

KINGDOM OF MOROCCO



MINISTRY FOR THE REFORM OF THE
ADMINISTRATION AND THE CIVIL
SERVICE



CDL-UD(2018)018
Or. En

EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in co-operation with

**THE MINISTRY FOR THE REFORM OF THE ADMINISTRATION
AND THE CIVIL SERVICE OF THE KINGDOM OF MOROCCO**

Regional seminar for senior public officials

UniDem Med

**“IMPROVING THE RELATION BETWEEN THE
ADMINISTRATION AND THE CITIZENS :
A DEMOCRATIC IMPERATIVE”**

Rabat, Morocco

23 – 26 April 2018

**IMPROVING THE QUALITY OF PUBLIC ADMINISTRATION:
DIGITALISATION OF SERVICES**

by

Mr Arne TAUBER

(E-government Innovation Centre, Graz University of Technology, Austria)

Ensuring Sustainable Democratic Governance and Human Rights in the Southern Mediterranean

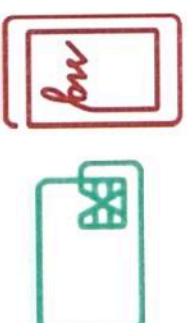
Funded
by the European Union



Implemented
by the Council of Europe



eGovernment in Austria



Strategy - Organisation – Implementation

Arne Tauber

Graz

arne.tauber@egiz.gv.at



Some facts about Austria

- Area: 83 870.95 km²
- Population: 8 477 230
- 13 federal ministries
- 80 district administrations
- 9 provinces
- 2102 municipalities



Some facts about Austria

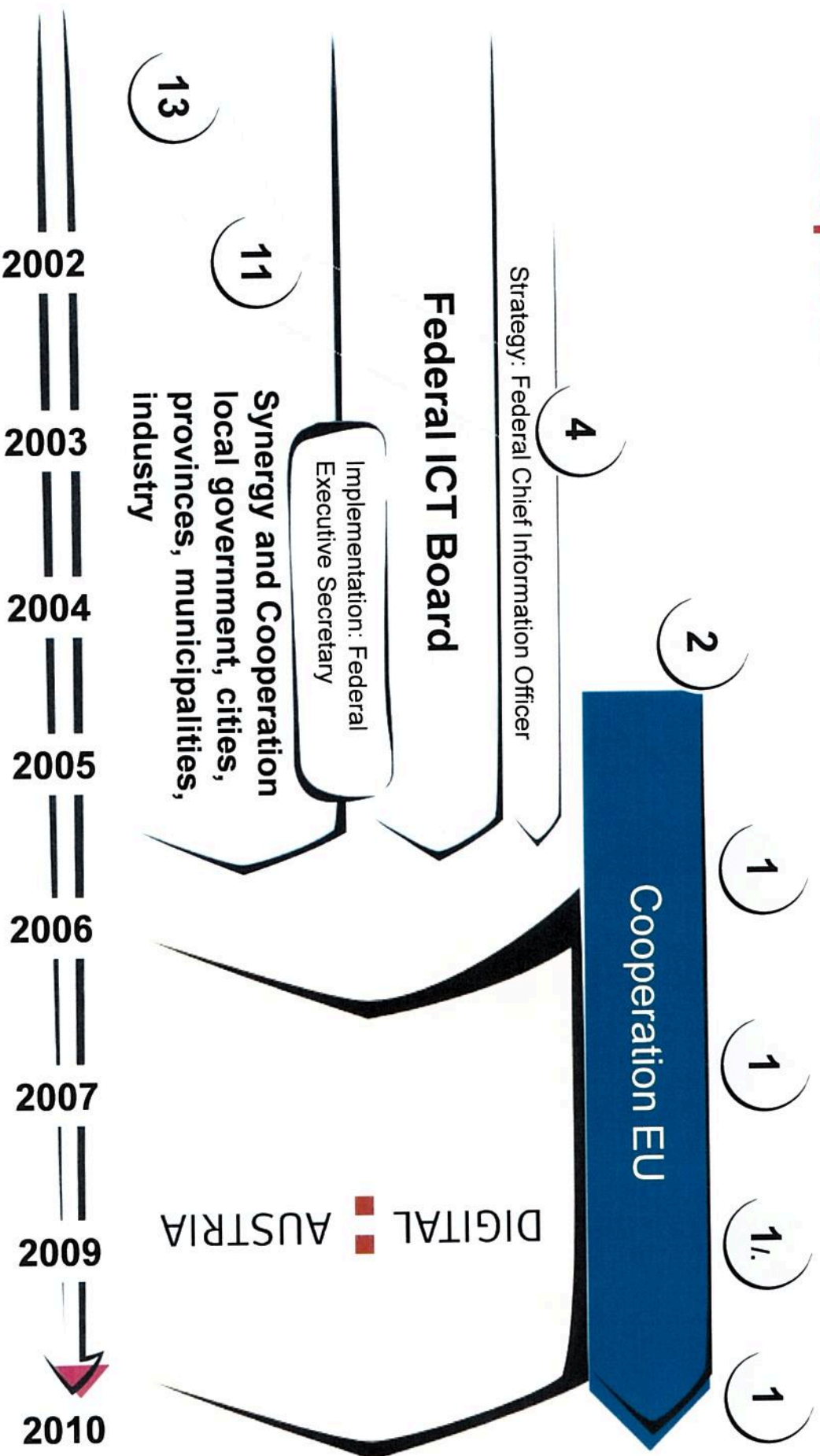
- 99 % of Austrian enterprises have internet access
- > 88 % use eGovernment information
- 81 % of the Austrian population are using internet, > 51 % are using eGovernment services
- About 5.2 Million pages of the two Austrian One-Stop eGovernment Portals are visited per month
 - www.help.gv.at – One-Stop eGovernment Portal for citizens
 - www.usp.gv.at – One-Stop eGovernment Portal for businesses

