

# NIFO – Implementation Examples

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## EIF element: Principle

### Subsidiarity and proportionality

#### *Example: Iceland*

This principle is in the published NIF. The NIF in Iceland is fundamentally based on the co-operation of all levels of Government, the private sector and the consumers/citizens. As mentioned, "The project was conducted by the Ministry of Finance in cooperation with other ministries and representatives of local authorities and the private sector." The organization of the NIF management (steering committee) includes also representatives of the R&D (the university community) and the consumer/user/citizen. In addition, the "policy" (Icelandic: "stefna") states that the NIF is to be governed and controlled by the interested parties (it is not a "government" NIF), emphasizing the need of the user (citizens, consumers, customers, staff, public agencies, companies). The IS-NIF is not a mandate by the State, but a cooperation where the State is only a participant. This means that the public authority does respect proportionality, allowing for the greatest possible freedom to the interested parties.

See: <https://eng.forsaetisraduneyti.is/media/vt/2014-10-ensk-utg-stefna-vt.pdf>

## EIF element: Principle

### User Centricity

#### *Example: Czech Republic*

Governmental portal as an interface for citizens' access to public services. Information is structured according "life situations" (in Czech)

<http://portal.gov.cz/portal/obcan/>

CzechPOINT points of contact, as preliminary versions for future one-stop shops, where every citizen is able to obtain all the information on the data kept on him or her by the state in its central registers (currently available information includes for instance verified copies of entries in the Land Register, the Commercial Register, the Register of Trades and Criminal Records);

See <http://www.czechpoint.cz/web/>

Public administration portals, as web-based sources of information for citizens regrouping information, forms and processes of particular administrative bodies (e.g. portal of Ministry of Finance, Ministry of Interior, etc.);

Data boxes (operational since 2009), as universal and centrally guaranteed communication tool – featuring identification, authentication and authorization capability to facilitate communication between public administration and its clients, currently to be used on a voluntary basis by natural persons and obligatory for legal entities and public bodies.

See <http://www.datoveschranky.info/>

## EIF element: Principle

### Inclusion and accessibility

#### *Example: Slovenia*

##### SINGLE BUSINESS POINT, e-VEM, SLOVENIA BUSINESS POINT

Slovenia has recognised the importance and benefits of the “Once-Only” principle, whereby the citizens, organisations and businesses provide their information only once. The Single Business Point project provides business entities with all the necessary information through the [e-VEM Portal](#) in a simple and transparent manner. In the future it will be upgraded, so it will be even more effective in providing renewed electronic procedures for dealing with the State, as well as in offering support for simple obligatory reporting, which would save the State at least EUR 10 million per year.

In the context of this concept, the existing e-VEM Portal already efficiently functions as a business portal where companies and entrepreneurs can carry out electronic services when establishing a company, as well as several those most common and mandatory by law, which the business entity can carry out upon or after establishing a company. e-VEM today no longer applies solely to independent entrepreneurs and businesses. The range of users is expanding; in addition to business entities, some services provided by e-VEM (application for compulsory health insurance, insurance application against the risk of injury at work and occupational disease, and advertising a vacant post) are being used by public administration institutions as well.

The Slovenia Business Portal is in the final stage of completion. This portal is already available to foreign entrepreneurs, but from 2017 onwards, it will ensure conducting all cross-border electronic procedures and establishing a foreign business in Slovenia.

##### STOP THE BUREAUCRACY

A single set of measures for providing an improved legislative and business environment on the STOP Bureaucracy Portal offers the user an overview of all measures and control for realising measures for a better business environment, and a review of the savings in municipalities in Slovenia. The Government of the Republic of Slovenia is continuously verifying the progress of the implementation of measures, and keeps the data in the Single Database up to date.

##### MOPED (Modular Framework for the Preparation of Electronic Documents)

With the aim of improving the process for adopting regulations and assessment of the implications of this regulation in different areas in the developmental stage, application MOPED (Modular Framework for the Preparation of Electronic Documents) is already prepared. Under this application, all documents in the legislative procedure will be prepared. As from June 2016, its use will be obligatory for all departments. It is mainly an assessment of implications of the regulations on the economy. (i.e. SME test for small and medium sized businesses). In the future it will also be updated to assess the effects of regulations on the citizens, environment etc.

[The [eGovernment is a public portal](#) of the Republic of Slovenia for citizens and an electronic entry point for various services provided by state bodies or public administration bodies. The portal is administered by the

Ministry of Public Administration.

The basic purpose of the portal is to provide online administrative services to users and thus provide an additional, electronic path for the provision of these services in addition to standard ones. Since we want to ensure an excellent user experience, the portal has been designed in accordance with modern technological and design guidelines and is user-oriented.

Information on services is collected as per substantive fields which accompany all important events in the life of an individual from birth to education, employment and retirement. Individual services are described in a manner that allows users to be guided through the procedures that need to be carried out in one or more bodies of the public administration in an understandable and transparent way. After the basic information about where and how to get a service, the application or form for the service will be made available to users. Users can fill out and submit applications in various ways depending on the nature of the service and information capacity of the relevant body. A condition for the submission of electronic applications and access to services of the My eGovernment module is that users have a qualified digital certificate from Slovenian issuers installed on their devices. Electronic applications are available in the Slovenian language version of the portal, and those intended for members of both autochthonous ethnic communities are published in the Italian and Hungarian language versions of the portal.

Descriptions of individual services are prepared by bodies competent for individual fields which are also responsible for the information being up to date and correct. Editors responsible for individual fields and content prepare individual descriptions and applications and answer questions that the users deliver through the portal or send to the address of the single contact centre.

Signing in to the My eGovernment module also provides users with an insight into their personal information which is kept in various public administration registers and databases, and an insight into the status of submitted applications and storage of documents created during electronically managed administrative procedures.

The Ministry of Public Administration hopes that the eGovernment portal is a portal for all citizens of the Republic of Slovenia, which is why it is adapted to the deaf and hard-of-hearing, the blind and visually impaired and some other vulnerable groups. Of course, it is also intended for advanced users who will use the portal on their mobile devices]

## EIF element: Principle

### Security and privacy

#### *Example: The Netherlands*

DigiD stands for Digital Identity. It is a personal combination of a username and a password. For added security, you can choose to log in with SMS code. DigiD you can safely use the electronic government services.

The government is working with industry on a new system of electronic identification. Part of this eID system is a DigiD in the form of a debit card. From 2015 the eID system enters into force.

See: <https://www.digid.nl/>

The National Cyber Security Center (NCSC) is concerned with the security of digital systems of government. Previously GOVCERT.NL did. The NCSC protects databases and connections example against hackers and viruses. The NCSC coordinates in ICT incidents and therefore is available 24/7.

See: <https://www.ncsc.nl/>

eRecognition: Entrepreneurs log in with eRecognition on government websites such as citizens do with their DigiD. eRecognition guarantees that the person who logs in fact authorized to do so.

The government is working with the industry to new agreements for electronic identification. eRecognition will be part of the eID system . From 2015 the eID system enters into force.

See: <https://www.eherkenning.nl/>

## EIF element: Principle

### Multilingualism

#### *Example: Spain*

There is a new common service offered to public Administrations which is a platform for automatic translation called PLATA. Based on open source software, the platform supports automatic translation of web sites from Spanish to the other official languages in the country and to English. <http://administracionelectronica.gob.es/ctt/plata>.

The Portal of e-government (<http://administracionelectronica.gob.es>), the Single Access Point of the Public Administration ([administracion.gob.es](http://administracion.gob.es)), Spain's one-stop centre for businesses (PSC) <http://www.eugo.es/> and the site of the Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)) are automatically translated using it. In the short term Eand <http://www.seap.minhap.es/> will also use these systems.

The website of the ministry of Education is available in many different languages as it embeds google translate. <http://www.mecd.gob.es/portada-mecd/>

## EIF element: Principle

### Administrative simplification

#### *Example: Slovenia*

The programme of measures to eliminate legislative barriers has been systematically implemented in Slovenia since 2009 with the help of ESF funds, and has had significant results in simplifying the business environment; however, in order to ensure a friendly and stimulating environment for entrepreneurs, and boost their competitiveness, Slovenia has to accede more intensively to the implementation of the key measures. Based on the systematic Action programme for the elimination of administrative burdens, 3,500 regulations and EUR 1.5 billion worth of administrative burdens have been measured in Slovenia using the CMMC methodology. The Government set the objective of reducing the established administrative burdens by 25 per cent by the end of 2015, which amounts to EUR 375 million. To eliminate administrative burdens, enhance the competitiveness of the economy and strengthen the trust in the rule of law, the Government adopted the single document to enable better regulation and business environment, and increase competitiveness (hereinafter referred to as 'Single document') which is being regularly amended based on proposals by stakeholders and the expert public. The responsibility for the realisation of individual measures is clearly defined taking into account the content of an individual line ministry. The deadlines for the implementation of these measures are also clearly defined. To realise the objectives of adopted action programmes in relation to the single document, a suitable mechanism for coordinating regulations, and a dialogue at the level of the inter-ministerial working group have been established. Individual members of the working groups report about the realisation to the Ministry of Public Administration as the coordinator, which then submits the report to the Government for discussion three times per year. The realisation of the measures is published on the websites of the Government of the Republic of Slovenia and at the [STOP the Bureaucracy website](#).

