



Österreichischer  
Städtebund

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“E-Government-Referenzstädte “(Digital Cities Initiative):  
Seamless eGovernment Architecture for Austrian Cities and Towns

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- 17 cities plus the province Carinthia participate
- project duration 2008 bis 2010
- supported by the Federal Chancellery of Austria
- Focus on seamless E-Government Process
  - form server generated, standardized online application forms
  - data integration – interface between application data mailbox and backoffice systems
  - digital processing of all incoming mail
  - development and adaption of an tailor-cut electronic records and workflow-management (ERM) for local authorities
  - electronic delivery service



# Project Objectives

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- Replicable E-Government-architecture: adapted to different needs of municipal administrations
- Universal realisation **for all member cities**
- make E-Government-processes easier for smaller municipalities
- increase knowledge and Good Practice sharing
- Conformity to the federal „E-Government –Strategy“
- Setup of „Shared Services“: Central operation and maintainance of services for local authorities
- save costs and human resources by inter-municipal partnership

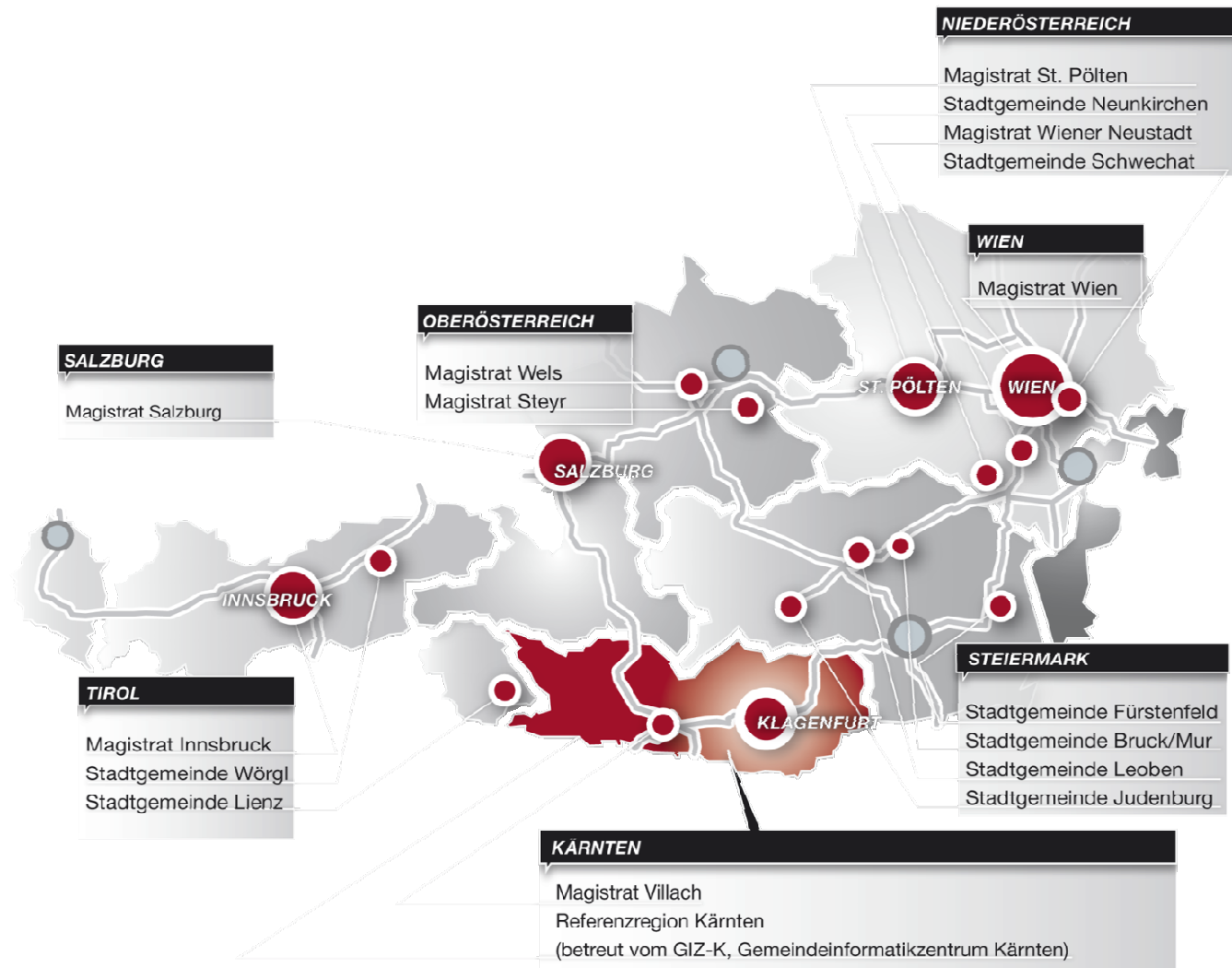


# http://digitale.staedte.gv.at



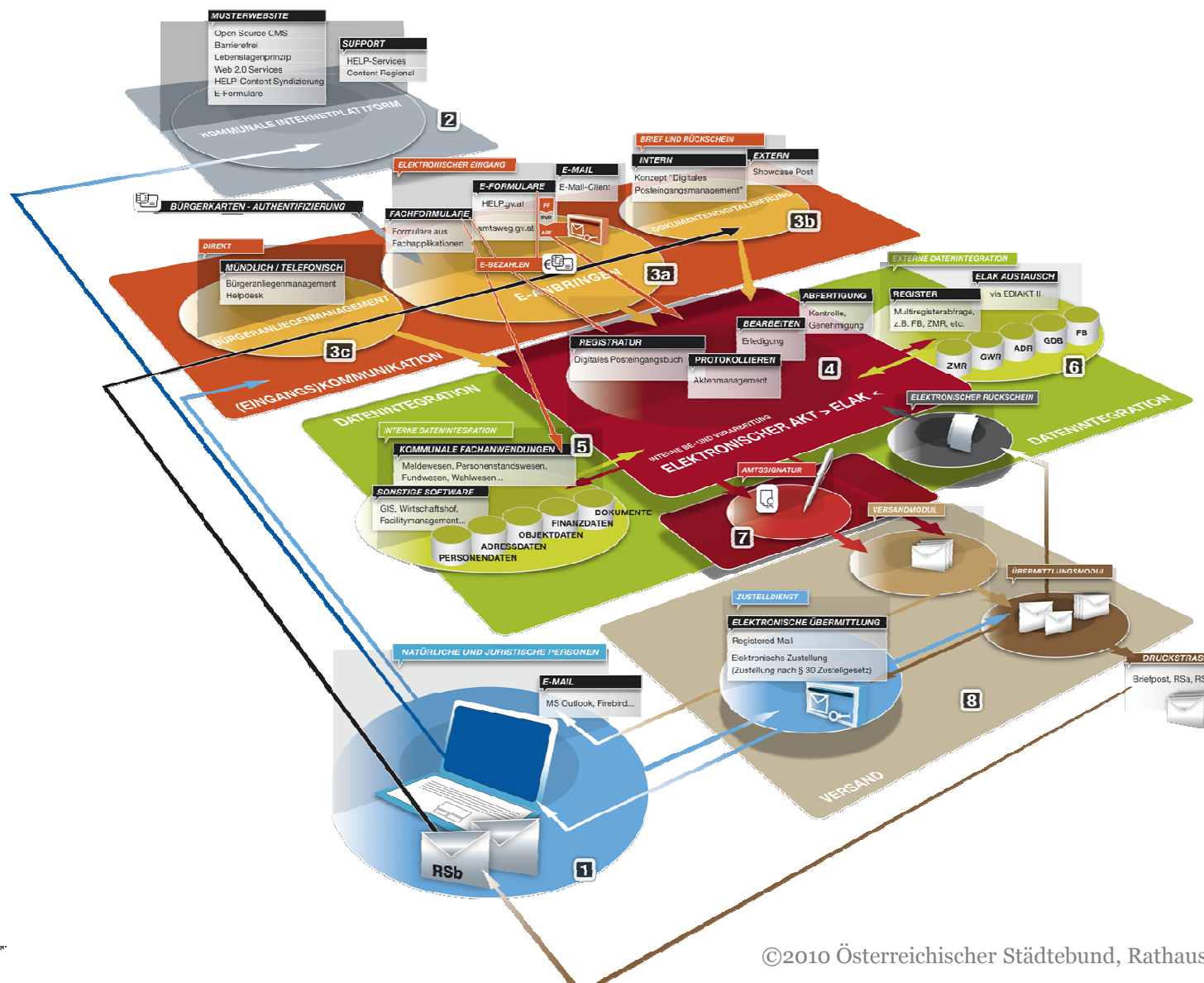


# Digital Cities Initiative – Map of Participants





# „Big Picture“ → Seamless eGovernment Process





# Main Topics

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- Standard Internet platform for cities and towns
- Input Management (Incoming mail)
- Electronic Records Management (ERM)
- Integration of Data (between internal applications, external services, databases ...)
- Electronic Signature (for Citizens and for the administration)
