



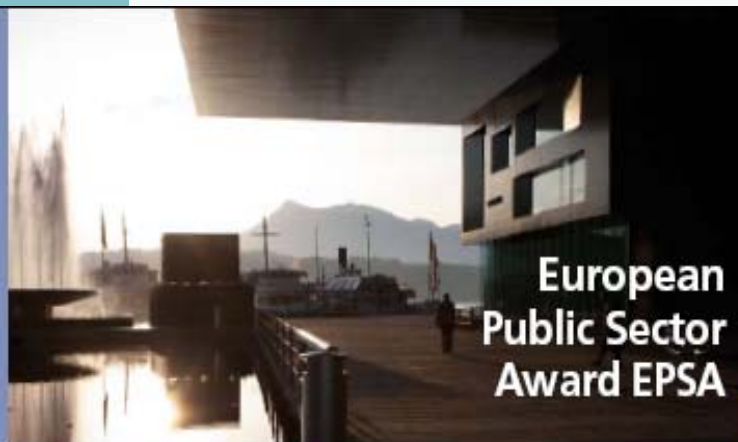
Zentrum für Verwaltungsforschung  
Managementberatungs- und  
WeiterbildungsGmbH

## **EPSA-Projekte 2007**

**Mag. Bernhard Krabina**

**15. 01. 2009**

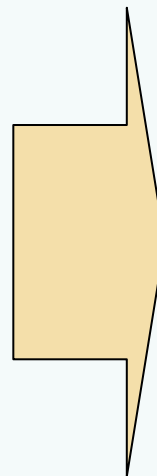
## Von der Print-Publikation zur Online-Datenbank ...



How to innovate public sector innovation?

Conference and Awards Ceremony  
12th & 13th November 07  
Culture and Convention Centre Lucerne  
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Fact Sheet Booklet



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EPSA - the **European Public Sector Award** is the first pan-European learning platform for public administration. It allows organisations to share experiences and best practices and learn from each other. The EPSA brings together the best and most innovative performers from the European public sector. To learn more about EPSA, visit the EPSA Web site at <http://www.epsa-award.eu/> The projects documented here were submitted to the award and have previously been released in the Fact Sheet Booklet.

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Karte Satellit Hybrid

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- **einfache Bedienbarkeit**
- **umfrangreiche Such- und Recherchemöglichkeiten**
- **zusätzliche Beschreibungen der Projekte durch Stichworte und englische Kurzbeschreibungen**
- **Wiederverwendbarkeit der Inhalte**
- **Verwendung von Open-Source-Software**



- **SemanticMediaWiki**
  - Erweiterung von MediaWiki, der Wiki-Software, mit der Wikipedia betrieben wird: [www.semantic-mediawiki.org](http://www.semantic-mediawiki.org)
- **Mischung aus textuellen Informationen (Projektbeschreibung) und strukturierten Daten**
- **Wortwolken als Darstellung der Häufigkeiten der Begriffe in strukturierten Daten**
- **Facettierte Suche: durch Auswahl von Begriffen lässt sich der Suchraum sukzessive einschränken (und wieder ausweiten)**
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## E-Government Program of the Belgian Social Security

# Projekt- beschreibungen

Project description

Project info

Location



### Short description of the project

The Belgian social security consists of 3 insurance systems (workers, self-employed workers and civil servants), that cover maximum 7 social risks (e.g. incapacity for work, unemployment, old age, child care and holiday pay), and of 4 assistance systems (e.g. subsidies for the handicapped and minimum income), that grant people minimum services after checking their subsistence resources. In addition, a lot of public institutions at various levels, or private companies entrusted with missions of general interest (e.g. energy, water or public transport companies) grant benefits (e.g. tax or price reductions, free passes for public transport, ...) to citizens based on their social security status. Thanks to a huge business process re-engineering between 2.000 actors in the social sector, a maximum number of social benefits and subsidiary rights are automatically granted without citizens or their employers having to make declarations anymore, and the administrative burden for citizens and companies has been drastically reduced.

