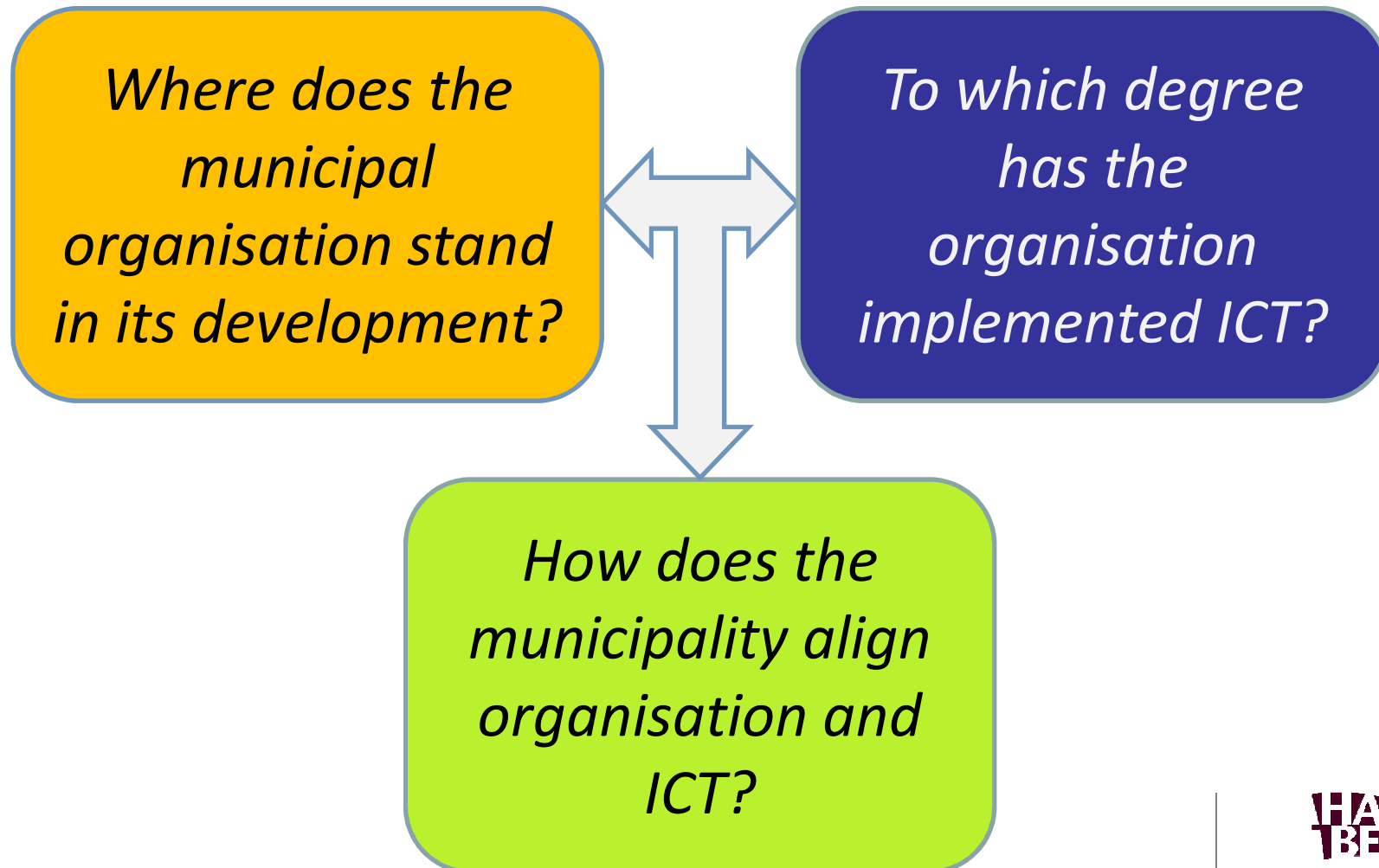


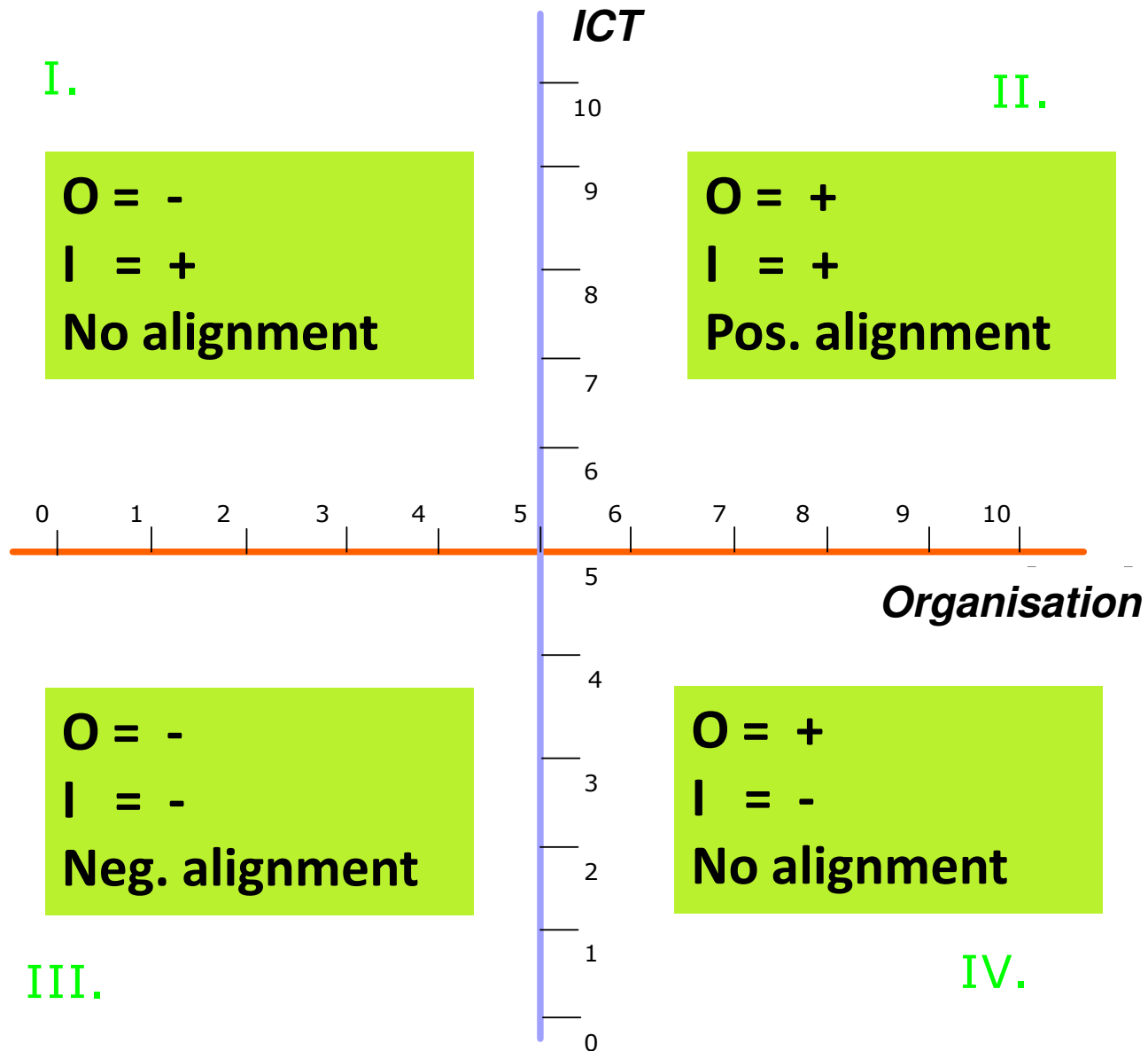


# I-scan Project: Study of Local eGov

- Main question of the conference:  
*How can central governments and the European Union support and promote local eGovernment?*
- I-scan project
  - 29 Flemish municipalities

