

EGOPRISE Meeting

24.-25.3.2010

Seinäjoki, Finland

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Wismar University

EGOPRISE Main Activities

- Surveys to identify the demand of SMEs for improved procedures with the public sector (business registration, employment processes, etc.)
- Analyse workflows in administrations for inefficiencies and frictions
- Recommend workflow changes, cross-check their practicability, implement them in pilot regions
- Develop and implement multilateral interoperable ICT services (e.g. business registration)
- Eliminate red tape in procedures & establish virtual/physical service capacities to facilitate employment processes of (foreign) labour for SMEs
- Develop and install digital greenhouses (virtual meeting points) to foster networking, promotion and information exchange among SMEs with universities and public bodies
- Compile guidelines to ensure transferability of the designed instruments beyond project partnership and start the transfer within the project implementation phase
- Compile action plans preparing necessary changes/adoption of legal frames to ensure durability of the results (to be implemented in a post-project phase)

WP3 Situation

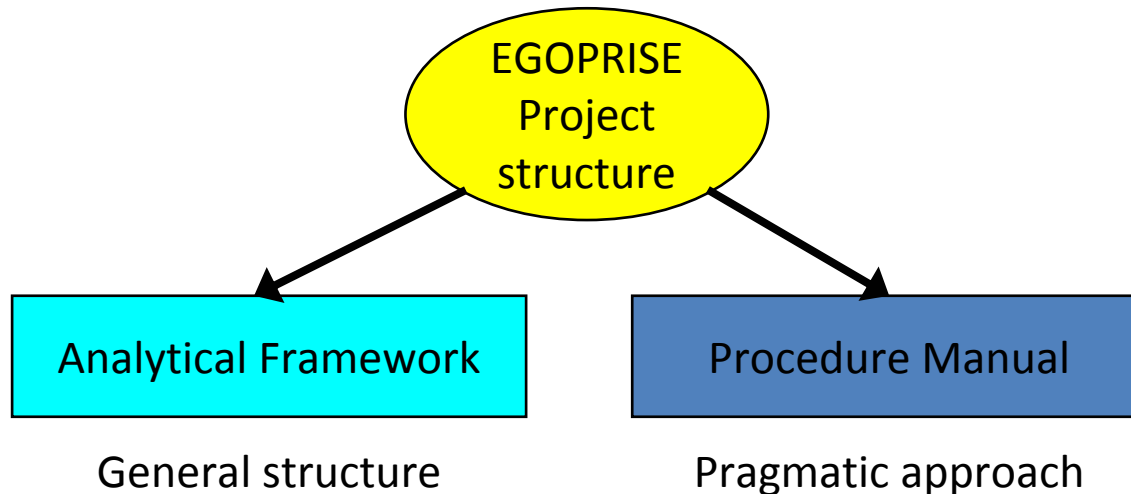
- Application
 - Survey
 - Workflow analysis
 - 1-stop-shop for business registration plus 1
- Activities
 - Meetings in Wismar and Tallinn
- First results
 - Clearer view about survey
 - 2nd service can be connected to public support in the environment of business reg. Or start ups
 - Linkage to other WPs is necessary (logical project frame)

Open questions

- What are the info deficits ?
- Which target groups exist ?
- How the empiric activities are linked together ?
- Which data are requested from regions and how are their structures ?
- How to report about the activities ?
- How to compare and the consolidate the results ?

