

# Summary of the component 2

eManagement – A key to Efficiency  
in City Administrations?

# The main idea of component 2

- | Development of innovative eManagement systems for city administration
  - | to improve efficiency and quality of city administration focusing on developing electronical applications for internal procedures and on services for citizens

# Partners of component 2

- | Trento
- | Vaasa
- | Kaunas
- | Turku

# Goals and aims

- | All partners aimed to take a long development step in the local eGov
  - | They were open to collaboration and new functional and technical solutions
  - | The starting points and goals were, however, different

# Goals in brief

## | City of Trento

- | The possibility to exchange experiences in the area of electronic documents and workflow systems while
- | they were actively developing their eGov system

# Goals in brief

- | City of Vaasa
  - | To make it easier for the citizens to communicate with the authorities by developing
    - | Applications for internal procedures and
    - | eServices for citizens

# Goals in brief

- | City of Kaunas
  - | To take a large step to create an "Electronic City"
  - | The focuses were
    - | An electronic ticket in the city public transportation
    - | The city GIS
    - | The Kaunas portal and
    - | Electronic applications for internal procedures

# Goals in brief

- | City of Turku
  - | To expand the group of active users of eGov by developing a new city management system and
  - | To respond to the eGov Challenge brought about by the citizens

# The starting points

- | The starting points regarding
  - | the information technology,
  - | working methods and traditions in the offices,
  - | relevant laws and guidelines were different
- | This reduced the possibility to share results

# Main activities and results

- | Trento found it difficult to really interchange, integrate or even effectively test the JoutseNet system because of very different technologies
- | The particular area of Trento was the open source tool for signing PDF documents.

# City of Vaasa

- | The main activity was to take the official electronic communication in use. The system has an interface to the recruiting programme of the city
- | The document processes of the city were described
- | The paperless working methods are ready to be taken in use as well as the eMeeting application

# City of Kaunas

- | All pilot projects were carried out according to the plan

# City of Turku

- | The eGov Desktop was specified, implemented and disseminated. It is browser-based, it has a lot of functions and thousands of users
- | During this year we have specified "the Citizen's eGov" and participated in some Awareness raising actions

# eManagement-A key to Efficiency in City Administrations?

## I Some facts from Turku:

- | The development of eManagement during the last 10 years has been tremendous
- | Now the **lead-times** of preparation of administrative matters are 1/3 of the earlier ones. We can show this statistically.
- | At the same time the number of administrative staff declined by more than 50 %
- | The paperless office in decision-making is a reality
- | The total paper consumption is going to turn down

# eManagement – Key...

- | There can be many underlying causes,
  - | but our first version of the eManagement system was disseminated in 1994 and the next "big" version, number 2, in 1998
  - | The eGov Desktop financed by EU was taken in use in 2006. We reached a large number of users and the documents are now available only as electronical versions.
  - | The eManagement and efficiency developed hand in hand
- | **The eManagement is the key to efficiency in City Administrations**

# Future plans in the component area

- | All partners have plans to follow-up the project
  - | Together with the eCitizen network
  - | The original project plan is good – it is not emptied yet
  - | Partners can lay more stress on e.g. eParticipation or Awareness raising