



What can we learn from good practices in Europe

and the ones selected within the DLA

Edgar Sepp, University of Tartu
The DLA project conference
Tartu, May 4, 2011



DLA

- **Digital Local Agenda**
- **INTERREG IVC** - interregional cooperation across Europe
- Strategic Plan for the development of the **IS** and **ICT** tools in the municipalities, cities and regions



DLA overall objective

- The improvement of local policies on digital strategy through the
 - identification and transfer of **good practices** and
 - the development of **common strategic guidelines** and
 - a **common methodology** for its implementation.



Exchange of experience

- Common working **methodology** for Good Practices (GP) identification
- Identifying 5 practices for study visits
- Analysing good practices from Europe
www.epractice.eu



Topics, DLA Manifesto

- DLA Manifesto, EISCO 2007
- 5 topics focusing on:
 - *E-participation*
 - *E-inclusion*
 - *Full access to communication*
 - *Develop secure digital infrastructures*
 - *Advanced municipal and local services*



What kind of practices can we find in Europe?

- eris@, www.erisa.be, database of 2844 different projects
- www.digitallocalagenda.com, 93 selected cases
- www.epractice.eu



Real life good practice cases, submitted by the ePractice members

Our constantly increasing knowledge base of good practice contains hundreds of real-life [eGovernment](#), [eInclusion](#) and [eHealth](#) cases submitted by members of our community. Registered users of ePractice.eu can contact the authors of the cases and [submit their own projects](#) to the portal.



ePractice statistics

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 telemedicine user-centric

Submit a Case



The ePractice.eu knowledge base needs your experience. You surely have learning points to share with our community of experts, so if you have been related in any way to a relevant project on eGovernment, eHealth and eInclusion we invite you to submit your case and exchange your experience with us. [What is an ePractice Case?](#)



