

Challenges and Themes for Dutch Municipalities

Smartcities Workshop Customer Services

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EGEM i-teams

- Public Organization
 - Part of ICTU
 - Funded by Ministry of the Interior and Association of Dutch Municipalities

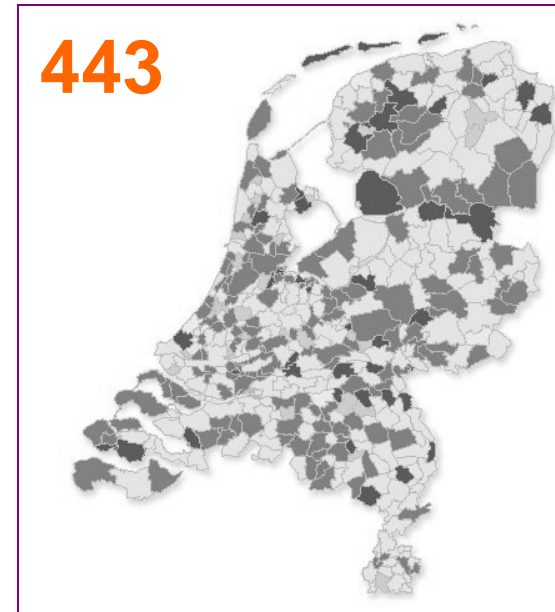
- Helps municipalities realize e-government

- EGEM

- I-teams



Situation in the Netherlands



16.440.133





National Implementation Program (NUP): Basic Infrastructure Electronic Government

E-access

1. Webrichtlijnen
2. Samenwerkende Catalogi
3. e-Overheid voor bedrijven
4. MijnOverheid.nl
5. Overheid heeft Antwoord

E-authentication

6. DigiD burger
7. Gemeenschappelijke machtigingsvoorziening
8. DigiD bedrijven

Numbers

9. Burger Service Nummer (BSN)

Authentic Registrations

10. Persons (GBA)
11. Non-residents (RNI)
12. Companies (NHR)
13. Addresses and Buildings (BAG)
14. Topographic Information
15. Land registry
16. Large Scale Topographic Information (BGT)

E-information exchange

17. Overheidsservicebus (OSB)
18. Terugmeldfaciliteit (TMF)
19. Gemeenschappelijke ontsluiting basisregistraties (GOB)

National Implementation Program (NUP): Example projects

1. Omgevingsloket Online

(Digital Integrated Environmental Permit)

2. Digitaal Klantdossier

(Digital Customer File Work & Income)

3. 1 loket voor verzuim en vroegtijdig schoolverlaters

(One-stop-shop “for” drop-outs)

4. Regelhulp

(Simplifying Online Applications for Social Services)

5. Verwijsindex Risicjongeren

(Referral Index for High-risk Youth)

6. Dienstenloket

(Services Directive)

EGEM i-teams and GEMMA

INTERNATIONAL STANDARDS

EUROPEAN INTEROPERABILITY FRAMEWORK

DUTCH GOVERNMENT REFERENCE ARCHITECTURE (NORA)

GEMMA

MUNICIPAL ARCHITECTURE

PROJECT (START) ARCHITECTURE



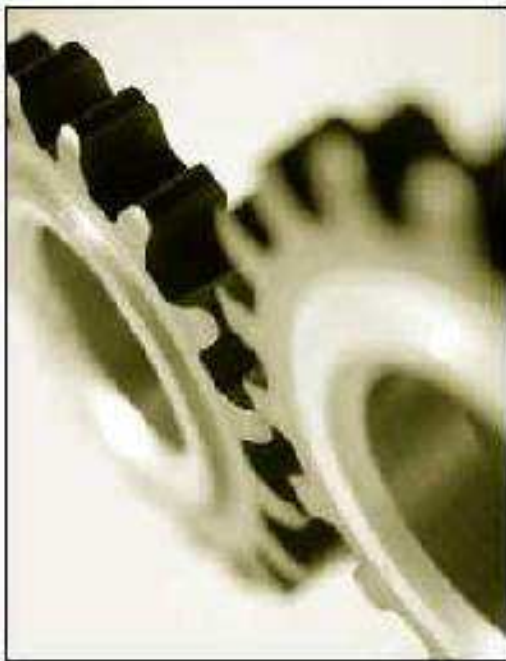
Why Architecture?

- To help municipalities phase their ambitions
- To help canalize all initiatives
- Give footholds for agreeing with partners in the chain
- Share costs of development
- Take control of application-suppliers
- Lower costs of exploitation
- Link strategy to implementation
- Improve control when outsourcing