- Output Management - Outgoing post (E-Delivery/Dual Delivery)
- E-Payment
- Accompanying measures



# „Reference-Website“ for Cities and Towns

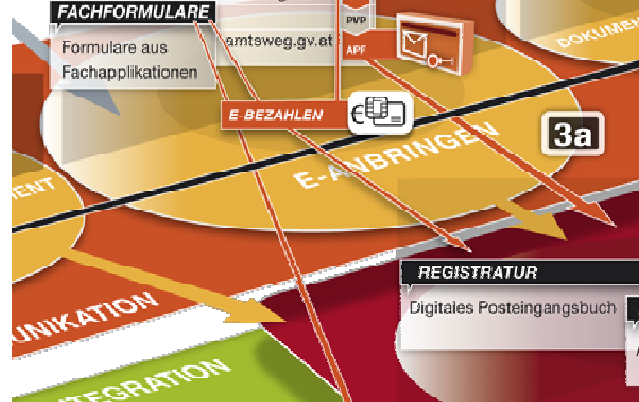
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- Basis for relaunches of municipal websites
- **barriere-free** and compliant with Austrian regulations
- based on Open Source CMS „Joomla“
- free of charge
- offers also Web 2.0 Services (modules)
- embedded Content- and e-forms-Service
- content structure follows “life situations”-approach
- services of HELP.gv.at, the federal e-government portal are integrated
- empty frame concept – fully customizable design, layout, text allows adaption to corporate design of municipalities



# E-forms-service and application-mailbox „amtsweg.gv.at“

## Facts & Figures

- 260 local authorities use the e-form-service „amtsweg.gv.at“
  - 68% of all municipalities of the province of Carinthia registered
  - In total 100 standard forms for local administrations available
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- 350 standard building blocks for forms are part of this service
  - Different form collections are offered, that are compliant with law of provinces (Bundesländer)
  - forms can be digitally signed with the Austrian citizen card (Bürgerkarte)
  - application mailbox system for manual or automatic pick up of filled out applications



# Digital Processing of Incoming Mail

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- Survey of volume and types of incoming Mail in the municipal administration
- Concept for a „Digital Processing of Incoming Mail“ covers 4 types of incoming messages and transfer into a records-/workflow-management system
  - Scanning of paper mail
  - Take-over of E-Mail data and content
  - Automatic pick up of e-applications
  - Registration of verbal and personal inquiries
