

OECD eGov Country Report

Belgium Case Peer Reviewer

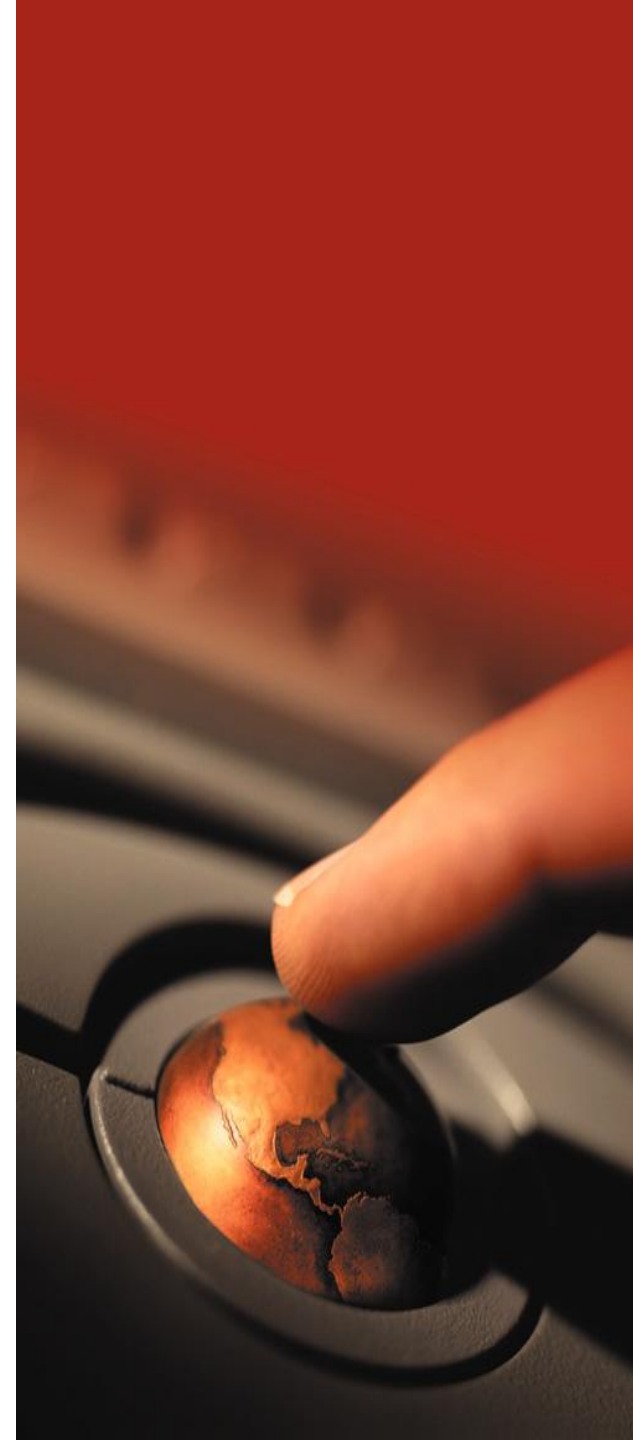
Yvan Lauzon

Assistant to the CiO

Government of Quebec (Canada)

Den Haag

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Outline

- 1. Citizen Centricity**
- 2. Shared Services**
- 3. Cooperation & Collaboration between Governments' level**
- 4. IT Management Issues «à la mode»**

1) Citizen Centricity

Citizen Centricity – In Canada

Statistics Canada

- **Census, Surveys**

Institute for Citizen-Centred Service

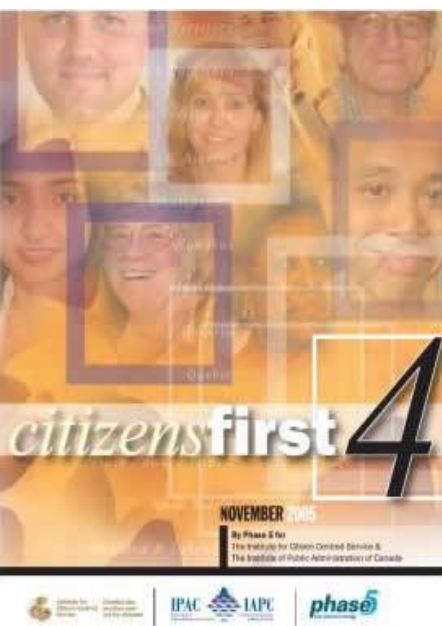
- **Surveys** (2 types, covering Fed, Prov./Territorial, Municipal)
 - *Citizens (1998 : Ed. 1) (2008 : Ed. 5)*
 - *Businesses (2003 : Ed. 1) (2007 : Ed 2)*
- **Common Measurements Tool**
 - *Database of Survey Questions (10 topics, 5 channels)*
- **Research Repository**
 - *+ 1000 pages of documents related to*
 - Client Satisfaction Measurement, Needs (1993 to 2008)
 - Municipal Services & Citizen Satisfaction (2001)
 - Quality of Gov. Services
 - Others : Multi-channels Strategies, Partnership models,