# I-scan Project: Study of Local eGov

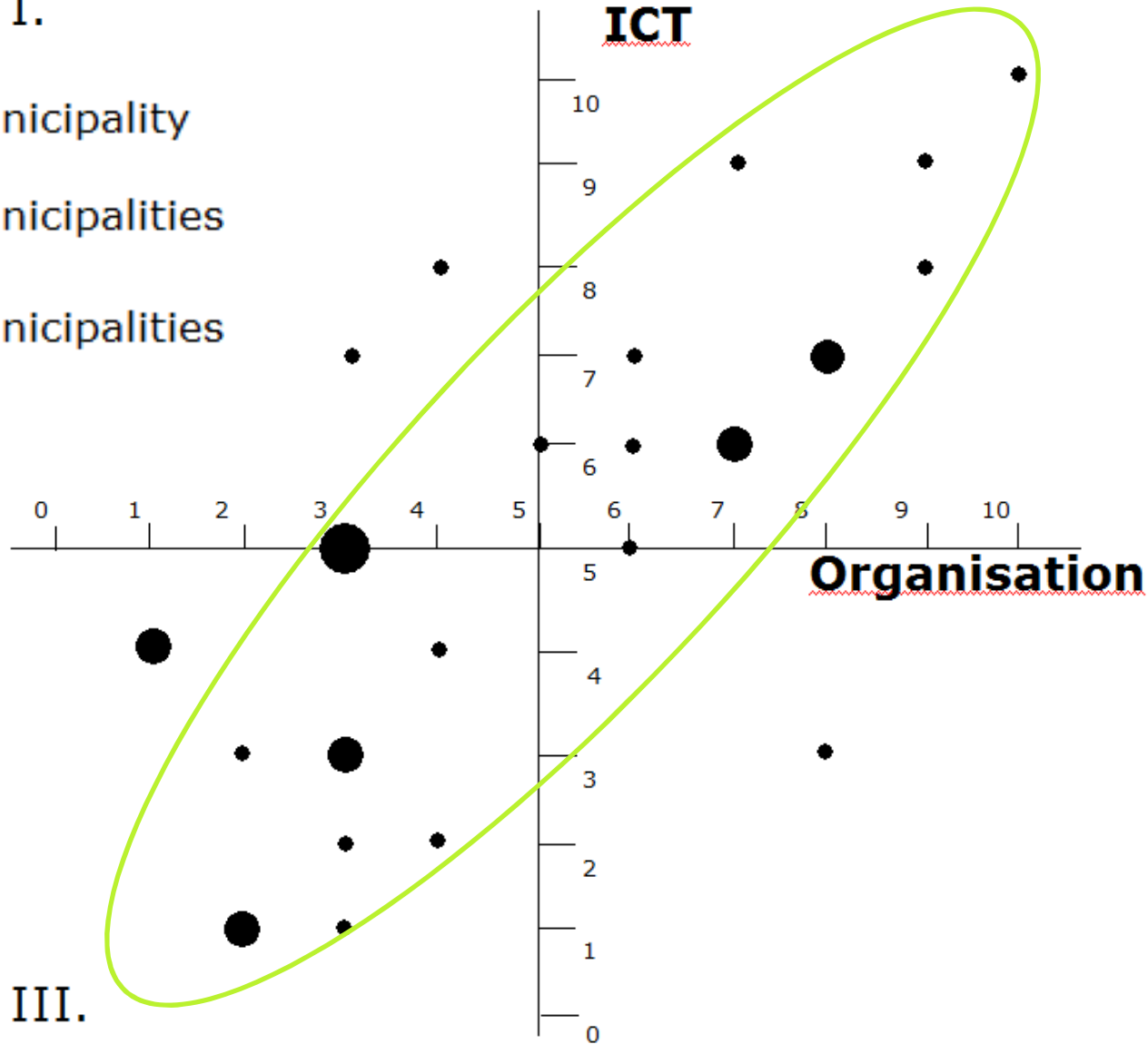




I.

II.

- 1 municipality
- 2 municipalities
- 3 municipalities



III.

IV.



# Three Key Questions

Do municipal divisions think in terms of processes?

Organisational framework

*supported by*

Do municipal divisions speak the same language?

Do we understand each other?

Semantic framework

*supported by*

Can municipal divisions communicate with each other?