## EIF element: Principle

### Transparency

#### Example : Spain

In December 2014 the transparency portal goes live (<http://transparencia.gob.es/>) with over 500,000 structured data of the General State Administration (salaries, grants, contracts, etc.).

Other examples of regional transparency portals include the government of Asturias, Castilla y Leon, Extremadura and Navarra who have a portal on open government and transparency that allow citizens to know in detail the management of the regional administration:

<http://www.asturias.es/portal/site/webasturias/menuitem.b63844eb9cf9fc7ad9db8433f2300030/?vgnnextoid=babf7f42a8d69310VgnVCM10000098030a0aRCRD>

<http://www.gobiernoabierto.jcyl.es/web/jcyl/GobiernoAbierto/es/Plantilla33y33y33/1284485010134/ / />

<http://gobiernoabierto.gobex.es/>

<http://www.gobiernoabierto.navarra.es/es/transparencia>

A centralized application has been designed in order to be used by every organization involved in the transparency website. This application allows managing all the citizens' requests for information. The application ACCEDA has been improved to be multi-organizational and fully compatible with the Spanish Interoperability Standards (see: <http://run.gob.es/pae-acceda>)

The technique to acquire information from all departments is based on the [datos.gob.es](http://datos.gob.es) methodology, based on RISP (Reuse of public information,

see: [http://administracionelectronica.gob.es/pae/Home/pae\\_Estrategias/pae\\_Interoperabilidad\\_Inicio/pae\\_Normas\\_tecnicas\\_de\\_interoperabilidad.html#REUTILIZACIONRECURSOS?idioma=en](http://administracionelectronica.gob.es/pae/Home/pae_Estrategias/pae_Interoperabilidad_Inicio/pae_Normas_tecnicas_de_interoperabilidad.html#REUTILIZACIONRECURSOS?idioma=en). This methodology allows sharing the information in a Semantic network, using RDF and XML interchange protocols.

The Ministry of Finance and Public Administration has developed an application for mobile devices Eadmon "@administration, all services in your hand". Eadmon offers, in an environment of user-friendly administrative resources available in social networks, providing continued dialogue with society where citizens and companies wish. The application also provides citizens and businesses the services oriented to life in mobility developed by ministries and public bodies.

[http://administracionelectronica.gob.es/pae/Home/pae\\_Estrategias/pae\\_Movilidad\\_Inicio.html?idioma=en](http://administracionelectronica.gob.es/pae/Home/pae_Estrategias/pae_Movilidad_Inicio.html?idioma=en)

The Transparency cloud portal for Local Government is a centralised service that provides Local Governments the technical means required to accomplish its obligations regarding transparency, complying with the requirements of accessibility, interoperability and re-use of information imposed by the Law 19/2013 on Transparency, access to public information and good governance. Information published by 425 Local Governments can be consulted through the Local Transparency Portal (<https://directorio.transparencialocal.gob.es/>).

Each Regional Government has their own transparency portal, all of them are accessible through the General Administration Transparency Portal ([http://transparencia.gob.es/transparencia/transparencia\\_Home/index/Mas-Transparencia/Comunidades-autonomas.html#gali](http://transparencia.gob.es/transparencia/transparencia_Home/index/Mas-Transparencia/Comunidades-autonomas.html#gali)).

## EIF element: Principle

### Preservation of information

#### *Example: Lithuania*

Signa Web is a service dedicated to creating and validating signed electronic documents, which format conforms to the "Specification ADOC-V1.0 of the Electronic Document Signed by the Electronic Signature", approved by the Lithuanian Archives Department.

e-document creation tools: <https://signa.mitssoft.lt/signa-web/app/index.html/ln/en>, [http://www.archyvai.lt/lt/paslaugos\\_53/adoc-dokumentai.html](http://www.archyvai.lt/lt/paslaugos_53/adoc-dokumentai.html). All document management systems are able to create and store e-documents. In 2009, two electronic document storage sites in Vilnius and Šiauliai were equipped, Electronic Archive Information System (EAIS), where is stored long-term validation e-documents, and Freely distributed electronic document creation and validation software tool (compliant with the requirements of ADOC-V1.0 specification ) was created.

Moreover, there is e-service for transferring eDocuments to Electronic Archive Information System for long-term preservation: <https://www.epaslaugos.lt/portal/citizen/service/120>

Records in SIRIP is managed by Oracle OSB. It has its WS-Policy.

## EIF element: Principle

### Openness

#### *Example: Denmark*

The present cross governmental strategy for digitisation focuses very much on sharing data including sharing of open data, and has several specific initiatives with at very wide coverage.

There is a parliament decision as well as an agreement between the government and the regions and municipalities to use open standards in order to secure interoperability.

Reference: <http://www.digst.dk/ServiceMenu/English/IT-Architecture-and-Standards/Open-standards>

The basic-data initiative (Grunddata) is a large scale initiative to increase the exchange of data between public organisations and sharing these with the public sector.

Reference: <http://www.digst.dk/Home/ServiceMenu/English/Digitisation/Basic%20Data>

The cross governmental collaboration portal <http://digitaliser.dk> support collaboration , sharing and reuse.

## EIF element: Principle

### Reusability

#### *Example: France*

France publishes each year the Socle Interministériel de Logiciels Libres (SILL, the inter-ministerial free software base). This is a reference guide and DVD distribution of free and open source software solutions that are certified for use by France's ministries and other public administrations. MIMO (Mutualisation Interministérielle pour une Bureautique Ouverte) France's inter-ministerial working group on free software, has the responsibility of the selection and certification of solutions that allow large-scale desktop management.

<http://references.modernisation.gouv.fr/socle-logiciels-libres>

## EIF element: Principle

### Technological neutrality and adaptability

#### *Example: Portugal*

The iAP ([www.iap.gov.pt](http://www.iap.gov.pt)) Interoperability in Public Administration is a central platform, service-oriented, with the primary aim to provide the public administration tools shared for interconnection systems, identity federation, authentication provider, messaging, payments, among others, that allow an agile and economies of scale form, content and availability of closer multichannel electronic services of citizen needs and companies. The document INTEROPERABILITY IN PUBLIC ADMINISTRATION describes all necessary procedures for accessing the various services available iAP in and which technology required for the integration Information Systems.

[http://www.iap.gov.pt/Guia\\_Adesao\\_iAP\\_v3\\_0\\_2.pdf](http://www.iap.gov.pt/Guia_Adesao_iAP_v3_0_2.pdf)

## EIF element: Principle

### Effectiveness and efficiency

#### *Example: Cyprus*

All Government Organisations use the eProcurement Platform compulsory. The eOASIS is the only Office Automation System of the Government.

The Government Data Warehouse has been completed and greatly enhances the effectiveness and effectiveness of the Government. Accessibility to the Data Warehouse requires login.

1. As of November 2009, Cyprus has a fully operational eProcurement Platform and a linked subsystem for electronic catalogues and electronic ordering. - [www.eprocurement.gov.cy](http://www.eprocurement.gov.cy)

2. The Government Data Warehouse is in place, since the end of 2015. The Data Warehouse (central repository of data) enables easy access to accurate, consistent and integrated government data for better and faster decision making and for statistical purposes. The Government Data Warehouse is a single cohesive database with a subject-centric approach, in order to provide a consolidated view of Civil Service data, optimised for reporting and analysis. With the implementation of this project, the data of the Government Information Systems will turn into high-quality information for policy, strategy and management decision making.

3. For Government employees, an Office Automation system has been put into operation since 1998. At first it was a pilot system and covered only a small number of Government Organisations and then it was installed to more Government Organisations, but not to the entire Government. The system undertook a number of updates and improvements. Today, the latest version, eOASIS, is aligned with the Cyprus NIF and is also very fast and simple to use and therefore very efficient. A study undertaken by a third party organisation proved recently the large benefits of this system for the Government. Upon the completion of installations to all Government Organisations (provided such a decision is taken), electronic exchange of communication within the entire Government will be feasible. The system is not available outside the Government Node.

4. Also for Government Employees, the eCollaboration Platform that was built first to cover the needs of the Cyprus Presidency for the EU in 2012 has been expanded and today meets the collaboration needs of a number of Government Organisations. This platform has been put in use for a variety of needs. It is accessible online but a login is required. (<https://govcloud.gov.cy>).