

Virtual City Hall – a smart eGovernment Solution

Session 11: Strategies & Policies for Innovative Cities Network - GLOBAL FORUM 2009 - Bucharest

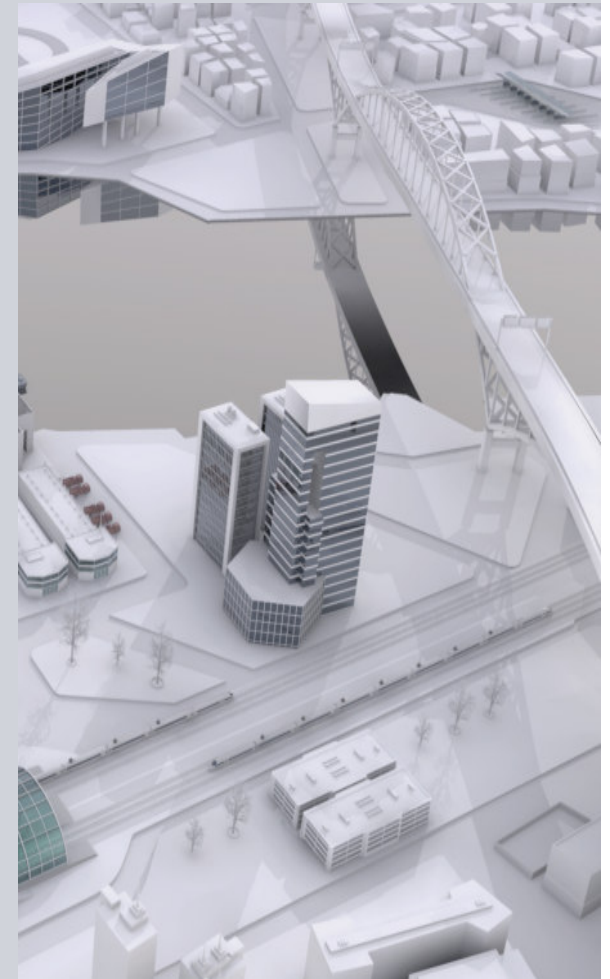
Christoph Schwegelbauer, Bucharest 2009

Agenda

Situation

Solution

Benefits



Traditional City Administration

Queues

High costs



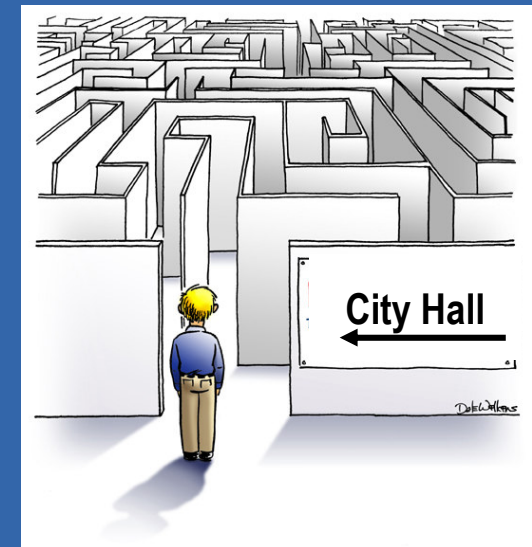
Intransparency

Low Output

