



КОНФЕРЕНЦИЯ:

Развитие на Е-управление в България: оценка и анализи
под патронажа на министъра на транспорта
14 октомври 2014 г.

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“Benchmarking” на Електронното Правителство в ЕС

Стратегически прочит и коментари

Ивайло Георгиев
Европейски Софтуерен Институт
Център Източна Европа
ivo@esicenter.bg

Delivering on the European Advantage?

'How European governments can and should benefit from innovative public services'

eGovernment Benchmark

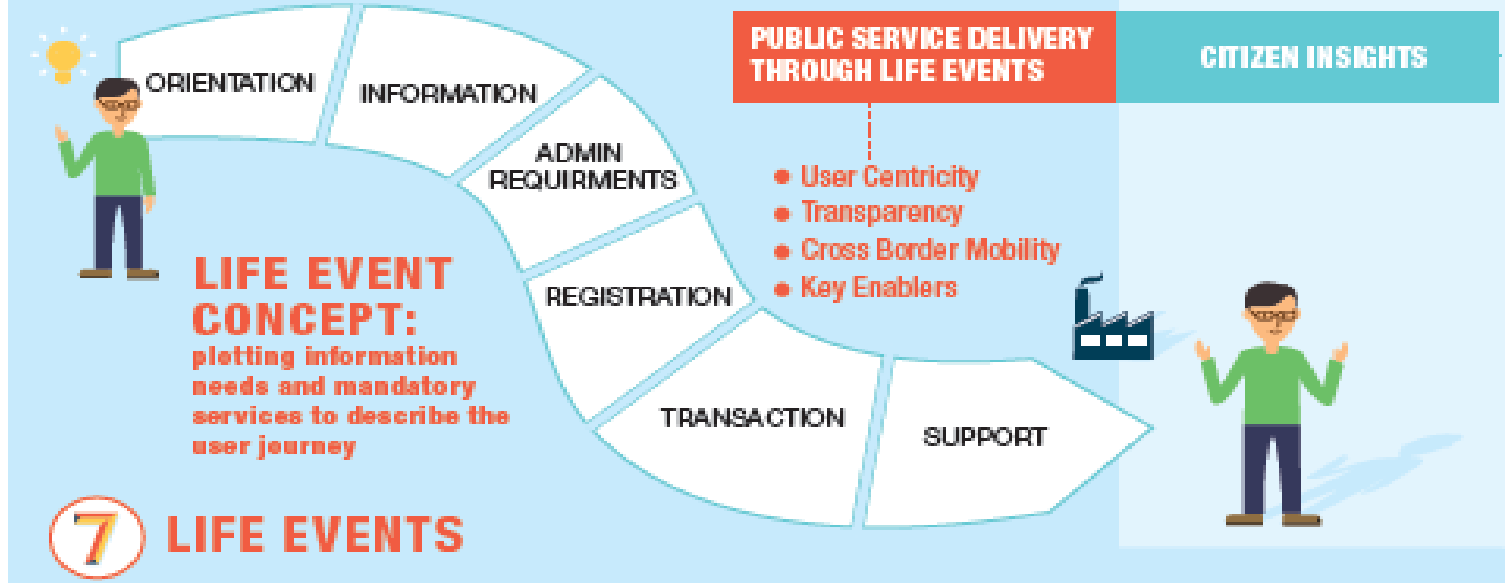


FINAL INSIGHT REPORT: May 2014

A study prepared for the European Commission
DG Communications Networks, Content
and Technology

Digital
Agenda for
Europe

Как
правителствата
могат и трябва да
се възползват от
иновативни
публични услуги?