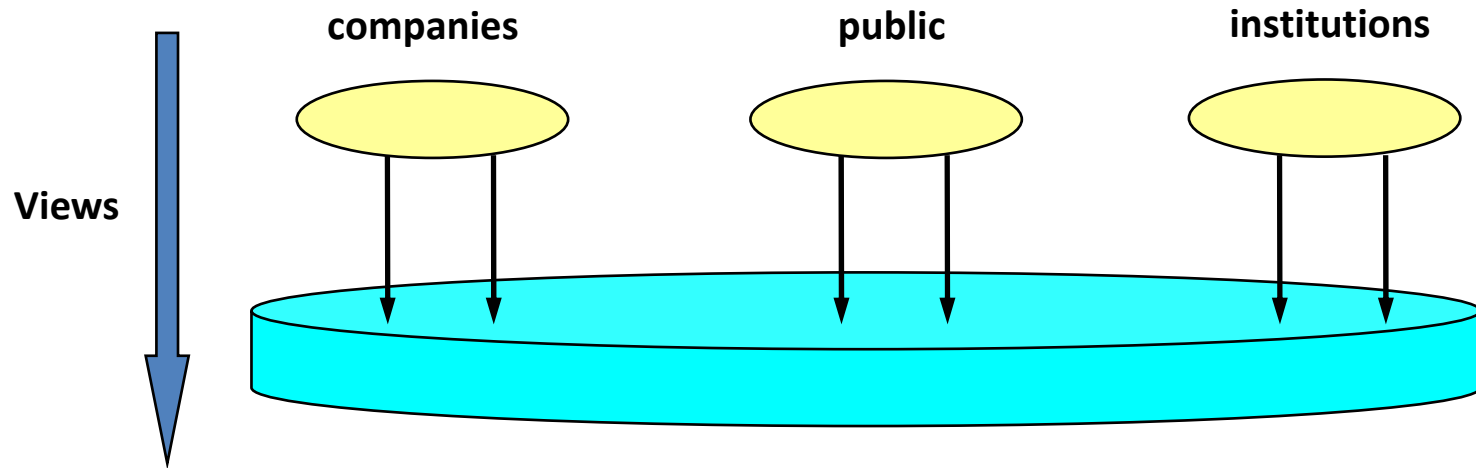
Analytical Framework & Procedure Manual

- The **Analytical Framework** is fixing as a guideline strategic and logical structure of the project and is describing the informations structures and flows of EGOPRISE project
- The **Procedure Manual** is a pragmatic summary of the Analytical Framework for the project partners consisting of check lists for realising the project tasks in the regions



DEMAND = NEEDS, VIEWS & VISIONS

The regional players are using E-Services and Infrastructure



E-Services are offered in the participating BSR Regions

SUPPLY SIDE = Infrastructure & E-Services

Past



Presence



Future

Possible Empiric Tools

- Qualitative approach
 - Find the direction and the right topics
 - » Open questions for 10 – 15 experts
 - Expert Interviews
 - » Merli & Urve: Prestudy
- Quantitative approach
 - Get a representative view from different target groups
 - » Closed questions
 - » Deliver at least 400 filled questionnaires for each region
 - Survey / questionnaires
- Best practice approach
 - Renate: Swedish EGOV Portal covers everything
- Business Process Modelling
 - Describe state of the art and improve processes

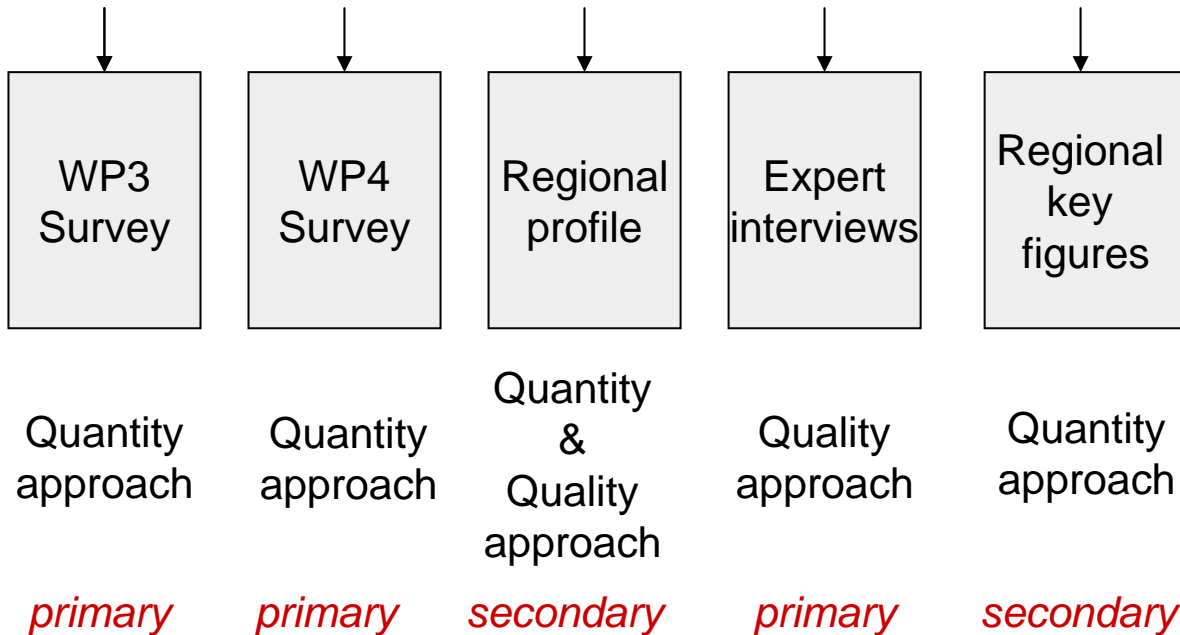
Logical Structure

- Expert Interviews
 - Recommensible for WP3, WP4, WP5
 - Fix the direction for surveys
- Surveys
 - Recommensible for WP3
 - But which target groups ?
- Organisational Analysis
 - Description of workflows and business processes together with data structures and interfaces
 - How to describe ?
 - » Business process modelling ? (ARIS, BONAPARTE, ... ?)

