



Digital Government Strategies: Good Practices



Austria: Platform Digital Austria

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Austria to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

Description of the practice:

Organisation:	Federal Chancellery of Austria
Name of the practice:	Platform Digital Austria
Principles implemented:	<u>Principle 5</u> – Secure leadership and political commitment to the strategy

Description: The high level of distinction that eGovernment now enjoys in Austria is seen in the fact that the responsibility for the overall coordination of eGovernment lies with the Federal Chancellery. The Platform Digital Austria, which was created in 2005, has become the centre point for coordination and strategy of eGovernment in Austria by the Federal Government. All eGovernment projects in Austria now run under the Platform Digital Austria designation. It coordinates all the agenda of the “Kooperation BLSG” (which stands for Cooperation of Federal Government, Provinces, Municipalities and Communities), previously known as the E-Cooperation Board, and the ICT Strategy Group, formerly known as the ICT Board. The advantages of having a single chairmanship in charge of projects are obvious. Projects are coordinated with one another so any projects which are too similar can be detected and duplication of effort can be avoided. The chairmanship of Platform Digital Austria is held by the Federal CIO.

Project management: Federal Chancellery of Austria

Project team: Federal Ministries, Provinces, Municipalities and Communities

<http://www.digitales.oesterreich.gv.at/DesktopDefault.aspx?alias=egov&init>
<https://www.ref.gv.at/> (in German only)

or



Results

The Platform Digital Austria was founded in 2005 by the Federal Chancellery as an inter-administrative platform to help coordinate on a standardised eGovernment strategy for the Federal Government, the provinces, municipalities and local authorities and businesses. By involving public administration bodies in cooperation with businesses, all eGovernment projects, strategies and guidelines are able to be collectively planned, coordinated and implemented. This was and remains of the most important reason behind Austria's success in international eGovernment comparisons.

Development

Design: 2005

The Platform Digital Austria developed an overall concept during a strategy session in December 2009 for the coordination and strategy board of the federal government for eGovernment in Austria. The platform members formulated the concept for successful cooperation and Visions 2020. They are especially aimed at:

- simple, goal-oriented and improved government contacts
- consistent user interfaces for applications
- secure electronic identities for all people and businesses
- convergence of eGovernment, e-Health, e-Justice, e-Commerce, e-Learning, e-Environment, EU-wide and international developments
- one IT solution for one task
- increase transparency and trust by active data protection
- different types of users in eGovernment
- participation and interactive information systems

The stakeholders involved are described above.

Testing: 2005

The concept was a result of a discussion process which included all relevant stakeholders.

Implementation: 2009

The implementation of the website www.ref.gv.at with a multi-collaboration-level was installed. Therefore TYPO3 was used frequently.



Digital government toolkit



Resources: Around 700 person days p.a. including organisational tasks and work by committee members.

Diffusion and scaling: 2009

Frequent meetings of the Platform members are held to discuss and transfer knowledge. The results of the working groups are published and available online: <https://www.ref.gv.at/KONVENTIONEN-WEITERE-KONZEPT.506.0.html>

Partnerships: Public Sector Organisations

Partners: Federal Ministries, Provinces, Municipalities and Communities

Nature of the partnership:

Lessons learned

The institution-wide cooperation of all relevant decision makers in Platform Digital Austria contributes to a joint further development of the strategy and to the coordinated implementation of eGovernment.

The time-consuming progress that has already been made in the implementation of inter-administrative eGovernment services is the result of countless working groups who strive to create a user-friendly eGovernment.

Conditions required: A spirit of innovation and cooperation is crucial for this practice.

Additional information: