# How have local governments been transformed by e-Government and has it been useful for drawing and implementing policies at the local level

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# e-Government
# as Enabler
# for Transforming
# Local Governments

**Ingrid Götzl**
**City of Vienna**

**Global Forum**
**Paris 2006**

# Political Objectives



**Let Data move –**

**make Time for People!**

**Dr. Michael Häupl,
Mayor and Governor
of Vienna
2000**

# Administrative Guideline

**"Decisive are the needs, the wishes and the expectations of the citizens – how they feel about the results of the city administration and how they assess and accept the outcome."**

**Vienna Chief Executive
Dr. Ernst Theimer, 1995**

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# ICT Policy



## E-Government Cooperation

- **Federal**
- **Regional**
- **Local**

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## Strategic Objectives

- Providing 24x7 online informati~~on~~ ~~s~~ervices

- Transparency in administ~~ration~~

- Civic co-determin~~ation~~ ~~inv~~olvement in the decision-ma~~king~~

- Enfor~~ced motivat~~ion and civic activity

→ **Better City Quality**

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## Pragmatic Objectives

- **Standard questions quickly covered ~~by~~ more time left for complicated request~~s~~**

- **Data entry checked electr~~onically~~ ~~le~~ss/no data errors**

- **More time for face ~~to~~ ~~conta~~ct ⇨ direct customer contact more ~~~~**

- **Longer ~~hour~~s of public administration ⇨ yet off~~icials~~ ~~th~~eir usual working hours**

- **~~Processin~~g of electronic requests more self-directed ⇨ m~~or~~e work satisfaction for officials**

**⇨ Better Service Quality**

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# e-Government does not mean...

- **to equal digitalisation with modernisation**

- **to replace analogous bureaucracy by digital bureaucracy.**

Stephan Jansen, Universität Witten

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# e-Government Mantra

- **Successful e-Government is not an ICT project.**

- **Successful e-Government is a Change Project.**

- **Successful e-Government is promoted by the top management and put in charge of the operating department.**

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# From e-Gov to Real-Gov

e-Government is not for free.

Those who want to reap must sow.

e-Government must bring profit.

Could be time, money, quality.

e-Government is customer-centred organisation.

Data should be sent around, not people.

e-Government is employee empowerment.

Be humane to your human capital.

e-Government means Business – for Processes.

Revolution is better than Evolution – if feasible.

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# From e-Gov to Real-Gov
cont.´d

**e-Government starts with E like Easy.**

**No brain-teasers, please.**

**e-Government use relies on usefulness.**

**Only the useful is used.**

**e-Government is useful for all – also for refusniks.**

**Keyword "Multichannel".**

**e-Government needs PR.**

**Heed the laws of the market.**

**e-Government is more than E-Services.**

**Citizens are more than customers.**

**Citizens are owners.**

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