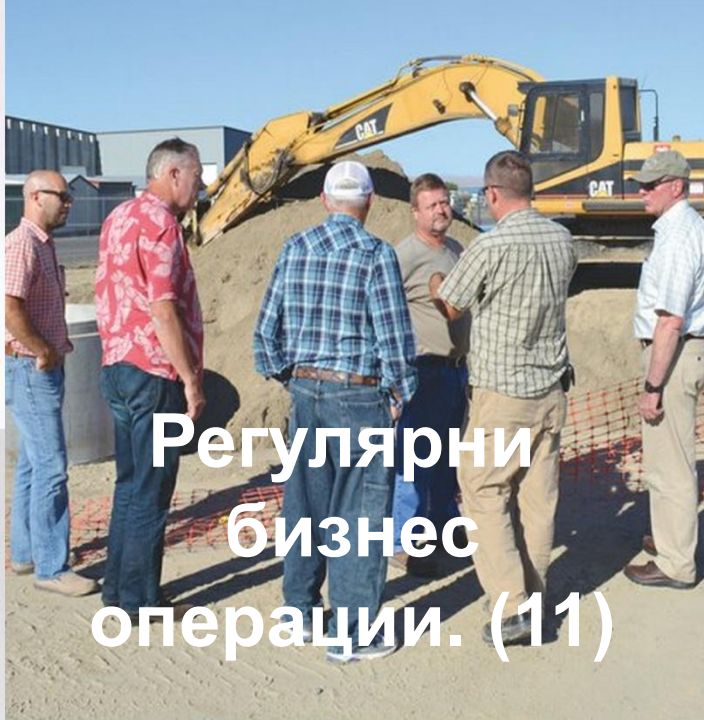
Public Services for Businesses		Stage					
		Max. stage	0	1	2	3	4
1.	Social contribution for employees	(4)					
2.	Corporation tax: declaration, notification	(4)					
3.	VAT: declaration, notification						

Public Services for Citizens		Stage					
		Max. stage	0	1	2	3	4
1.	Income taxes: declaration, notification of assessment	(4)					
2.	Job search services by labour offices	(3)					

22 February 2001



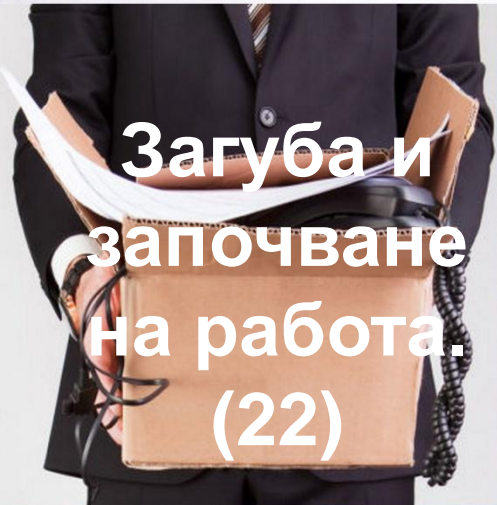
Нов
бизнес. (33)



Регулярни
бизнес
операции. (11)



Притежаване и
шофиране на кола
(13)



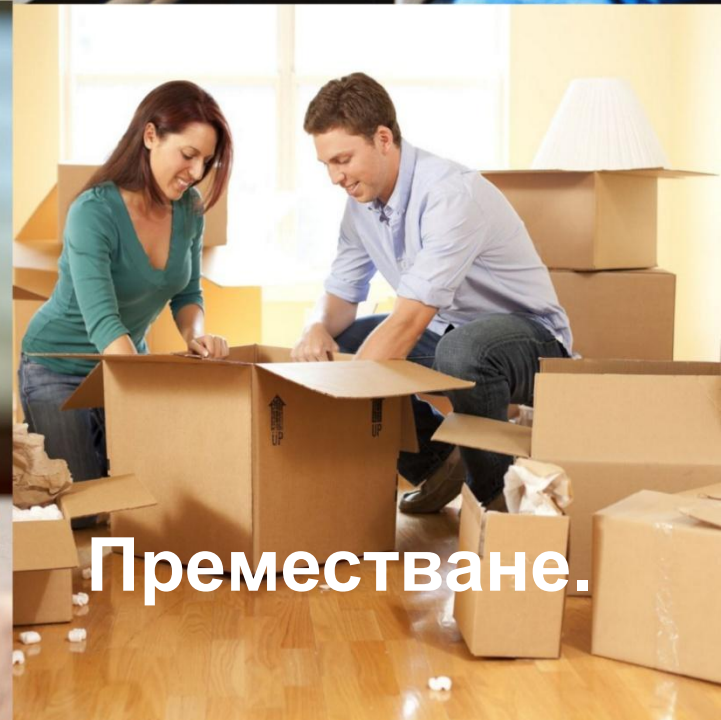
Загуба и
започване
на работа.
(22)



Жалби в
съда.



Учене.
(14)



Преместване.

Performance clusters of countries

User Centricity



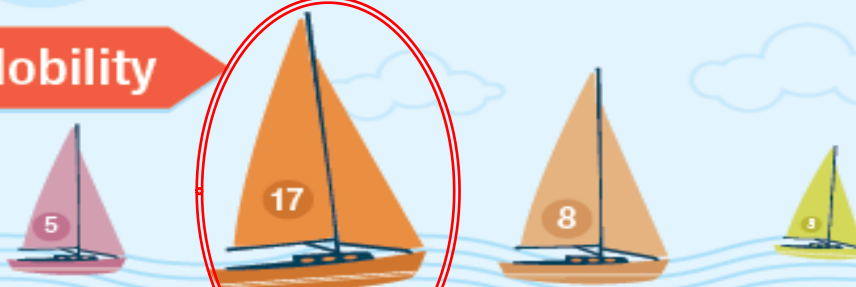
The top-level benchmark **User centricity** indicates to what extent (information about) a service is provided online and how this is perceived.

Transparency



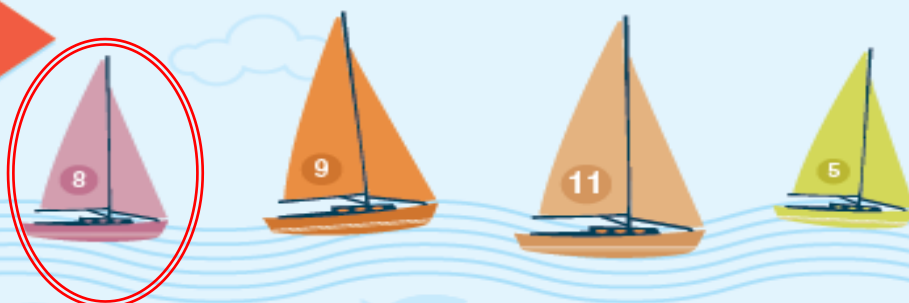
The top-level benchmark **Transparency** indicates to what extent governments are transparent as regards a) their own responsibilities and performance, b) the process of service delivery and c) personal data involved.

Cross Border Mobility



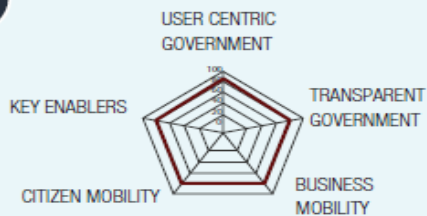
The top-level benchmark **Single Market mobility** indicates to what extent EU citizens can use online services in another country. It measures the availability and usability of cross-border eGovernment services, i.e. if services in country A can be used by someone from country B.

Key Enablers



The top-level benchmark **Key enablers** indicates the extent to which 5 technical pre-conditions are available online. It measures the extent to which governments have the technical pre-conditions in place to realise efficient and effective online services.

a. Pioneers: a-sail to discover newlands

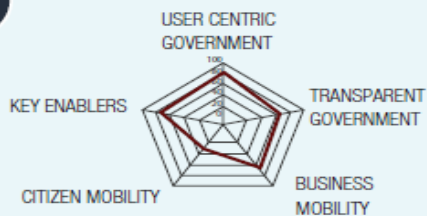


Malta, Finland, Estonia

- Excellent performance across all priorities
- Service driven by technology
- Frontrunners as regards cross border services

Пионери

b. Silo-topplers: sailing with the wind in their sails, on national territories

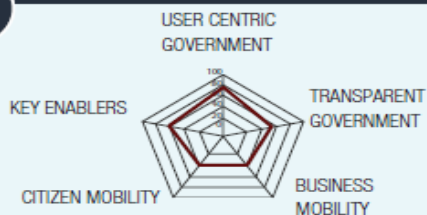


Austria, Denmark, Spain, Lithuania, Norway, Portugal

- Succeeded in integrating key enablers to achieve high levels of user centricity-across all domains (life events)
- Cross-border services could follow that success?

