



Administrative Simplification
and e-Government Workshop
The Walloon Experience
Lisboa | 22-02-07



The Context

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- 2002: set up of 2 distinct entities:
 - *Wall-On-Line (WOL)*: in charge of e-Government (11 p., located within one administration)
 - *Commissariat à la Simplification Administrative (CSA)*: in charge of Administrative Simplification (5 p., located outside the administration)
- 2004: regional elections – new government
- 2005: merging of WOL and CSA: set up of EASI-WAL
 - EASI-WAL, *Commissariat à l'E-Administration et à la Simplification*
 - in charge of e-Government and Administrative Simplification (21 p., located outside the administration, directly responding to the Minister-President of the Region, also in charge of computerization (back-offices) of the Administration)

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The Action of the Walloon Region



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→ The Main Principles of Action

- Everybody is concerned
- To be constantly in place of the User and to learn to know him
- To trust each other
- To challenge oneself constantly
- To be transparent
- To share information and not to reinvent the wheel
- To simplify before to computerize
- To treat differently usual and exceptional cases
- When something is simplified, to let it know!

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→ The Action Plan

- EASI-WAL Action Plan – work on the Simplification chain:
 - Legal Aspects
 - Processes
 - Forms
 - Technologies
 - Uses
- The Thematic Action Plans: 180 actions covering 22 themes (Employment, Training, Tourism, Environment, Agriculture, Public Markets, ...)

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→ Communication and Awareness

- Big **events** for and with public servants: presentation of the action plan and of best practices, ...
- Awareness **workshops** and specific trainings on plenty of subjects: introduction to simplification, simplification of processes, of forms, of legal aspects, user access management, web management, electronic identity, ...
- Methodologic **guides** (5) and guides of best practices (2) in e-gov and simplification
- *Fastoche*: the **mascot** of administrative simplification and e-government in Wallonia
- Presentation of concrete simplification **results** on the Portal of the Walloon Region: <http://www.wallonie.be> and on EASI-WAL web-site: <http://easi.wallonie.be>

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→ Methodologic guides



→ Best practices guides



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Some Lessons Learned



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Some Lessons Learned

- *Administrative Simplification and e-Government are deeply linked*
- *It is more than necessary to merge these 2 aspects*
- *It remains difficult to have a complete and multidisciplinary approach*
- *Exchange of information, knowledge, competences between different disciplines is not natural and must be organised*
- *The final aim is to **simplify the user life.***

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