The 1000th case at ePractice.eu

NIFO
 National Interoperability
 Frameworks Observatory

The European
BROADBAND PORTAL



Open Data

Acronym: @opendataeuskadi

Author: Alberto Ortiz de Zarate (Eusko Jaurlaritza - Gobierno \

Spain

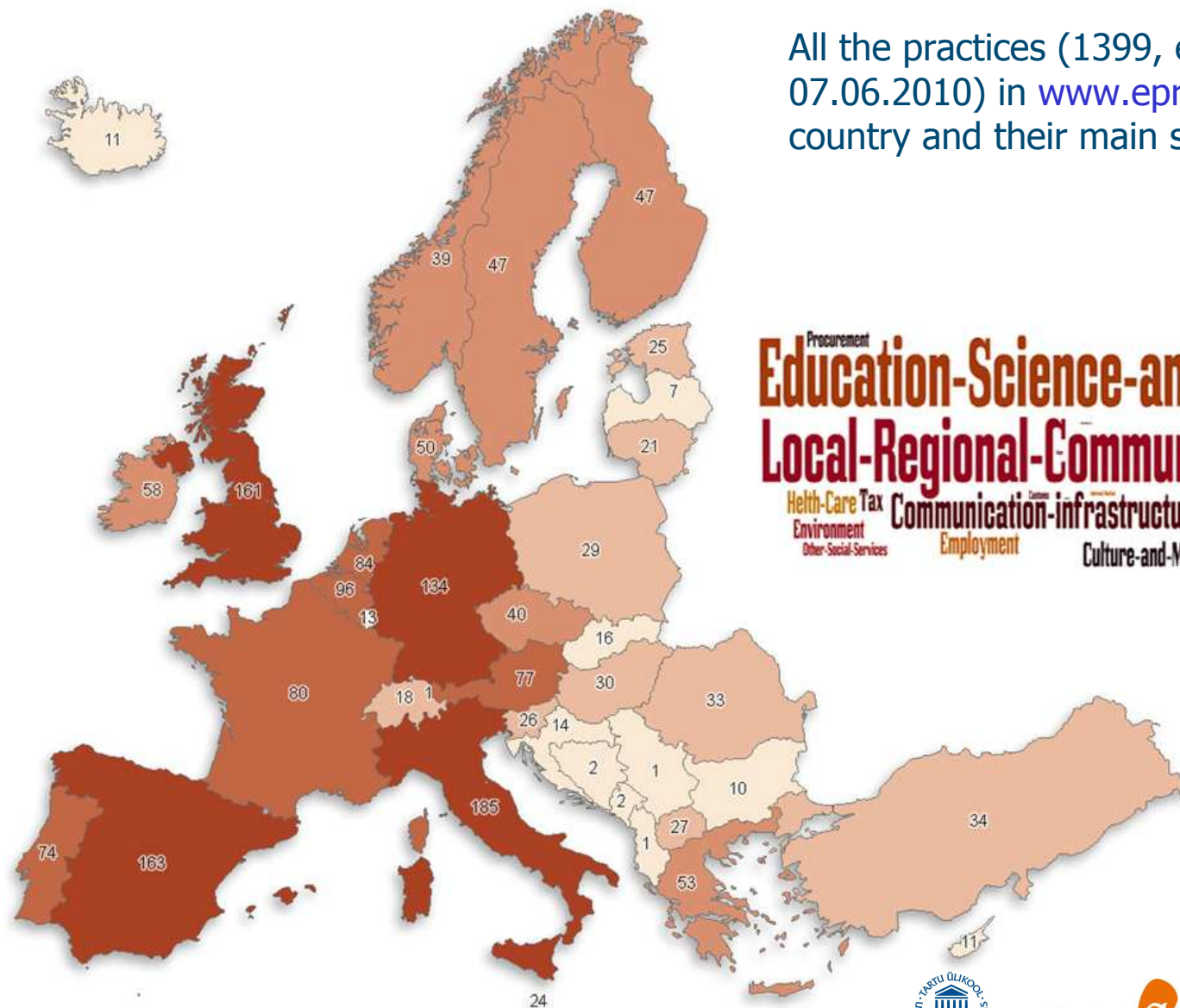
Date posted: 19 April 2011

Date edited: 26 April 2011

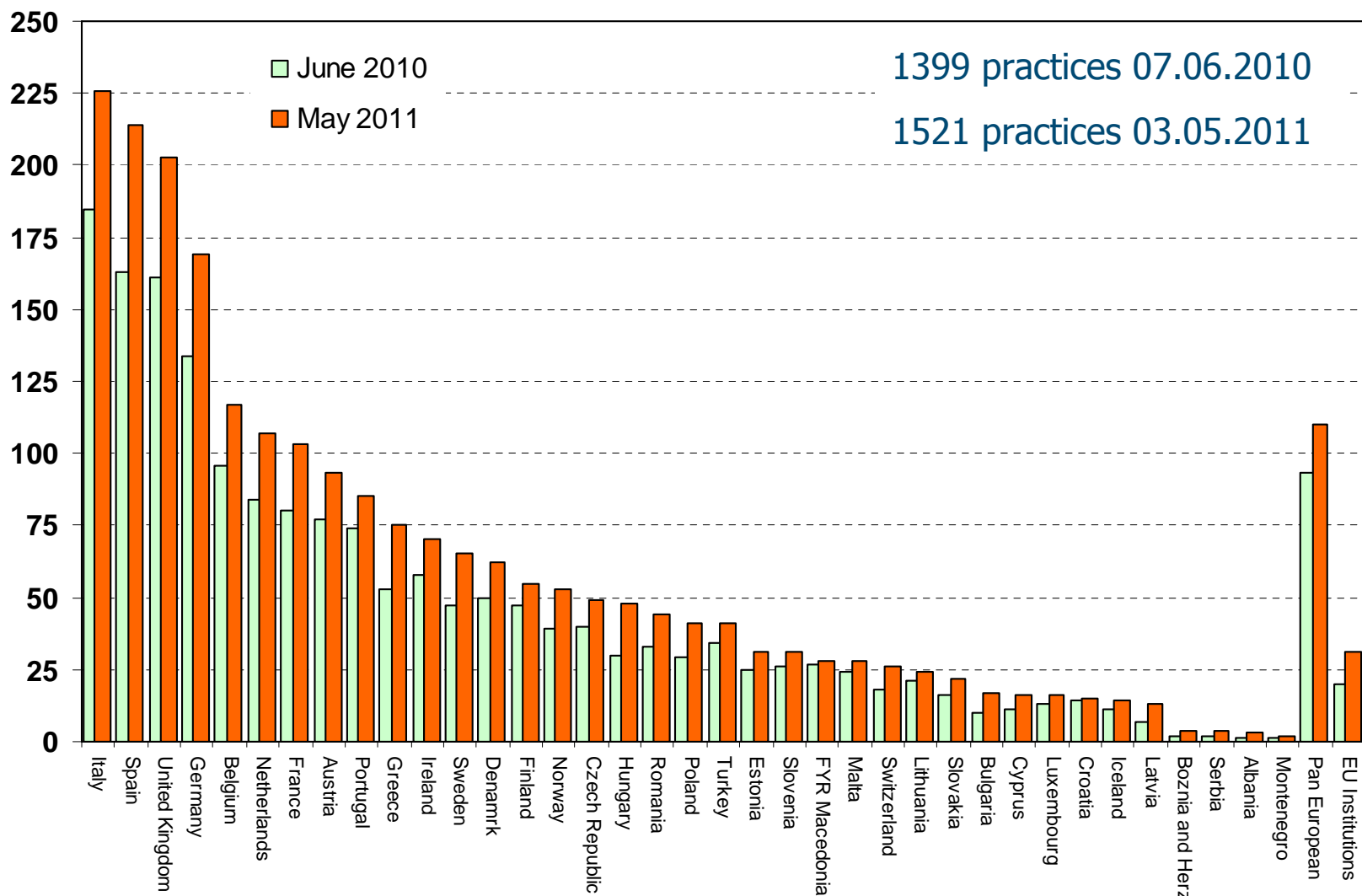
Domain: eGovernment



All the practices (1399, entered before 07.06.2010) in www.epractice.eu by country and their main sectors.



Procurement
Education-Science-and-Research
 Travel-Transport-and-Motoring
Local-Regional-Community-Development
 Social-Security
 Health-Care Tax
 Communication-Infrastructure
 Social-Services
 Environment
 Employment
 Culture-and-Media
 Crime-Justice-and-Law
 Other-Social-Services





Topic:

