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The Austrian Business Service Portal as implementation of the One-Stop Approach

Administration access in the Federal State ...

- Multiple relations between businesses and the public sector
- Structure of the public administration in the Federal State causes many accesses to different state institutions (local authorities, self-administration)
- Many different legal entities (Federal Ministries, countries, cities, municipalities, social insurances etc.)
- High communication effort for businesses and administration

... Administration access in the Federal State

- Often businesses have to report the same or similar prepared information to different authorities more than once
- The way of the transfer is heterogeneous and not standardized (paper, electronic, e-mail, internet, link of procedures over ERP-interface)
- The existing procedures are very different to handle
- There is no bundling of procedures

Initial situation in Austria (1)

- Austrian businesses fulfil legally specified information responsibilities more than 230 million times per year
- 5.700 information responsibilities cause administrative burdens of 4.3 Mrd. EUR per year
- Ambitious initiatives of the Federal Government: discharge of more than 1 Mrd. EUR in the year 2012
- Business Service Portal is the flagship project of the initiative

Compare: Program „Reduce Administrative Costs for Businesses“

Initial situation in Austria (2)

- Austria leads the EU ranking in e-Government
- Linked portals builds a solide basis for cooperation and collaboration
- BUT: too less horizontal elements which means different processes, less transorganizational process elements etc.
- Businesses are confronted with many PINs and TANs, user administrations etc.
- This is also true for the access to information: a lot of information exists, but widespread published and partly difficult to access for businesses

Electronic Identification

Identification of physical persons

- Central population register – natural persons with residence in Austria
- Supplementary register of other data subjects (for Austrian expatriates and foreigners without residence in Austria)

Identification of businesses

- Commercial register
- Professional register
- Register of associations
- Free professions (register of chambers)
- Farmers
- Public area (local authorities, universities etc.)
- Supplementary register of other data subjects

Business Definition (1)

Problem

- Common umbrella term is missing which contains all entities with regards to administrative procedures in the economic life
- „Businesses“ in a broad meaning
- Connection to the amended definition in the Federal Statistics Law 2009

Vision

Business Service Portal (USP-Unternehmensserviceportal)

- Designed as a One-Stop e-Government application
- Business to Government (B2G) as well as Government to Business Services (G2B)
- Business specific information function (i.e. aligned with the needs of single businesses)
- Transaction function through coordination of IT-services of the Austrian administration (Federal Government, countries, towns, local government, national insurance etc.)
- Contribution to the administrative reform

...

- **Establishment of a central portal for businesses in terms of One-Stop e-Government**
- **Ensurance of efficient handling of procedures in consideration of individual characteristics of businesses**
 - Simple and uniform access management, Single-Sign-On
 - Broad information which is tailored to businesses
 - Cost savings through optimization and integration of procedures
 - Benefit through additional services
 - Establishment of a standardized interface for the direct transmission of the information responsibility (IVP) from the data processing of the businesses (ERP systems)

... Aims of the Business Service Portal

Advantages for the administration – aspect of administrative reform

- Higher data and information quality in public and administrative registers
- Lower maintenance effort: avoidance of multiple inputs, minor amendments, etc.
- USP provides central functionalities which otherwise must be provided in each single application
- Higher penetration of e-Government creates discharge in paper procedures

USPG*

Object of regulation (§1) ...

- **Implementation and operation of a central internet service portal for businesses (Business Service Portal)**
- **Functions of the USP**
- **Operation of an internet service portal for citizens (Citizen Service Portal)**
- **Implementation of an application: information responsibilities for citizens and businesses**

* Federal Law about the establishment and operation of a Business Service Portal (Unternehmensserviceportalgesetz – USPG, BGBl. I Nr. 52/2009)

Implementation and operation of the USP (§3) ...

- **Responsibility of the Federal Ministries to contribute to the USP through provision of information and support in transactions**
- **Federal Ministry of Finance has to authorize the Austrian Federal Computing Center to implement and operate a Business Service Portal (USP)**
- **The operating company of the USP is the legal service provider according to DSG 2000.**

... Implementation and operation of the USP (§3)

- **Legal authorization of the Federal Ministry of Finance in agreement with the Federal Chancellor to assure a uniform approach concerning the USP**
- **Technical preconditions should be developed for the inclusion of applications of the countries, municipalities and social insurances**

Operation of the Citizen Service Portal (§3)

- **Federal Chancellor has to operated the internet service portal for citizens**
- **Responsibility of the Federal Ministry to contribute to the Citizen Service Portal through providing information**
- **Legal authorization of the Federal Chancellor to assure a uniform approach**

Participants of the USP (§ 5)

- **Businesses**
- **Representatives of parties**
- **Authorities and other institutions
(e.g. chambers)**

Implementation of an information responsibility data base (§ 6)

- **Statistic Austria has to implement and manage the data base of the information responsibility (IVP)**
- **Responsibility for Federal Ministries to register over IVP**
- **Legal authorization of the Federal Chancellor in agreement with the Federal Ministry of Finance to assure a uniform approach**