Technological framework

# Can Municipal Divisions Talk to Each Other?

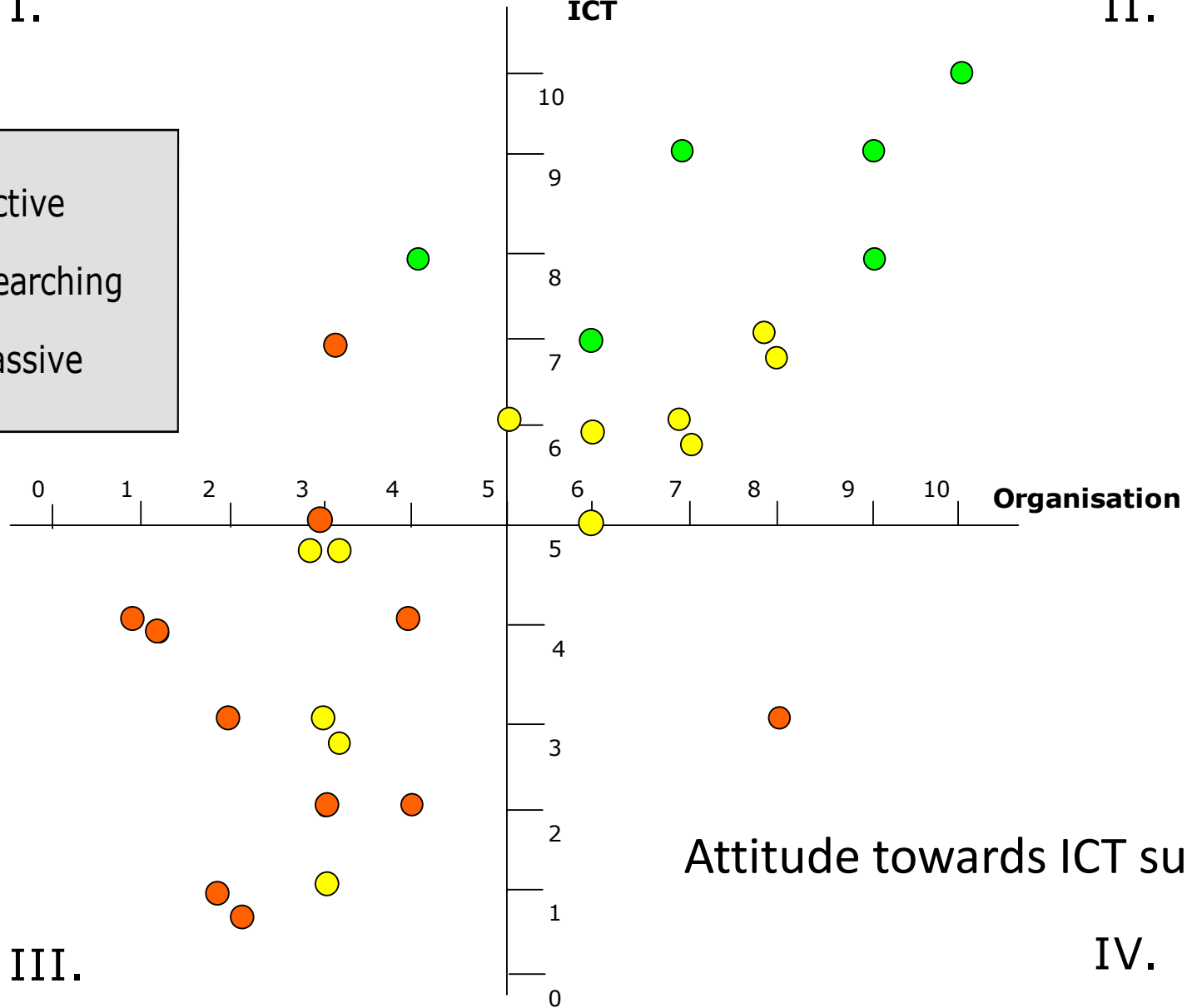
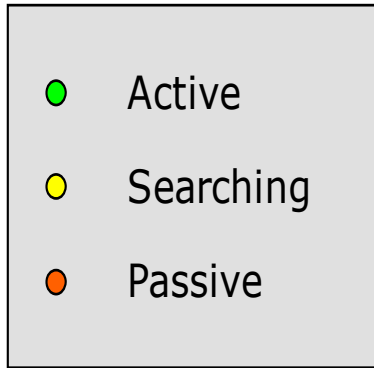
## Software applications for municipalities:

- 4 capital market players
- Problem:
  - No compatibility between different applications
  - Vendor lock-in
  - Island automatisation
- Different ways of coping with this situation

I.

ICT

II.



8

III.

IV.



# Three Key Questions

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# Do Municipal Divisions Speak the Same Language?