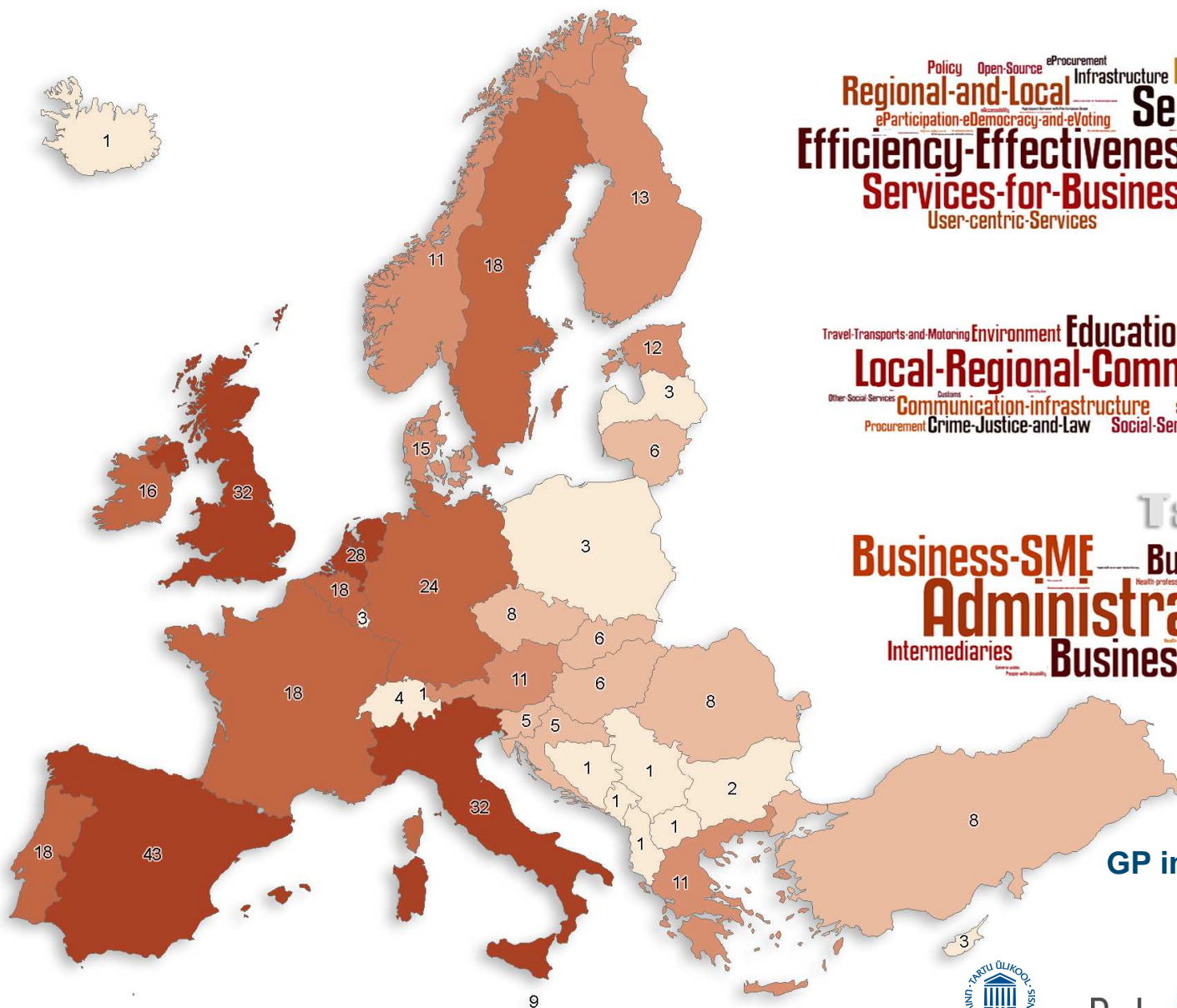
Policy Open-Source eProcurement Infrastructure Interoperability Digital-literacy-and-competences Legal-Aspects
Regional-and-Local **Services-for-Citizens**
 eParticipation-eDemocracy-and-eVoting
Efficiency-Effectiveness-Benchmarking
Services-for-Businesses Inclusive-eGovernment
 User-centric-Services Multi-channel-Delivery

Sector:

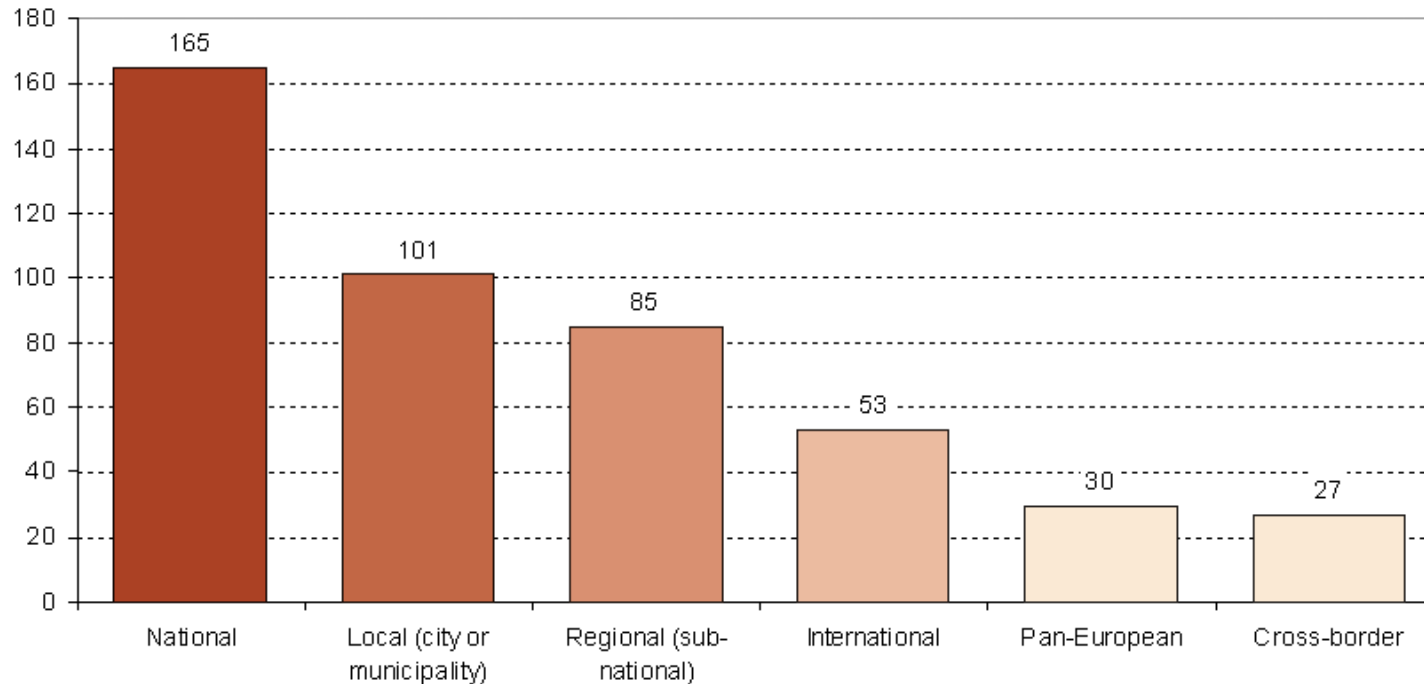
Travel-Transports-and-Motoring Environment Education-Science-and-Research
Local-Regional-Community-Development
 Other-Social-Services Customers Communication-infrastructure Social-Security Employment Healthcare
 Procurement Crime-Justice-and-Law Social-Services Tax Culture-and-Media Internal-market

Target User:

Business-SME Business-self-employed
Administrative Civil-society
 Intermediaries Business-industry **Citizen**



GP in EU, selected 285 practices
 07.06.2010



GP in EU

selected 285 practices
07.06.2010

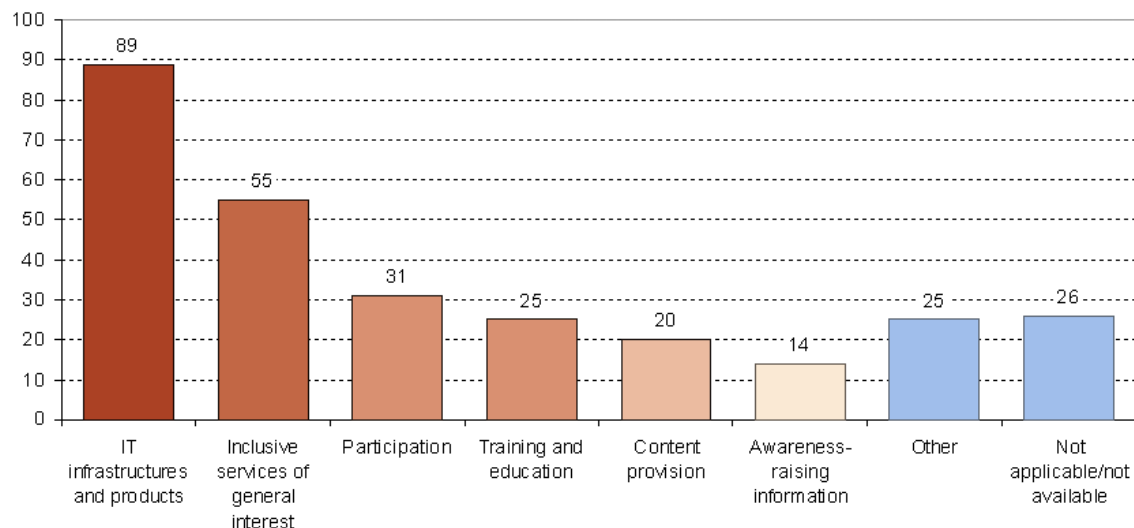
Good practices are in various scales.
Also cities and municipalities are in various scales.