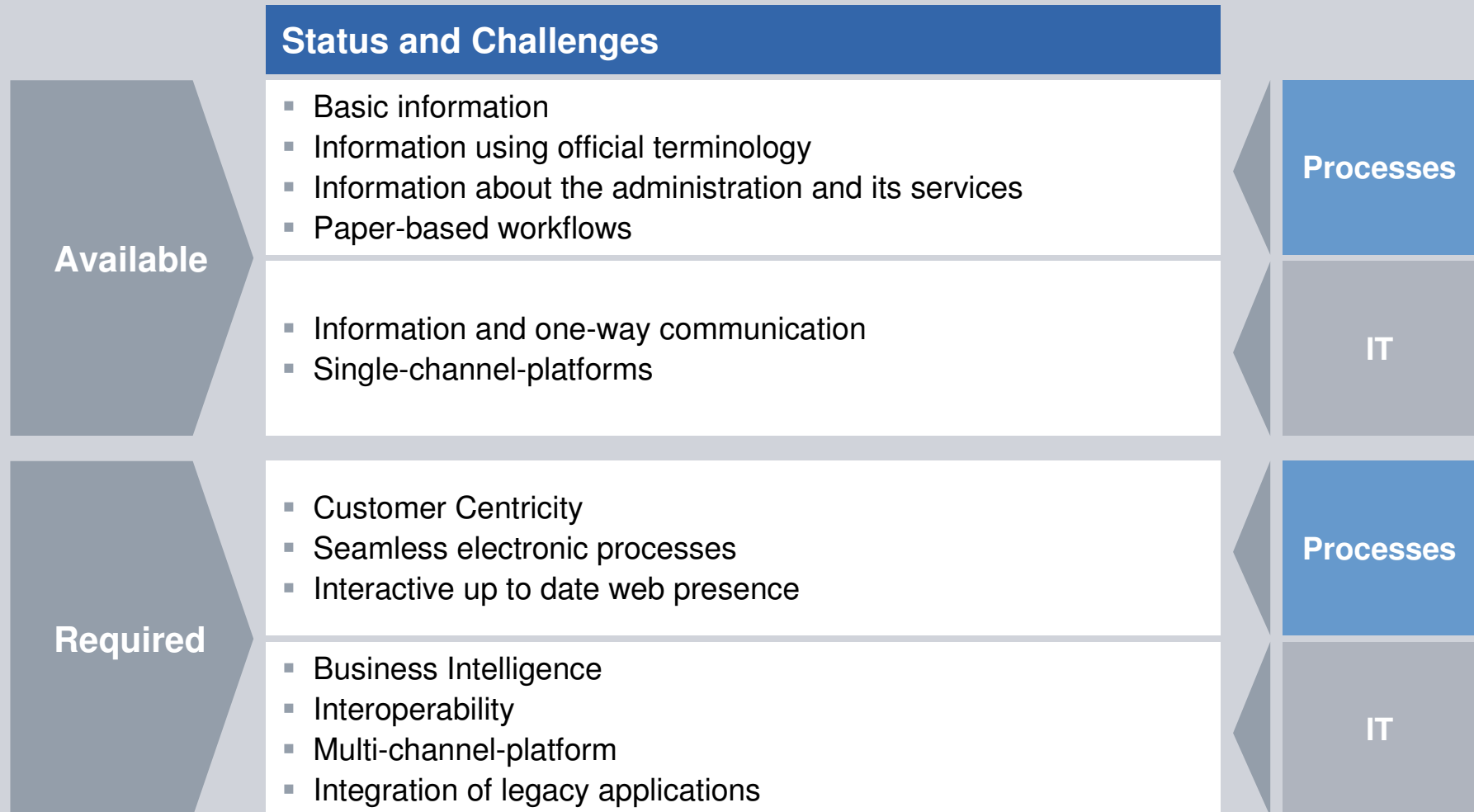
Bureaucracy

Inefficiency

Slowness



The present situation of many city portals suggests improvement

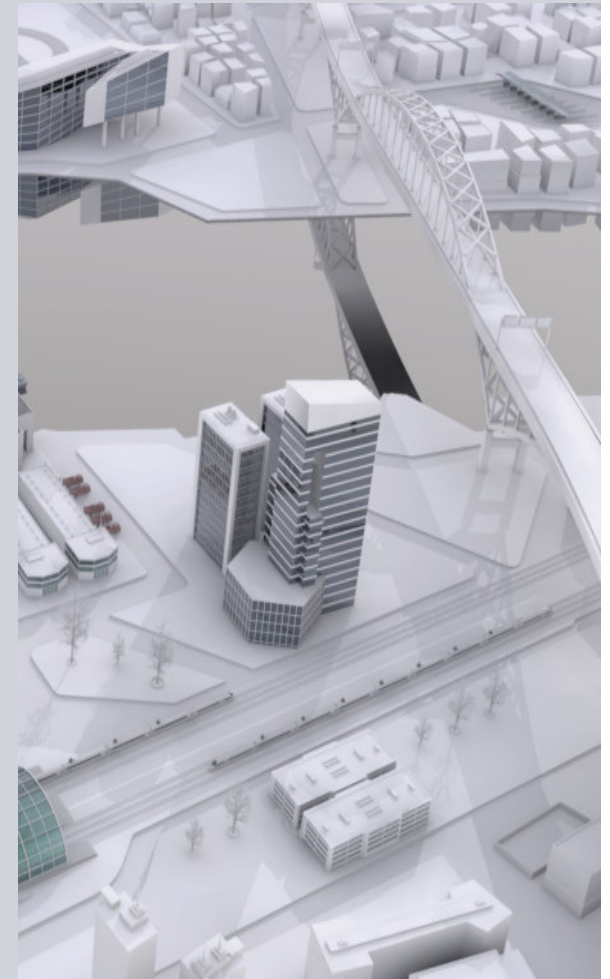


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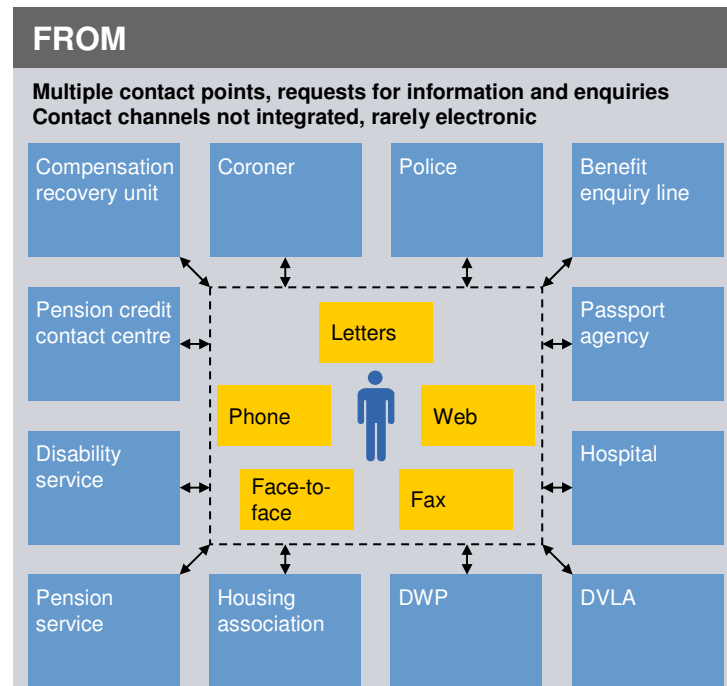


The Vision of a Virtual City Hall relates to a city's full insertion in an increasingly digitized world

