

Inter-Communal Cooperation

-

an eAdministration strategy for small administrative departments

Prague, April 23 - 24

Introduction

Due to current political and economic developments municipalities in Germany are facing enormous challenges
These include for example:

- decrease costs of administration
- increasing requirements for more closeness to citizens and less bureaucracy
- the implementation of the EU Service Guideline
- the increase of “electronic documents” (emails) in the communication with citizens and companies

Consequence:

For smaller and rural municipalities this partly means undertaking a lot of effort to achieve or develop a basic infrastructure of high quality

Solution:

“together stronger than alone“ – Connecting municipalities

Connecting municipalities

Initial situation:

eGovernment solutions and eGovernment strategies cost a lot of money.

The target is to develop strategies which are based on municipality cooperation.

The reasons for connecting municipalities could be for example:

- the problems to be solved in the administrative departments are similar
- if all small administrative departments use the same resources and the same platform, it is easier to avoid media breaks.
- by means of a joint Back Office more company and citizen friendliness could be achieved
- uniform IT architecture of several small municipalities is very useful for implementing the EU Service Directive

Intercommunality as a positive location factor

Therefore an eGovernment strategy should be in the centre of the attention of the future administrative policy of smaller administrative departments which **goes beyond borders** and is based on the **division of labour**.

procedure:

- support each other in carrying out the tasks if this cannot be achieved by using one's own competence
- new cooperation structures between the municipalities as well as paving the way for these structures
- support in case of optimal design of their Front Office functions as well as the remaining tasks
- support them by central services

Changes in information society due to eAdministration

Do not only concentrate on the instrumental improvement, think laterally! The development of versions concerning this topic should be minted by thinking that is oriented to the future, not to the present!

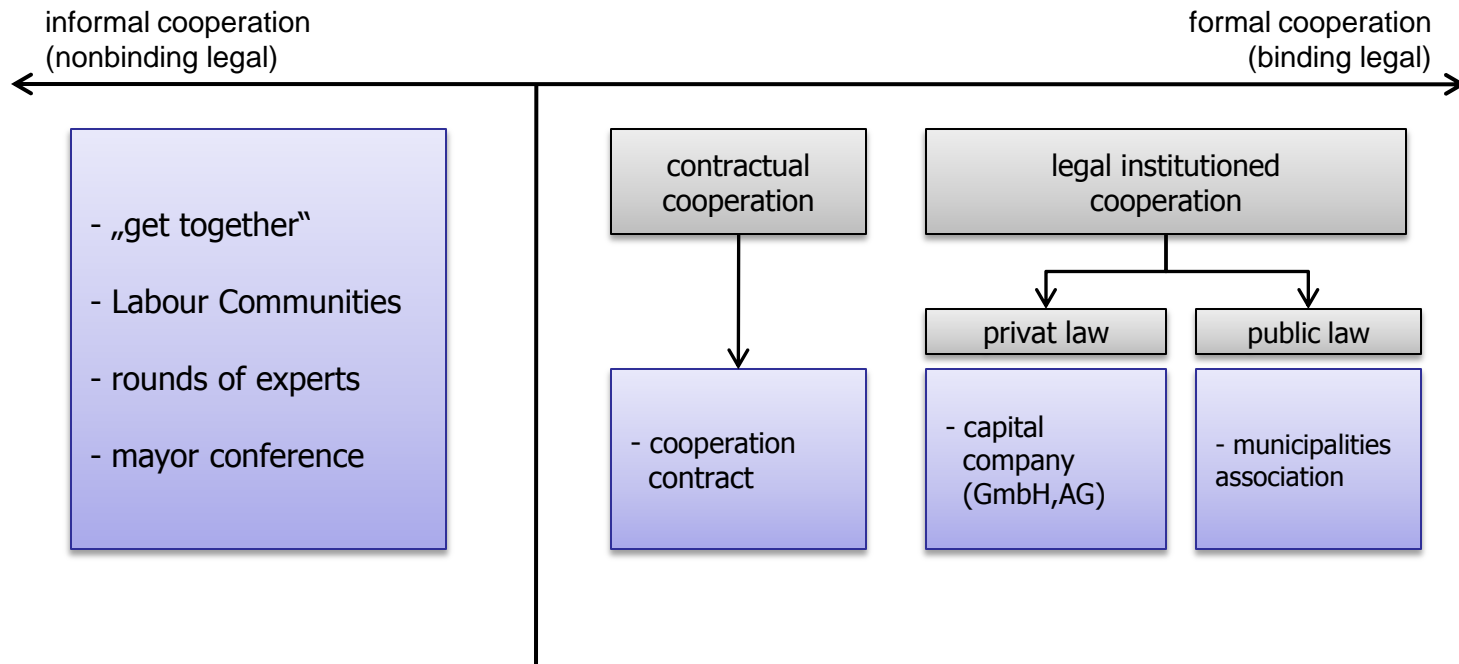
The following three aspects should mainly be taken into consideration:

- formation of new structures,
- control of the organisations that work together, but also
- cultural, social and intercommunal commitment.

result:

It seems to be very useful if small municipalities develop regional networks in order to use available resources jointly and to strive for inter-communal cooperation as well as networks.

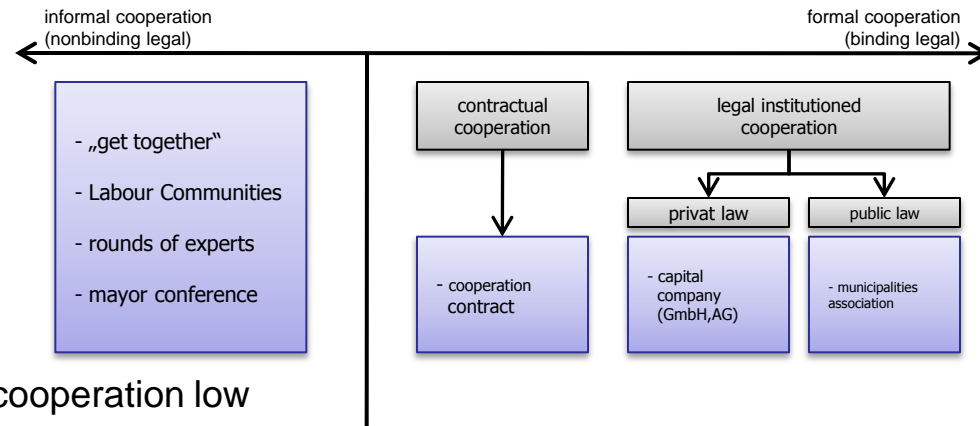
Forms of intercommunality cooperation



Resource: Vgl. innovative Verwaltung; 5/2005; S. 19

Informal Cooperation

- intensity of the cooperation depends on the necessity of the topic and the interests of the involved people
- degree of organization is minimized → costs of cooperation low
- typical: no norms of law → high degree of flexibility



Formal Cooperation

- based on different bases of laws
- is separated into private and public law
- forms could be:
 - agreements of societies
 - cooperation contracts
 - municipalities association

EU service directive: a challenge for municipality cooperation

target:

- to offer services free from discrimination and unbureaucratic
- using the same contact person
- quick procedures according to the rules; in an electronic way via remote access

Tasks of the uniform contact person:

obtain and share information

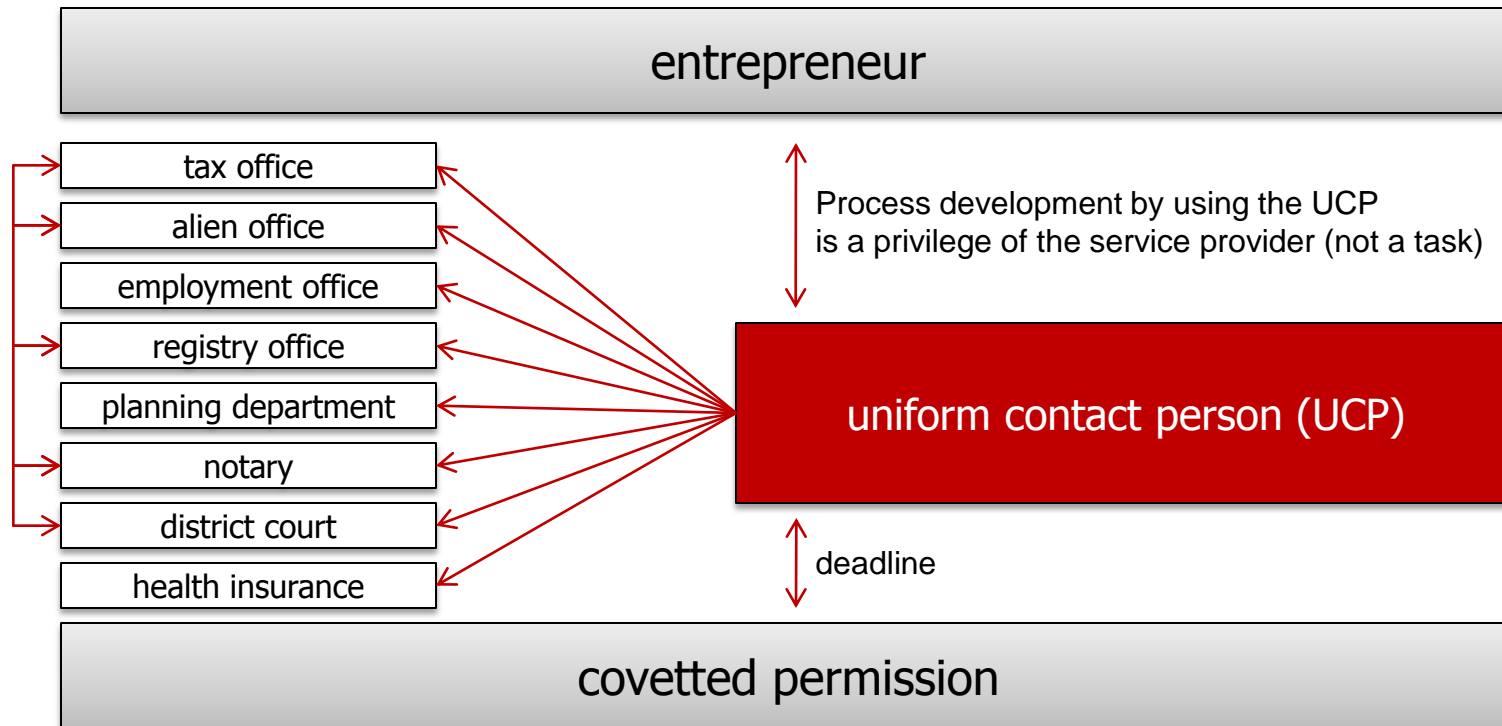
comprehensive consulting

coordination between service provider and their responsible authority

acceptance proposal and their electronic forwarding to the competent authority

to control the deadlines / to control the integrity

Uniform contact person



Quelle: PDVNews; 3. JG.; 02/2007; S. 10

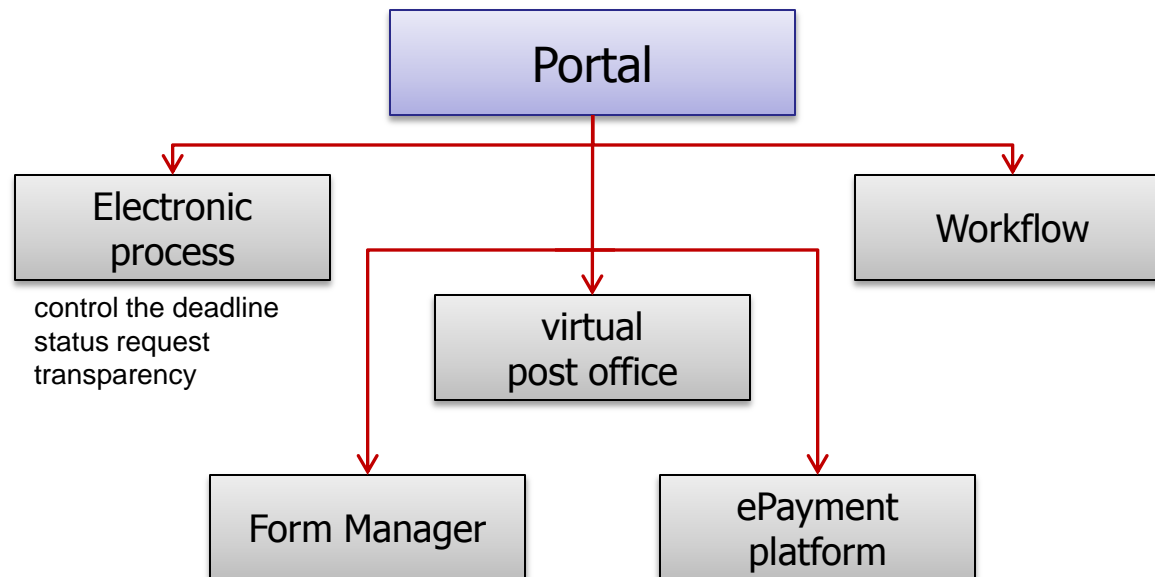
Requirement on the IT-support

There is no internal redistribution of responsibilities and rights of the national systems.