Първенци

c. Steady performers: ship floating nicely

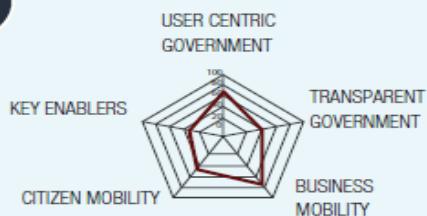


Belgium, France, Iceland, Italy, Latvia, Poland, Sweden, Slovenia, Turkey

- Good performance, consistently, across all priorities
- Most room for improvement as regards cross border services and transparency

Стабилни

d. Business oriented: need to change track?

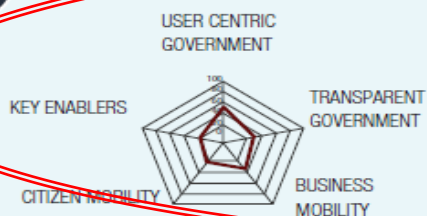


Cyprus, Germany, Ireland, Luxembourg, Netherlands, United Kingdom

- User centricity driven by the business life events
- Countries open to foreign businesses
- Most room for improvement as regards key enablers, transparency and citizen mobility

Бизнес

e. Castaways: need to find a vessel

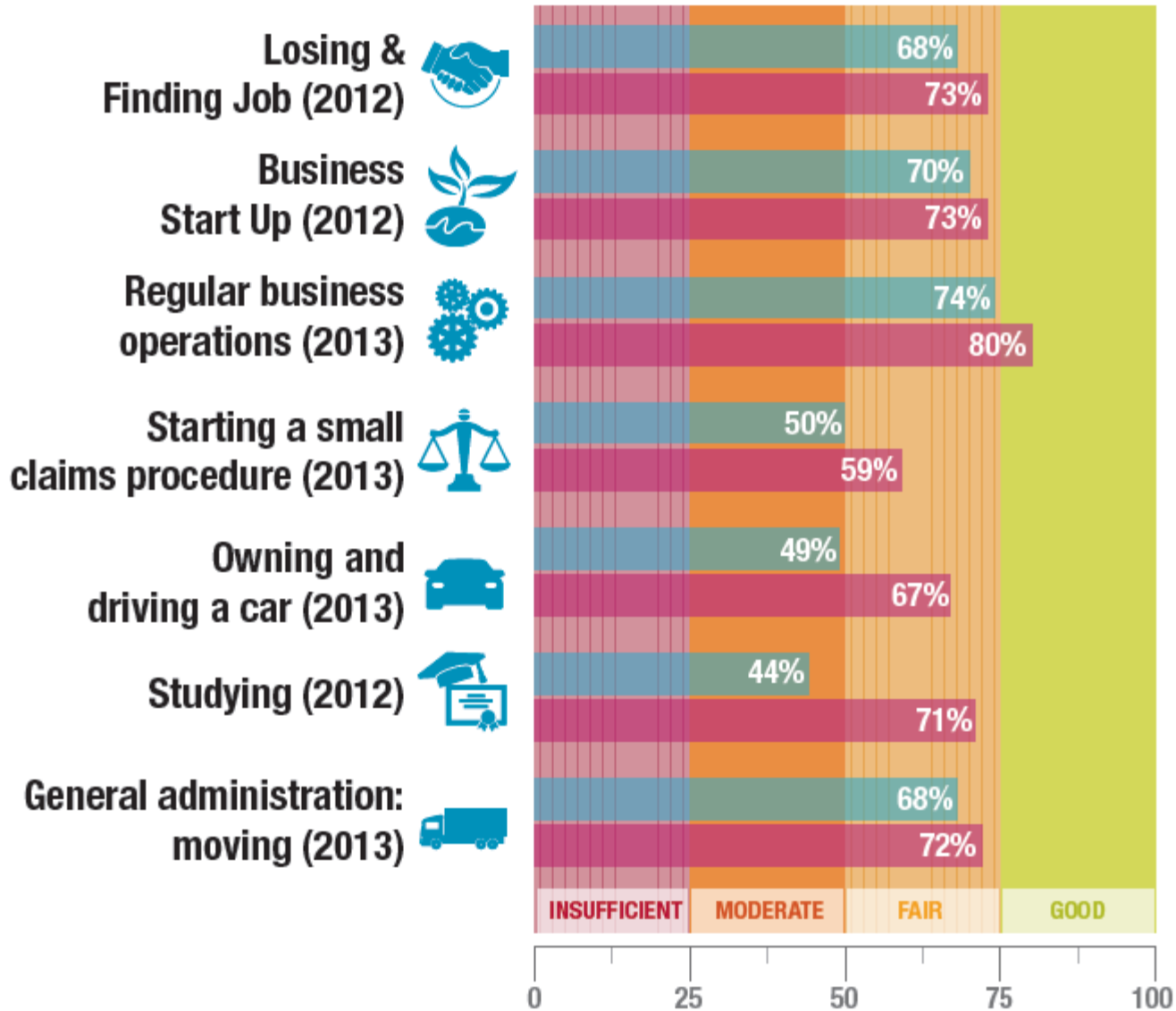


Bulgaria, Croatia, Czech Republic, Greece, Hungary, Romania, Serbia, Slovakia, Switzerland

- Modest performance across all priorities
- Low integration of key enablers in service delivery obstruct improvements as regards user centricity and cross border services

Корабокрушенци

User Centricity



**Много на брой
"накъсани"
(разединени)
публични "услуги"
/транзакции**

**Интегрирани пакети от
услуги организирани
около събития от
живота на крайния
потребител.**

Losing and finding a job