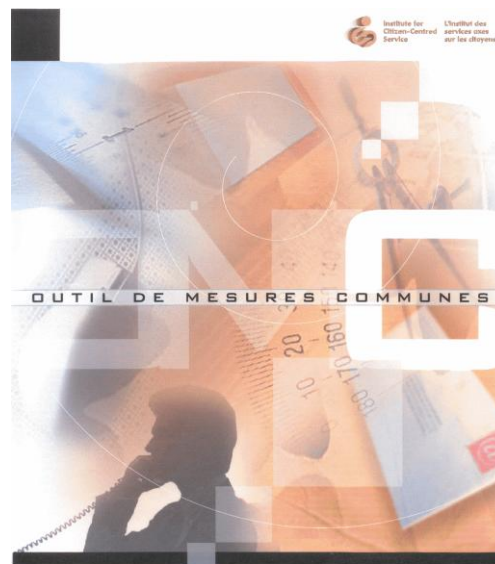
Institute for
Citizen-Centred
Service

L'Institut des
services axés
sur les citoyens

CANADA : www.iccs-isac.org



Answering the call



Common Measurement Tools

OMC Banque de questions

Quebec Province Level

 **CEFRIO (5 types of Surveys) : (www.cefrio.qc.ca)**

- **Fed., Provincial Municipal Gov. Services Usage by Citizens & Businesses (NetGouv, 2008 : Ed 3)**

- **Internet Usage**
 - *By Citizens & Businesses (Monthly Surveys : Compiled annually)*
 - *By Teenagers (NetAdos)*

- **SME' Internet Usage (NetPME)**

- **Internet Advertising Means (NetPub)**

 **HEC Montreal**

- **External Web site Evaluations (*Utilisability, Quality & User Satisfaction*)**

2) Shared Services

Shared Services

Access

- Federal Portal
- Federal Network (FedMan)
- UML : Unified XML Gateway

Security

- eidCards

Authentic Sources

- Unique identifiers : CBE, CBSS, ...
- Registers

Interoperability

- Technical, Semantical, Organizational, Legal

**3) Cooperation
& Collaboration
between
Governments' level**

... Between Governments level

 **Cooperation** (*Merging of Work done separately*)

VS

Collaboration (*Doing things together*)

 **Coordination Means :**

- **Inter-governmental Agreements**
- **Meetings**
- **Conference, Congress, Seminars**
- **Training**
- **'Cross pollenisation'**

4) IT Management Issues «à la mode»

IT Management Issues

«à la mode»

IT Security

- **Technical Security : Belgium eidCard : A++**
- **Administrative Security**
 - *IT Security Management Model*
 - *iso 17799 : 10 domains, 36 objectives et 127 Control points*

Political leadership & involvement

- ***Emerging in Belgium***

Accountability

- **Transparency → Be in delivery mode → Accountability → Audit & Control**

Project Management Culture :

- **«Business Case» approach : **Emerging in Belgium****
- **Certification**
 - **3 P : *Persons + Processes + Products***
- **4 questions to ask :**
 - 1. *Are we doing the right things ? (Alignment)***
 - 2. *Are we doing them the right way ? (Integration)***
 - 3. *Are we getting done well ? (Capability, Competencies, Outsourcing)***
 - 4. *Are we getting the benefits ? (Single evaluation methodology, Harvesting rules)***

BONUS ...

My own vision of 2020 eGov

Client' Value Management : A must !

- **Credible Evaluation of advantages** (*From Stakeholders' Point of view :*
 - Gov Employees., Departments, Citizens, Businesses
- **Centralised Marketing & Communication tools & Means**
- **Moving from Portal → To Real integrated services**
- **Moving from Dept. By Dept. Declaration of service → To :**
 - Service Policy : Service Levels / Service Standards
 - Gov. Charter of Clients Relationship Management (GC-CRM)

Mandatory Government eGov. required by Digital natives

Profiles of eGov Services

- **No longer developing eGov for a logical person called SPOCK (Star Trek Character) but for Profiles of users (segmented by events of life, by Channels preference, etc.)**

Built-in Security & Privacy

- **No longer an option !**

Channels that could be most popular at that time

- **Immediate eMail (Chat)**
- **Mobile technology**
- **Virtual experience technology (eGov Simulator)**

Thank you