E-Relationship with Citizens

Session n°8
Rome, Friday November 8th, 2003
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Personal   Professional

Citizen

Everything in Between

The Way It Is…

The Way It Should Be

Integrated
Innovation

What Industry should bring

Integrated Innovation

Stronger Security

More Value for Money
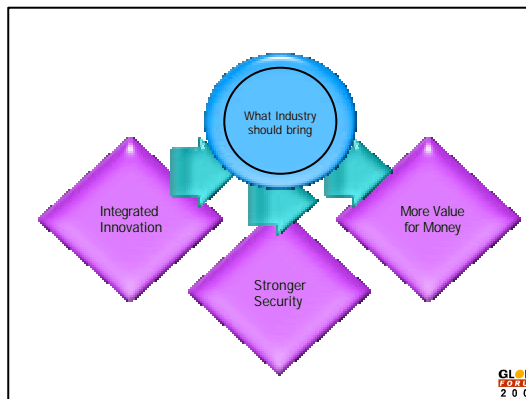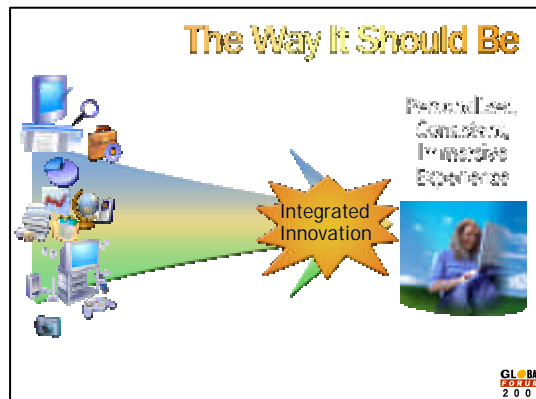
What brings the « e »?

- Quality?
- Trust?
- Speed?
- Ease the current process?
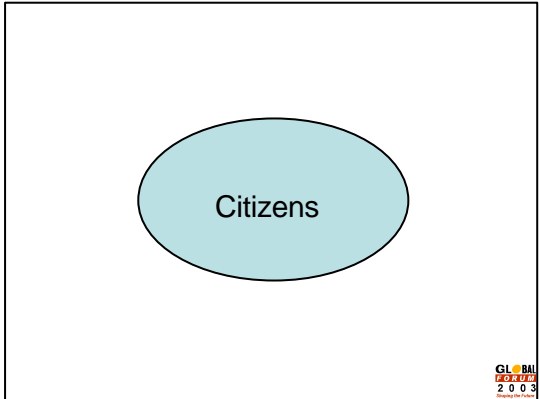
Where do we stand in Europe?

For *e*Government, the following two indicators are the basis for benchmarking.
· Percentage of basic public services available online,
· Use of online public services by the public.

*To make these indicators operational, Member States have agreed to a common **list of 20 basic public services**, 12 for citizens and 8 for businesses.*

*Progress in bringing these services online will be measured using a **four stage framework:** 1 posting of information online; 2 one-way interaction; 3 two-way interaction; and, 4 full online transactions including delivery and payment. Data will be collected in surveys twice a year.*

Roundtable Participants

Citizens

- Policy :

- Trust: *SISGEM*

- Content:

- Speed:

- Ease the current process: