to using new technologies in innovative ways to ensure elections are accessible to all, including minority groups, the illiterate and the disabled.

The project uses ICT to transform traditional election services by enhancing participation and transparency through an innovative multi-channel, multi-language, ‘vote anywhere’ election that combines paper ballots with interactive ICT features.

These features include: online citizen feedback, SMS and e-mail reminders and Internet and telephone voting. The Swindon Borough Council has enhanced their previous eVoting initiatives of 2003 by delivering online candidate statements that voters could access whilst casting ballots, a one-stop-shop election portal that enables voters to locate their polling station online and receive election reminders, supervised eVoting to support voters uncomfortable with technology, and a city-wide Wi-Fi mesh to empower voters to vote anywhere.

S.E.M.P’s use of multi-channels for voting and delivery of an innovative voter engagement portal helps to promote greater social inclusion by providing greater citizen convenience, access and choice. At the same time, S.E.M.P’s strong stakeholder engagement helps to ensure that every sector of the community has benefited from the initiative. S.E.M.P’s deployment of a permanent borough-wide WiMax network sets a strong foundation for further eParticipation initiatives, as encouraged by current policy of the United Kingdom of Great Britain and Northern Ireland as well as by the European Union’s recent ‘The eParticipation Initiative’.

Impact

A voter survey demonstrates that those who had used the new service were overwhelmingly satisfied with it and would like to see it replicated in future elections. Key stakeholders, including Central Government, Swindon Borough Council Executives and local politicians, candidates and parties were positive about the introduction of the project.

Source: <http://event.stockholmchallenge.org/project/2008/Public-Administration/Swindon-Borough-Council-Electoral-Modernisation-Programme>

Application/solution’s website <http://www.electionalarmclock.com/swindon>

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND 	Institution/Ministry European Social Fund; The Home Farm Trust Ltd
	Solution/Application TATE (Through Assistive Technology to Employment)
	Theme E-inclusion
	Implementation Date 2004

Summary

The TATE Project (Through Assistive Technology to Employment) is a research and development partnership project funded by the ESF (European Social Fund) under the second round of the Equal Community Program. The project is looking at how electronic AT (Assistive Technology) can support people with learning disabilities to be more independent and enhance their employability.

TATE is a development collaboration of 18 partners from the voluntary, commercial and public sectors with HFT (The Home Farm Trust Ltd) being the lead partner. HFT, a United Kingdom national charity and NGO, acted as lead partner in bringing stakeholders from the public sector (learning disability) into contact with manufacturers of assistive technology and telecare. This relationship encouraged the manufacturers to change their approach from a service led approach to the development of what is now referred to as “person centered technology”. By ensuring the interoperability of the two technologies, the manufacturers have increased their prospective market while encouraging a much wider spectrum of uses for people with a learning disability and their family careers.

However, HFT was anxious that the use of assistive technology and telecare should be primarily for the benefit of users, as well as supporting the efficient and effective uses of resources. The project, therefore, developed an ethical framework that ensures that all issues involved in the use of this new approach to supporting people with a learning disability, are addressed.

The development of practical uses of assistive technology and telecare to support people with a learning disability is supported by the development of (i) an implementation handbook which includes an ethical framework; (ii) commercial software (five separate modules); (iii) training for staff, family careers and people with a learning disability; (iv) a user friendly database of assistive technology devices; (v) a guide for involving users in projects; and (vi) a DVD with an overview of the project highlighting uses and showing some case studies.

A major requirement for TATE by “Equal” was to be a part of a separate transnational programme. A separate project called “Workability” was created working with partners from Spain, Hungary and Latvia, which produced additional outputs. However, the partners from the other European countries were very impressed with the work of TATE and there has been some real transfer of knowledge in the work that HFT has been leading on in the use of computers by people with a learning disability.

Impact

The project has demonstrated that by bringing two existing technologies together, namely, assistive technology and telecare, people with a learning disability can be supported in ways not previously explored. The project, by using technology in an innovative way is supporting people to have more opportunities in: independence, social coherence and inclusion, virtual communities, safety, mobility, employability and employment.

More information on the project: <http://www.teis.nhs.uk/jsp/search/activity.jsp;jsessionid=1881E4D7130F4EC5CCAEF61AB5A5BD47?project=1360>


<http://www.scie-socialcareonline.org.uk/profile.asp?guid=717a5c17-5718-472e-af58-c17f9a03bea0>

More information on the product: <http://www.epractice.eu/en/cases/tate>

<http://www.equalworks.info/resources/contentfiles/5854.pdf>

<http://www.fastuk.org/research/projview.php?id=992>

GREECE

	Institution/Ministry	Ministry of Health
	Solution/Application	SotiriaHealth
	Theme	E-health
	Implementation Date	2000

Summary

The E-Health Unit was established in 1999 in Sotiria Hospital, an 800 bed public teaching hospital in Athens, which serves a large number of elderly and chronic patients (pulmonary, cardiology, oncology etc.). The objective was to modernize the previously offered rehabilitation services for these patients through the incorporation of the emerging ICTs in clinical practice.

Due to innovative adoption of the ICT for health through the SotiriaHealth project, a gradual evolution of home and community based health and social integrated care and chronic care management has been achieved. The patient-centric services, supported by ICT solutions customized to each patient's needs, follow proactively the patient at any step he/she takes in the care delivery system, bridging and empowering all the points of care delivery. Through these services, holistic care delivery around individual care plans, as well as interventions by multiple collaborating professionals at the right time and place, become feasible in a well orchestrated and cost effective way.

The project target group is a very large number of the elderly and chronic patients served by the Sotiria Hospital (large area of Athens and the islands of the Aegean Sea). The vast majority of them are socially disadvantaged elderly of low level of education and income. They usually suffer from more than one chronic condition with serious neglected co-morbidities, various degrees of disability, social isolation and depression. The course of their condition, due to poor control, is characterized by multiple visits and admissions to public hospitals.

Impact


The SotiriaHealth project has resulted in substantial improvements for patient, health and social care system decongestion, significant cost reduction and mobilization of all relevant stakeholders to ensure the sustainability of the improved system. Based on the survey undertaken by the hospital, the quality of treatment was increased by 28%, the clinics and emergency room visits were reduced by 40%, and there were significant cost reductions, out of which 60% resulted from reduced hospitalization, etc.

Source: <http://www.epractice.eu/cases/Sotiriotelecare>

More information on the project: <http://www.sotiria-telecare.gr>

More information on the product: http://www.citizenonline.co.uk/e-inclusionawards_eu/winners/display?contentId=5335

GREECE

	Institution/Ministry	Gov2u
	Solution/Application	UCOUNT4EU
	Theme	Government portal
	Implementation Date	2008

Summary

The “ucount4eu” initiative aims to bring awareness to the citizens of the European Union (EU) at this historic time of global political and financial crisis, while uncertainties such as the Lisbon Treaty question the central role of the European Parliament and government. Gov2U has launched a number of innovative e-democracy projects throughout Europe and the Americas utilizing ICT and new innovative technologies to give citizens new ways to participate in decisions about the key issues facing Europe today.

