



Hochschule für öffentliche
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From Paper to e-Governance

An e-Government Reality Check from a German perspective

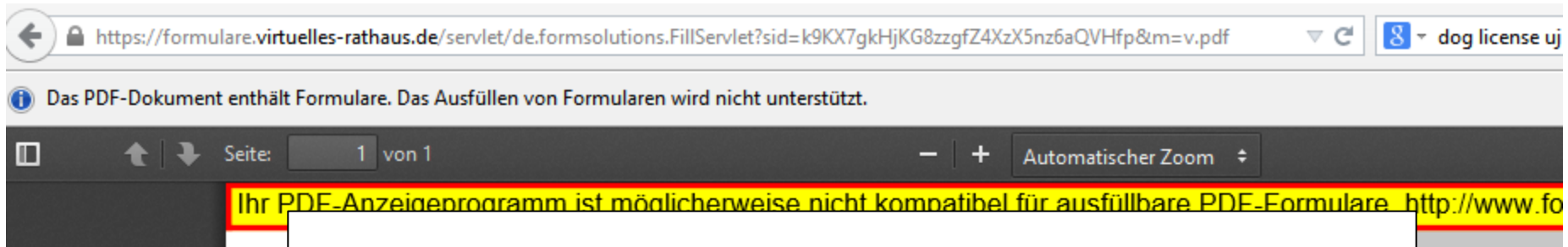
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A typical German municipality website

The screenshot shows a web browser window with the following details:

- Browser tabs: Speyerer Defintion von Electro..., programme-3.pdf, Stadt Sindelfingen: Dienstl..., de.formolutions.FillServlet
- Address bar: sindelfingen.de/,Lde/start/Buerger_Service/Dienstleistungen.html?vbid=7050&vbmid=0
- Page title: Stadt Sindelfingen: Dienstleistungen - Hundesteuer - Hund abmelden - Mozilla Fi
- Navigation menu (left):
 - Bürger-Service
 - Verwaltung von A-Z
 - › Ämter & Abteilungen
 - › Behördenwegweiser
 - › Dienstleistungen (highlighted)
 - Aktuelle Hinweise
 - › Formulare
 - › Lebenslagen
 - › Mitarbeiterliste
 - › Stichwortverzeichnis
 - Ihr Draht zu uns!
 - NOTDIENSTE
 - Soziales
 - Bestattungswesen
 - Stadtrecht
 - Eundachen
- Main content (right):
 - VERFAHRENSBESCHREIBUNGEN
 - ABCDEFGHIJKLMN OPQRSTUVWXYZ
 - HUNDESTEUER - HUND ABMELDEN
 - Zuständige Stelle
 - Verfahrensablauf
 - Erforderliche Unterlagen
 - Frist/Dauer
 - Sonstiges
 - Rechtsgrundlage
 - Kosten/Leistung
 - Formulare und Onlinedienste
 - Freigabevermerk
 - Sie müssen Ihren Hund bei Ihrer Gemeindeverwaltung abmelden, wenn
 - Sie Ihren Hauptwohnsitz in eine andere Gemeinde verlegen oder wenn
 - Sie keinen Hund mehr haben.
- Page actions (top right): ausdrucken, versenden

A typical municipal process: Apply for refund of your dog license



And a typical German e-Government solution: Print out the pdf-file, sign it and bring it to the authorities physically!

Btw: Sindelfingen is not an underdeveloped town

DAIMLER

- Plant since 1915
- Plant area 2,955,944 sqm
- 26,134 staff on site
- Annual production 402,387 cars
- Models produced:
 - C-Class Sedan
 - E-Class (Sedan and Estate)
 - S-Class
 - CL-Class
 - CLS-Class
 - CLS Shooting Brake
 - SLS AMG





Some questions arise

1. Why are most basic government services still at a technological level of 199x?
2. Why are we, despite this reality check, talking about Open Data, Open Innovation and all the other buzzwords while we lack elementary services?
3. How can we move directly from a paper-based administration to a state-of-the-art modern e-governance regime?
4. What are the key enablers which are hindering us?

Why are most basic government services still at a technological level of 199x?

Because

- We lack legal requirements which prohibits us effectively, like e.g. election legislation does not require voter rolls to be kept electronically
 - Laws require the written form and digital signatures/eID are not common
 - Germany is rich – so there is no necessity to cut costs in administration (“lack of pain”)
 - The structure of 16 Federal States with 16 different laws does not encourage nation-wide solutions in many, not to say most areas
-



Sie befinden sich hier: [Projekt Zukunft](#) » [Wettbewerbe](#) » Apps4Berlin

Apps4Berlin



Der fünfte Kreativwettbewerb der Berliner Senatsverwaltung für Wirtschaft, Technologie und Forschung im Rahmen ihrer Landesinitiative Projekt Zukunft wurde am 24.02.2011 im Rahmen des [Always-On-Festivals](#) im Berliner Meistersaal abgeschlossen.

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How can we move directly from a paper-based administration to a state-of-the-art modern e-governance regime?

Quite simple:

Master Plan for e-Governance

Adaption of legislation

Hard work

Sufficient funds

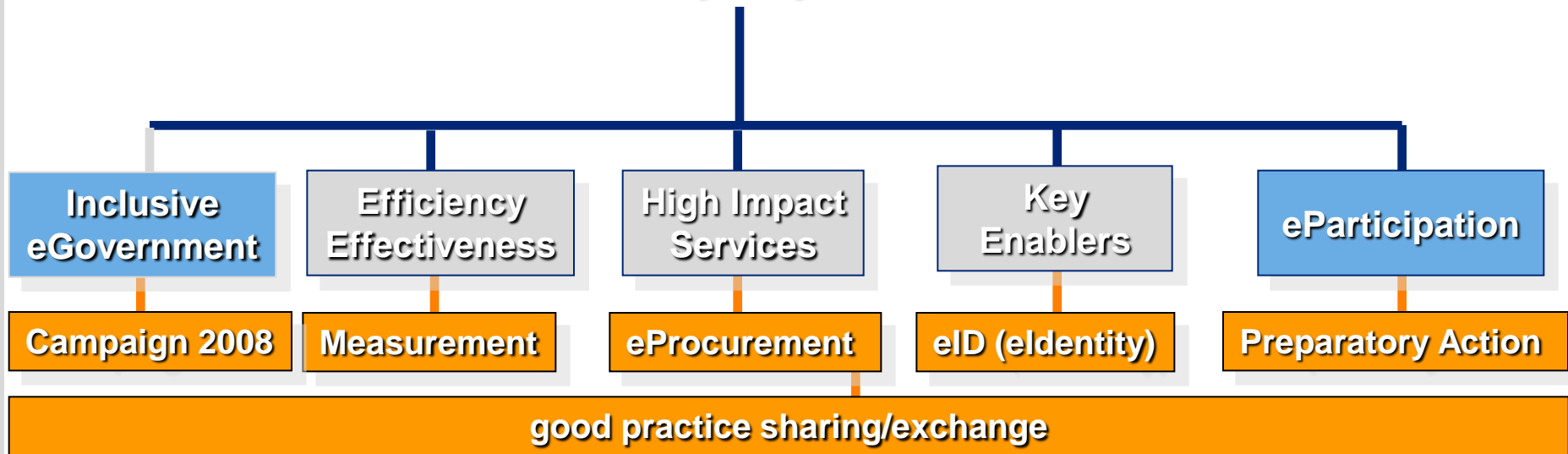
Results!

What are the key enablers which are hindering us?

Quite simple: The same as identified in 2006



5 Priority Objectives



Finally some good news

Excellence in e-Governance: „The Sarajevo Vision“



When we have all this basic work done, we can think of fully integrated, ERP-based solutions – and implement them!