- Recommendations worked out for different organisational tasks (e.g. storage of scanned paper)
- Proof of Concept on basis of the municipal workflow management system „Acta Nova“



# Electronic Records-/workflow Management

- Development of a specific Records- and workflow management software solution for local authorities (product acronym: Acta Nova)
- allocation for local authorities to a moderate annual fee per user
- Use of records management as administrative backbone of E-Government
- Integration of various interfaces to central registers and specific software suites for local authorities
- use of the digital signature for public authorities (called „Amtssignatur“)
- Integration of electronic delivery services





# Output Management - Outgoing Mail

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- Case Study „volume and types of outgoing mail“ in some of the participating reference-municipalities
- Study about the potential of saving money through different types of electronic delivery
- Interface to the leading Austrian delivery and signatory services provider
- Integration of external print output centre for the case that electronically delivered mail is not picked up.
- Architecture defines three sources with demand for E-Delivery services:
  - records-/ workflow management systems,
  - municipal applications
  - single documents via Webapplication



- E-Government training for employees of local authorities
  - special program for the member-cities of the initiative, which covers a wide range of topics in the field of e-government and Public administration reform
  - provided for free together with the federal chancellery
- E-Government quality mark (Gütesiegel)
  - Empower and support to cities and towns to apply for the E-Government quality mark which is awarded by the Federal Chancellery



# Contact

<http://digitale.staedte.gv.at>

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