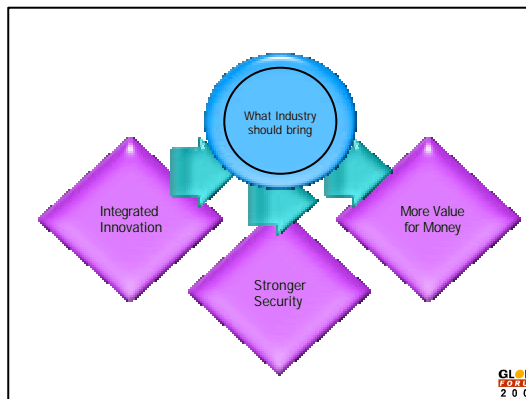
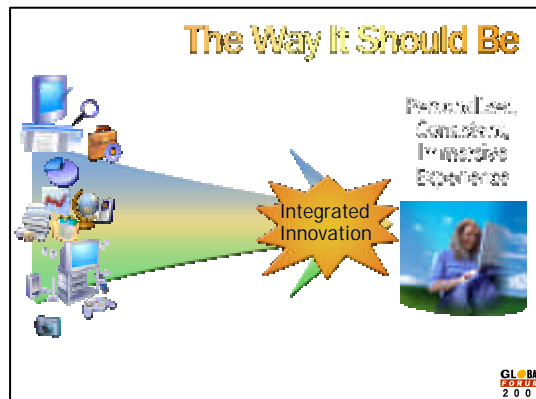


E-Relationship with Citizens

Session n°8
Rome, Friday November 8th, 2003
Gilles Polin, Microsoft EMEA



- ### What brings the « e »?
- Quality?
 - Trust?
 - Speed?
 - Ease the current process?
- GLOBAL FORUM 2003

Where do we stand in Europe?

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Public Services For Citizens	
1	Internet access (availability, availability of services)
2	Key services accessed by those online
3	Number of services accessed (not including e-mail) (excluding mobile devices)
4	Percentage of basic public services available online
5	Use of online public services by the public
6	Applications for public services
7	Procedures for public services
8	Public Services Available (PSAs) (citizens, small firms)
9	Cost of public services (small firms)
10	Procedures for public services (small firms)
11	Procedures for public services (small firms)
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18	Procedures for public services (small firms)
19	Procedures for public services (small firms)
20	Procedures for public services (small firms)
Public Services For Businesses	
21	Internet access (availability, availability of services)
22	Key services accessed by those online
23	Number of services accessed (not including e-mail) (excluding mobile devices)
24	Percentage of basic public services available online
25	Use of online public services by the public
26	Applications for public services
27	Procedures for public services
28	Public Services Available (PSAs) (citizens, small firms)
29	Cost of public services (small firms)
30	Procedures for public services (small firms)
31	Procedures for public services (small firms)
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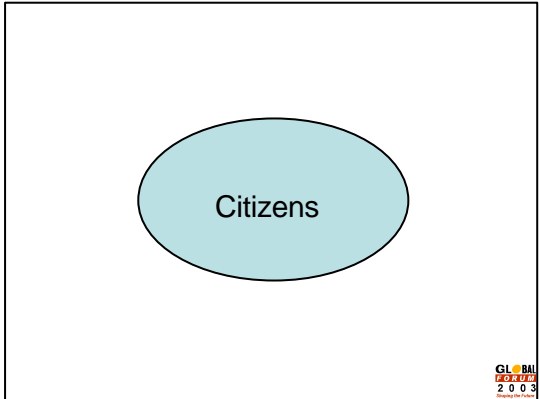
For eGovernment, the following two indicators are the basis for benchmarking.

- 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.

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Roundtable Participants



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