- Problematic in every municipality
- Reasons:
  - Focus on own services and tasks / preference to control own data
  - No use of authentic sources: unknown / unawareness of value for municipalities
  - Data are locked in in applications

# Recommendations to the Central Governements

- Develop open standards for data
- Make authentic sources available for municipalities
- Ensure clear communication about what municipalities can and may do with authentic sources

# Three Key Questions

Do municipal divisions think in terms of processes?  
Organisational framework

*supported by*

Do municipal divisions speak the same language?  
Do we understand each other?  
Semantic framework

*supported by*

Can municipal divisions communicate with each other?  
Technological framework

# Do Municipal Divisions Think in Terms of Processes?

## E-government

NOT: just implementing ICT

BUT: analysing, reorganising and improving the internal working and service delivery = BPR

While technology by itself cannot transform bad procedures into good ones, eGovernment creates the opportunity for the public sector to manage its tasks differently.

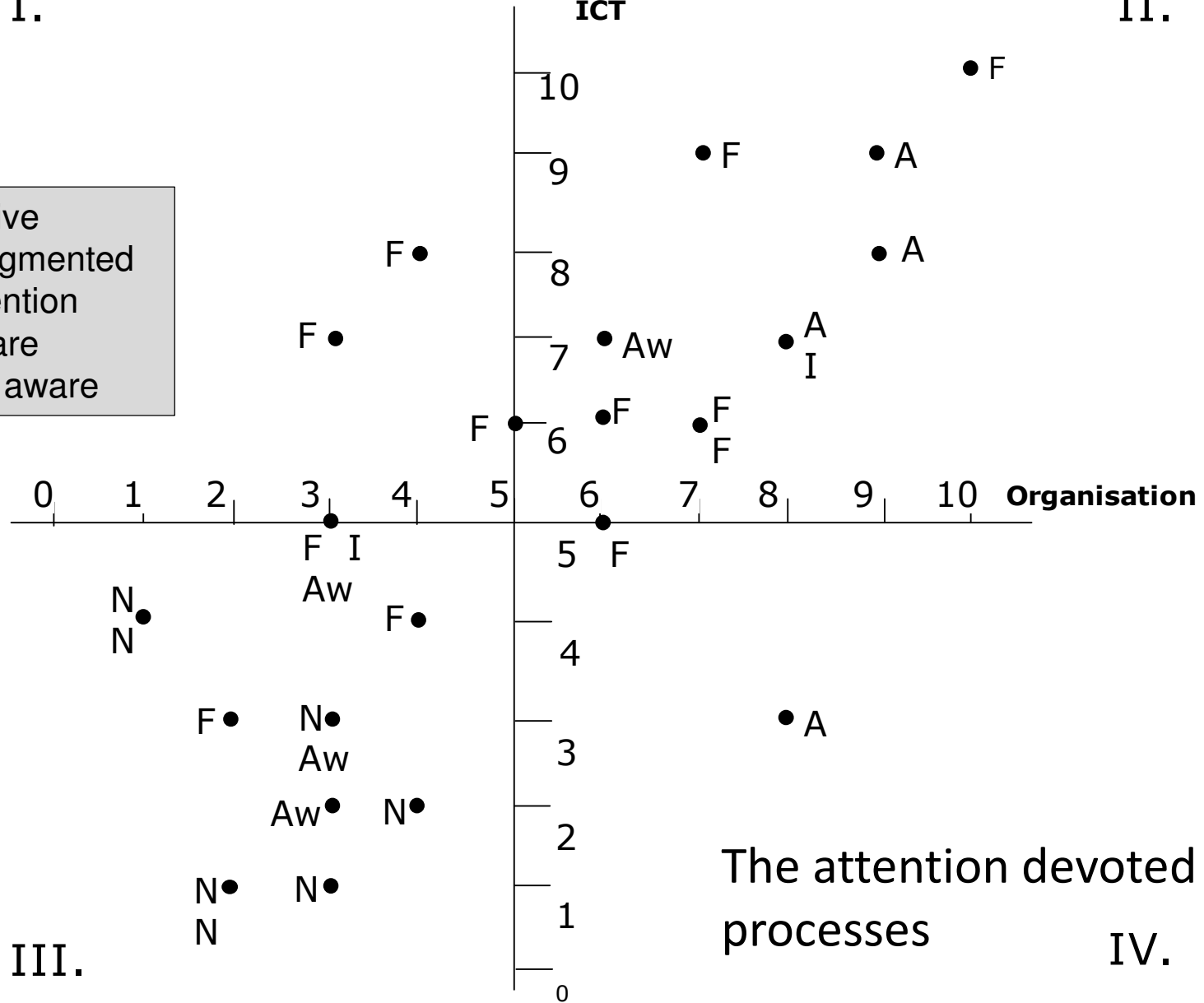
No BPR = automatisisation of bad processes / reinforcement of existing situation

I.