### Current status and future steps for the project

Hundreds of types of paper documents have been abolished and replaced by 190 types of direct electronic data exchanges between the 2.000 actors in the social sector (511 million electronic messages in 2006); 41 operational transactions for 220.000 companies are available on a social security portal and from application to application (19, 4 million electronic declarations in 2006); 6 operational transactions for citizens are available on the portal (120.000 electronic declarations in 2006). The Crossroads Bank for Social Security will continue to extend her services to all actors in the social sector and to stimulate the re-engineering of service delivery processes. New electronic transactions will be developed for 3 target groups: the citizens, the companies and the professionals of the social sector (e.g. the health care professionals). The automatic granting of benefits based on the social security status of a person will be generalized.

### Lessons learned

E-government has to be based on a clear common vision of the use of information as a strategic resource that can be re-used when a lot of actors have to cooperate without losing their autonomy.

## E-Government Program of the Belgian Social Security

Project description

Project info

Location

### Award info

**Award category:** scarce resources

**Award type:** award

**Award year:** 2007

### Project type

**Sector:** social services

**Type of activity:** e-government

**Keywords:** business process re-engineering, document management

**Short English description:** social security business reorganisation with IT-based solutions

### Further information

**Organisation:** Crossroads Bank for Social Security (CBSS)

**Homepage:** [www.law.kuleuven.ac.be/icri/frobbe](http://www.law.kuleuven.ac.be/icri/frobbe)

**Level of government:** national level

**Country:** Belgium

**EU membership:** EU member

**Language code:** en

**Start date:** 2001/01/01

**End date:** ⚠

und strukturierte Daten



## ▼ Type of activity:

business process re-engineering (25) · capital investment (6) · communication strategy (2) · community and stakeholder participation (31) · cooperation (23) · **e-government (66)** · human resource management (18) · new forms of financing and financial management (10) · new services or new technologies (22) · public-private partnerships (3) · quality management (15) · strategic management and planning tools (22)

## ▼ Level of government:

County level (44) · Multinational level (2) · **Municipal level (82)** · National level (66) · Regional level (52)

## ▼ Country:

Austria (30) · Belgium (27) · Cyprus (2) · Czech Republic (3) · Denmark (3) · Estonia (6) · Finland (1) · France (2) · **Germany (70)** · Greece (1) · Hungary (2) · Ireland (1) · Italy (20) · Latvia (2) · Netherlands (6) · Poland (9) · Portugal (4) · Romania (16) · Slovenia (3) · Spain (1) · Sweden (9) · Switzerland (24) · Turkey (5) · Ukraine (1) · United Kingdom (5)



## Browse all projects

**Projects > Award category (thematic area): Collaborative governance ⊗ & Award type: Diploma ⊗ & Type of activity: e-government ⊗**

Click on one or more items below to narrow your results.

▶ **Award category (thematic area):** (Add another value)

▶ **Award type:** (Add another value)

▼ **Sector:**

[civil register, regulation, and statistics \(1\)](#) · [cross-sectoral \(2\)](#)

▶ **Type of activity:** (Add another value)

▼ **Level of government:**

[Municipal level \(1\)](#) · [Regional level \(2\)](#)

▼ **Country:**

[Belgium \(1\)](#) · [Germany \(1\)](#) · [Poland \(1\)](#)

▼ **Keywords:**

[ICT \(2\)](#) · [chip cards \(1\)](#) · [contract management \(1\)](#) · [electronic signature \(1\)](#) · [electronic ticket \(1\)](#) · [european data exchange \(1\)](#) · [outsourcing \(1\)](#) · [population database \(1\)](#) · [register \(1\)](#)

Showing below up to 3 results starting with #1.

View (previous 250) (next 250) (20 | 50 | 100 | 250 | 500)

I

- [ICT-Contract 2003](#)

R

- [Registry Information Service on European Residents \(RISER\)](#)

T

- [THE ELECTRONIC TOWN CARD AND PUBLIC INTERNET ACCESS POINTS IN THE CITY OF RYBNIK](#)