The contact person needs to know all regulations about all administrative procedures!

Solution: Implementation of a substantial Information and Knowledge Management System

elements:

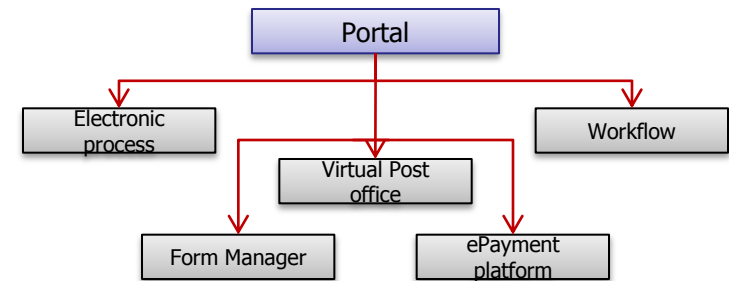


Form Manager

- possibility to submit requests electronically
- concretize how forms could be submitted and integrated into administrative procedure
- electronical availability is really necessary

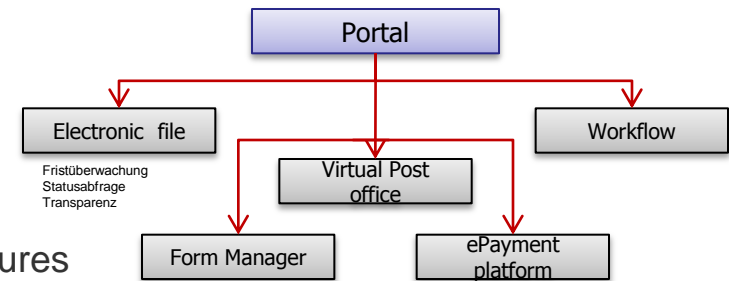
Electronic process (file)

- automatic monitoring according to the deadlines
- after deadline a permission is granted if the deadline is missed by a mistake of the authority
- File controls the responsibilities / ... contains all essential information about the procedure



ePayment platform

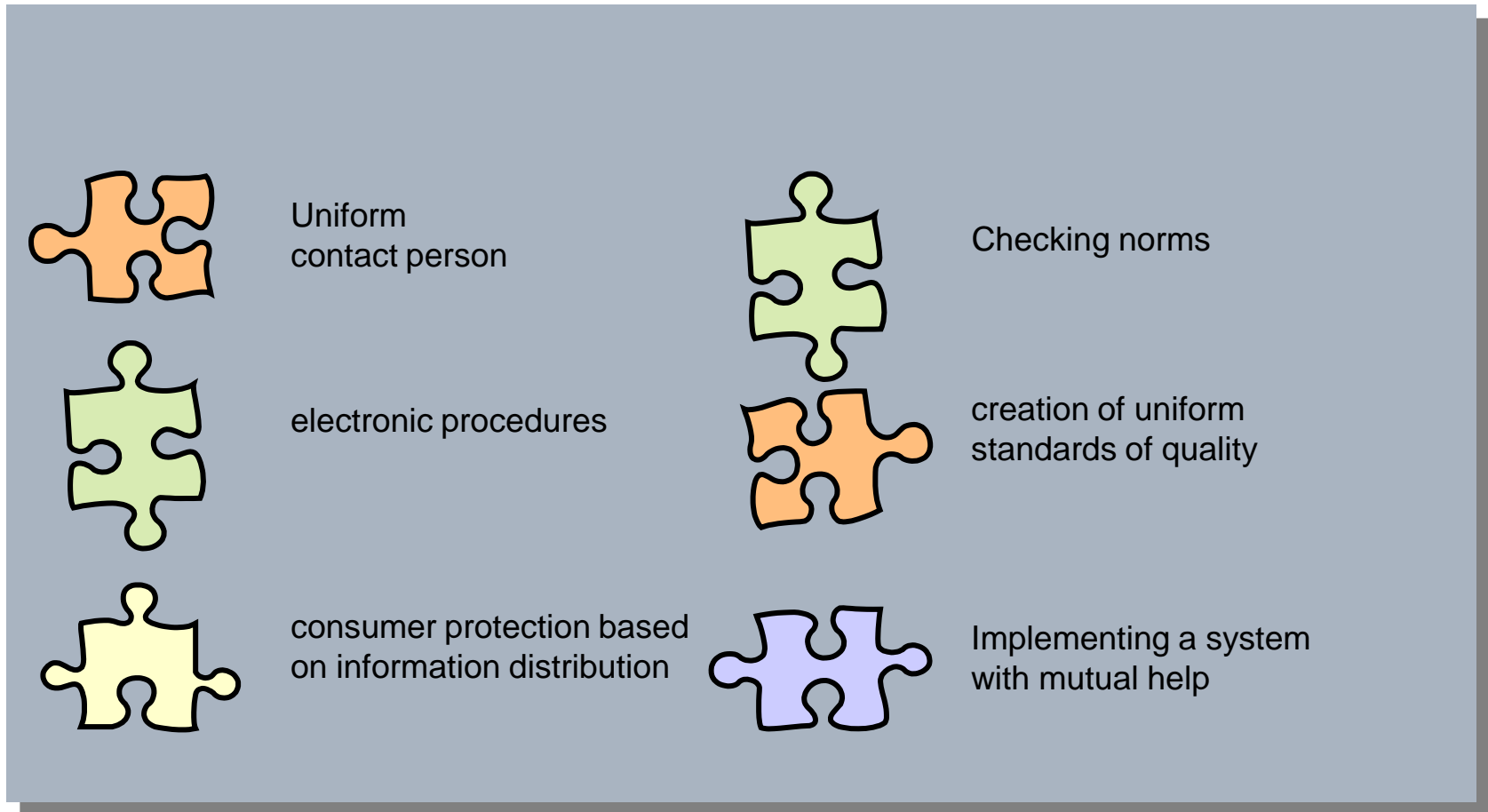
- costs for administrative procedure
- involve payment transaction platforms in administrative procedures
- otherwise collection of charges impossible



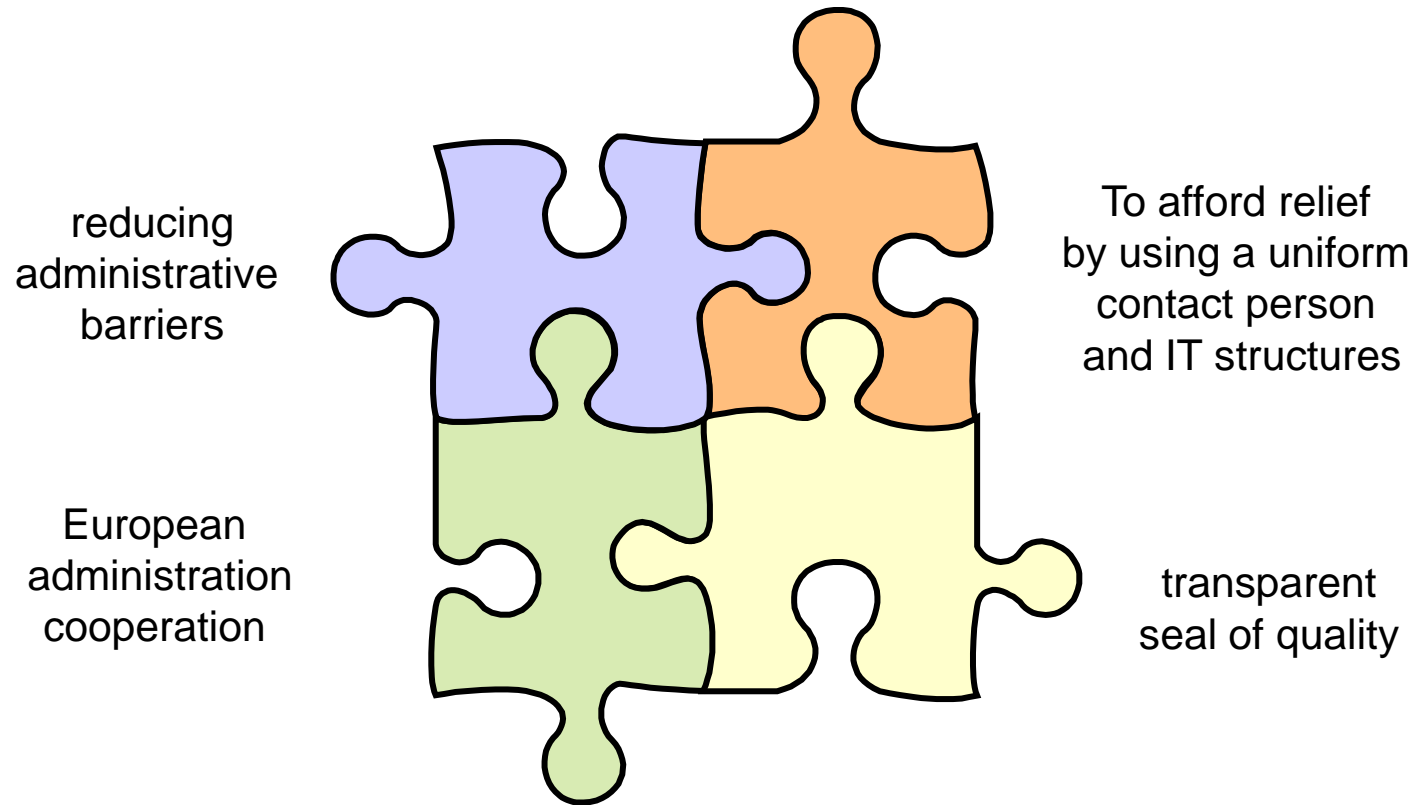
virtual post office

- contribution of electronic declarations of intention
- declarations of intention (including el. signature) is indispensable
- virtual post office must be a part of the IT-structure, because the procedures of signature depends on the different countries; there is no standardized way