The role of political leadership

AUSTRIA: Highly influenced by political goals

- TOP LEVEL INVOLVED
- Cabinet repeatedly to receive progress report (every 6 weeks)
- direct participation at the platform (twice a year) at minister level
- explicit and focussed eGovernment law involves parliament and politics in eGovernment and eHealth

Cooperative eGovernment



Organisation

Federal Government

Digital Austria

Management

CIO

Spokesperson

Local and National Governments as well as Chamber Organisations and Industry

Digital Austria Federal ICT Board

Digital Austria
Local Government Board

Federal Ministries

Provinces, Municipalities, Regions

Factors of success

- backed by highest political level
- strength through coordination and cooperation
- usage of state of the art technology
- citizen centricity
- trust and security
- privacy and data protection
- transparency and efficiency
- eInclusion / usability
- sustainability
- Interoperability
- technology neutrality



Legal bases

eIDAS Regulation

Electronic Signature Act

eGovernment Act

General Administrative Procedure Act

Service of Documents Act

Further regulations and specifications

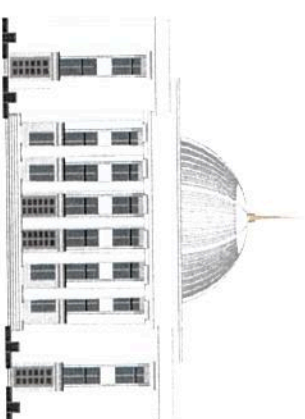
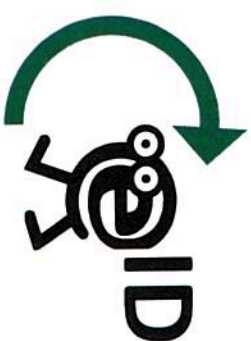
Data Only Once / Digital by Default

- Since the last amendment (30 December 2010) there is an obligation for public authorities to query directory services to verify the accuracy of the data used in an official procedure.
- The pre-condition is either the approval of the applicant or a legal authorization for the official data inquiry (§ 17 Abs. 2).
- The Implementation of all technical and organizational obligations has to be fulfilled by all official authorities and directory services until 31 December 2012.

Use of eID

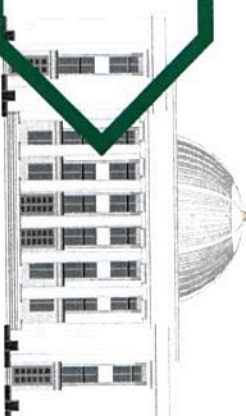
Within administration:

- in order to provide more efficient procedures and to avoid extensive data to be collected



Access to e-gov:

- in order to facilitate e-government and transformation (automated procedures)



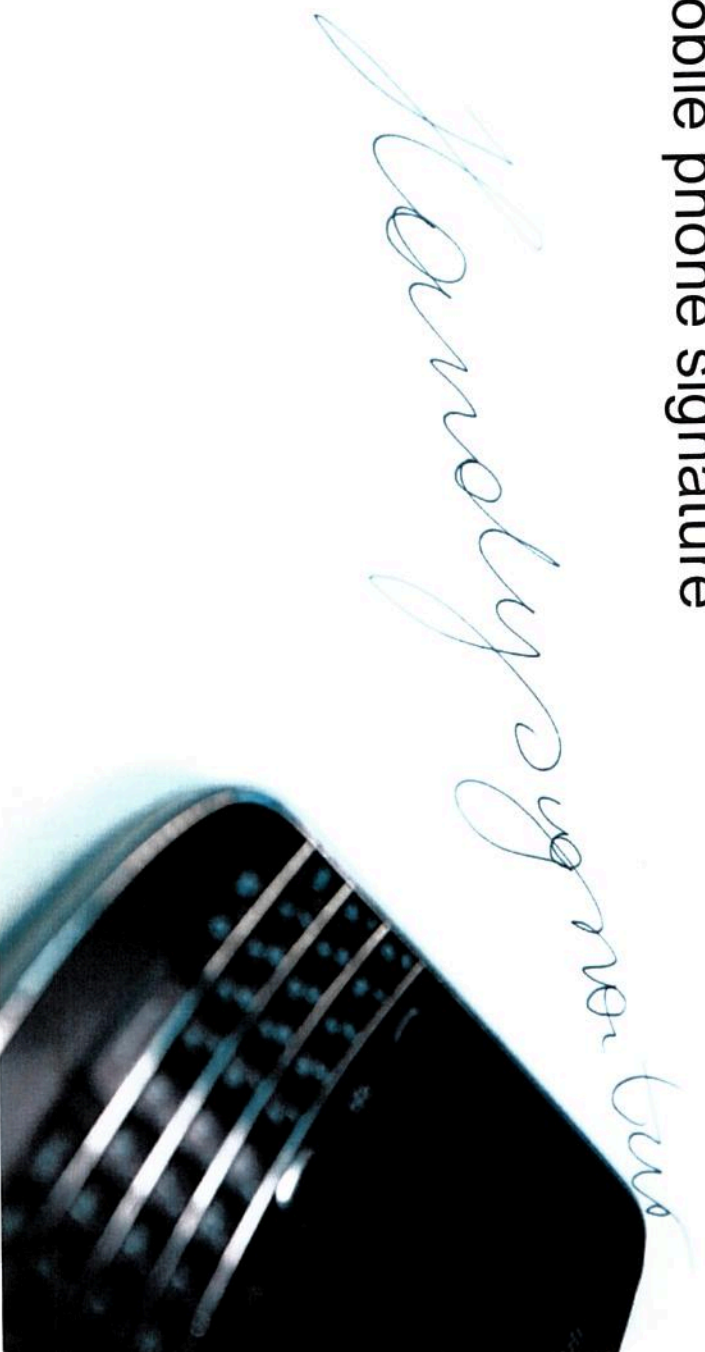
Access to e-business:

- in order to raise quality trust and security by profiting from public sector



The Austrian citizen card

- Card based (e-card, ...)
- Mobile phone signature



Mobile Phone Signature

- server-based citizen card solution for
- qualified electronic signatures via mobile phone
- familiar technology and comfortable alternative to the current smartcards
- important step towards usability and dissemination of modern eGovernment services because
 - no software installation on the local PC, just the browser,
 - no special computer skills and
 - no card readers are needed for use.
- No requirement on the mobile phone or SIM
 - Just receiving SMS / Smartphone APP

Mobile phone signature in figures

Mobile Phone Signatures in use
24.10.2017: 850.923



Lessons learned

- **holistic approach, comprehensive framework**
- **include horizontal key enablers in the big picture**
- **reduce complexity**
 - public opinion still assigns high complexity with eID
 - technology is high up in barriers
 - people who used eID once stay with it
- **mobility - eID with and through mobile devices**
 - convenience
 - availability
 - simplicity
- **easier access to technology**
 - we have to go to the citizen - not vice versa


Use of eDocuments (Validity)

- Electronic documents need the potential for being authentic
- Even if printed on paper such documents shall keep validity
- Official signatures serve to facilitate recognition of the fact that a document originates from an authority

Standards eDocs

there is no eGovernment without reliable documents!
 there is no interoperability without recognized documents

Sample document with eSignature
 (Official Signature according §19 E-Gov Law AUSTRIA)

	Untersigner	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Datum/Zeit-UTC	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Prüfinformation	Informationen zur Prüfung der elektronischen Signatur finden Sie unter: https://hierdieURL1.gv.at
	Hinweis	Informationen zur Prüfung des Ausdrucks finden Sie unter: https://hierdieURL2.gv.at

Dieses Dokument wurde amtssigniert. Auch ein Ausdruck dieses Dokuments hat gemäß § 20 E-Government-Gesetz die Beweiskraft einer öffentlichen Urkunde.

Source: Austrian Federal Chancellery, <http://www.bka.gv.at/amtssignatur>

BMI-SU-ZNR
 Hahngasse 8
 1090 Wien


MELDEBESTÄTIGUNG
 aus dem Zentralen Melderegister

PERSONENDATEN

Titel:
 Familienname:
 Vorname:
 Geschlecht:
 Geburtsdatum:
 Geburtsort:
 Staatsangehörigkeit:

Im Zentralen Melderegister scheinen folgende Meldedaten auf:

Wohnsitzqualität:
 Straße:
 PLZ/Ort:
 Ortsgemeinde:
 gemeldet seit:

	Untersigner	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Datum/Zeit-UTC	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
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eProcurement - electronic bills - electronic certificates -
 eGovernment in Austria | 04.06.2018

E-Law

Publication on the Internet

- Authentic publication
- The information is available worldwide free of charge

<http://www.ris.bka.gv.at/Bgbl-Auth/>

BUNDESGESETZBLATT FÜR DIE REPUBLIK ÖSTERREICH

Jahrgang 2010	Ausgegeben am 15. Juni 2010	Teil I
34. Bundesgesetz: Abgabänderungsgesetz 2010 – AbgÄG 2010 (NR: GP XXIV RV 662 AB 741 S. 67. BR: 8311 AB 8313 S. 785.)		

34. Bundesgesetz, mit dem das Einkommensteuergesetz 1988, das Körperschaftsteuergesetz 1988, das Grundsteuergesetz 1985, das Bundesgesetz über eine Abgabe vom Bodenwert, das Gebührengesetz 1987, die Bundesabgabendienerg., das Abgabeverwaltungsgesetz 2010, das Normverbrauchsabgabengesetz 1991, das Zollrechts-Durchführungsgesetz, das EUROFINIA-Gesetz, das Gesundheits- und Sozialerichts-Behilfengesetz und das Finanzausgleichsgesetz 2008 geändert werden (Abgabänderungsgesetz 2010 – AbgÄG 2010)