GP in EU

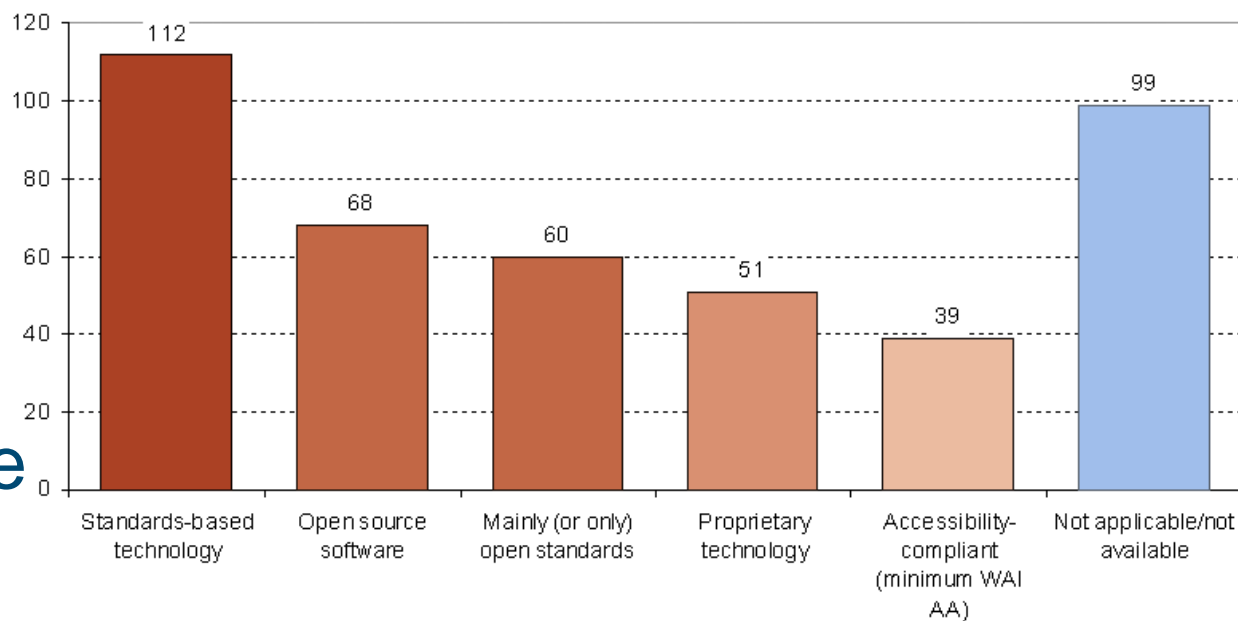
selected 285 practices

07.06.2010



Type of initiative

Technology choice

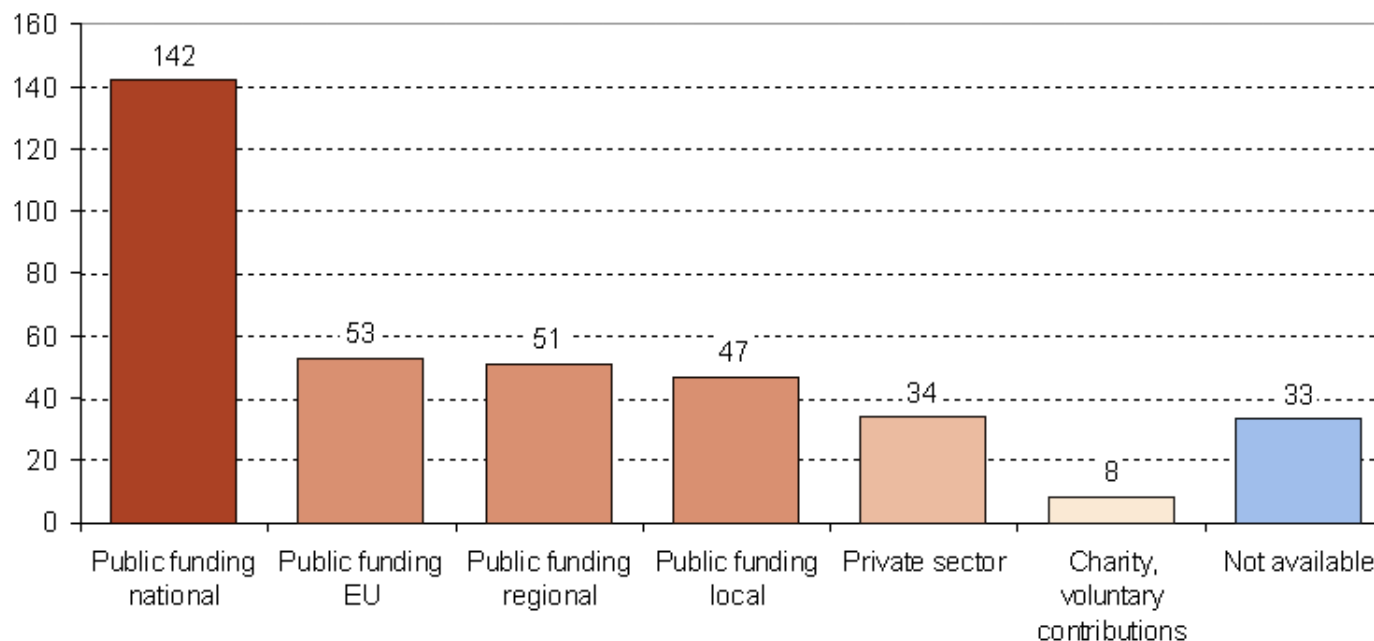




GP in EU

selected 285 practices
07.06.2010

Overall Implementation approach	Number of Practices
Public administration	181
Partnerships between administration and/or private sector and/or non-profit sector	86
Non-profit sector	13
Private sector	5







Lessons learnt

Lessons learnt

1. Starting small with not too much technical complexity and build on the successful implementation of it was very successful. The reduction of complexity was done on two sides: Involving three large government agencies as launching customer to the development of the agreements scheme; and starting with solving just the authentication with basic authorisation. This approach was different from the much used approach where the solution had to fit all government agencies right away and the solution had to fit in many functions and technical challenges. In this way eRecognition was on target with planning and costs.
2. Despite their differences and competition private parties are willing to cooperate in order to establish a robust eID system for businesses. A good catalyst for this was putting them in a pressure cooker and having the persons with authority managing the process. In fact the solution thus found is based on state-of-the-art technology and it can be doubted whether a government-built solution would have been of the same quality, scalability and cost-effectiveness.
3. The devil is in the detail. In the weeks before the start of the pilot a lot of technical issues had to be solved to make the process work, despite the fact that the standards and technical implementation requirements were clear to everybody. So take well enough time for the implementation phase before starting a pilot.



Good practices within DLA

11 partners from 9 countries (10 regions)

35 different good practices

with different focus, scope etc.

5 were selected



Barcelos with your fingers



Touristic map and services (accommodation, restaurants, places of interest and cultural heritage, transportation etc.

Virtual guide of the territory, also available for Google Earth and downloadable for GPS devices

Application was created internally in municipality using open source software

Focus:	Advanced municipal and local services
Type:	Training/education, participation, IT infrastructures, services
Scope:	City, Municipality
Technology:	Open source software
Target:	Citizens, Civil society
Implementation:	Public administration



Ianus



Project developed by Galician Health Service (SERGAS) and consolidates the electronic medical records, e-prescription and citizens access to all health services. Lots of benefits for the people, doctors and for SERGAS.

