

**Final Conference COST A14
Government and democracy in the information age**

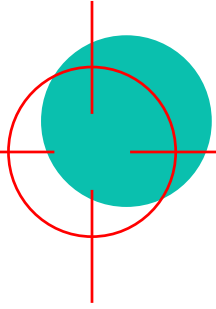
**WG 3 Workshop
'ICT & Public Administration'**

**Government back office reorganisation:
The case of Austria**

Brussels, June 5 - 7, 2003

Georg Aichholzer
Institute of Technology Assessment
Austrian Academy of Sciences
Vienna





Overview

- National good practice list
- Case 1: Applying for a business licence
- Case 2: Submission of statistical data
- Tentative impacts
- Conclusions



Austria: national good practice list

Service	Score	Process digitisation	Complexity score	Model
Customs declarations <i>(Paperless foreign trade admin.)</i>	4+1+1	d)	4 x 4 (EC, 2 Ministries, firms) x 150 c.o.	D
Income taxes <i>(FinanzOnline)</i>	4+1(+1)	d)	4 x 3 (employer, AMS, soc. ins.) x 98 fin.o.	D
Procurement of textbooks by schools	3+1	c)	3 x 9 int. x 6.200 schools x 1.200 b.s. x 100 b.pub.	D
Application for a business licence: <i>(help.gv.at / Vienna)</i>	4+1	d)	4 x 20 b.o. x 6 x 9 ext. (98 fin.o.)	D
Submission of data to statistical offices	3+1	c)	3 x 6 int. x 7 x 800 ext.	C



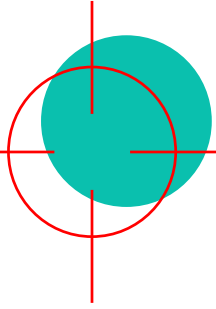
Case 1: Applying for a business license (Vienna City Administration)

- Multiple access (Vienna city; help.gv.at), 5 languages
- Includes a bundle of services, e.g.
 - Applying for exemption from submitting a proof of qualification
 - Changing data relating to existing business licences
 - Registering the appointment of a new managing director /
Withdrawing the registration of a current managing director
 - Entry into Vienna trade register
- Full electronic transactions, individualised, incl. attachments, double code authentication



Case 1 (continued)

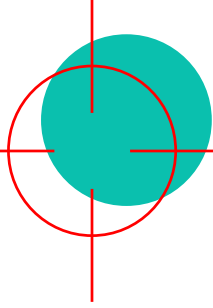
- Process digitisation:
 - maximum level, confined by complexity of process (150 regulations, 80 licensed trades, 917 liberal trades)
- Electronic payment only partly relevant
 - ongoing project for integration of e-payment
- No online test option, but demonstration via powerpoint presentation
- Back-office reorganisation:
 - Workflow involves 20 back-offices at district level, 6 in Vienna City Admin. plus 9 ext., 98 finance offices



Case 2: Submission of statistical data (Intrastat portal for SMEs)

- Multiple access (help.gv.at, Statistik Austria, netquest, plus offline version), service tailored for SMEs
- Complete online reporting of intra–EU trade (monthly)
 - authentication via double code
 - bundling with respect to master data and portal offers
 - intelligent online questionnaire
 - follow-up project integrates interface to user database
- Process digitisation:
 - maximum level, 90 automatic check routines, some automatic corrections, personal checks only on errors

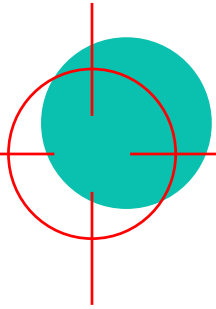




Case 2: (continued)

- Electronic payment irrelevant
- Extensive test possibility
- Electronic status tracking and data control by users
- Back-office reorganisation:
 - workflow involves 6 internal back-offices,
 - plus 7 ext. (incl. EUROSTAT), approx. 800 external database users

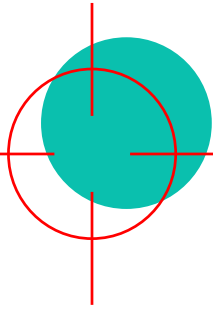




Impacts

- Case 1:
 - operative since Sept. 2001
 - positive service take-up (10 % online) and assessment by business community
 - cost-savings: € 33.630.- in 2002
- Case 2:
 - operative since Feb. 2003
 - already 800 users (of 5.000 SME potential), very fast growth
 - altogether 17.000 reporting companies, 12.800 online (96% of all return lines)
 - very positive cost-benefit ratio (80% of staff bound by 4% submission on paper)
 - privacy protection measures





Conclusions

- Many cases with high level of transactions, bundling and developing back-office integration
- Integrative service platform or portal for citizens and businesses: HELP.GV.AT
- Advanced integration within administrations via electronic file system at federal level (ELAK project)
 - similar implementations also at sub-national levels
 - federal includes e.g. electronic law making process
- High back-office integration via central register of residence
 - advanced passport service with low e-service component
 - access commercialisation: privacy issues