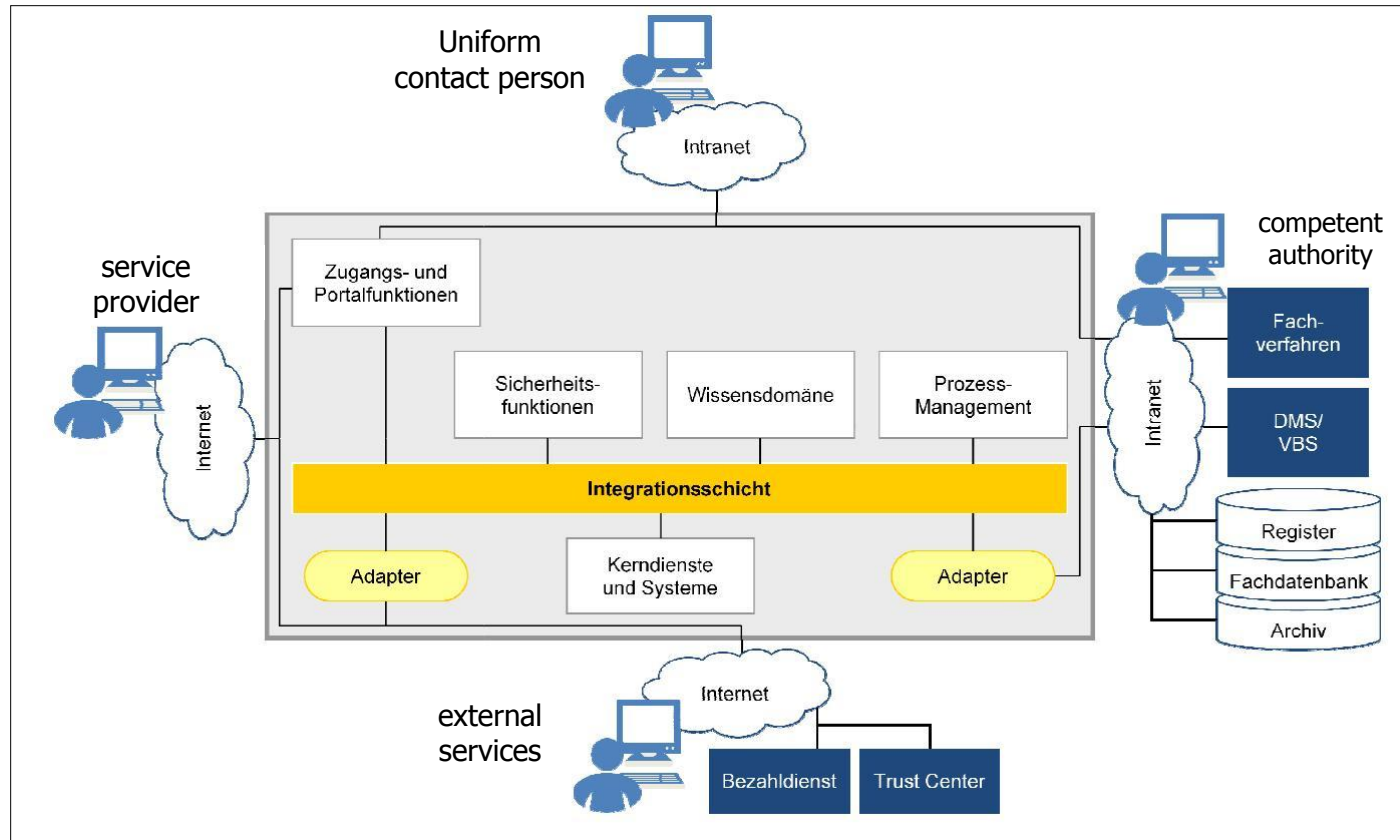
Fields of the EU service directive



Essential elements of the EU service directive



IT model for the implementation of the EU service directive



Quelle: Deutschland-Online; http://www.deutschland-online.de/DOL_Internet/binarywriterservlet; S. 4

Thank you for your attention!

contact:

Prof. Dr.-Ing. Irene Krebs

eMail: krebs@iit.tu-cottbus.de

Tel: +49 355 69 4582