ICT

II.

A = Active  
F = Fragmented  
I = Intention  
Aw = Aware  
N = Not aware

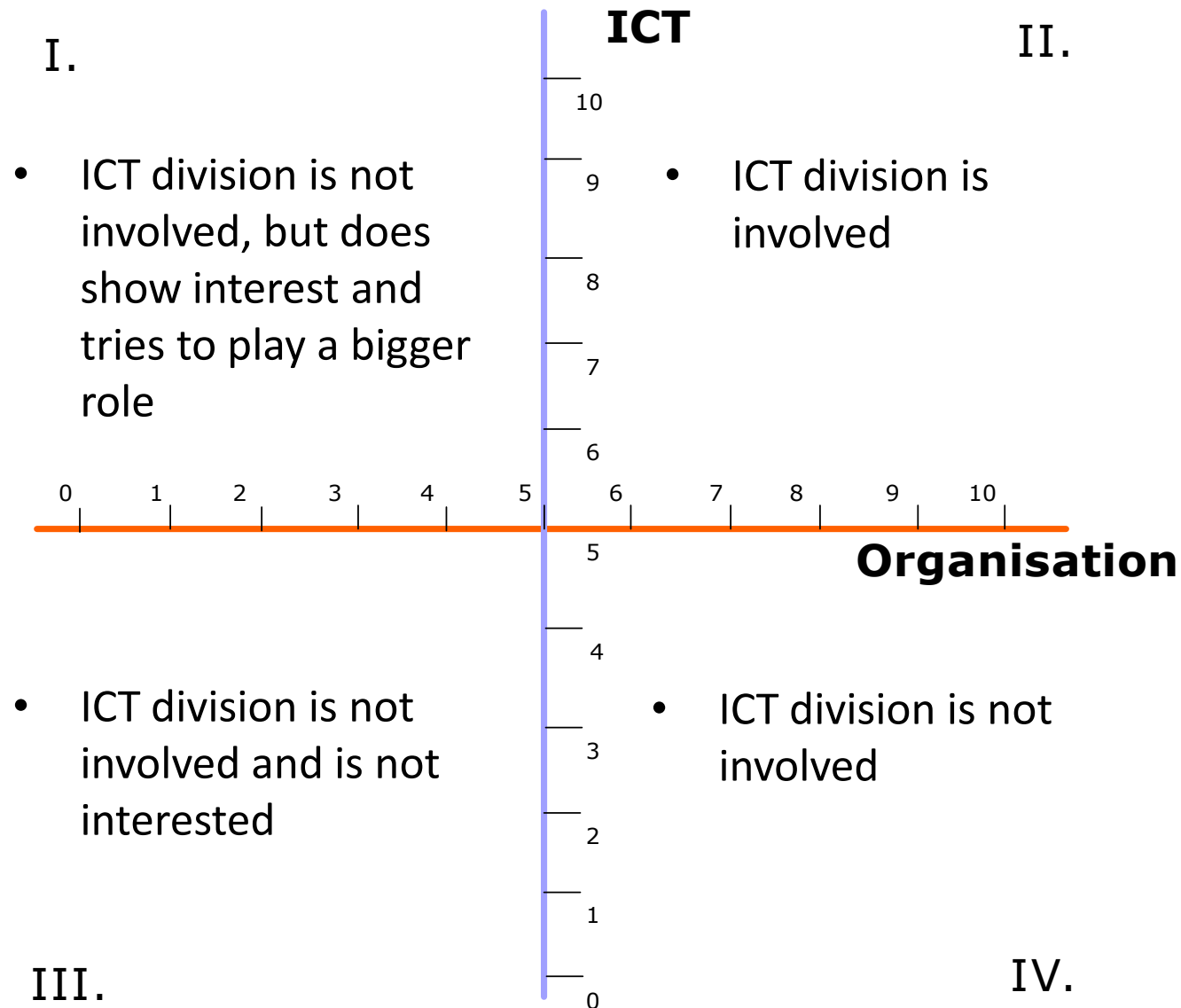


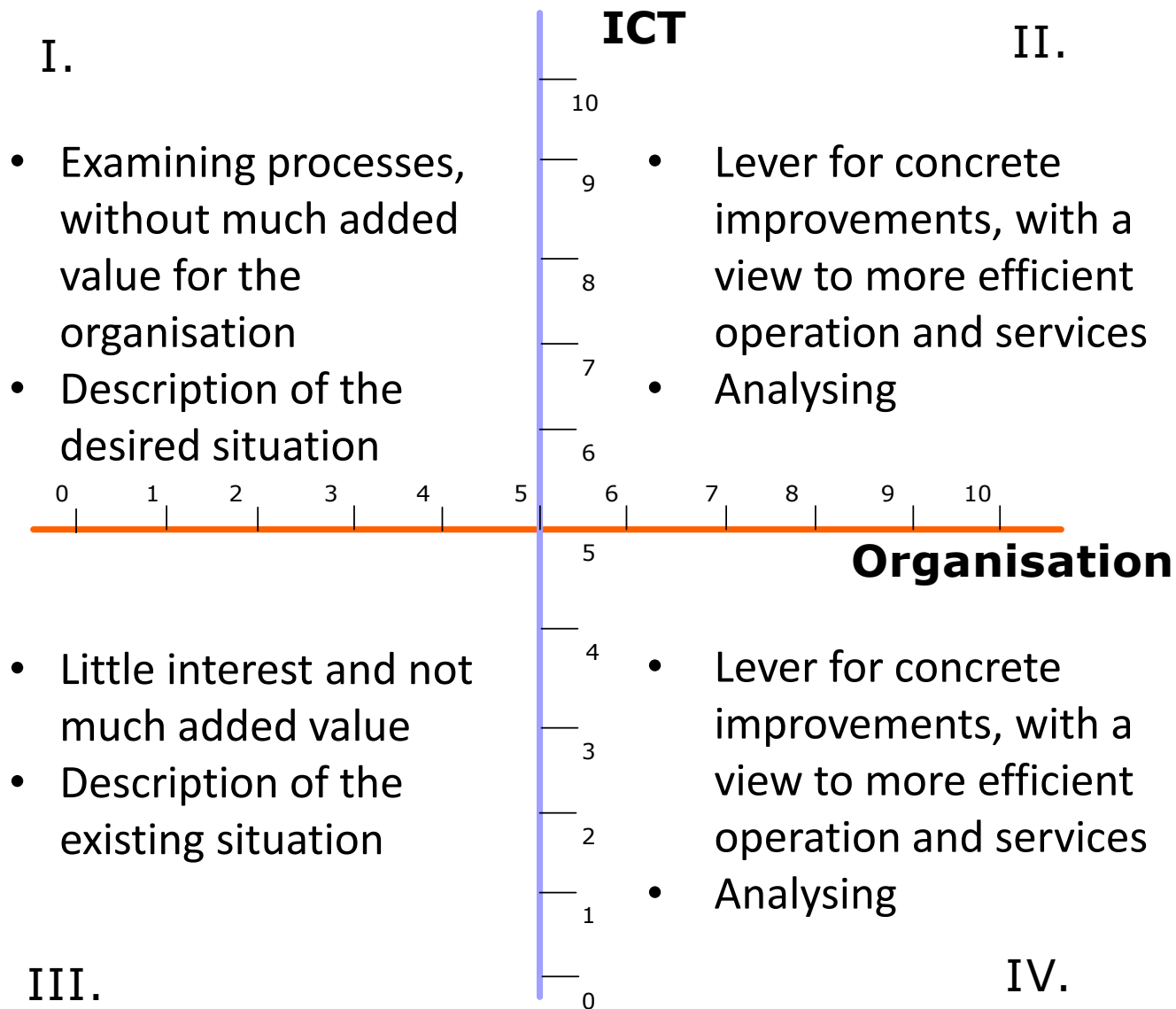
The attention devoted to processes

IV.

III.







# Recommendations to the Central Governements

- Support municipalities with process descriptions of regulations
- Coordinate your policy with local practice on the basis of mutual consultation
- Stimulate knowledge development about ICT and organisational change

# Recommendations versus Citadel Statement: Does we match?

**YES, WE  
MATCH!**

- Thank you for your attention
- More information:
  - [sabine.rotthier@hogent.be](mailto:sabine.rotthier@hogent.be)
  - Book: eGovernment: New Opportunity or New Problem? On USB-Stick in the conference map.