Virtual City Hall – a smart eGovernment Solution

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

Christoph Schwegelbauer, Bucharest 2009

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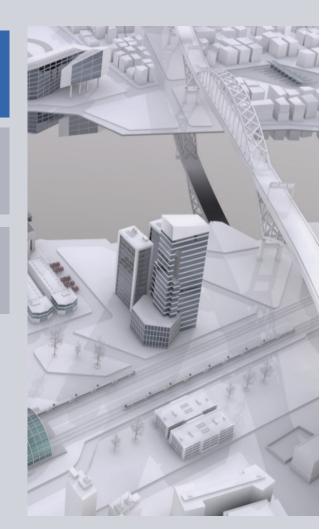


Agenda

Situation

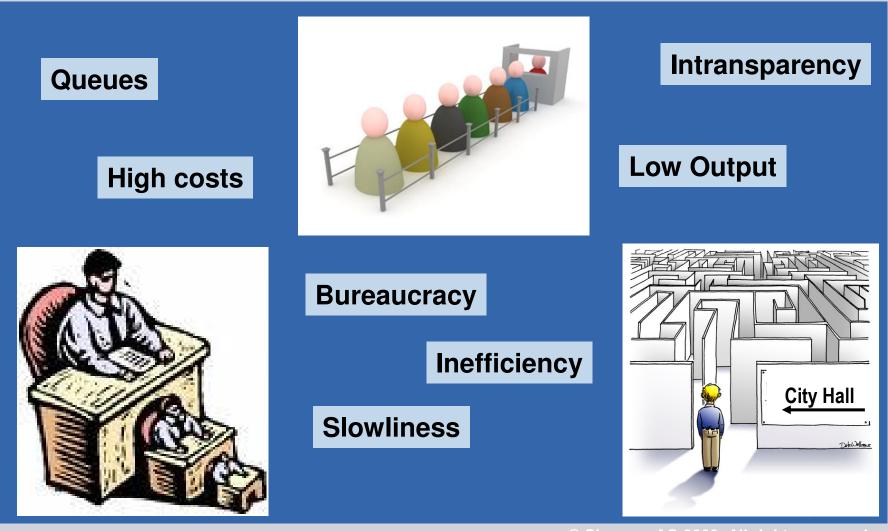
Solution

Benefits



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Traditional City Administration



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The present situation of many city portals suggests improvement

	Status and Challenges	
Available	 Basic information Information using official terminology Information about the administration and its services Paper-based workflows 	Processes
Available	 Information and one-way communication Single-channel-platforms 	ІТ
	 Customer Centricity Seamless electronic processes Interactive up to date web presence 	Processes
Required	 Business Intelligence Interoperability Multi-channel-platform Integration of legacy applications 	ІТ
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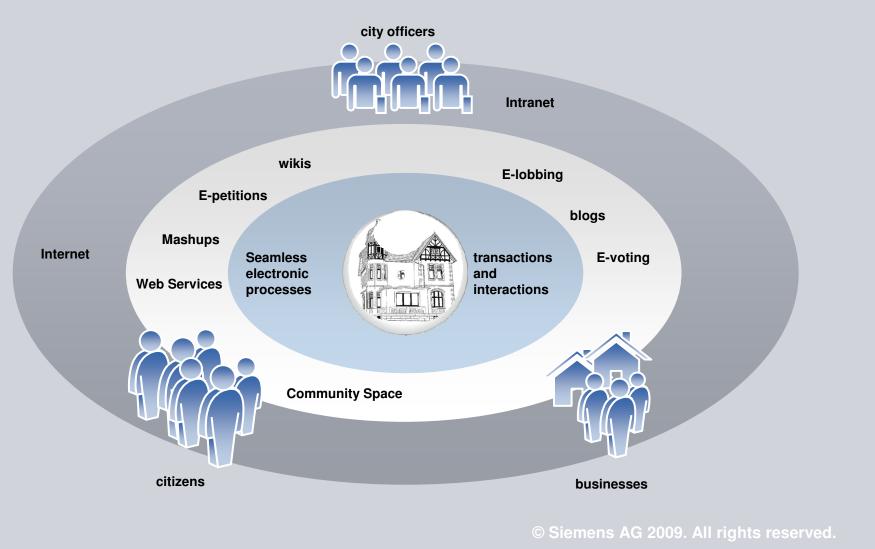
Solution

Benefits

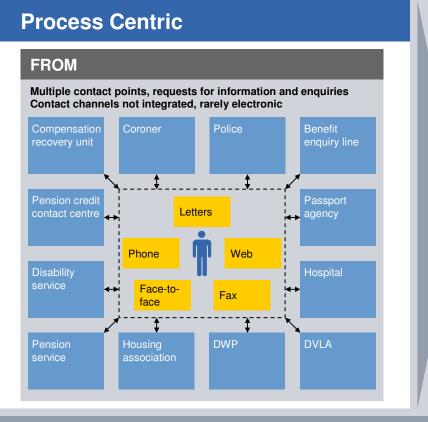


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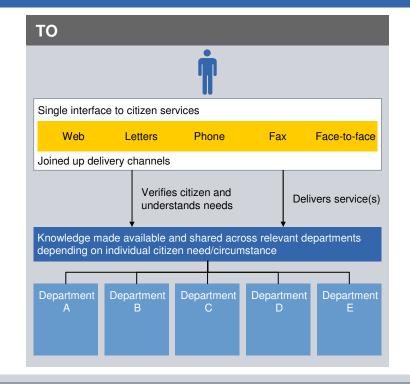
The Vision of a Virtual City Hall relates to a city's full insertion in an increasingly digitized world



The Virtual City Hall drives customer centricity



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.

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

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Process Requirements

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

Integration into existing IT landscape

IT-Requirements

- 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

Presentation-Services/Multi Channel Access Solution eGov Solution Solution eGov Solution Portal eGov Departmental Core Processes eGov eMail Voice **eGovernment Support Processes** Document Workflow Forms Content Secure Management Management Management Management Archive GUI Paper **Service Interface Trusted Services and Data Integration** Data Broker Service Broker **Departmental Services** Partner Services Legacy/Existing General Other Partner Support Services Applications Administrations **Identity and Security Infrastructure Identity Management** Public Key Infrastructure Security Tokens Access Management (Directory Services) (Smart Cards and RFID) (PKI) Part of Virtual City Hall solution To be integrated into City Portal solution

The Virtual City Hall consists of three service elements

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

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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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Useful Tools	Citizen Services
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Keite Reader Download Acrobat Reader	Welcome to MCGM's new web portal.
© All rights reserved <u>Site Map</u> <u>Contact Us</u> <u>Privacy</u> <u>Disclaimer</u> Powered By	In order to bring transparency and smooth collaboration within <u>various departments</u> of MCGM and for the benefit of the citizens MCGM has embraced E-Governance and facilitating most essential citizen services through this Portal. Content-Bereich information about various aspects of the city, its governance and facilitates citizen services such as Birth/Death Certificate, registration of complaints, etc.
ABM' SIEMENS	Initially those services, which do not require any documentation, will be offered on this portal, other services will be offered subsequently in a phased manner.
This site is best viewed in 1024x768 resolution using Microsoft Internet Explorer 6.0 SP 2.	On this portal, Citizens can file online complaints and subsequently track the status of their complaints. Citizen can apply online for Birth and Death certificate, provided the Birth Registration data of the applicant is available with MCGM and the data is post 1995. It is also possible to pay property and water taxes through electronic clearance system.
http://www.mcgm.gov.in	In addition to the services mentioned above soon it will be possible for a Citizen to apply for Shop and Establishment registration, apply for Trade License under section 394, 313, 328A, apply for Heath License u/s section 394, 412 and MPFA License, apply for factory permit, etc.
	Health Services Shops and Establishments Licenses Building and Factory Garden and Trees Maintenance Water Works Market Department Check Application Status

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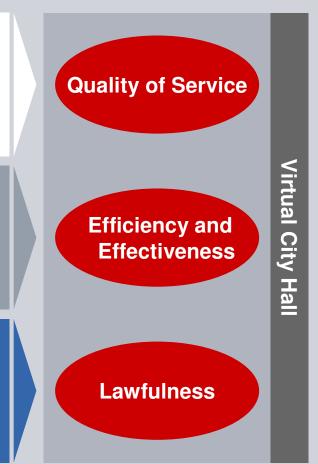
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The Virtual City Hall contributes to the three main challenges: service, cost and lawfulness



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



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091013 Virtual City Hall Schwegelbauer

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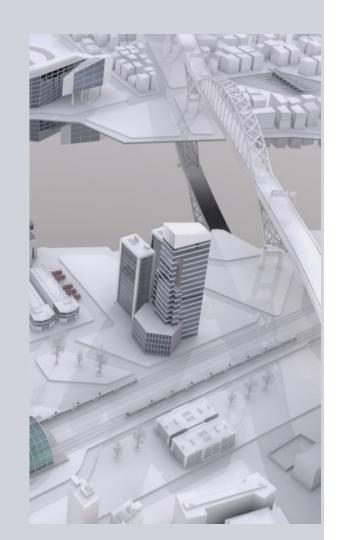
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