Methodology

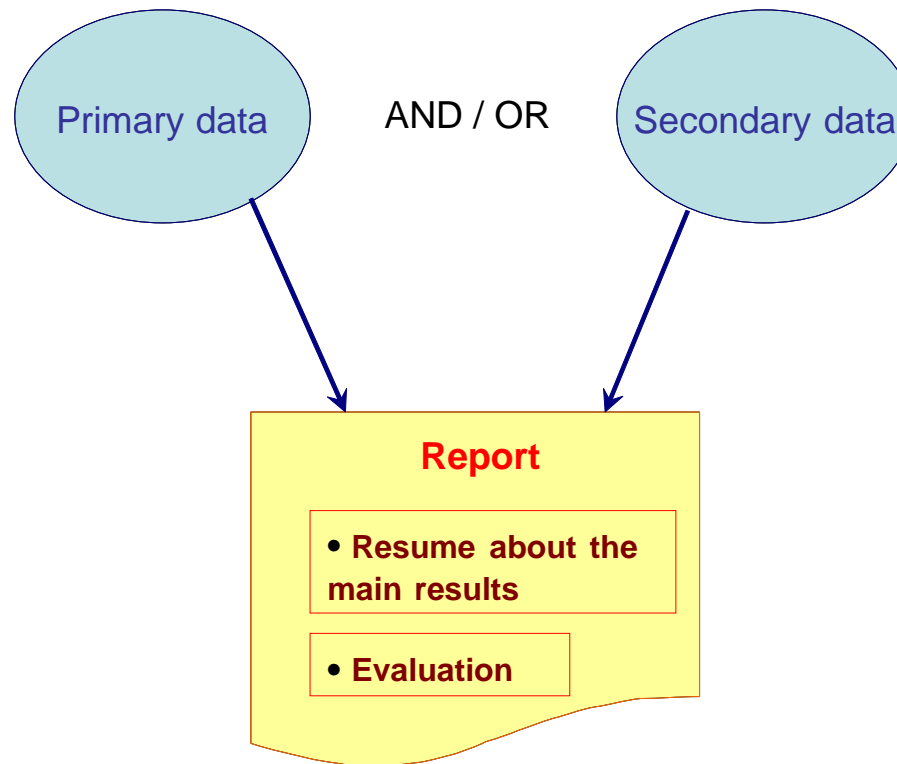


Activities



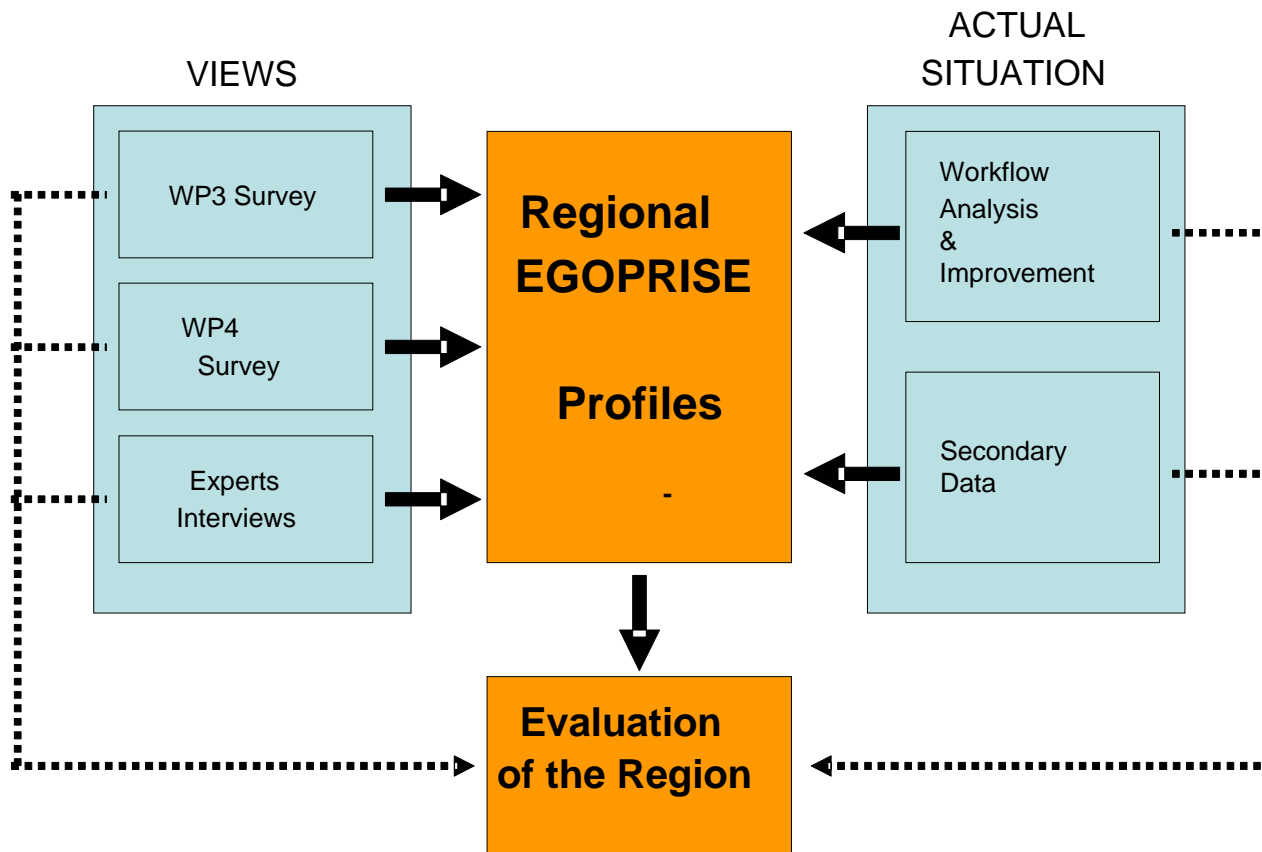
All empiric activities have to be reported

per region 1 regional report



Frame conditions

- No empiric activity without result report
- The empiric activities of the different WPs must fit together
- WP leaders deliver framework for report structures
- All regional results are integrated in Regional Profiles
- The regional results will be consolidated into final comparable BSR report



Final results

- Comparative Studies with reports
 - WP3 report
 - WP4 report
 - WP5 report
- Conclusions
 - Recommendations
 - Political guidelines
 - BSR Action Plan for E-Government

Consequences & Open Questions

- Who is doing the analytical framework ?
- Who is preparing the procedure manual ?
- Should we use external expertise for EGOV ?

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