At the site www.ucount4eu.eu, people can become informed about all aspects of the EU Parliamentary elections, share their ideas and opinions; and make suggestions about the EU. The initiative is harnessing the power of the Internet to bring together European citizens to discuss the main policy issues on the Parliament’s agenda through a structured Citizen Discussion space and later, through targeted Petitions to the European Parliament on these same issues. The site includes extensive information on the elections, candidates and resource materials for volunteers interested in getting out the vote.

The UCOUNT4EU campaign is an initiative of Gov2u—a Greek non-profit, non-governmental organization promoting eDemocracy as an optimal medium for enabling a more participatory form of government. Gov2u was created by a group of visionary professionals from the fields of Legislative Information and Communication Technology (ICT) and community activism. The organization creates tools that enable the practice of e-government and e-participation by developing online applications that facilitate the work of elected officials and offer citizens a greater stake in political discourse by providing them the means to contribute their ideas, suggestions, and opinions. It is also active in research, dissemination and advocacy in the field with the objective to advance knowledge and acceptability, and build best practice models, around the issue.


Impact

This initiative has helped citizens, authorities and civil society understand better the transnational European election process, increase election turnout and provide tools for collaboration with the European Parliament for stakeholders.

Through the use of ICTs, the initiative has provided the EU Parliament with relevant policy petitions with 1 million signatures attached for each one and has helped increase voter turnout.

More information on the project: <http://www.ucount4eu.eu>

ITALY

	Institution/Ministry	G. Salesi Children's Hospital; Minister of Education; Associations of volunteers; Regione Marche
	Solution/Application	A School for a Friend
	Theme	E-education; e-inclusion
	Implementation Date	2001

Summary

“A School for a Friend” provides children in Italian hospitals with necessary tools to continue their school activities by video communication, studying with the aid of a teacher and integrated in a remote class.

Since its implementation, the initiative has developed learning procedures, video communication links to the schools involved and training for teachers and students in the hosting classrooms. The project's target is to improve the quality of life to children constrained to stay in hospital beds, away from their normal life. The first trial started in 2001. The project has inspired new services now being offered by schools and hospitals in all of Italy, promoted by the Minister of Education under the name of HSH @ Network. Proposed by the G. Salesi Children's Hospital, the project is currently supported by local schools, the Italian Minister of Education, Minister of Health, associations of volunteers, diverse technology partners, etc.

Impact


The project has involved 681 students in the 2001-2006 time frame in the Salesi Children Hospital of Ancona, 73 classes of primary and secondary schools and 81 teachers. It is foreseen that for the very near future there will be no major changes, except for the possibility to involve also high school classes.

In terms of financial impacts, the average number of students per year is about 136. It is easy to show that the cost for each student is about €183 in an average hospital stay of 7 days, and they can receive 3/4 lessons. The cost for each lesson, including equipment, maintenance and telephone traffic is around €45-50, similar to a private school fee, with the difference that it is provided in a hospital by a public school.

The impact of the implementation of the service in terms of governance is minimal, as it does not create any further differentiations in the education management. It also requires a higher level of flexibility for teachers and students, who get more involved in planning, preparing and delivering the classes to the remote students. Given the success in the first years of its implementation the project is presently promoted as a service by 65 hospitals in Italy.

Source: http://www.comune.ancona.it/ankonline/it/target/studente/offerta/scuola_per_amico.html

ITALY

	Institution/Ministry	Corecom
	Solution/Application	ICT in Communications Disputes
	Theme	E-governance
	Implementation Date	2007

Summary

Regional and national laws establish the rules and regulations that govern the tele-communication sector in Italy. Disputes between communication service providers and its customers are thus governed by these regional and national laws. Often, disputes between consumers and private companies are difficult and time-consuming processes, especially so for the costumer who is also often not well-aware of his/her rights and/or obligations. This can make the citizen feel unprotected or unable to act out on a complaint.

Corecom is established to guarantee, at the regional level, the legality, functioning and control concerning telecommunications and media and to act as a watchdog to ensure correct, proper and legal functioning of all providers. As such, Corecom aims to guarantee at a regional level, the fundamental functions of governance and control concerning communication. In the telecommunication area, Corecom mediates in disputes between consumer and provider (conciliation). Conciliation is a procedure that aims to resolve disputes between users and telecommunications operators, before they are submitted to the court. The attempt at reconciliation is a free service, and Corecom strives to offer this service through easy access and ensuring rapid adjudication. In the media area, Corecom has several functions: guardianship of minors, the exercise of the right of rectification, control of opinion polls published on the local means of communication, guaranteeing equal possibility of access of all political parties to TV.

The approach Corecom has adopted has both an internal and and external (visible) component. Internally, the organization has adopted a consolidated management culture, aimed at maximizing efficiency. Externally, aiming to reduce the administrative burden and costs, it has established an online network aimed at achieving the following results:

- Online information and education platform: the website offers information on laws, regulations and also training and information for conciliators;
- Procedural: the website also enables citizens to submit online petitions and complaints. These are made public to the relevant telecommunication providers, who are then enabled to resolve the complaints/disputes;
- Through the online network, Corecom can also send out summons letters, and communicate the conciliation procedures to citizens and private companies;
- A database is also developed and updated in which all information on previous cases is available;

- A Data Capture System (DCS) is developed and applied to monitor the media so that the rules and regulations regarding the guardianship of minors on TV is not violated.

Corecom thus functions as the central point between the media and telecommunication sector/providers on the one hand and the consumers/citizens on the other. The online platform enables both parties to have access to all relevant information, data and rules/regulations and further offers assistance to petition and resolve complaints/disputes.

Impact

Corecom currently receives 7,000 requests per year, instead of 700-800 scheduled. Therefore Corecom Puglia has become an efficient example of good administration based on innovating and re-organizing services and processes while reducing administrative burden. The main benefits of the online approach Corecom's main functions are:

- Human error reduction;
- Direct contact among all the actors and stakeholders involved; and
- Citizens can safeguard their rights and, in particular, retrieve money wrongfully taken.

Source: Europa (e-Practice)

More information on the project: <http://corecom.consiglio.puglia.it/home/ubicazione.aspx>

ITALY

	Institution/Ministry	Ministry of Interior Affairs
	Solution/Application	On Line Police Station
	Theme	E-security and safety
	Implementation Date	2006

Summary

Since 2006 the Italian Government has created the first On Line Police Station, launched at the website www.commissariatodips.it. It is always at the disposal of the citizens who can find there general information, download forms, make an online complaint about a computer crime or theft and loss; receive valuable advice, interact with experts, and report conduct and events of an illegal nature.

The On Line Police Station is a new service offered to all citizens. It comprises the following virtual rooms: (i) Web & Computer Security; (ii) Immigration; (iii) Licenses and Permits; (iv) Recruitment; (v) Passports; (vi) Minors and (vii) Complaints. In each virtual room the visitors can find detailed information on each topic, as well as downloadable forms to obtain a license, authorization and other related documents. Every online complaint lodged by a citizen is electronically sent to the Communications Police station chosen by the citizens themselves. A dedicated network connects Communications Police stations to the On Line Police Station.