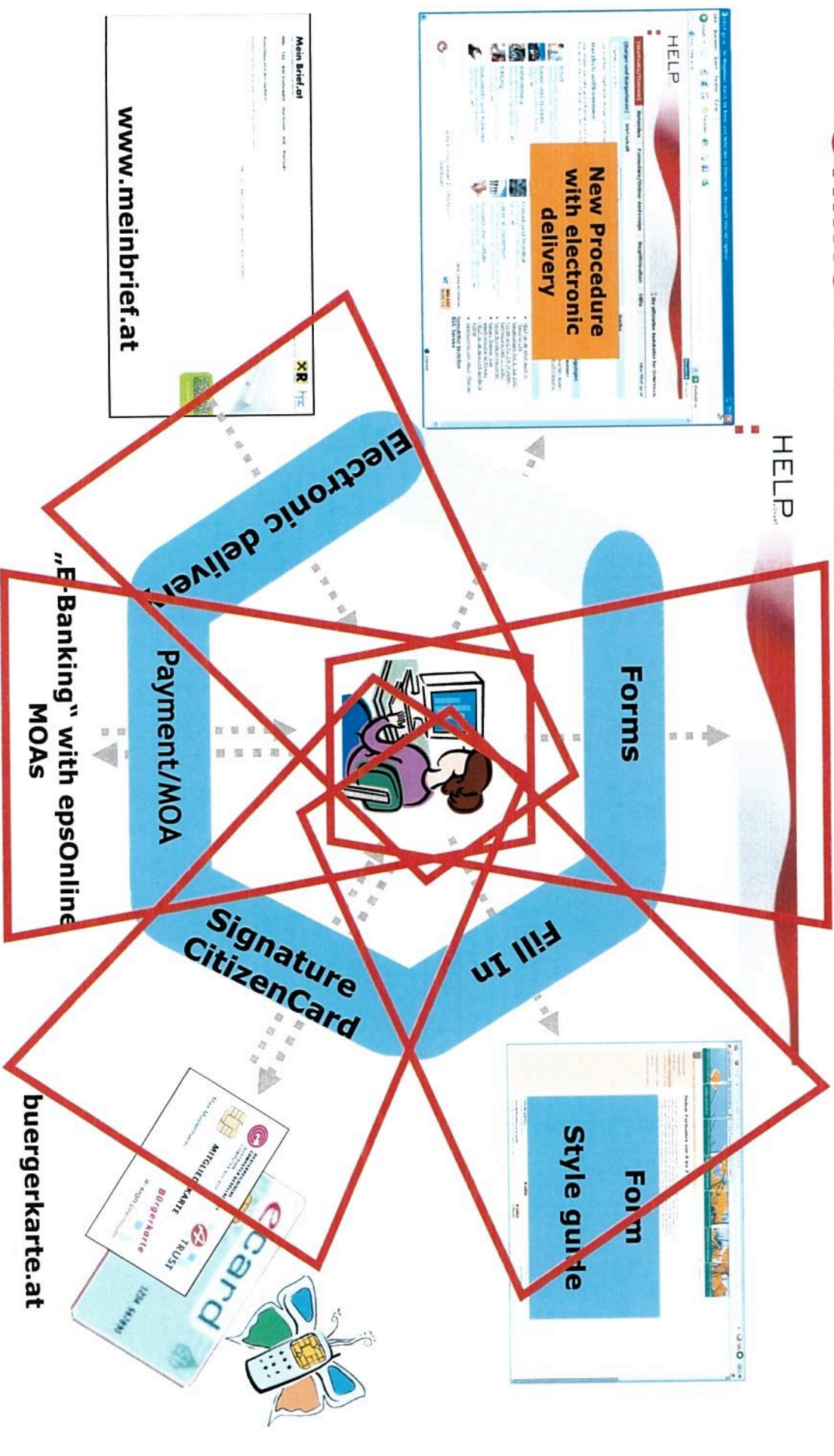
Der Nationalrat hat beschlossen:

Artikel 1

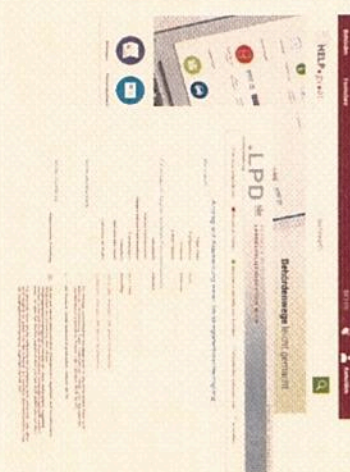
Änderung des Einkommensteuergesetzes 1988

Das Einkommensteuergesetz 1988, BGBl. Nr. 400/1988, zuletzt geändert durch das Bundesgesetz BGBl. I Nr. 9/2010, wird wie folgt geändert:

Online-Procedure



Goal: Constant procedures

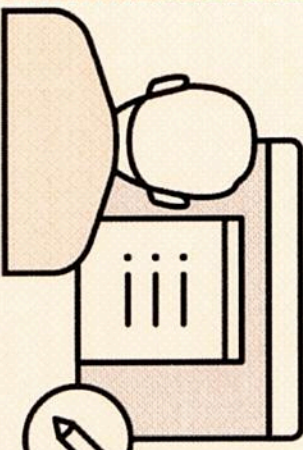


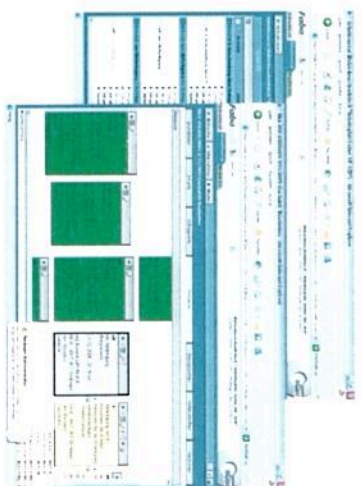


HELP.gv.at

LPD

Back Office

Portal

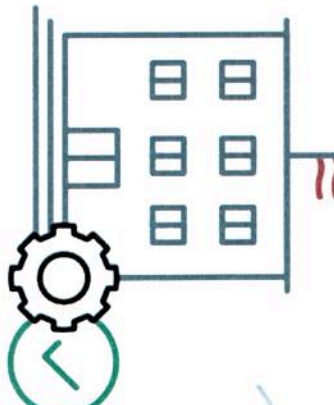
Electronic File System (ELAK), Central Register

Back Office



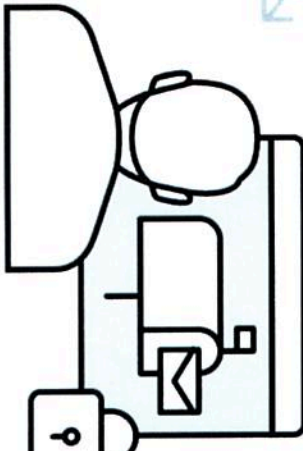
E-Delivery Service

www.zustellung.gv.at





Electronic File System (ELAK), Central Register

Back Office



E-Delivery Service

www.zustellung.gv.at

Citizens empowerment

HELP

- Virtual guide on Austrian authorities since 1997
- ~ 200 Live Situations, > 350 online procedures, > 1.000 eForms, Target Groups - WAI-AAA
- Content syndication
- One-Stop-Shop
- Personalised HELP – personalised services after citizen card login
- senior citizens portal, youth portal