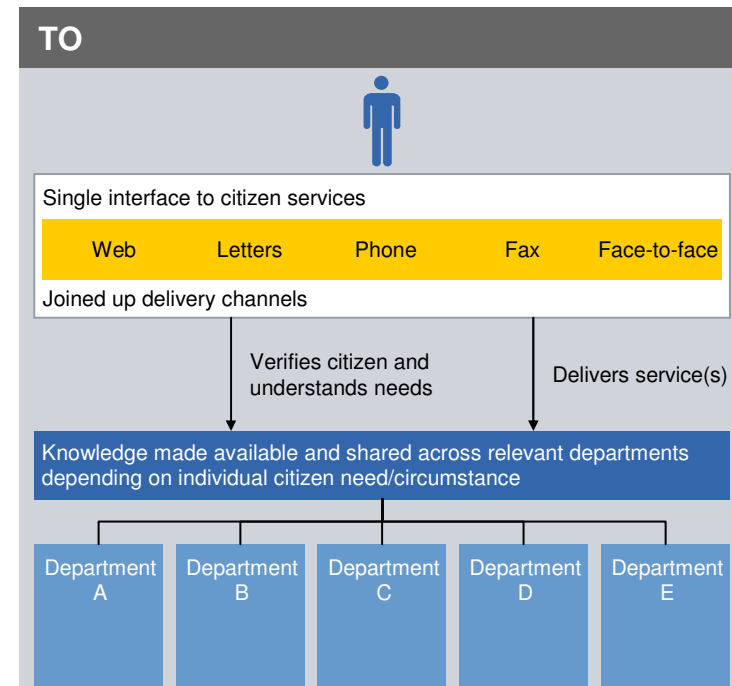


The Virtual City Hall drives customer centricity

Process Centric



Customer Centric



The Virtual City Hall expresses the administrations' **changing mindset** towards customer centricity through structuring the access to business processes according their customers' needs for ease of interaction, implementing e.g. single-point-of-contact and Life-Event Approaches.