Impact

This On Line Police Station has had the following impact:

- Introduced a new, efficient, useful and high quality service easily reachable and easy to use by everybody, including the handicapped citizens;
- It reduces the bureaucracy;
- Provided a 24/7 communication channel between the citizens and the Police;
- Reduced the manpower at the Police, freeing therefore more forces to be deployed in the terrain;
- Provided a safe reference for the citizens on the Net.

Source: <http://event.stockholmchallenge.org/project/2008/Public-Administration/ON-LINE-POLICE-STATION>

More information on the project: <http://www.epractice.eu/cases/olps>

Application/solution's website: www.commissariatodips.it

ITALY

	Institution/Ministry	Sardinia region Government
	Solution/Application	SIL SARDINIA (Internet based job search and matching engine)
	Theme	Information access and sharing
	Implementation Date	2005

Summary

SIL SARDINIA is a powerful system for managing the matching of job supply and demand. It is developed for the Italian Sardinia Region with the aim of restructuring the public job entities process, organization and relationships. This system effectively supports the matching of labor supply and demand by intermediating low profile curriculae, specialist and experienced professionals with electronic information which significantly reduced physical and time-consuming back office activities. This system helps not only the people in the labor market but also the Government which analyzes labor market trends and implements an accurate labor policy.


Impact

After the implementation of SIL SARDINIA system in 2005, 28 county job services, four country agencies, and one regional job Ministry are registered in the system, sharing relevant job information, supporting effectively citizens, enterprises and public organizations in matching job supply and demand and providing labor market information for policy makers. About 150,000 CVs are registered on the system, and job seekers do not need to ask employment agencies to perform job searches, curriculae updates, and so on. And also, about 90,000 companies and public institutions use the system to select competent online curriculae sorted by professional experiences. This system serves effectively local companies to hire new employees without almost any costs.

Source: http://www.epractice.eu/en/cases/view_all?page=138

More information on the product: <http://www.sil-sardegna.it/portal/sil-portale.aspx> (in Italian)

SLOVENIA

	Institution/Ministry	Centre of Electronic Democracy, European Parliament
	Solution/Application	Citizen's Forum
	Theme	E-government
	Implementation Date	June 2006

Summary

The Citizen's Forum is an initiative of the Slovenian Parliament, aiming to ensure the involvement and active participation of Slovene citizens, civil society and Members of the European Parliament in a deliberative on-line dialogue concerning the future of Europe.

It came as a response to the European Parliament resolution suggesting that the parliament should enable an intensive and lively exchange of public opinions and achieve a consensus on the core issues related to the future of Europe. The resolution provided the basis for the institutional incorporation of the Citizen's Forum into the European parliament decision-making process. The Citizen's Forum dialogue includes topics on EU policies regarding the energy, social affairs, Eurocurrency, etc.

The Forum was technically established by the Centre of Electronic Democracy (CED) at the Institute of Ecology using the communication concept developed in collaboration with the Faculty of Social Sciences (University of Ljubljana). The European Parliament Information Office for Slovenia (EPIOS) provides media promotion of the Forum. The Forum's platform is accessible upon registration, and occasional ePoints have been set up to encourage the participation of citizens without Internet. Both SMF and Tiny Portal software were used because of its accessibility, user-friendly concept and simple implementation, maintenance, administration and moderation.

Also, in order to engage less skilful Internet users, the posting procedure is quite simple and registration is not mandatory. In addition, ePoints with forum facilitators are occasionally created to involve citizens without Internet access. The Citizen's Forum constitutes a turning point for e-democracy/e-participation initiatives in Slovenia in terms of the valuable experience and confidence gained in implementing EU oriented e-democracy projects within Slovene political conditions, values and culture.

Impact


Since July 2006, seven public debates and consultations regarding EU issues have already taken place in the Citizen's Forum. Three of them ("The future European social model", "The future of the EU energy policy" and the "United against cancer" campaign) were initiated by the Slovene members of the European Parliament. As a result, a higher degree of involvement and active participation of Slovene stakeholders on EU issues was ensured.

Source: Institute for Electronic Participation – InePA

More information on the project: <http://www.e-participacija.si>
<http://www.inepa.eu>

More information on the product: <http://www.epractice.eu/en/cases/citizensforum07>

SLOVENIA

	Institution/Ministry	Surveying and Mapping Authority of the Republic of Slovenia
	Solution/Application	Prostor (Online real estate market register)
	Theme	Information access, e-participation
	Implementation Date	2005

Summary

Prostor is an online real estate market register which connects the private and the public sector with the support of an IT solution. Real estate agencies in the market submit data on real estate transactions. Then, Prostor enables real estate agencies dealing with real estate transactions to use the state information infrastructure and at the same time the state to acquire the market data in real time for decision making such as: spatial planning, agriculture and land policy, and tax reforms.


Impact

Currently, 447 real estate agencies are registered in the Prostor system, and the Slovenia government could build a real estate database with minimum costs in cooperation with those agencies in the market. As part of the basic infrastructure of the Slovenia e-government system, Prostor increases the number of government e-services and the number of potential users of the entire information distribution system of the spatial and real estate data. And the Slovenia government utilizes the data acquired from Prostor for future strategies and policy implementation as the state, regional and municipal level.

Source: <http://www.epractice.eu/>

More information on the product: <http://e-prostor.gov.si/> (in Slovenian)

SPAIN

SPAIN	
	Institution/Ministry Basque Government
	Solution/Application Basque Government's eProcurement System
	Theme E-procurement
	Implementation Date 2005

Summary

The Basque Government was amongst the first regional administrations to introduce eProcurement in Spain. The Basque Country has a population of 2 million people and it is one of the seventeen regions of Spain. The Basque Country has its own institutions, such as the Government and the Parliament. Similarly, each of its three provinces has its own public administration.

The Basque Government has provided the companies taking part in its tenders with an eProcurement application. The action carried out by the Basque Government in the area of eProcurement focuses on external clients (companies taking part in the tenders), internal clients (government departments, autonomous bodies and public institutions) and the rest of the Spanish public administration that is interested. The vast majority of the companies that take part in the tenders amount to 3800 businesses, one third of which come from regions in Spain (Madrid, Barcelona, Valencia, etc.).

Since 2005, it has developed a comprehensive eProcurement system for the entire procurement process, where all the transactions are guaranteed by recognized electronic signature certificates, highlighting the fact that the telemetric bids are broken up and encrypted against the recognized electronic signature certificates of all the members of each procurement board. All the processes are carried out on the tendering company's computers. Not a single bit is transferred to the procurement agency servers until the offer is firm and electronically protected by three different consecutive methods.

In accordance with the strategic framework laid down by the European Commission in the "i2010 - The European information society for growth and employment" initiative, which focuses on the development of the digital economy in Europe, over the last two years new functionalities have been developed to obtain a greater opening-up of the markets, interoperability and accessibility that make our procurement system highly innovative in comparison with the current state-of-the-art.

In line with it, the Basque Government has sought to obtain a high level of structuring and organization of the eProcurement system and, accordingly, it has established a special unit that works on the following areas: (i) training; (ii) marketing; (iii) daily operation of the platform; and (iv) user support.