HELP.gv.at - year 2016:
 (www.help.gv.at)

- 19.935.301 user sessions
- 55.607.452 page views
- 575 counters 24/7

One Content – different access portals

HELP

Der offizielle Anbieter für Österreich

Startseite/Themen | Behörden | Wirtschaft | Jugendliche | Senior/Innen | Begriffslexikon | Hilfe

Themen von A bis Z

Sie sind hier: Startseite, Bundesländer, Familien und Partnerschaft, Heirat

Heirat

- Was ist Heirat?
- Voraussetzungen
- Ablauf der Heirat
- Kosten
- Heirat im Ausland
- Nach der Heirat
- Eheverträge
- Scheidung
- Heirat im Ausland
- Heirat im Ausland

Suche

Suchbegriff

Suchen

Frage und Anregungen

Zum Thema Heirat:

- **FRAGEN**
- **RECHTSGESAMT**
- **RECHTSGESAMT**
- **RECHTSGESAMT**
- **RECHTSGESAMT**

Tipps

Für eine Eintragung können Sie sich an die Familienkassenstellen des Bundesministeriums für Wirtschaft, Familie und Jugend wenden

Formulare

Hier finden Sie alle Formulare zu Heirat

Online-Anträge

Hier finden Sie alle Formulare zu Heirat

Heirat

Was ist Heirat? Voraussetzungen, Ablauf, Kosten, Heirat im Ausland, Nach der Heirat, Eheverträge, Scheidung, Heirat im Ausland, Heirat im Ausland

Suche

Suchbegriff

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- **FRAGEN**
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Kufstein

Heirat

Was ist Heirat? Voraussetzungen, Ablauf, Kosten, Heirat im Ausland, Nach der Heirat, Eheverträge, Scheidung, Heirat im Ausland, Heirat im Ausland

Suche

Suchbegriff

Suchen

Frage und Anregungen

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- **FRAGEN**
- **RECHTSGESAMT**
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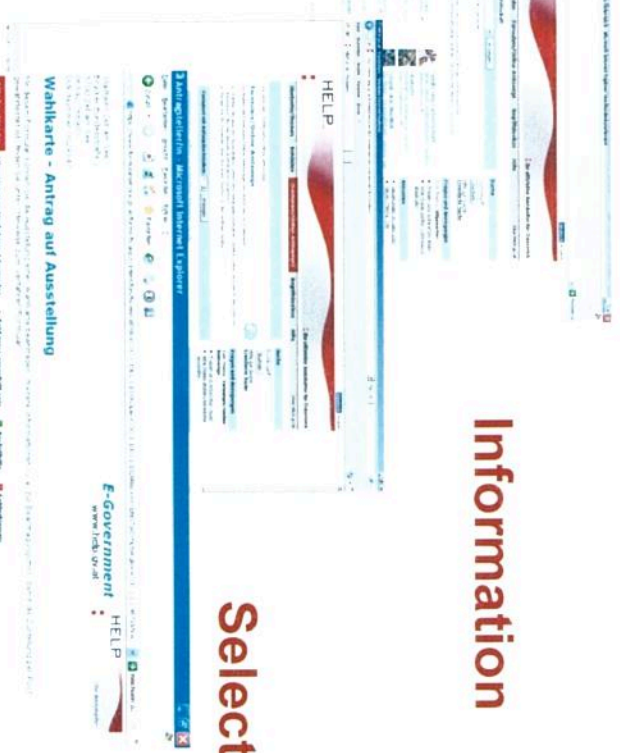
Online-Anträge

Hier finden Sie alle Formulare zu Heirat

Online-Procedure

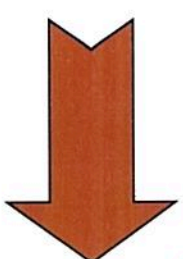
Information

Select fc

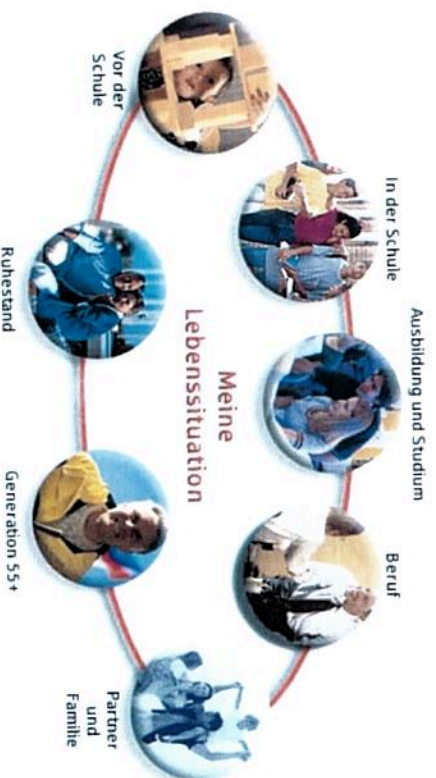


Transaction

E-Signatur

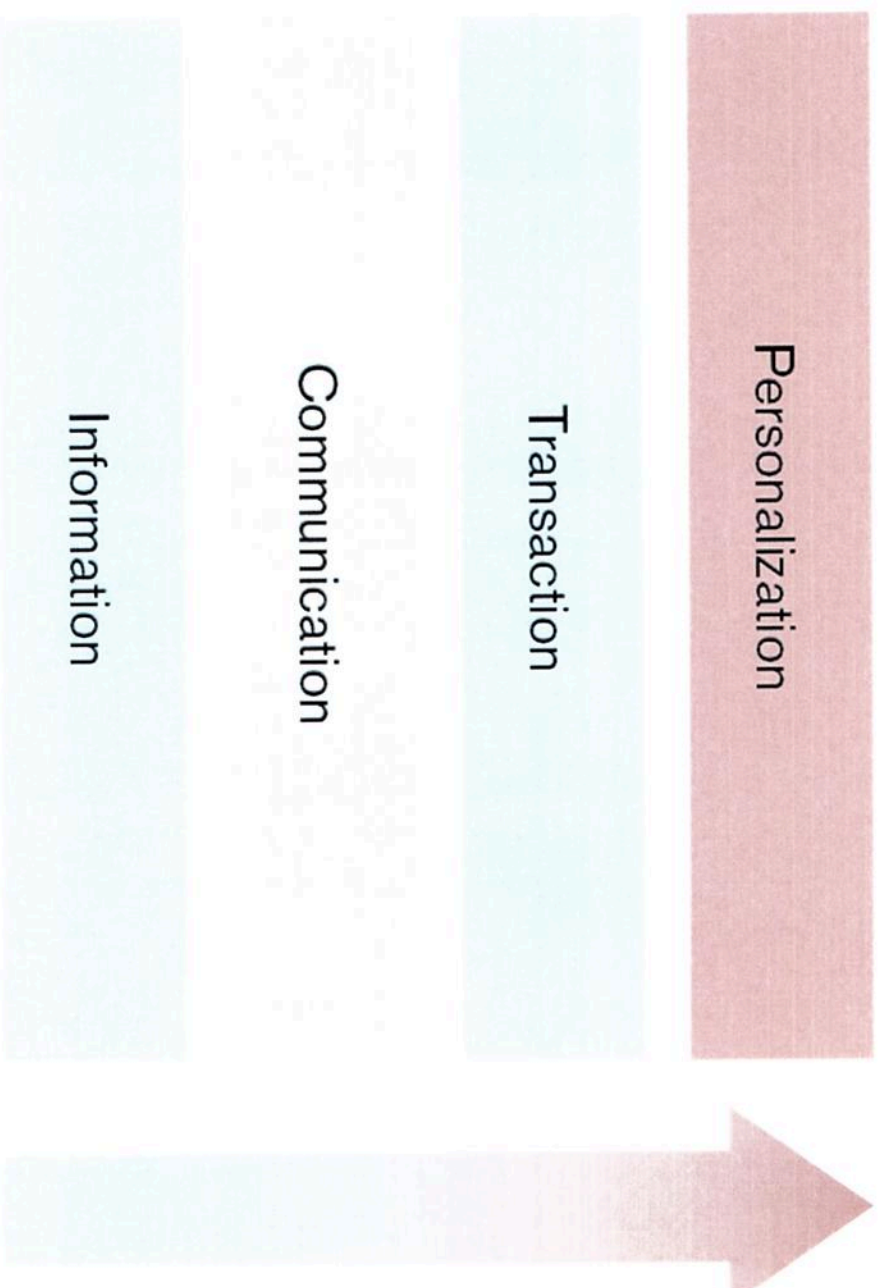


top 10 topics

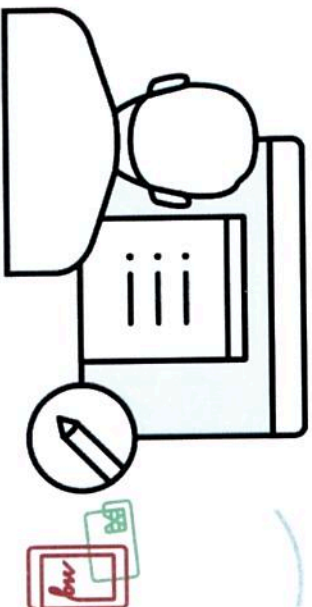


Life situation	Page Impressions Jan – Dec 2014
Birth	2.475.389
Commuting allowance / mileage	1.153.542
Motor Vehicles	1.116.239
Driving Licence	1.089.645
Heritage	994.889
Pension	926.474
Residence and Visa	767.640
Sole parenting	748.868
Passport	720.096
Care Precaution	574.764

Perspectives

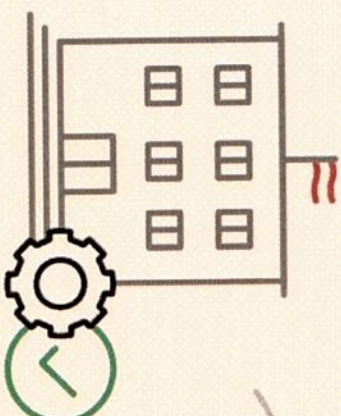
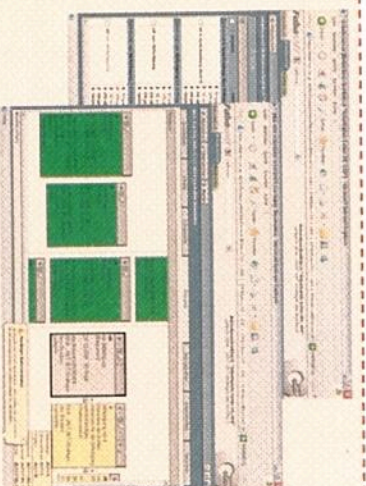