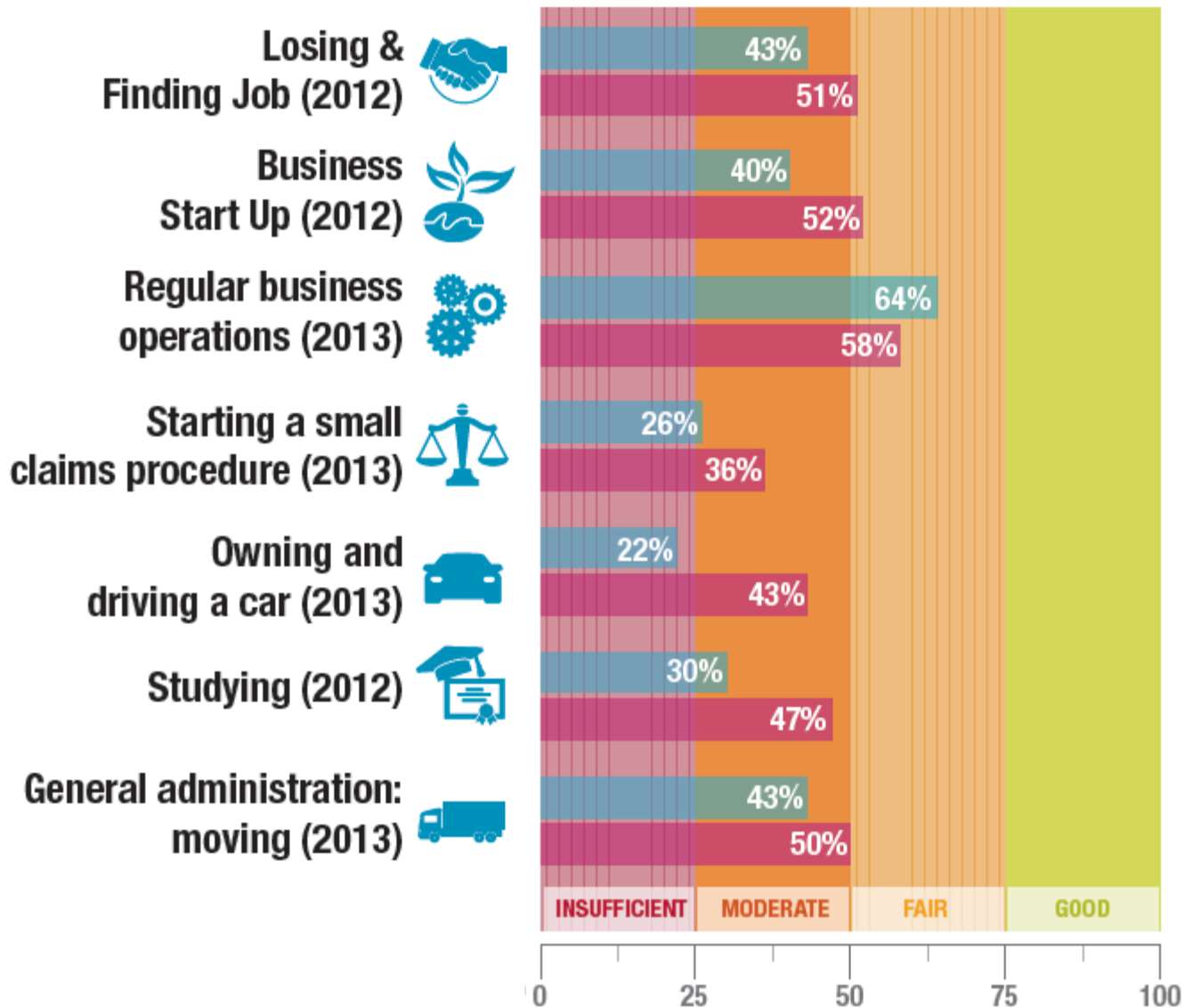
1. Register as unemployed and apply for benefits
2. Get assistance from public officer
3. Ensure continuity of medical insurance
4. Ensure continuity of pension payments
5. Obtain guidance related to housing
6. Access debt counseling
7. Access health promotion programs
8. Obtain guidance in case of sickness/injury
9. Access social welfare appeals
10. Receiving benefits that apply to you
11. Orientation on labour market
12. Search job vacancy data base
13. Receive job alerts and set up job profiles
14. Subscribe to training & education programs
15. Subscribe to vocational career advice