Impacts

The eProcurement, there has been a significant opening-up of the market of the Basque Government, which can be seen in the following figures:

- The number of companies that take part in tenders has increased by 14%.
- The number of companies filed with the Official Contractors Register has increased by 18%. Filing with the register indicates the company's intention of becoming a usual participant in tenders.

In 2008, a satisfaction questionnaire was completed by bidding companies, providing that more than 78% of those surveyed rated the e-procurement system as good or very good; 87 % of those surveyed did not indicate that they had had problems with tendering electronically; and 50% of those surveyed requested help from the user support centre and 80% of those who did so rated the service as good or very good.

Source: <http://www.ogasun.ejgv.euskadi.net/r51-3712/e...>

More information on the product: <http://www.epractice.eu/en/cases/bgeps>

SPAIN

	Institution/Ministry	Several public administration institutions
	Solution/Application	Club de Innovacion
	Theme	E-administration, e-government, e-participation
	Implementation Date	July 2008

Summary

The importance and added value of innovative practices and innovation concerning eGovernment practices is widely recognized by government administrations in Spain. Practical obstacles, however, such as limited human and time resources, impede the wide dissemination of new and best practices between government administrations, administrators and private companies. The challenge is to inform and enable communication between and among administrations, administrators, private companies and other relevant stakeholders so as to ensure that up-to-date, relevant information concerning best practices, administrations' needs, upcoming projects and demands, and the services that private companies (can) offer is available to all.

Club de Innovacion aims to bridge the gap between the public and private sector by acting as a source of knowledge, data and information on best innovative practices that are already applied on public tenders that are being offered by administrations and by allowing private companies to share and promote their services, and innovations which might be of interest to government institutions. All useful and actualized information related to innovative projects developed by companies and administrations is thus presented in an integrated manner to all relevant stakeholders. Club de Innovacion offers a website where users can automatically submit good practices and success cases which are then added to the database and shared with other users interested in applying similar solutions.

Impact

Club de Innovacion aims to provide a comprehensive overview and a common point of contact and reference for all stakeholders engaged in the development or application of innovative eGovernance practices, so as to:

- Ensure a better relationship between administration to spread experiences and knowledge developed by users,
- Facilitate collaboration between companies and administrations,
- Approach user solutions,
- Learn about other administrative mistakes and successes.

Source: Europe (e-Practice)

More information on the project: <http://www.clubdeinnovacion.es/index.php>

More information on the product: http://www.clubdeinnovacion.es/index.php?option=com_content&view=article&id=73&Itemid=86

SPAIN

	Institution/Ministry	Ministry of Health and Social Policy, Ministry of Industry, Tourism and Regional Health Departments
	Solution/Application	Healthcare Online Programme
	Theme	E-health
	Implementation Date	2005

Summary

The Healthcare Online Programme is part of the Avanza Plan which is being implemented by the Spanish Government since 2005. The Avanza Plan aims at accelerating Spain's integration in the Information Society and its objectives are to increase productivity, strengthen the industrial ICT sector, encourage R&D and develop modern interoperable services, based on the use of ICT. This Plan is based on the European i2010 strategy and was launched to achieve at national level the objectives set out by the European initiative.

The overall management of the Avanza Plan funds falls under the responsibility of the Ministry of Industry, Tourism & Trade. Its implementation in the healthcare sector has been materialized through a Collaboration Framework Agreement between the Ministry of Health and Social Policy and the Ministry of Industry, Tourism & Trade. Under the umbrella of this Framework Agreement, each autonomous region has signed bilateral agreements with the Ministry of Industry, Tourism & Trade. Healthcare Online, developed jointly by the central government and the regional Health Departments, seeks to promote the adoption of ICT in the healthcare public sector and enable the exchange of healthcare information within the Spanish National Health System.

As a result, the Spanish Health System has made significant advances in the identification of patients, developing a national electronic directory, and has upgraded the infrastructure deployed in the healthcare centers and health data processing centers. At the same time, the regional healthcare authorities have intensified their efforts towards implementing electronic healthcare records on e-prescription services. During this time, the Ministry of Health and Social Policy and the regional Health authorities have made a joint effort regarding the sets of clinical data to be shared through the National Health System central node and the data model that will enable the exchange of information.

The Programme is being implemented throughout the Spanish National Health System. Activities are being carried out in public healthcare premises (primary out-patient healthcare centers and hospitals), as well as in the National Health System Central central node infrastructure.

Impact

With a view to improving the provision of healthcare services, more than 60,000 PCs have been delivered and installed in over 5,600 health care centers. Around 232,000 healthcare professionals work in these centers where 28.3 million citizens receive medical attention.

The Healthcare Online Programme has also contributed to boost the implementation of the e-prescription and e-dispensing services. In 2006, only the Andalusian out-patients centers and pharmacies had this service up and running. Today, the Balearic Islands regional Health Service is also offering these services in its territory and all the other regions have taken the necessary steps to implement the service in the medium term.

Another major achievement has been the enlargement and reinforcement of the National Health System central node infrastructure, which has now the appropriate security requirements to enable the exchange of clinical data between regional Health authorities.

Furthermore, the Programme has validated a new management model in the National Health System in which the Ministry of Industry, Tourism & Commerce through its public entity Red.es, plays the role of technological partner of the regional Departments of Health and the Ministry of Health and Social Policy.

Healthcare Online has also helped to raise awareness among all stakeholders regarding the key elements that need to be tackled to achieve the objectives set by the Spanish eHealth agenda.

Ultimately, the main beneficiaries will be the citizens whose health information will be more easily accessible by the healthcare professionals, enabling them to make more informed medical decisions.


Further details on the Programmes' results are available in the publication "ICT in the National Health System: the Healthcare Online programme".

Source: <http://www.red.es>

More information on the project: <http://www.epractice.eu/en/cases/healthcare-online>

Application/solution's website: <http://www.red.es>

SPAIN

	Institution/Ministry	Ministry of Public Administration
	Solution/Application	Red 060
	Theme	Government portal
	Implementation Date	2007

Summary

Red 060 is the most extensive and powerful cooperation network for the Public Administration in Spain. It is made up of more than 1,600 offices. The services provided by the Registry Integrated System (SIR) through the Red 060, improve the efficiency, the efficacy and the modernisation of the Public Administration. Moreover, such services promote the collaboration network within Public Administration.

By adopting the Red 060, the Registry Integrated System of Spain has established a non-intrusive exchange system between registry offices that incorporates the efforts made by different public organisations in achieving the exchange of registry entries through electronic devices across the Spanish territory.

Red 060 is a secure and authenticated system with a centralized platform that acts as an exchange broker and performs the reception and the transmission of documents between registration offices and some distributed components that communicate with applications for registration through a standard exchange 'SICRES'. A central platform monitors all the services and are reports alarm parameters and indicators.

Impact

The initiative has proved to have impacted both the public administration and the citizens.

Citizens are able to follow up the situation of their registry entry. Manual exchange of registry entries has evolved into electronic exchange, with significant reductions of response times and improvement of the citizen perception of the service.

