



**European Week of Regions and Cities
Brussels**

8 – 11 October 2007

**How to improve quality and
efficiency for eGovernment and
eServices in the Regions**

10 B 27, 10/10/2007 at 14:30 – 16:30

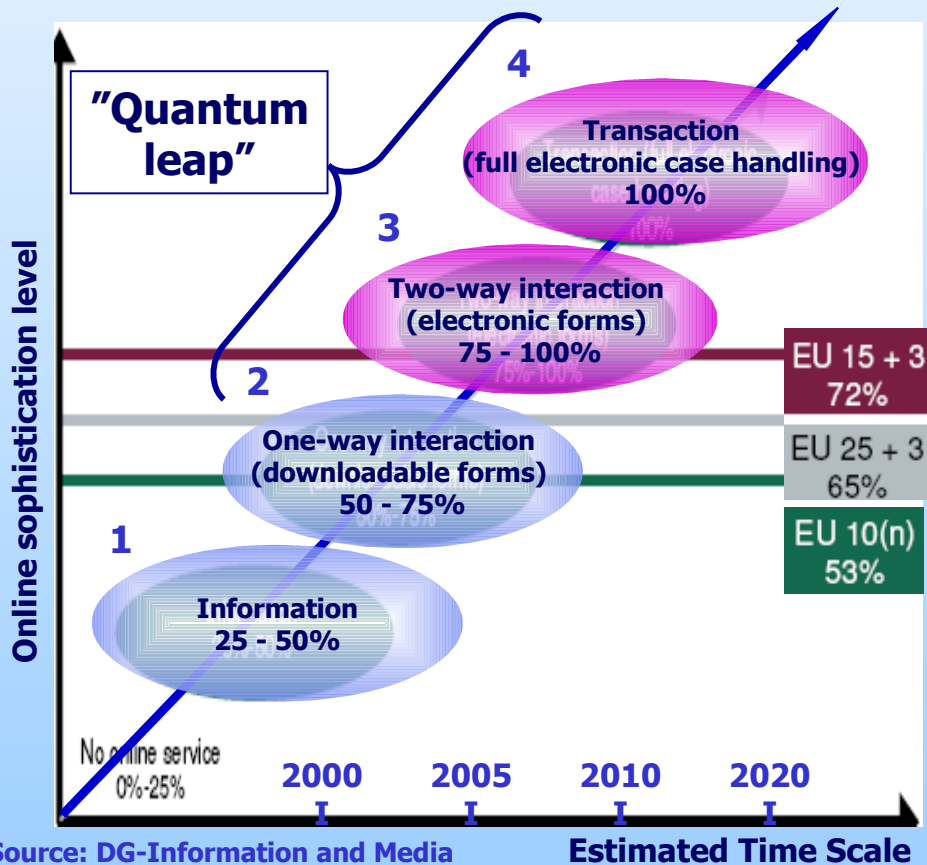
JDE53, CoR

Moderator: Tapio Rissanen, CEO

EuroConseils sprl - RegioPKI

“Online Availability of Public Services: How is Europe Progressing?”

Overall Results



Problems

- Requirement for service sophistication is progressive
- Lack of Interoperability & compatibility between actual systems
- **Change from phase 2 to 3 and 4 requires Quantum leap in trust, security and privacy protection levels for interactive e-Services**

Solutions

- **Adequate authentication of users to eServices** (is happening)
- **Trustable Digital Signature – PKI infrastructure**
- **Cross Certification and Bridging of Digital Certificates, CA hierarchies**

Objective of the seminar

to give information and practical advices on what is needed for **proper implementation of interactive, paperless eGovernment and eServices** to support local public and private organisations, including SME communities and eBusinesses.

- **benefits of trustworthy eServices** to regional economies and different user groups - administrations, citizens, local businesses and SME's
- **good practice examples and cases**

Programme and Panellists (1) :

1. What is it all about and what is behind of the paperless processes?

Mr. Jacques Bus, Head of Unit

*ICT for Trust and Security, DG Information Society and Media,
European Commission*

2. Case of Belgium: How electronic services would change the administrations?

Mr. Frank Robben, General manager

Crossroads Bank for Social Security (BE)

Programme and Panellists (2) :

3. ICT-enabled interactive administration and eServices for Regions – what is needed and how to do it:

- ◆ ***The role of the region in establishing an efficient e-administration system***

Mr. Sławomir Kopeć, Director, Information Society Department, Marshal Office of the Malopolska Region (PL)

- ◆ ***Infrastructure and systems supporting change to paperless processes***

Mr Oktawiusz Kacza, Principal Consultant, Head of SW Development Department, Comarch S.A. (PL)

- ◆ ***RegioPKI and Governikus to turn the Regions to the digital era***

Mr. Pekka Niskasaari, Managing Director, Tietokartano Oy and Cence Oy, Region of East Finland (FI)

Programme and Panellists (3) :

4. Benefits for local and regional development:

The need for a Digital Local Agenda (DLA) planning process and an integrated eService delivery

Mr. Javier Ossandon, ELANET, Council of European Municipalities and Regions (CEMR), and Director Innovation Area, ANCITEL (IT)

Practical information

- **After each of these four sections, there is time for Questions & Answers concerning the presented theme**
- **At the end, there is time for general interactive discussion concerning all subjects covered within this seminar**
- **Further information and documentation about the presented details and solutions is available in the **Knowledge Society Village**, as part of the Investors' Café – You are welcomed to visit.**

Efficiency of eGovernment - German eGov study*) findings

- **About 80 % of core processes have significant eGovernment potential** and are for internal administrative purposes:
 - **10-20 % of these processes take up 80-90 % of staff resources.**
- **Potential eGovernment savings much greater within the administrations than on the "customer's" side**
- **Under-utilised eGovernment components by local admins :**
 - virtual mailrooms, document management (DMS) and archiving,
 - electronic signatures and application processing,
 - electronic forms & data exchanges between different specialised applications
- **Problems** in using some process-critical services, such as electronic signatures and ePayments
- **Use of front and back office solutions within these processes can produce significant cost savings from 20 % to 40 %.**

*) More than 300 000 data sets from six local authorities were analysed



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Further information and contacts:

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During Open Days 2007 : **Knowledge Society Village**

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