Regular Business Operations

1. Corporate tax
2. VAT declaration
3. Social contributions
4. Submit financial reports to business registration
5. Submit company data to statistical offices
6. Obtain info on employee contractual agreements
7. Obtain info on required working conditions
8. Report illness of employee
9. Request compensation for wages ill employee
10. Request refund VAT
11. Objection/appeal against claiming refund of VAT decision

Интегрирано управление на административната реформа и еПравителство в полза на гражданите и бизнеса!

Transparency

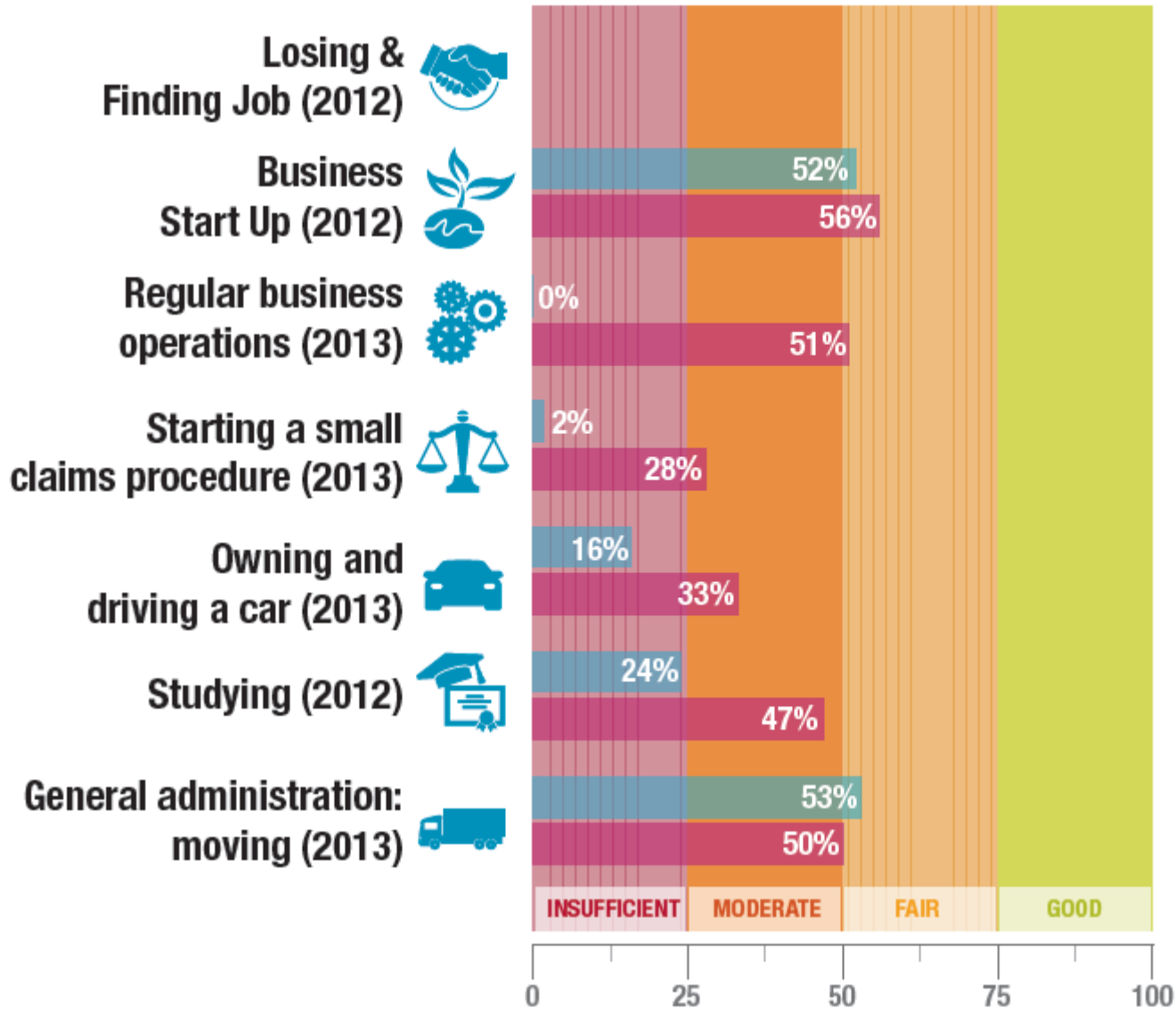


Пасивно-симулативно
партньорство, което
не допринася за
прозрачността на
еПравителство

Отворени процеси и
данни, които да осигурят
прозрачност,
политическа подкрепа и
партньорство с
гражданите и бизнеса