The project has (i) substantially improved the registry office management and the communication is integrated in the overall public administration network, taking advantage of their services and guaranteeing confidentiality; (ii) There is a substantive improvement of public administration in the processing of entries and response time, as the registry office will have inquiry access to registry entries and attached documents without delay; (iii) There are improvements in the follow up of requests for transfers between registry offices. The exchange system provides an audit trail and log system available for the involved Administrations; (iv) Public managers are better able to supervise the activity of this service in the Red 060 network through the tools incorporated in the system

SPAIN

	Institution/Ministry	Ministry of Public Administration and Territorial Policies
	Solution/Application	Red SARA
	Theme	E-efficiency
	Implementation Date	2007

Summary

Red SARA allows the interconnection of the Spanish Public Administrations enabling the cooperation and the exchange of information and services between them. Ministries, Autonomous Communities, Local Entities and other public bodies may connect their networks through Red SARA in a secure, reliable, capable and flexible way. The IP addressing plan facilitates the interconnection of the Spanish Public Administrations through Red SARA.

Besides, thanks to the link between Red SARA and the trans-european network TESTA, the Spanish Public Administrations may be interconnected with the Commission Services and administrations of other Member States for the participation in cross-border European services.

Red SARA has the following features:

- **Reliability:** Red SARA is designed with VPLS (Virtual Private LAN Services) which allows high capacity for data transmission. Its design and technologies allow Red SARA to offer high availability which is complemented with a support centre operating 24 x 7;
- **Security:** Red SARA implements a range of security measures. All traffic is ciphered through the backbone;
- **Capacity:** Red SARA has a bandwidth of 1+1 Gbps between Ministries and Data Centres and 100 + 34 Mbps in Autonomous Communities. This allows ensuring enough capacity to satisfy demanding requests by existing applications and services as well as new coming eGovernment services;
- **Quality of Service:** VPLS technology allows quality service mechanisms to handle each type of traffic according to its nature (voice, video, data);
- **Point-Multipoint:** Red SARA is designed with a connectivity model of point-multipoint so that there is no central node where all connections converge and in this way possible single points of failure are eliminated;
- **Flexibility:** Red SARA is designed to be able to evolve according to the needs of the administration.

Impact


The Red SARA network interconnects the General Administration of the State, all Autonomous Communities and over 1.650 municipalities. The SARA network is an infrastructure that promotes the inter-

operability of eGovernment services in Spain and facilitates collaboration and cooperation between the Public Administrations.

Source: http://administracionelectronica.gob.es/?_nfpb=true&_pageLabel=PAE_PG_CTT_General&langPae=es&iniciativa=207

More information on the project: http://administracionelectronica.gob.es/?_nfpb=true&_pageLabel=P1800175331276502256267&langPae=es
<http://www.ctt.map.es/web/proyectos/redsara/p...>

THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA

THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA	
	Institution/Ministry Ministry of Finance
	Solution/Application E-Submission of Annual Accounts
	Theme E-finance
	Implementation Date 2007

Summary

The Register of Annual Accounts within the Central Register of the Republic of Macedonia is responsible for the collection and processing of annual accounts of about 100,000 companies in Macedonia. Until 2009 the annual accounts were only collected in paper form and retyped in the system. The World Bank financed the project in order to assist the Republic of Macedonia to introduce new financial e-services for the business community.

The project was initiated by amending the relevant national legislation governing the submission of annual accounts. EU recommendations and directives were adopted in the legislation supporting the project in order to enable the submission of annual accounts in digital format, along with the validity of the digital signatures for the signing of the submitted documents. It performed reengineering of the entire process of submission of annual accounts and provided various e-mechanisms for submission over the Internet.

It developed web solutions offering the following functionalities:

- Each company can submit the annual account by themselves, or an accountant agency could submit it on their behalf;
- The users are able to submit the financial data either by typing them into the web forms, or uploading a predefined Excel template;
- The system immediately notifies the users of eventual accounting errors based on more than 5,000 business rules defined by the accounting legislation from the Ministry of Finance;
- Users are given various methods of tracking the processing status of their application—through their user dashboard on the web application, or by email;
- Digital signing of submissions with a qualified digital certificate from F.Y.R of Macedonian Certificate Authorities;
- E-Payment of processing fees;
- Business and accounting rules management and administration;
- Integration with various shadow registries;
- Statistical management reports.

Impact

Business community benefits:

- Providing of e-submission services to local business communities where the Central Register does not have branch offices.
- Introduction of a comfortable way for the companies and their accountants to fulfill their obligations.
- Reduction of submission and processing fees charged by the Central Register by 50%. The annual savings to the business community are estimated at €500,000 just in reduced submission fees.
- Instant feedback on the quality of submission and the procedure for their correction.
- Introduction of e-payment mechanism for payment of the submission fee. Institutional benefits: Dramatic reduction of Central Register's man power needed for collection and processing of annual accounts (around 20%).
- Reduction of average time per processing of annual account by 70%.
- Wider national e-government awareness benefits

Source: <http://www.crm.com.mk>

Application/solution's website: <http://www.crm.com.mk>

AUSTRIA

	Institution/Ministry Austrian Federal Chancellery
	Solution/Application HELP
	Theme E-government
	Implementation Date 2003

Summary

HELP.gv.at is an initiative of the Austrian Federal Chancellery that provides a virtual guide to the Austrian authorities, offices and institutions.

The portal offers citizens information about official procedures, deadlines and fees. Based on the one-stop-principle, HELP provides a quick single access to administrative procedures and, as an interface between local authorities, covers 12 federal ministries, 9 federal provinces, 80 local authorities and 2,359 municipalities. In order to help people with no Internet access to use the portal's services and to overcome the digital gap, HELP.gv.at can be retrieved free of charge from around 700 multimedia stations and 1,300 phone booths with broadband web-access.

Impact

The HELP initiative has had the following impacts:


- **Up-to-date information:** HELP describes administrative procedures in a user-friendly way. Information is updated regularly and amended according to legal and social developments and changes. New legal provisions are incorporated into the existing texts by a team of editors cooperating with staff from the federal ministries. Good cooperation at all administrative levels, and with decision-makers from the business sector, facilitates the fast exchange of stable and reliable information;
- **Online transactions:** HELP.gv.at has been constantly enhanced to offer not only information but also the possibilities of a full transaction portal. Thus, an increasing number of administrative proceedings can be processed electronically through the portal. Furthermore, HELP took an early note of the developments concerning the secure processing of administrative procedures through electronic signatures and now offers several processes (such as applications for a birth certificate or a business license) which can be processed using the Citizen Card;
- **Developing online procedures:** HELP.gv.at supports all participating partners (i.e. authorities at the federal, provincial and municipal level) in developing online procedures. Thus, HELP not only provides support to citizens seeking advice, but also acts as a motor for administrative developments in Austria. The continual expansion of online transactions accelerates the broad dissemination of e-government measures, so HELP strongly contributes to the development of a virtual office in Austria;

- **Dialogue with citizens:** citizens may ask questions in a discussion forum and quickly receive an answer. By implementing innovations and amendments, users' wishes are taken into account and HELP's services are continually improved;
- **Accessibility:** user-friendliness and barrier-free operability are imperative in order to make information and services accessible to as many people as possible. It is supported by experts on web design suitable for disabled people.