**Filter für  
Ergebnisse**

## Kartendarstellung



## Award

# Tabellendarstellung


 Award type: **Award** | Diploma | Submission

☒ Projects	☒ Country	☒ Organisation	☒ Level of government	☒ Sector	☒ Type of activity	☒ Short english description
E-Government Program of the Belgian Social Security	Belgium	Crossroads Bank for Social Security (CBSS)	National level	social services	e-government	social security business reorganisation with IT-based solutions
Demographischer Wandel als Managementaufgabe auf Kreisebene	Germany	Landkreis Osnabrück	County level	cross-sectoral	strategic management and planning tools	an integrated approach to tackle the demographic change
Strategic partnership for the improvement of the situation of the Roma population in Bucharest	Romania	Prefecture of Bucharest	Municipal level	social services	community and stakeholder participation	partnerships to promote quality of life of ethnic minorities
Bibliotek 2007 / Library 2007	Sweden	City of Umeå	Municipal level	education	cooperation	a new library catalogue allows residents in a number of municipalities to access the largest book magazine
Kulturverket: "Kids tell pros what to do"	Sweden	City of Umeå	Municipal level	culture and tourism	community and stakeholder participation	youngsters, school children tell professionals in the area of culture what to do
Greater Manchester Fire and Rescue Service "Changing	United Kingdom	Greater Manchester Fire and Rescue	County level	emergency services and	human resource management	a programme dedicated to maintain and improve emergency response delivery



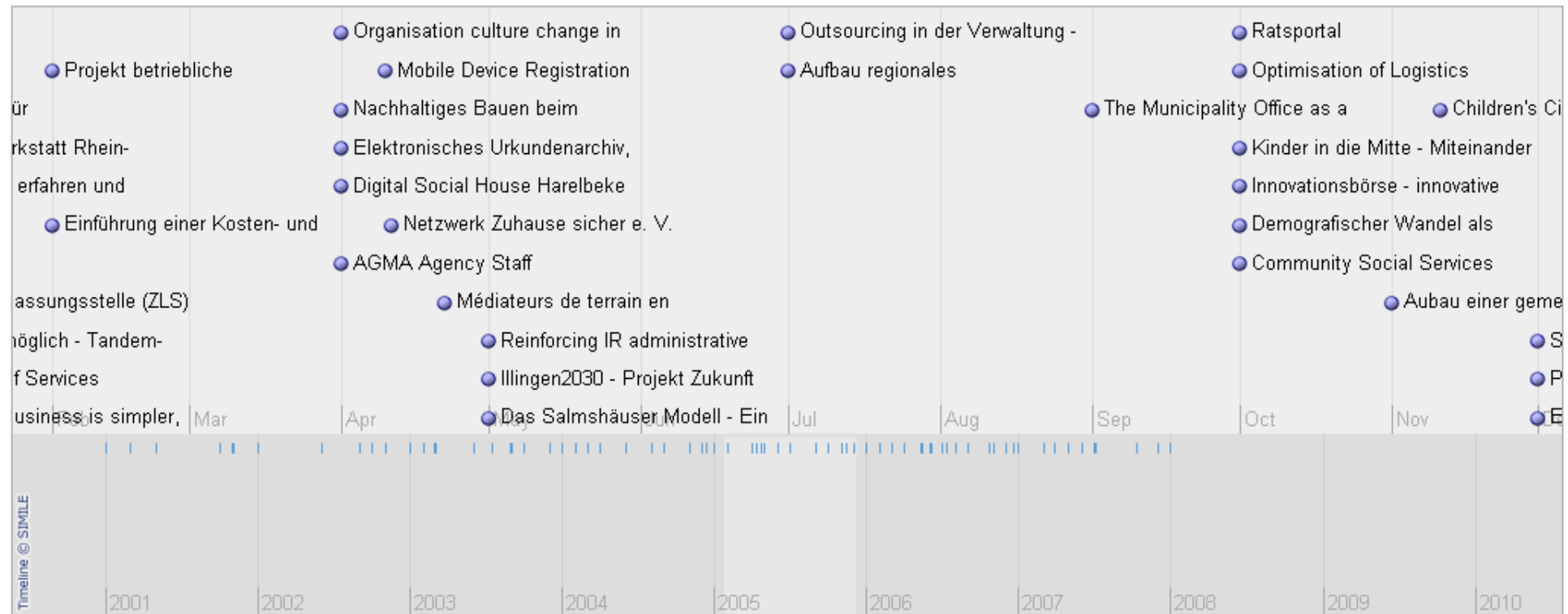
# Projektstart auf interaktiver Zeitlinie

Feb-09

ibH

## Timeline

This page shows the project's [start dates](#) on a movable [timeline](#).



Timeline © SIMILE



KDZ -



# KDZ – Zentrum für Verwaltungsforschung

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- **[www.kdz.or.at](http://www.kdz.or.at)**
- **[www.verwaltungskooperation.at](http://www.verwaltungskooperation.at)**