New legal measures (§ 7)

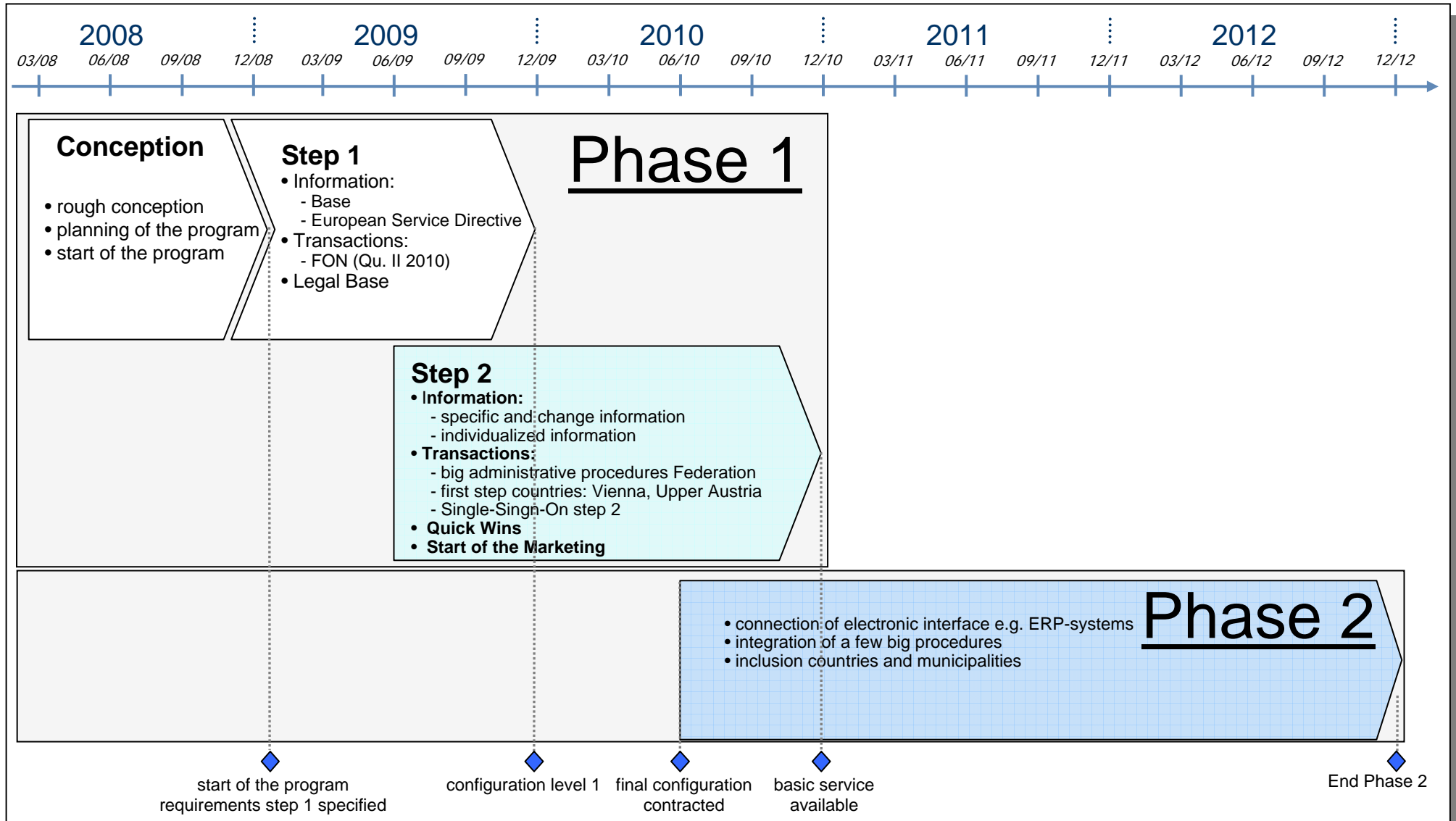
- **Before legally defining new information responsibilities, the Federal Minister has to clarify whether similar information responsibilities are already justified by an existing law**
- **Legal duty to examine the possibility of a common use of the information responsibility (IVP)**
- **If a common use is not possible, it must be examined if the new information responsibility (IVP) can be aligned with the already existing one**

Coming into effect (§ 8)

The USPG has come into effect with Jänner, 1st 2010.

www.usp.gv.at

Program and implementation



Benefit

- Coordinated electronic processing of business relevant administrative procedures
→ reduction of administrative costs for businesses and costs of the public administration
- Facilitates businesses to fulfil their legal information responsibilities easier
→ less time, better information, no double reports, fewer interfaces etc.
- Provides functionalities & informations which today are established, supervised and collected in particular procedures
→ reduction of IT-costs
- Increase of penetration of e-Government
(pushing back of „paper based procedures“)

Thank you for your attention!

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