

## Eleventh Seminar of the European Academy of the Region



### eGovernment: Organisation and modernisation - the example of competitive bidding and award procedures

Many administrative departments expect considerable benefits from eGovernment solutions with respect to the typical working day: They simplify and accelerate processes, they enable shorter paths of communication and allow a more up-to-date and flexible monitoring of developments. Not only do administrative actions become more efficient but they also become more transparent. The administration's public responsiveness and frankness can grow: correctly run processes can be more easily guaranteed. A strengthened and consistent usage of eGovernment solutions leads to positive side-effects for one's own business location. Businesses and investors value quick decisions and rapid advice on requirements and processes. With its fast innovation cycles and many start-ups, IT-technology is a growing branch which is attractive for business development. EGovernment offers, in particular, local companies and Public-Private Partnerships exactly this kind of interesting prospect.

The widespread optimism is justified and on the software-provider side it is also a foundation for business. However, technology is not an end in itself. It must prove itself in daily business and find equal acceptance among very different users. Modern data processing alone is not enough: The contents of the data must also be evaluated. Technology alone cannot make decisions or establish priorities.

Moving over to eGovernment solutions presupposes considerable investments in infrastructure and further training and results in reorganisation and follow-up costs. Technical security and compatibility as well as democratic principles must all be guaranteed: Simple conditions for access must exist and, if necessary should be universally accessible and even for free. Further difficulties, which in the mid and long term cannot be completely overlooked, are to be found in the archiving and maintenance of data as well as the danger of possible dependence on one single software producer.

Moving over to eGovernment applications can also force a reorganisation of one's own processes: Successful eGovernment involves more than using modern technology: eGovernment is, in certain respects, a management task and also a leadership challenge in public administration. Its application is, at the same time, a test case for the modern opening-up of administrations for private 'end-users', and maybe even for basic alterations in the way the government acts.

This seminar wants to examine these questions using concrete, practical experiences. We want to inform about modern technology, but rather than letting technical details slip into the focal point, we want focus on the question of the correct exposure to eGovernment: How can these eGovernment solutions be designed and carried out? In this case sceptics suspect there will be an imbalance between quantity and quality.

The chosen example of the public award procedure is a central and particularly sensitive area of public business. New EU guidelines present considerable challenges to all regions in Europe: from the beginning of 2010 bids of more than 5.2Million Euro can only be tendered electronically.

The state of Hesse has, for many years, been a forerunner of successful applications of the most modern eGovernment solutions. In 2006, Hesse received its first prize in the Federal Government's eGovernment competition. Hesse's special commitment to well-cooperating partnerships with well-known large-scale enterprises in the IT branch is symbolised by having its own 'state' stand at the leading computer trade fair in Hannover, the CeBit.

Host: State of Hesse, Hertie Foundation  
Dates: 6-9 October 2008  
Location: Kloster Eberbach, Eltville im Rheingau  
Participants: Experts, scientists and specialist civil servants from the EAR region  
Languages: German, English (with simultaneous or consecutive translation)

**Monday 6 October 2008**

Arrival from 2pm

Accommodation:  
Guest House Kloster Eberbach  
65346 Eltville  
Tel.: 06723/ 9930; fax: 06723/ 993100-0  
(Accommodation is free of charge for participants and there is travel allowance)

7:30pm

Group meal in Kloster Eberbach

as of 02.07.2008

## eGovernment's Aims: Experience and expectations from European regions

eGovernment solutions can alter administrative processes: they must, however, also suit such processes. Technical applications can vary, yet they often work according to similar principles. This is why regional examples for eGovernment allow us interesting perspectives, especially when comparing different administrative cultures. An understanding of such similarities and differences is an important requirement for the continuing successful cooperation and is also a good basis for evaluating the central specifications from the European Commission correctly with regards to their possibilities and consequences.

**Tuesday 7 October 2008**

*Kloster Eberbach  
Bibliothekssaal*

9:00 – 9:30am	<b>Welcome</b>
9:30 – 10:00am	<b>Keynote 1: eGovernment: Aims and EU requirements</b> N.N. European Commission
10:00 – 10:30am	Discussion: led by N.N.
10:30 – 11:00am	Coffee break
11:00am – 12:30pm	<b>Plenary Session: Regional strategies: Aims, experience, problems</b> Case study, led by N.N.
12:30 – 2:00pm	Lunch
2:00 – 2:30pm	<b>Keynote 2: Award process: Aims und EU requirements</b> N.N. European commission (?)
2:30 – 3:00pm	Discussion: led by N.N.
3:00 – 3:30pm	Coffee Break
3:30 – 4:30pm	<b>Plenary Session: Summary, Expectations of rest of the seminar</b> Led by N.N.
4:30 – 5:30pm	Guided Tour of Kloster Eberbach Dinner (on the Rhine ?)

## eGovernment in practice: The example of eAward Procedure

Since 1999 the state of Hesse has been taking exemplary steps towards a comprehensive and consistent changeover to eGovernment. Its models and programmes have already been adopted by many German states as well as abroad. The concept of the eAward process which is in current implementation in public invitations to tender, offers a concrete and suitable example to work through ideas, the technical conversion and organisational implementation of eGovernment. It also gives us relevant benchmarks for further work in working groups.

**Wednesday 8 October 2008**

9:00 – 10:30am	<b>The example of eAward in Hesse: Part 1</b> N.N. (more speakers?)
10:30 – 11:00am	Coffee break
11:00am – 12:30pm	<b>The Example of the eAward in Hesse: Part 2</b> N.N. (more speakers?)
12:30 – 1:00pm	<b>Presentation of the working groups</b> Division
1:00 – 2:30pm	Lunch

## eGovernment security: Technical and legal issues

An increasing move to eGovernment solutions must be able to guarantee wide-ranging security precautions. As well as the technical requirements for encoding and the protection of digital identity there are high standards of legal security to be maintained. Corruption must also be excluded, just like reliable and complete documentation must be guaranteed. We can initially assume that functionality, size and security will require a certain balancing act. Also, possible changes to administrative and legal practices or modifications to important decision-making scope must be weighed up: solutions for individual cases may become more difficult. In the eyes of the public and firms, personal assessments and individual consultation are part of a good administrative practice.

2:30 – 4:00pm	<b>Working group 1: Legal security</b> a) Documentation and monitoring
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	<b>Working group 2: Technical security</b> a) Electronic signature, firewalls etc.
4:00 – 4:30pm	Coffee break
4:30 – 5:00pm	<b>Working group 1: Legal security</b> b) Protection against corruption and irregularities
	<b>Working group 2: Technical security</b> b) Appraisal of software partners
5:30 – 7:00pm	<b>Reports from the working groups (?)</b>
8:00pm	Dinner

## Management of eGovernment: Organisation and communication

EGovernment can carve out more efficient administrative processes and can raise the general trust in the reliability of administration, but only when proper notice of the chosen approach is given and it proves itself in the daily lives of various different users. Comprehensive training and initial investments may be necessary. A central control system of a certain variance in implementation is not always preferable. EGovernment does not always lead to an immediate reduction of bureaucracy, new administrative tasks and organisational units may be necessary. For many various groups of outside users, preparing information and processes adequately means a lot of effort. Acceptance of the new system is a very important prerequisite, yet it needs a lot of time. Many employees and citizens sometimes reject good solutions if they are introduced in a compulsory way and are not offered any alternatives. This is why eGovernment demands high standards from the management, human resources management and public relations.

**Thursday 9 October 2008**

9:00 – 9:30am	<b>Keynote 3: [ Kommunikation nach außen ]</b>
10:00 – 10:30am	Discussion; led by N.N.
10:30 – 11:00am	Coffee break
11:00am – 1:00pm	<b>Working group 1: Internal organisation</b> Process implementation
	<b>Working group 2: External organisation</b> Acceptance by partners
1:00 – 2:30pm	Lunch
2:30 – 3:30pm	<b>Reports from the working groups</b>
3:30 – 4:00pm	Coffee break
4:00 – 5:30pm	<b>Plenary session: Summary, cooperation possibilities</b>
6:30pm	Dinner

**Friday 10 October 2008**

Departure after breakfast

Gemeinnützige  
**Hertie-Stiftung** 

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