Comparative Analysis of Implemented Governmental e-Services

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Introduction

• Governmental e-Services / e-Government Services

• Establishment of efficiency in communication and service provision

• Connecting several systems
  – NIAS (National Identification and Authorisation System) in e-Government in Croatia

• Trust in governmental e-services
  – IT solutions change
  – cloud solutions emerge
  – legislative changes needed
Introduction ...

• Comparative Analysis of Implemented Governmental e-Services – InterPARES Trust research
• Goal 1
  – to provide relevant information related to the authenticity, reliability and accuracy of the selected, currently implemented governmental e-Services
  • focusing on the management of specific digital material in the online environment
    – materials submitted by the government and/or by citizens
    – handling / archiving of the digital material
    – metadata used to describe the digital material
Introduction ...

• Goal 2
  – to provide information related to the access policies implemented over the specific digital material in an online environment
    • focusing on topics:
      – privacy
      – accountability
      – transparency
      – right to know
      – duty to remember
      – right to be forgotten
Environmental scan

- Identification of relevant studies done so far
- Identification of the existing e-services throughout Europe
- Further concentrated on 8 European countries
  - Belgium, Croatia, Denmark, Estonia, Germany, Lithuania, Sweden and United Kingdom
- Research at the country level
  - Information in English & translation
- Matrix of existing e-services by country
Research

• e-government services analysis adopting the "representative basket of 20 services" from:
  *Digitizing Public Services in Europe: Putting ambition into action*, European Commission, 9th Benchmark Measurement, December 2010

• Two main groups
  – e-Services for Citizens (12 services) – G2C
  – e-Services for Businesses (8 services) – G2B
Research ...

• e-Services for Citizens
  1. Income taxes
  2. Job search
  3. Social security benefits
  4. Personal documents
  5. Car registration
  6. Application for building permission
  7. Declaration to the police
  8. Public libraries
  9. Birth and marriage certificates
 10. Enrolment in higher education
 11. Announcement of moving
 12. Health-related services

• e-Services for Businesses
  1. Social contribution for employees
  2. Corporate tax
  3. VAT (Value Added Tax)
  4. Registration of a new company
  5. Submission of data to the statistical office
  6. Custom declaration
  7. Environment-related permits
  8. Public procurement
Research ...

- Development of a governmental e-service questionnaire
- 52 questions divided into 6 categories
  1. Basic service information *(11 questions)*
  2. Users *(7 questions)*
  3. Business optimization *(4 questions)*
  4. Technological solutions *(14 questions)*
  5. Storage and long-term content availability *(10 questions)*
  6. System operation transparency *(6 questions)*
Research ...

• Maturity level ranking

<table>
<thead>
<tr>
<th>Maturity level</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No information available</td>
<td>No online information</td>
</tr>
<tr>
<td>1</td>
<td>Information</td>
<td>Service information (description)</td>
</tr>
<tr>
<td>2</td>
<td>One-way interaction</td>
<td>Downloadable forms</td>
</tr>
<tr>
<td>3</td>
<td>Two-way interaction</td>
<td>Interactive forms, authentication, form submission initiates a service</td>
</tr>
<tr>
<td>4</td>
<td>Transaction</td>
<td>Complete service available online – interactive forms, authentication, payment, service completion</td>
</tr>
<tr>
<td>5</td>
<td>Iteration</td>
<td>Iterative services (e.g. monthly bills), automatic execution, automatic user notification</td>
</tr>
</tbody>
</table>
Preliminary results

- Research is under way …
- Preliminary research show
  - Motivation for development of certain G2C services that are rarely used at the level of one person do not tend to develop to the high maturity level (e.g. issuing ID or passport – only once in 5-10 years)
  - Hard to determine the number of users (G2C, G2B)
Preliminary results ...

• Some services dramatically decrease the time needed for service completion
  – highly improved business processes
• Statistical e-services
  – usually high maturity level
  – more or less automatic service and delivery of data to National Statistical Office using standardized file formats
Conclusion

• Examples of issues that influence trust
  – very little information on service hosting (contingency/service continuity plan?)
  – policies giving information on storage and preservation methods are virtually non-existent (are there any?)
  – long-term preservation of electronically signed records require the preservation of digital certificates as well
  – no information on the use/separation of clients' data
Questions

• What would it take to trust e-government service?
• Do we take it for granted? *Just make it fast!*
• What can we (as archival professionals) do in order to improve the situation?
• Life-long learning?!
• Boldly go where no archivist has gone before!