Goal: Constant procedures



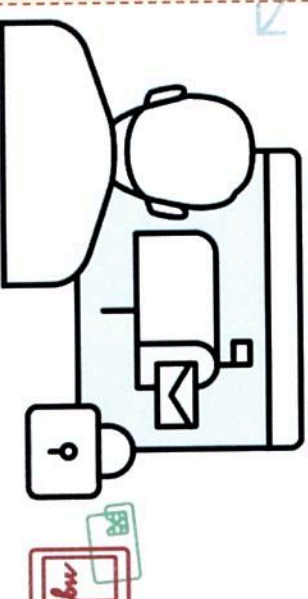
HELP.gv.at

Portal



Electronic File System (ELAK),
Central Register

Back Office



www.zustellung.gv.at

E-Delivery
Service

Empowerment of civil servants

- **Electronic file system (ELAK)**

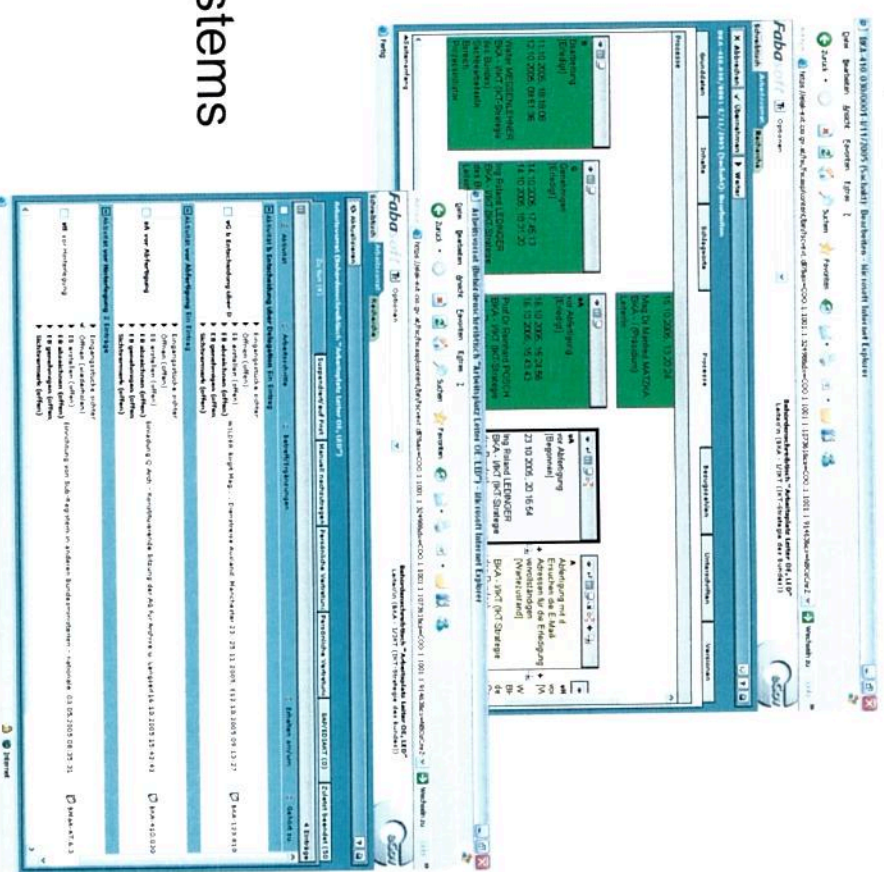
- paper ≠ original
- paper reduction up to 40%
- document management
- efficiency - sustainability
- change management
- teleworking
- electronic delivery

- **PM-SAP, HV-SAP**

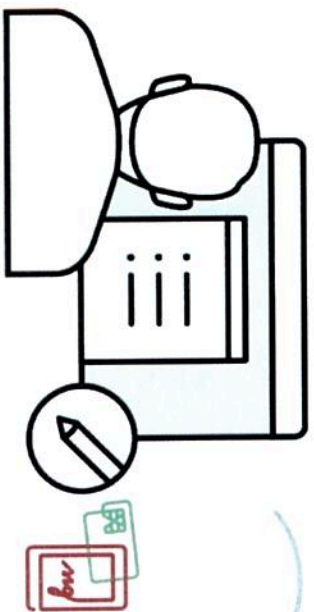
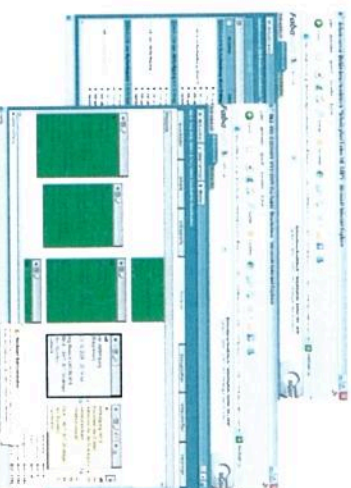
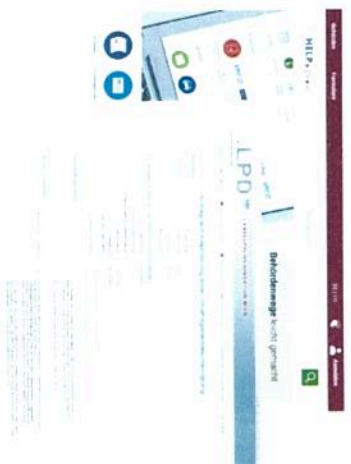
- budgeting and accounting systems
- personnel managing