The Virtual City Hall fulfills both process- and IT-requirements of the city



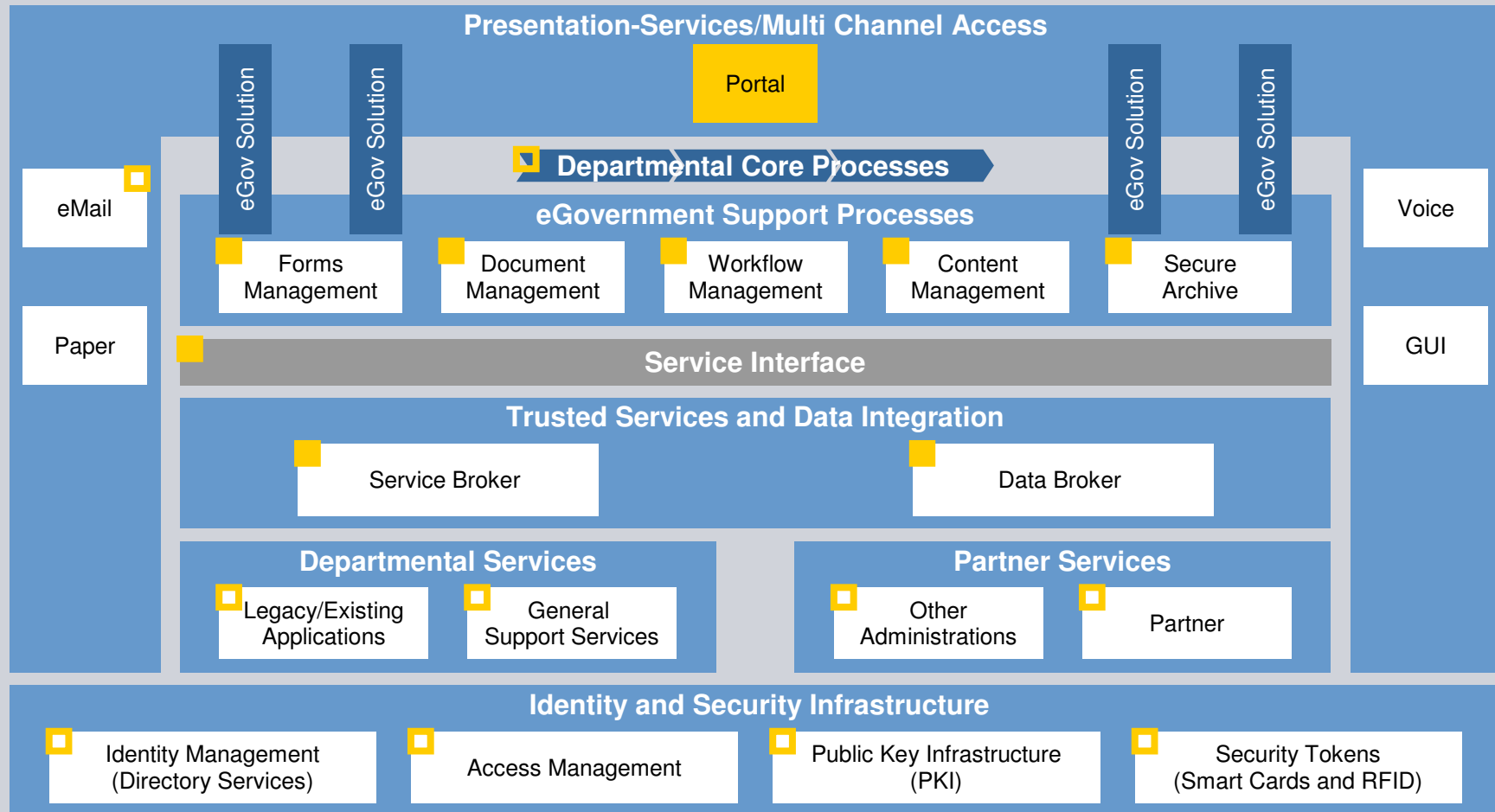
Process Requirements

- Forms Management
- Document Management
- Workflow Management
- Content Management
- Secure Archive
- Integration of existing service
- Identity and Access Management
- Knowledge Management