It has been very popular: In 2009 91,5% of doctors used e-prescription that was 41 million prescriptions: 63,8% of total prescriptions.

Focus:	eParticipation
Type:	Project / Service
Scope:	Region / Nation
Technology:	Accessibility compliant
Target:	Citizens, Public Administrations
Implementation:	Public Administrations



e.Plan



Internet Planning Application – possibility to view planning applications online. Front end to the iPlan Planning Administration system used by Planning Authority.

Increasing transparency and accessibility to information.

Focus:	eParticipation, eInclusion, Advanced municipal and local services
Type:	Awareness/raising information, Inclusive service of general interest, Participation
Scope:	Province / Country, Region / Nation
Technology:	Standard based
Target:	Citizens, Industries
Implementation:	Public Administration



Innovation Pole



Cooperation between Universities, Technological Institutions, Research Institutions, Scientific Parks, small & medium size enterprises (SMEs) and other organizations.

Development, promotion and exploitation of innovation in the Region of Western Greece (RWG) supporting technological and commercial growth of the Region.

Focus:	eInclusion, Secure digital networks
Type:	IT infrastructures or products
Scope:	Region/Nation
Technology:	Standard based
Target:	Citizens, Industries, Other
Implementation:	Partnerships between administration, private and non profit sector



StadtWiki Karlsruhe



Online information portal for the people of the region of Karlsruhe. Citizens registered as authors can write posts and articles and share their knowledge.

Information is separated into different categories: nature, history, politics etc. Also important events and dates are shared.

Very popular with 21 232 articles and 15 933 pictures.

Webportal, no advertising – crowdsourcing

Focus:	eParticipation, Advanced municipal and local services
Type:	Content provision, Awareness / Raising information, Participation
Scope:	Province / County
Technology:	Open source software
Target:	Citizens
Implementation:	Public Administration



Lessons learnt



Barcelos with your fingers



- By betting on internal know-how, we achieve greater benefits and returns
- It is possible to create innovative applications with very little investment
- It is a very easily replicable application for other realities and territories



Barcelos with your fingers



Lessons learnt:

- institutions can grow in technical expertise by the direct intervention in the construction of its IT projects and that growth enhances the sustainable improvement of their information systems.
- use of free software frees the institutions from financial and management burden without creating capital gains when compared with the best options in the area of open-source.



Ianus



Reusability and integration of the existing system

One of the keys of this project is the progressive integration of the new services on the already existing system, besides of the reusability and the updating of the old systems.

- Implementation of the new system in the total of the value chain.
- One of the keys of the Ianus and the e-prescription is the presence of solutions in the value chain. The e-prescription and the electronic distribution process are part of the health provision system.
- Universalization of the system.



e-Plan

- Simple applications can be most useful ones
- Online application providing information has to be reliable and accessible 24/7
- Information online – there has to be also a feedback and possibility to make suggestions.
- Information available increases the interest in people to participate



Innovation Pole



- Collaborations between enterprises and research institutes are more effective when the partners who develop them collaborate, so that they exploit the synergies between them and encourage their recognisability in international level acquiring an important technological and commercial stain.
- The union and collaboration of organizations from the private and public sector, along with universities and research institutes can produce innovative products or results because each member complements the other, adding its knowledge and experience



StadtWiki Karlsruhe



- The development and growth of a community can't be forced, a project like the *StadtWiki* requires much time and patience as the community of authors only develops slowly.
- People are willing to invest amazingly much time and money into something that does not necessarily bring any revenue and that “only” serves the general good.



e-Estonia.com

Do – Create a decentralized, distributed system so that all existing components can be linked and new ones can be added, no matter what platform they use

Don't – Try to force everyone to use a centralized database or system, which won't meet their needs and will be seen as a burden rather than a benefit

Do – Be a smart purchaser, buying the most appropriate systems developed by the private sector

Don't – Waste millions contracting large, slow development projects that result in inflexible systems

Do – Find systems that are already working, allowing for faster implementation

Don't – Rely on pie-in-the-sky solutions that take time to develop and may not work



Thank You!

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