- **Digital Archive**

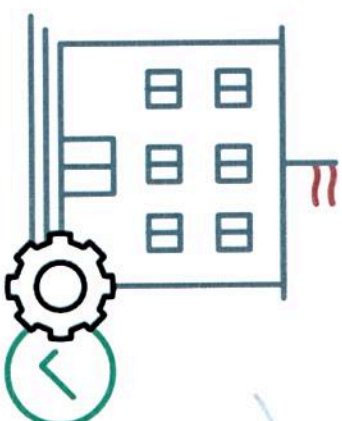
- **eGovernment Training Academy**



Goal: Constant procedures



HELP.gv.at



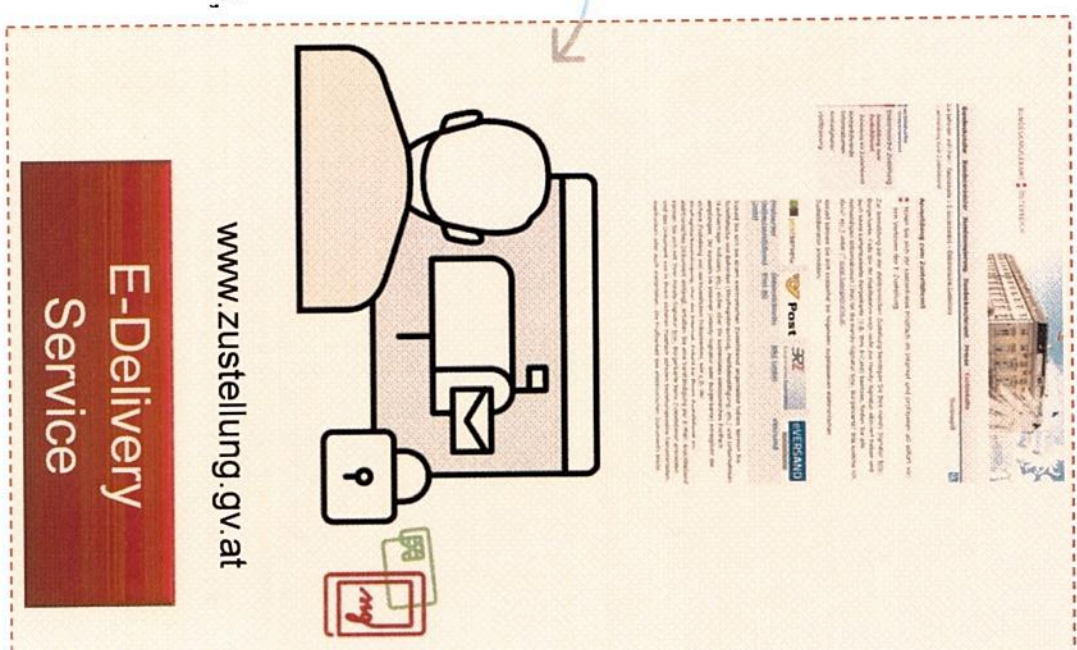
Electronic File System (ELAK),
Central Register



Portal



Back Office



www.zustellung.gv.at



E-Delivery
Service

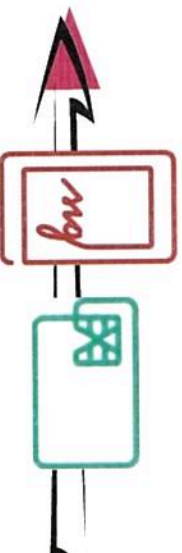
eDelivery



1) document transmitted by administration



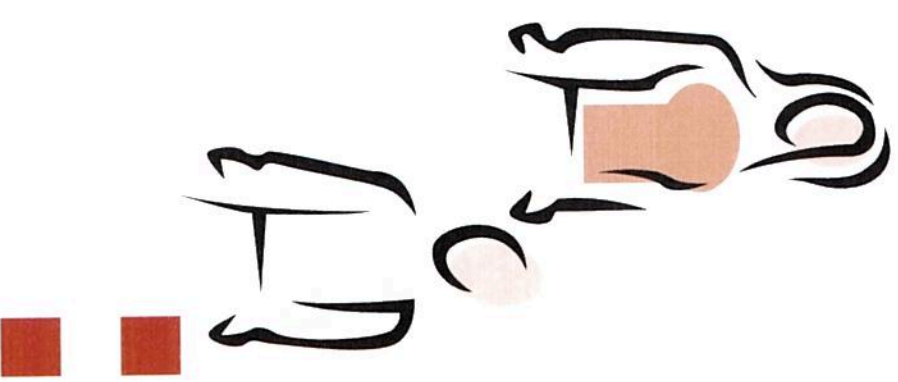
2) eMail notification



3) eID and signature based login (to confirm receipt)



4) deliver document content



Lessons learnt

- Comprehensive legal framework
- Sound coordination and governance structure
- AT instruments and building blocks (citizen card concept; mobile phone signature and eID; electronic delivery etc.) prove generally sustainable.
- Interoperability which was foreseen from the scratch pays off.

Links

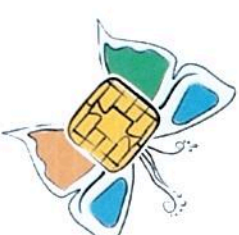
- **Platform Digital Austria**, www.digitales.oesterreich.gv.at
- **Reference-Server E-Government**, <http://reference.e-government.gv.at/>
- **Bundeskanzleramt der Republik Österreich**, <http://www.bka.gv.at/>
- **HELP.gv.at**, <http://www.help.gv.at/>
- **E-Government Innovation Center (EGIZ)**, <http://www.egiz.gv.at>
- **Secure Information Technology Center - Austria (A-SIT)**, <http://www.a-sit.at/>
- **Austrian Data Protection Authority**, <http://www.dsb.gv.at/>
- **The Association of Austrian Social Insurance Institutions**, <http://www.sozialversicherung.at/>
- **A-Trust**, <http://www.a-trust.at/>

**...eGovernment it's a
journey not a destination.**



Thank you

for your attention!



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E-Government Innovation Center

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Mobil: +43 664 608735533

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<http://digitales.oesterreich.gv.at> or
<http://digital.austria.gv.at> or
<http://www.egiz.gv.at>