IT-Requirements

- Integration into existing IT landscape
- Flexible and agile SOA/BPM landscape
- WEB 2.0 technology
- Interoperability
- Integration of legacy applications
- Search Engine Optimization

As an umbrella, the Virtual City Hall integrates the pertaining elements of the eGovernment Framework



Part of Virtual City Hall solution
 To be integrated into City Portal solution

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The Virtual City Hall consists of three service elements

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Portal

- Life-/Business-Event-Approach
- Personalized services
- Identity and Access Management
- Informative, interactive and transactional services
- Readiness for automated services
- Multi lingual approach
- Connecting Internet/Intranet

Back-Office Integration

- Knowledge Management
- Document Management
- Workflow Management
- Content Management
- Secure Archive
- Identity and security infrastructure
- Trusted services and data integration

Mumbai Virtual City Hall

Vision

**“To provide efficient service to
Citizens, Business, Employees and
Administration by implementing IT
systems to enable Municipalities
processes and workflows”**

Mission

Citizen and Business Empowerment

To provide the citizen and businesses

- *a time independent window*
- *to avail any of the **260 services***
- *offered by Municipality*
- *thereby ensuring ‘Freedom from Queues’.*

Employee Empowerment

Increase Efficiency of Municipality administration

Decrease corruption by higher transparency

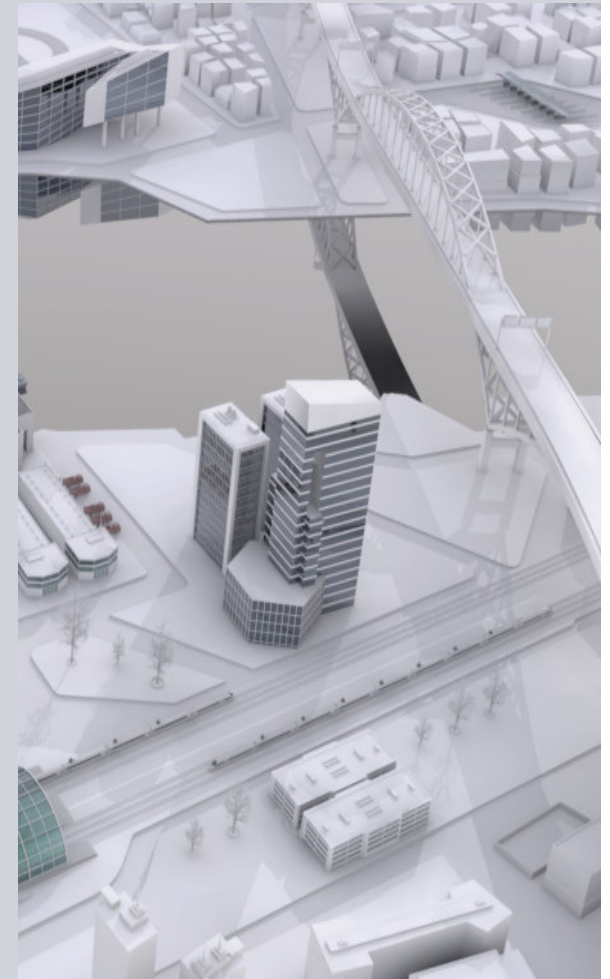
Example of Online-Service of the Mumbai solution

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The Virtual City Hall contributes to the three main challenges: service, cost and lawfulness



Virtual City Hall fosters the Benefits of eGovernment

- Minimizing the need of onsite customer-visits
- Reducing time required to request and deliver services
- Transparency of follow-up and tracking progress of requested services
- Service Level Agreements (Internal & External)

- Enhancing existing revenue streams
- Setting up new revenue streams
- Reducing costs of transaction processing
- Delivering intangible benefits (Boosting image of the city as a service oriented organization, fostering competitive positioning)

- Improved data protection and security
- Consistent transformation of prevailing regulations
- Legally binding revision of forms
- Secure electronic and long-term archiving

Quality of Service

Efficiency and Effectiveness

Lawfulness

Virtual City Hall

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