

# OECD Peer Review eGovernment BELGIUM

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- ▶ **Belgium is a federal State**
- ▶ **3 authorities at the same level**
  - ▶ federal
  - ▶ 3 Communities (language, person)
  - ▶ 3 Regions
- ▶ **10 Provinces**
- ▶ **589 municipalities**

## AIM :

**e-government must enable *one virtual government* consistent to the customers with full respect for every single competency**

## Copernicus reform 2001:

- > Reorganization of Ministries:
  - Matrix structure
  - Federal Public Service
  - Creation of FEDICT

## Creation of Federated State:

- > Separation of strategies
- > Different priorities
- > Different budgets
- > Different phases of implementation
- > Limited coordination amongst entities

**=>status report needed**

## > Topics to study

- > E-Government structure & context – profile of Belgium
- > Challenges
- > Leadership & co-ordination
- > Implementation
- > Common frameworks/ co-operation
- > Outputs and outcomes

### Specific Belgian Questions:

- > How can we better work together knowing that we each have our priorities and objectives;
- > How to change focus from “technology” towards “citizen”?

### What the report will NOT do:

- > Report should NOT become a comparative study between Regions:
  - no competition,
  - no ranking,
  - etc...
- > Technical review of technical solutions e.g. portals

- > Agreed candidate countries:
  - **Netherlands:** John Kootstra
  - **Switzerland:** Hanna Muralt Müller
  - **Canada (Quebec):** Yvan Lauzon

- > full online availability of services for businesses and citizens, Belgium:
  - availability of 50% in 2006 => 60% in 2007.
  - online sophistication of basic public services for businesses, Belgium ranks among the leaders.
- > E-Government policy co-ordination is governed by formal agreements among all governments.
- > eID
- > Crossroads Bank of Social Security

- (1) Collaboration as a challenge within governments and between governments / Different political emphasis and wishes in regions and communities
- (2) No coherent legal basis for end-to-end services
- (3) The Digital Divide