e-Government in Vienna & Austria

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Figures and dates: Vienna

- Area: 415 square kilometres
- Population: 1.610.700
- Employed: 764.605
- Average income:
  - Workers 1.558 Euro
  - Employees 1.908 Euro

Source: http://www.wien.gv.at/english/business/investing.htm

Internet penetration in Vienna / Austria

- About 67% Internet use in Austria
    - about 50% frequent use
    - most of all citizens in Vienna have broadband access
- Website http://www.wien.gv.at
    - 3.5 Mio. accesses per day

Source: http://www.integral.co.at/dImages/AIM-C_4Quartal_2006.pdf

Figures and dates: Municipality of Vienna (ICT specific)

- 62.000 civil servants
- About 150 departments
- 45.000 telephones and 9.000 handies
- 19.000 workstations
- 7.500 network printers
- 1.000 notebooks
- 300 networks (every workstation has broadband access to intranet)
  - based mainly on „dark fiber"
  - routed network with 30.000 nodes
- about 1.100 different applications are used

Figures and dates: EDP 14 - Computing center

- 480 employees inside the computing center
- internal service provider
- € 65 Mio. turnover (no benefit!)
- internal product catalogue for nearly all services
- Services:
  - operating
  - development
  - project management
  - process development
  - organisational ICT
  - telephony
  - public procurement
  - infrastructure and strategical development

Services for municipal departments

- complete telephony and IT service
  - hardware and software
  - support and helpdesk
  - project management and infrastructure support
- „Standard" Applications:
  - PC's with Office
  - e-Mail (MS-Exchange)
  - electronic filing (Fabasoft Components e-Gov Suite)
  - Document management
  - File and print services
  - Content management for Intranet and Internet (http://www.wien.gv.at)
- Custom applications for there specific work

Services for citizens and business

- „virtual city office"
  - based on living roles
  - central portal for e-services
  - http://www.wien.gv.at/amtshelfer/ (german)
  - about 200 cases mentioned
    - some are complete online
    - mixed
    - information
- Online city map with orthophotos
  - http://www.wien.gv.at/stadtplan/suche.asp?lang=en
- Business services (example):
  - Electronic billing via XML upload
- electronic payment of nearly all services

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e-Government in Austria

- Digital identity
    - eID card („buergerkarte") (http://www.buergerkarte.at)
    - qualified signature from EU directive (1999/93/EC)
    - suffers from low distribution and weak software on client side
- Portal federation protocol („PVP" in german)
    (http://reference.e-government.gv.at/Portalverbund.577.0.html)
    - security protocol between governmental agencies
    - based on https
    - widely used as governmental intranet
- Style Guide for HTML forms (http://reference.e-government.gv.at/Styleguide.299.0.html)
    - accessibility conform (WAI)
    - similar look & feel on different Web Sites

e-Government in Austria II

- some XML definitions
    - PersonData
    - XML file
    - ...
- There are many different areas with collaborative work between agencies in Austria
    - look at http://reference.e-government.gv.at (in german)
    - work is not always easy!
- central register:
    - normally from the federal level
    - access via Webservice in XML bound to the PVP - protocol
    - that's the theory!!!
    - coordination not so easy, legal departments are a problem

e-Services for citizens (Vienna)

- „virtual city office"
    - very much HTML forms, applications and description from very many departments
    - sorted by life situation
    - similar starting pages
    - different back office from form to form
        - forms sending only mail
        - forms which are completely integrated in backoffice applications
        - download PDF forms for manual delivery
- Demo:
    - http://www.wien.gv.at/amtshelfer/ (german)

Mobile services

-   m-parking
    -   parking fees via SMS payment (paybox)
    -   together with Siemens and Paybox (http://www.paybox.at)
    -   Info: http://www.wien.gv.at/finanzen/abgaben/parkhandy.html
-   Pocket map
    -   online map of vienna rendered for small devices
    -   for GSM Handies and PDA's

Geographical services

- most frequently used services
- internally based on the digital map of Vienna (based on ESRI ArcInfo)
    - internally accuracy is about 5 cm
    - more then hundert layers of information internally
- different services are exposed to the public
    - http://www.wien.gv.at/viennagis/index.htm (german)
    - citizens are using the same actual information
    - it should be easy to access and use

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Electronic payment

- Central service for electronic payment
  - supported payment types:
    - https://service.wien.gv.at/ebz_bezahlen/f_abstatter/advcgi/ebz_bezahlen/info (german)
  - every payment with a payment id (from Vienna) can be payed online
  - central payment database in the back office
  - every application can participate
  - it's also possible to pay for non online services

Public access to governmental services

- „.gv.at' (governmental domains) are free at public WLAN hotspots
  - see http://www.wien.gv.at/english/edp/wlan.htm
- Public Internet terminals are very common in Austria
  - penetration of handies is very high => no more use of phone booths
  - half of the phone booths becoming Internet terminals
  - „.gv.at' is free from all this „Internet phone booths"
  - 191 terminals in Vienna
  - see http://www.wien.gv.at/english/edp/wlan.htm

Ideology and future

- develop easy use of e-ID services
- ratify legal background for „real" services
  - electronic „paper" file is not the solution!
- give rich infrastructure for new services
- business services are the most effective
  - citizen has statistical 1.7 contacts to government per year!
- establish e-services from „ground up" to gain acceptance
- internal processes have to be reengineered
- develop more support for Open Source for citizens and government
- working on open standards to be non restrictive
- ease the use of digital signatures for all

Used infrastructure and services

- Electronic file: <u>Fabasoft Components e-Gov Suite</u>

- e-Mail and shared Calendar: <u>Microsoft Exchange 2003</u>

- CMS and Document Management: <u>vieW4</u> (Open Source developed by us!)

  - Sourceforge link: <u>http://sourceforge.net/projects/w4-workgroups</u>

- Security portal: own developed PVP application

  - internal link to application and role admin: <u>here</u>

- Clients:

  - Windows 2000 or XP with MS-Office or OpenOffice2

  - WIENUX (Linux Desktop) with OpenOffice2

- SAP as financial base application

- HTML forms server (in development)

- digital certificates with own PKI (Open Source)

  - tool for signing PDF files (Open Source) (<u>http://portablesigner.sf.net</u>)
    (sorry for the house advertising :-))

- many, many more ...

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Any Questions?

Thanks

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