

Application for Comprehensive E-Government

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INTRODUCTION

E-government forms an essential part of the tendency toward administrative modernization as it embraces the optimization of intra-authority processes; the interface between the authority, citizens, and companies; and interauthority processes, thus leading to the realization of an e-driven informed society. The complexity of the theme results from the doing of authorities; their communication partners like citizens, companies, and other authorities; and the social and legal framework. The growing distribution and the increasing maturity of these e-government applications pose new issues calling for scientists and economists to deliver immediate solutions.

Within the frame of the new public management strategy, the one-stop-shop principle—a central contact-oriented service aimed toward solving problems—has also been in the focus. The portal architecture serves to realize one-stop government for citizens, who are now able to access most various online services of different authorities from one single point to present their concerns. Apart from this, the interconnection between the internal (file)

administration through online services rendered to citizens, companies, and other administrative facilities leads to an increased procedural transparency for citizens and companies and forms the basis for one-stop government.

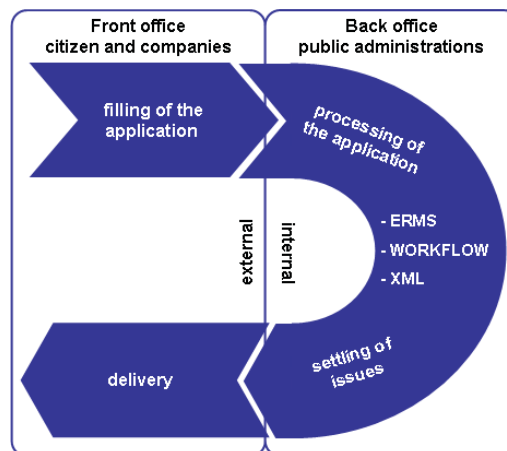
ONE-STOP GOVERNMENT

The idea to create an e-government pool is heading in the same direction. The pool of portals represents a uniform frame for access to cross-authority Web applications and the administration of related rights. This allows users logging onto their home portals to use additional applications outside their home portals in so-called application portals.

The pool of portals facilitates the incorporation and utilization of external databases (GIS cards, book of prime entry, directories, etc.), which finally provides a continuous cross-linkage.

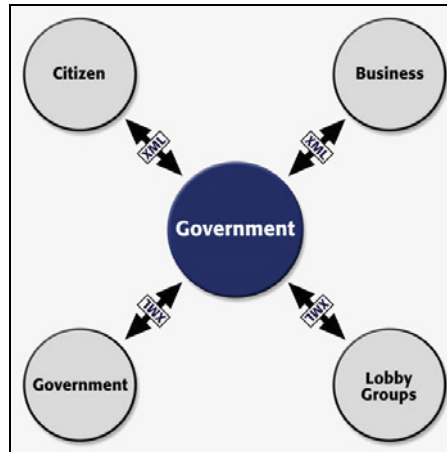
Thus, the citizen and the officials are able to settle all their issues at a central (virtual) point.

Figure 1. Flowchart of e-government processes



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Figure 2. Communication partners of an authority



- Through a Web portal, online services, and online delivery, the citizen settles all his or her public issues in a comfortable fashion through the Internet.
- At the authority's site, the citizen is notified of the respective status of the ongoing processing of his or her issue from a central service point.
- A call centre can access the status data of the procedure and is thus able to notify the applicant at any time via phone or SMS if requested to do so.
- Via mobile devices, officials can, at any time and in any place (for instance, through a pool of portals), access electronic files and special applications.

INTERNAL VS. EXTERNAL E-GOVERNMENT

Typical e-government processes are initiated by citizens and companies (e.g., by way of applications submitted via the Internet), processed within the scope of the internal flow of files of an administrative organization (e.g., using an electronic records-management system [ERMS]) before they are returned to the external applicant (e.g., via the electronic delivery of the administrative decision).

Administrative external e-government means processes that are not part of intra-administrative action in a narrow sense but still fall within the scope of administrative issues. These include above all application processes initiated by citizens and companies, and the par-

ticipation in processes by other administrative facilities and organizations associated with quasi-administrative tasks.

Administrative internal e-government processes comprise all intra-authority processes (flow of files) in the respective field of work, and cross-authority cooperation in settling issues.

Both the internal and external components are calling for careful planning, monitoring, and control. Different requirements and angles resulting from the external, internal, and cross-authority processing of business objects lead to the separate presentation of problems regarding the required interfaces, standards, and safety requirements. The dual characteristic of e-government processes requires a comprehensive solution in order to provide an implementation of e-government projects as effectively and efficiently as possible. The desired increase of efficiency cannot be achieved unless it is done by means of electronic projection and the linking of all process items, that is, continuous and coordinate electronic processing embracing the complete scale of the filing of an application, intra-authority processing, and delivery.

The concrete adoption of e-government processes and the resulting requirements from an intra-authority and extra-authority angle in the form of software products and their continuous further development are the core contributions of software producers to a holistic approach to e-government-related issues.

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