

PS5 “Local/Regional eGovernment”

Programme for Change

Chair: **Martin Schallbruch**, Head of E-Government of the Federal Government, Germany



Martin Schallbruch is the Chief Information Officer of the German Federal Ministry of the Interior. He is responsible for IT strategy and IT coordination within the Federal government. Project management for BundOnline E-Government initiative as well as coordination of the E-Government strategy Deutschland-Online is located in his office. Mr. Schallbruch oversees IT security policy of the Federal government and his office is responsible for the supervision of the Federal Office for Information Security. He is also the head of the passport and ID card service of the Federal government. Before being appointed CIO he was the personal assistant of State Secretary Zypries within the Ministry of the Interior.

Educated at the Technical University in Berlin, where he gained an M. Sc. in computer science, Schallbruch was a research fellow at Humboldt University Berlin, before he was appointed head of university IT service centre

Janet Callender, Chief Executive Tameside MBC and Chair of NWEgg & **Tim Rainey**, Assistant Executive Director, Community and IT Services, Tameside MBC



Janet is the Chief Executive at Tameside Council. She trained as a Solicitor, working in both private practice and local government.

In February 2004 Tameside were appointed hosts of the North West Centre of Excellence. Janet chairs the Centre's Management Board, and is a member of the National Chief Executives' Task Force, established to bring together the national procurement strategy and the efficiency agendas into a single strategic approach.

She took over the Chair of the North West eGovernment Group earlier this year, and along with her role on the North West Improvement Network is ideally placed to help drive forward the e-agenda both in terms of efficiencies, but also improving customer care across the region.



With responsibility for Tameside's Library Service, Customer Services and I.T., Tim has many years experience of implementing eGovernment solutions into practical day to day working environments. As the North West hosts for both the Regional Centre of Excellence and the North West eGovernment Group (NWeGG), the use of technology to help deliver the efficiency and effectiveness is high on the Tameside agenda. Tim is also leading Tameside's involvement in the Government Connect National Project

Tackling Take-up of eGovernment Services

This session will look at how to increase and maintain take-up of online services, by effective use of a transactional website. It will look at some of the business benefits that using this "self service" channel can bring, and why local and central government must continue to innovate and develop their websites to keep pace with rising public expectations.

Kari Nenonen, Mayor of Oulu, Finland



Kari Nenonen, Mayor of Oulu, was born in Oulu, and he has been working at his present post since November 1999. Before this Kari Nenonen worked for a short while as Economic Development Director . He has also been employed as Director of International Cooperation by the City of Oulu and as a Development Manager by a regional organisation. He was member of the City Council in 1993-1996 and has held numerous local, regional and national positions related to regional and urban development.

Towards a local agenda i2010: Technology and public services – hand in hand

Representing the Council of European Municipalities and Regions, this speaker will look at the role of local and regional authorities in making eGovernment a reality. He will introduce the so-called *Local Agenda i2010*, a declaration adopted at this year's European Society Information Conference, EISCO, in Cracow.

Using the city of Oulu in Finland as an illustration of a local eGovernment strategy, the speaker will address:

- Milestones of eGovernment development in Oulu
- PPPs as the operational model towards better competitiveness
- Full access to online services for all as the principal goal
- Practical examples of customer-oriented eSolutions

Finally, the speaker will highlight the key challenges and the support needed at local and regional level in order to make full use of the potential benefits offered by eGovernment.

Tom Auwers, General Director, Federal Public Service 'Social Security', Belgium



Tom Auwers (°1968, lives in Antwerp, Dutch speaking):

Professional occupations at present

- Director-general of the directorate-general Disabled Persons within the Belgian Federal Public Service 'Social Security'
- Head of Social Policy Unit within the Belgian Federal Public Service 'Social Security', responsible for the performance contract management between the Belgian state and the Public Institutions of Social Security

Previous professional occupations

- Chief of Cabinet (Chef de cabinet) to the Belgian Minister of Public Service, responsible for the design and implementation of the Copernicus reform plan during the first Verhofstadt legislation (1999-2003)
- Advisor to the Flemish minister of Finance and budgeting in the area of performance budgeting
- Academic at the Public Management Centre of the Catholic University of Leuven and the Vlerick School of Management at Ghent University

Main working area's are organisation design and change management, performance and contract management.

Communit-e: Enhancing speed and quality at the municipal desk in processing demands for benefits by disabled persons

- Communit-e is a web based tool, facilitating municipal administrations to directly process and transfer demands for benefits by disabled persons in the central federal information system of the directorate-general Disabled Persons
- Multi-level project between federal & local authorities
- Communit-e uses modular building blocks provided by the Belgian Crossroads Banks of social security, such as:
 - Identification and authentication by electronic identity card (eID)
 - UMAF (User management Ambtenaar-Fonctionnaire) database
 - Social security portal (www.socialsecurity.be)
- Processing times reduced from 3-4 weeks to less than 5 seconds
- Solid architecture allowing gradual extension of services offered to other target groups (disabled persons; physicians; local agents; pension services, ...)

No proposed questions