Cross Border Mobility

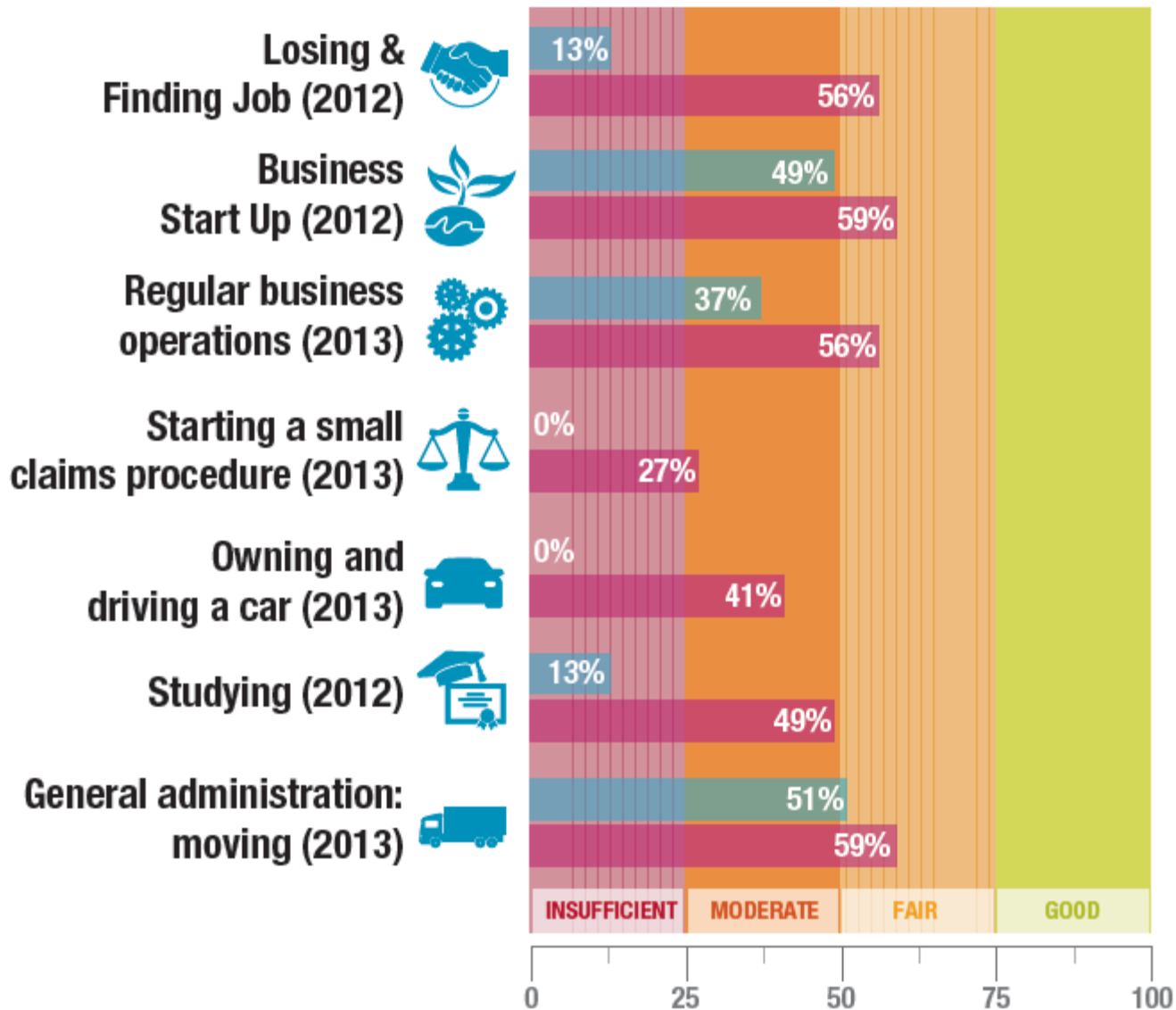


**Няма специален фокус
върху
трансграничната
мобилност на услуги и
събития.**

**При поставяне на ясни
цели трансграничната
мобилност може да
допринесе за повишена
конкурентноспособност.**



Key Enablers



Липсата на напредък по
реалното въвеждане
на ключови
технологични фактори
може допълнително да
забави
еПравителство.

Приоритети за развитие
на модерна
инфраструктура в полза
на конкретни
приоритетни услуги,
организирани като
«събития от живота».

eID eDocuments eSafe SSO
Authentic Sources

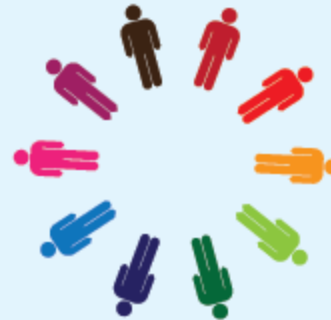


KEY ELEMENTS OF TRANSFORMATION:

Service minded: applying outside-in design



Adopt transparent & open operating models



...IN STEERING AND DELIVERING PUBLIC SECTOR INNOVATION

Joined-up governance to enable process digitisation & data integration



SMAC it up!



Building an eSkilled workforce to increase society's absorption capacity



Източници на информация:

За стратегии:

Insight Report

<http://www.capgemini.com/resources/egov-benchmark-delivering-on-the-european-advantage-insight-report>

За ръководители:

Background Report

<http://www.capgemini.com/news/the-european-commission-egovernment-benchmark-action-required-to-meet-commitments-for-digital>

За анализатори:

Open Data Portal

<https://open-data.europa.eu/en/data/>

За експерти:

Method Paper

http://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGovernment%20Benchmarking%20method%20paper%20published%20version_0.pdf

По държави:

Country Profiles

http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5545