- Prepare for the future

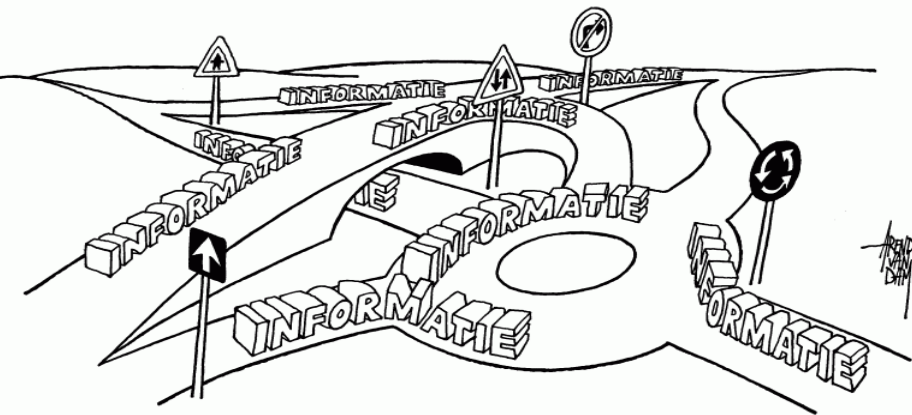


Theme 1: Case- and Process-based Service Delivery



- Different products/services follow a similar service-delivery process
- Possibilities for standardization
- Focus on Customer-to-Customer processes
- Monitor and manage lead times, quality and bottlenecks
- Insight in states of all customer cases at all times, regardless of the channel used

Theme 2: Use Authentic Registrations



- “Don't ask what government already knows”
- Authentic registrations are key
- Store once, multiple use
- Legally obliged to use
- Trust other organizations' data
- If data is not correct: feedback!

Theme 3: From “Bridging” to “Tilting” and “Generalising”



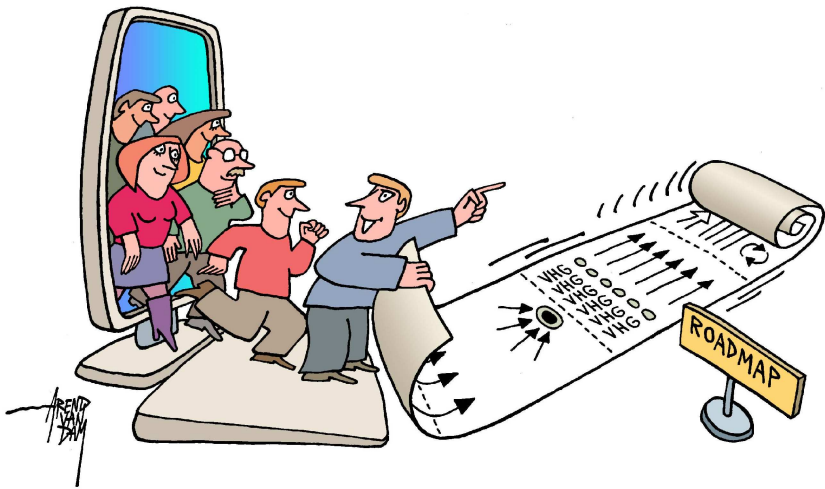
- Focus on processes instead of 'departments' and 'sectors'
- Implement Business Process Management
- Use generic functions and facilities throughout organization
- Multi-channel support
- Generic content and information management

Theme 4: Municipalities as a one-stop-shop for the whole Government

- Vision/ambition: Municipality as one-stop-shop
- Municipal Customer Contact Center (KCC) is essential
 - Knows answers to basic questions
 - Can direct to right public organization
Can perform intake for other authorities
 - Multi-channel



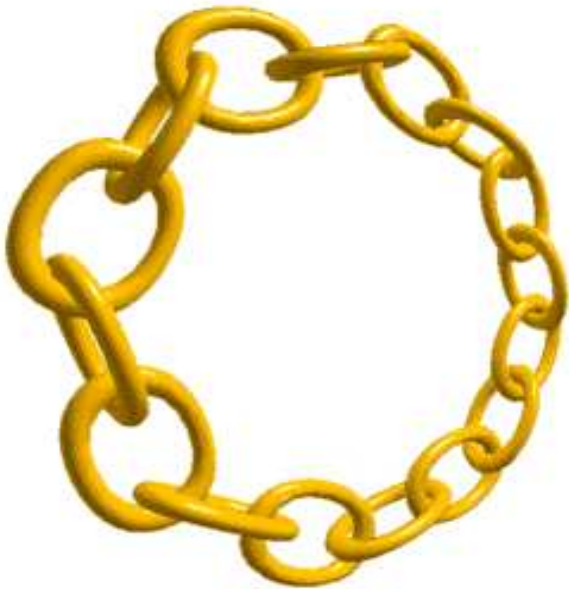
Theme 5: Connect to e-Government Services (following NUP)



- Municipalities connect to and use e-government infrastructure
- Use of e-government services “in connection”
- E-Government services positioned in GEMMA architecture

Theme 6: Service-delivery in Chains and Networks

- More and more Services delivered by Public Service Networks
- Examples:
 - Integrated Environmental Permit
 - Passports
 - Income & welfare sector
- Focus on whole chain (customer-to-customer) instead of own organization



Theme 7: Grow towards Service Orientation

- Service Oriented Architecture ↔ Web services
- “Instant Fully-fledged SOA” is not possible
- First (web)services are operational
- Continue building while shop is open



Tomorrow

- “How” do these themes translate into GEMMA architecture
 - Process-architecture
 - Information architecture

Questions?

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