Source: <http://www.help.gv.at>

Application/solution's website: <http://www.help.gv.at>

BELGIUM

BELGIUM	
	<p>Institution/Ministry Public Service Procurement Office</p> <p>Solution/Application ENOTBEL – eNotification for public procurement</p> <p>Theme E-procurement</p> <p>Implementation Date 2008</p>

Summary

The Belgian Federal Public Service Procurement Office the Federal Public Service for IT have set up an e-Notification platform, implementing one of the modules of the larger eProcurement project. The Belgian e-Notification Platform is an open, secure, inter-operable and re-configurable system where public officers can prepare and publish public procurement notices (all 14 European standard forms are supported), upload tender documents; activate a QA forum, etc. Suppliers can use a search machine and activate an automatic e-mail notification based on a search profile. e-Notification is a web based application on open standards such as HTML, XML, SSL, PKCS12, etc.

E-Notification has also an environment, the eMarketplace, for publishing notices that stay below the national threshold. The key stone of this eProcurement project is its modularity. The FPS P&O have gradually implemented the eProcurement modules one by one, allowing the users to adapt to the Belgian law, despite the fact that the procurement law has been undergoing some major changes. This approach also allowed for better time and budgetary management and results in easier manageable contracts.

Impacts


- Increased efficiency (cost and time) of public and private institutions that are the main users of the system;
- Paperless procedures;
- Easy and user friendly accreditation.

Source: <http://www.epractice.eu/en/cases/enotbel>

More information on the project: <http://www.epractice.eu/files/eGovernmentBelgium.pdf>
<http://www.ldlaw.com.cy/images/eProcurement.pdf>

Application/solution's website: <http://www.publicprocurement.be>

BELGIUM

	Institution/Ministry Ministry of ICT
	Solution/Application Fed eViewC
	Theme E-government
	Implementation Date 2005

Summary

After measuring the degree of computerization in the Federal administrations, the Belgian Ministry of ICT decided in 2005 to create the Fed-eView/Citizen panel to measure the citizens' (Internet and non-Internet users) e-government needs and uses. The domains studied were inclusion, eGovernment, e-society and e-democracy. Panels from both populations were followed in several waves over 15 months, and focus groups provided a list of potential applications to be developed. The Federal Ministry of ICT is now developing a general measurement framework (an eGov monitor) which will allow following the evolution of several indicators in the long term.

The tool is first aimed and used for the strategic cell of the Federal Ministry of ICT and eGovernment and its administration (Fedict). The tool is also useful for the other agencies developing an eGov policy in Belgium: the sector based institutions (like the Crossroads Bank for Social Security), the eGov coordination units of each of the 3 regions and 3 associations of municipalities. On a more specific level, the detailed results are available to all administrations and agencies in order to manage their own eGov or ICT initiatives.


Impact

- **The eInclusion perspective:** the tool confirms that ICT possession also effectively leads to ICT use. The measure makes also clear that the digital gap remains strongly present and gives relevant information to understand the socioeconomics of the “non adopters”;
- **The eGovernment perspective:** the results confirm the ignorance of the citizens about eGov initiatives and the need for more awareness campaigns (e.g. on the use of eID and electronic signature). They also provide new ideas for the future. It shows that the qualitative approach can bring useful results and that citizens are very likely to express their needs and define added value services for them;
- **The e-security perspective:** the tool confirms the usefulness of several projects (computer security campaign, safe chat initiative) undertaken by the Ministry of ICT. It provides input for developing and building the citizen's trust in the electronic administration;
- **The e-democracy perspective:** it shows that it is an interesting area for the citizen.

Source: <http://www.belgium.be/eportal/application>
http://www.belgium.be/fr/services_en_ligne/

More information on the project: <http://www.epractice.eu/node/277358>

BELGIUM

	Institution/Ministry	Regional Administration of Vlaans-Barbant
	Solution/Application	The Digitaal Sociaal Huis
	Theme	E-inclusion
	Implementation Date	2008

Summary

The Digitaal Sociaal Huis does organize all these services in one site, while the generic content is managed by collaboration rules. Each participating municipality can enrich the generic product descriptions by specific content, personalized e-forms and contact information. After validation, these products are published on the dedicated website Digitaal Sociaal Huis in an integrated manner from the existing websites.

The Digitaal Sociaal Huis is a web based application where inhabitants can find their way through all services and products provided by a group of participating municipalities in the region of Vlaans-Brabant in Belgium. The region of Vlaans-Brabant in Belgium has over 140 municipalities which have interconnected their online services through the site. The web page is currently offering over 300 services. The creation and maintenance of these products is - whenever available - done by a direct content feed.

The project is maintained by VERA, the provincial center of ICTs for local authorities in the region Vlaams-Brabant. VERA coordinates and supports partnerships amongst IT experts, public officials and decision makers.


Impact

- **Cost efficient:** The Digitaal Sociaal Huis instead of maintaining 300 public services online, regroups them and customizes them according to each category, which is the same for each 140 municipalities as per standard procedures.
- **User friendly:** The online public services for each municipality have the same content over different municipalities, as it is less confusing for citizens who can get all information at one place, rather than needing to go and visit different websites.
- **Transparency:** The strengthening of back-office operations has provided citizens with step by step information on their application.

More information on the project: <http://www.digitaalsociaalhuis.be>

More information on the product: <http://www.digitaalsociaalhuis.be/portaal/dsh/productenByThema?name=Algemene%20Basisrechten>

BELGIUM

BELGIUM	
	Institution/Ministry WAI-NOT Foundation, Ministry of Education in Flanders
	Solution/Application WAI-NOT (online ICT education for children with mental disability)
	Theme E-education, e-inclusion
	Implementation Date 2003

Summary

WAI-NOT is a web site which has tailored contents to overcome exclusion and reduce the ICT gap for the young with mentally disabled.. This program is designed and implemented by the WAI-NOT Foundation with support from the Ministry of Education in Flanders. WAI-NOT provides tools for reducing digital illiteracy of the mentally disabled by lowering necessary skills to use contents. WAI-NOT is designed as three different levels for different abilities of its users, and the website has various contents of news, game, music, learning content, and much more with more audios and pictures and less written texts. This website helps to increase the integration of ICT in the current study program for children with mental disability.


Impact

There are over 100 schools which have implemented WAI-NOT as its education material in Belgium. WAI-NOT has created more than 1,000 contents tailored to the level of disability, and training courses are developed and distributed in schools in Belgium, the Netherlands and Poland. WAI-NOT brings not only the benefit of ICT but also self-esteem to the target group.

Source: https://lirias.kuleuven.be/bitstream/123456789/258729/1/research_and_innovation.pdf

More information on the project: <http://www.wai-not.org/?q=en/node/21>
<http://www.wai-not.be/>

FRANCE

	Institution/Ministry	Ministry of Budget, Public Account and Civil Service
	Solution/Application	MAREVA
	Theme	E-government
	Implementation Date	2005

Summary

MAREVA is a methodology that utilizes technology in an innovative way to assist government in prioritizing their public investments, implementing them and building knowledge for further projects that optimize their value. MAREVA assesses the value of public investments through five analysis grids, such as: (i) government financial value: it enforces the return on investment key indicators such as net present value, internal rate of return and break-even point, comparing project development operational expenses with the financial benefits in terms of productivity, efficiency gains, resulting economic impacts and increased revenues; (ii) public service social and operational value: it assesses the qualitative impacts of the project on public funding, such as employees' satisfaction, improvements of services efficiency, as well as social impacts of public investment; (iii) direct customer value: it assesses the project's benefits for private users (citizens, companies, associations, etc) in qualitative and quantitative terms based on a set of criteria; (iv) project priority and risk: it provides for a risk assessment based on project management, technical and legal issues, along with human resource deployment capacities.


Impact

This is an initiative of the French Ministry of Budget, Public Account and Civil Service that was launched in 2005 and has been rolled out in about 100 government projects and initiatives and is implemented in 10 national ministries and several public administration institutions. Its implementation has substantively increased the levels of efficiency and effectiveness in public administration as well as the level of return on public investment. Due to such positive impacts, the initiative has been extended to Quebec in Canada and it is being replicated in other countries as well.

Source: <http://www.oecd.org/dataoecd/45/27/38404004.ppt>

More information on the project: <http://www.epractice.eu/cases/MAREVA>

FRANCE

	Institution/Ministry	Ministry of Finance
	Solution/Application	Signes en Ligne
	Theme	E-inclusion
	Implementation Date	2005

Summary

Signes en ligne is a service of visio-interpretation, which permits, thanks to the Internet, deaf and hard-hearing persons, to be helped in their administrative proceedings by a French Signs Language interpreter (LSF), as if he was in the room. The platform of interpreters is at a distance and common to all the services of the State which take part in experimenting.

Signes en ligne enables these citizens to find their autonomy in their relation with the French administration. This mechanism is operational at the local level (10 prefectures), but can be extended to other administration services.

Since the project on Signes en ligne is operational, an evaluation mechanism of the service was set up. This mechanism will enable the Directorate General of the State Modernization to collect quantitative and qualitative information in relation to the use of the Signes en ligne service. It comprises two aspects:

- **User questionnaire:** it is the LSF interpreter who at the end of the maintenance puts some questions to the deaf person on the quality of the service rendered, personal appraisal and the means used before by the person to enter in relation to the administration. There is no obligation on the part of the deaf and hard-hearing user to answer this questionnaire, and collected information is under no circumstances personal or confidential;
- **Agent grid of reception:** this involves a table making it possible to collect quantitative data with each opening range of the service. This data concerns the maintenance itself (its duration, its nature, its object, the possible situations of expectation, the possible technical problems, etc)

The collection of this information is of primary importance for “Signes en ligne” experimenting, in preparation for its assessment and in preparation for its generalization.

Impact


This project targets people with disability. In France there are almost 500,000 strict or deep deaf people, and almost 80% are illiterate. Amongst them approximately 150,000 use the “Signes en ligne” services. Therefore the impact of the setting up of “Signes en ligne” is of a qualitative nature and is a genuine public service. Indeed, deaf and hard-hearing persons can henceforth have real interaction with the administration.

The human side is put ahead: like any and everybody, they can return to a counter, “speak” with a public agent, and solve their problems or carry out their administrative proceedings.

Source: <http://www.synergies-publiques.fr/article.php>

More information on the project: <http://www.websourd.org/>

NETHERLANDS

NETHERLANDS	
	Institution/Ministry Ministry of Health, Welfare and Sport
	Solution/Application Regelhulp - Simplifying Online Applications for Social Services
	Theme E-inclusion
	Implementation Date 2006

Summary

Regelhulp.nl is a web facility which provides on-line assistance to persons in need of help when applying for provisions in the area of care. This usually concerns handicapped persons, the chronically ill and the elderly, who often have to cut – year in, year out – through a tangle of red tape and forms.

Regelhulp unlocks all the information on these services by organizing it according to life events. It helps beneficiaries of the system, their caregivers and professionals to find their way to all the information, forms and provisions in the area of care and social security. The site provides information by pooling all the available resources, and enables visitors to apply for provisions directly by means of a single flexible application module.

Regelhulp is a solution that is based on open source PHP. The system first guides the customer to the products which are applicable to him/her in their specific situation. It uses a content driven approach to enlighten the customers' demands using life events. The resulting list of products and legislations offers them the opportunity to apply for these products in a very easy manner. The system “knows” what questions to ask for the selected products. The forms for these products are integrated, by using dynamic question blocks in PDF format. The beneficiaries fill in one form and never have to answer the same question twice.

This project is an initiative of the Ministry of Social Affairs and Employment and the Ministry of Health, Welfare and Sport, in collaboration with the Employee Insurance Schemes Implementing Body (UWV), the Centre for Work and Income (CWI) and the Care Needs Assessment Centre (CIZ) as well as the (local) council.

The reactions from both the clients and their surroundings and the professionals involved have been very positive. This is partly due to the fact that the target group and parties were involved during the entire process, allowing them to give their opinions at every step of the development process. The continuous coordination has largely prevented any conflicts from arising between the various organizations and clients as stakeholders.


The project's success is measured by the impact on the reduction of administrative burden, better coordination of government agencies and better provision of services. The amount of information which has been unlocked, the operation of the flexible application module and the exclusively positive reactions received to date qualify this project as a success.

Source: <http://www.regelhulp.nl>

More information on the project: www.epractice.eu/cases/regelhulp

OCEANIA

AUSTRALIA

	Institution/Ministry	Office of the board of Studies NSW
	Solution/Application	Assessment Resource Center
	Theme	E-service, information sharing
	Implementation Date	2007

Summary

The Assessment Resource Center (ARC) is an online service using innovative technology to provide teachers with a platform to share actual samples of graded student work and to exchange ideas on better education. The development of the ARC online service has made the task of evaluating students' work and reporting it to their parents much easier and credible. Currently, the ARC database holds 1,000 samples of student's work, which have been given grades agreed upon by teachers. This system enables its users to comment on the work and to give and receive feedbacks between teachers and parents.

Impact

By providing information on the Internet, the ARC system ensures that teachers have access to the samples and details of hundreds of teaching and learning activities, and helps teachers to confidently mark their students' work regardless of their school sector or location. In addition, this system is useful to students who can see examples of their work and how they are graded, and to parents who can visit the site for a better understanding of their children's performance. The number of visitors to the site exceeded 300,000 per month in 2007, and the site is increasingly visited by teachers from the United Kingdom or other countries to benchmark grading samples.

Source: <http://www.finance.gov.au/e-government/awards/e-government-awards.html>

More information on the project: <http://www.boardofstudies.nsw.edu.au/>

More information on the product: <http://arc.boardofstudies.nsw.edu.au>

AUSTRALIA

	Institution/Ministry	Australian Institute of Aboriginal and Torres Strait Islander languages.
	Solution/Application	AUSTLANG- Australian Indigenous Languages Database
	Theme	E-inclusion
	Implementation Date	2005

Summary

The Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) is the world's premier institution for information and research about the cultures and lifestyles of Aboriginal and Torres Strait Islander peoples. AIATSIS has been central to the development of Indigenous Studies as a distinctive, unique and substantial field of study in Australia incorporating disciplines such as anthropology, archaeology, linguistics, ethnomusicology and ethnographic filmmaking.

Australian Indigenous people who endeavor to initiate or develop language revitalization or maintenance programs search for available information and resources on their languages, but such information is not always easy to find. So AIATSIS developed AUSTLANG, a database of Australian Indigenous languages.

AUSTLANG is an online database of Aboriginal and Torres Strait Islander languages. It assembles information about indigenous languages from a number of different sources such as Norman Tindale's Catalogue of Australian Aboriginal Tribes, OZBIB: A linguistic bibliography of Aboriginal Australia and the Torres Strait Islands, the AIATSIS library's catalogue, and various surveys/research papers on Indigenous languages. It provides easy access to comprehensive information about each Indigenous language to language project workers, researchers, and anyone interested in Australian Indigenous languages.

The AUSTLANG system assembles information about Aboriginal and Torres Strait Islander languages from various sources. The core of AUSTLANG is the AUSTLANG database (online Aboriginal and Torres Strait Islander languages database) which is linked to Google Maps. The system also facilitates access to other databases, PDF files and links to websites, which all provide information about Aboriginal and Torres Strait Islander languages. AUSTLANG enables users to search for a language by a language name or a place name, or by navigating Google Maps, and to view a variety of information on the language. AUSTLANG users can also launch a catalogue search of the AIATSIS collection catalogue, MURA.

The database was compiled from over 700 references on Indigenous languages and provides information about name, documentation, number of speakers, location, language programs, endangerment level, and classification of each language. AUSTLANG users can search for Australian Indigenous languages by language name or place name, or users can search for languages by navigating the Google Maps.

AUSTLANG provides information about Aboriginal and Torres Strait Islander languages. The core of AUSTLANG is a database which assembles information about Aboriginal and Torres Strait Islander languages from a number of sources.

The database contains the following information about each Aboriginal and Torres Strait Islander language:

- Alternative/variant names and spellings;
- History of the number of speakers;
- Geographical distribution;
- Classifications from various sources;
- Resources;
- Documentation;
- Programs;
- Researchers.


Impact

The process of evidencing, collecting, preserving and disseminating the richness of Aboriginal and Torres Strait Islander languages has had a great impact amongst Australian universities, research institutes and the wider population.

Source: <http://www.aiatsis.gov.au/>

Application/solution's website: <http://austlang.aiatsis.gov.au/main.php>
<http://austlang.apac.edu.au/mapping/main.php>

AUSTRALIA

	Institution/Ministry	Public School – Victoria University
	Solution/Application	AVATAR
	Theme	E-education; e-inclusion
	Implementation Date	2006

Summary

The Avatar Project is a youth project developing an online community of young people creating, building and interacting in virtual worlds. It aims to build networks of young people through activities initiated within the exciting new 3D environment. At the same time it targets the research of mental health of teens in virtual environments, specifically issues such as community engagement, self esteem, and self determination. The project is based in Victoria University, Melbourne, Australia.

Over the past few years the Avatar Project has been working with a range of schools and organizations in Melbourne, mostly with student who lack the social interaction. The project takes these students into a virtual 3D environment and allows them the freedom to not only express themselves and gain a sense of control over their lives, but also to learn educational skills in a fun way including a wide range of subject matters such as math, science, English, history, art, design and of course multimedia. Many students are already regular computer users and take to Second Life like ducks to water, and they work actively with the school's teachers to incorporate Second Life-based activities into students' existing educational curricula.

Participants in Avatar come from a diverse range of backgrounds, but they need to be between the ages of 13-17 and enjoy getting involved in a new virtual community of people.

Victoria University's Avatar Project uses 'virtual world' technologies to keep refugee and disadvantaged secondary students engaged in education. The project uses sites such as Second Life, collaborative media creation tools and Web 2.0 publishing platforms. It operates in partnership with teachers at Debney Park Secondary College, a government school with a large number of newly arrived students from the Great Horn of Africa, South America, the Middle East and Asia due to its location in Melbourne's inner West near a large Housing Commission apartment complex.

Impact

As a result of the implementation of this project the number of participants has substantially increased. The increased interest has brought on board students from Africa, South America, Middle East and Asia.

Source: <http://www.avatar-project.org/research> / <http://www.avatar-project.org/exampleactivities>
<http://www.avatar-project.org/project-blog>

More information on the product: <http://www.connectingup.org/node/745>

Application/solution's website: <http://www.avatar-project.org>

AUSTRALIA

	Institution/Ministry	Employment Agency
	Solution/Application	Employee Hot Prospects
	Theme	E-employment
	Implementation Date	2007

Summary

Employee Hot Prospects (EHP) is a free, online recruitment solution that links unemployed people directly to employers. It allows access to the combined resources of South Australia's leading employment agencies to satisfy the employment needs for people of South Australia.

Employee Hot Prospects website is a web and database application that gives employers instant access to a free, fully searchable recruitment web site that includes details of over 800 unemployed and disadvantaged job seekers. EHP provides a summary of each job seeker's skills, a photograph and a detailed resume. Employers can search by key word, skills and qualifications, select juniors, specify distance from their business, and can short list candidates and make direct contact with Status Works recruitment staff.

Employee Hot Prospects features two search tools, basic and advanced. Both Search tools allow you to search throughout the entire database. The advanced search is a powerful tool used for searching specific areas of the Employee Hot Prospects database. There are four options, and one can fill in as many, or as few as one likes. The options are by keyword, suburb, qualifications and distance.

Impact

EHP has assisted a large number of unemployed people to find the job that would satisfy their qualifications and other related requirements. Given such a contribution to the community, the project was awarded the Australian Information and Communication Technology Award 2009.

Source: <http://agimo.govspace.gov.au/about/>
<http://www.finance.gov.au/e-government/awards/index.html>

More information on the project: <http://www.employeehotprospects.com.au/>

In the face of increasing demands on governments to become more effective and efficient, coupled with a need to pay more attention to user needs, governments have been forced to rethink their approach to service delivery.

Although many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is still at the initial stages of conceptualization and implementation. As a result, not all e-solutions and e-services that governments provide fully meet the needs of the citizen. The ultimate objective of governments is to foster a more digitally inclusive society through connected governance structures.

The main objective of developing the UNDESA Compendium of Innovative E-Government Practices as an ongoing project is to create a venue for promoting innovative e-government solutions, services and products developed and yet to be developed by governments.

The Compendium does not promote one solution over another but rather exposes e-government practices that place the citizen in the forefront. Volume IV covers a wide range of innovative practices, such as applications that increase the efficiency of the public sector in finance, health, education, environment and a number of applications that foster citizens' participation.

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