

Project description sheet issued by a federal administration

Practical information

Name of the public institution who has issued the project: Federal Public Service Information and Communication Technology (Fedict)

Name of the project: eGov Monitor

Timing of the scientific tasks to be accomplished: 13 months

Deliverables and valorisation activities by the scientific team (not foreseen in the project description below):

- *International seminar (beginning of the project, state of the art concerning the data/work to perform) ;*
- *report* exposing the way the data concerned by the project could make international/European comparisons or harmonisation possible by the public authority;
- *Valorisation activity by the end of the project:* the team will make a proposal in this respect in its submission form.
- Deliverables from the research contract with federal Science Policy Office: *project description* (max. 25 lines in French, Dutch, English and German for the Web site of the Science Policy Office), *summary of the project* in max. 10 pages in F/D/EN/G for the web site of the Federal Science Policy Office, *a document in max. 40 lines* destined to the AGORA Newsletter at the end of the project in F/D/EN, *interims reports* (max. 2 pages, issued every 6 months destined to the financing of the project), *reports for the users' committee* (see below) ;

All these activities are to be financed within the allocated budget.

Working of the project:

The public authority steers and manages the project and collaborates closely with the team and the federal Science Policy Office (which form the technical committee of the project). The project is followed up by a users' committee who comes together at least three times in the course of the project (at the beginning, in the middle and at the end). Its role is to give a positive input to the team and the public authority in the management of the project. It is composed by representatives of other public administrations and by other researchers. The scientific team is in charge of preparing the documents for this committee, the public institution is responsible of the agenda and the minutes of the meetings.

Date of the information session with a delegate of the public institution (inscription at least a week in advance by e-mail – naji@belspo.be . without mark of interest, the meeting will be cancelled): 8 april 10 a.m. Federal Science Policy Office.

The project

1. Name of the Public institution

Federal Public Service Information and Communication Technology (Fedict)

2. Name of the project

eGov Monitor

3. Acronym

eGov Monitor

4. Description of the project and situation within the framework of the institution

Fedict has developed a tool that is known as “eGov Monitor”. This is a long-term monitoring / measuring instrument, seeking to give an overview of the conditions of implementation, quality, distribution and use of electronic administration services in Belgium. This tool has been developed on the basis of the following elements: European benchmarks such as I2010 and the European eGEP measurement framework (<http://www.rso.it/egep>), best international practices, relevant Belgian research (household and company ICT surveys conducted, carried out by FPS Economy, DG Statistics and Economic Information), as well as the “Fed-eView/Administration” and “Fed-eView/Citizen” analyses conducted by Fedict itself (more details in relation to these two analyses are available on <http://www.epractice.eu/cases/FedeViewA> and on <http://www.epractice.eu/cases/FedeViewC>).

EGov Monitor's theoretical framework is now established (see description in the attached document, “CadreThéoriqueEgovMonitor”): it includes 168 main indicators classified by category according to the eGov products' value chain (Context, Input, Output, Use, Impact) and according to the target group (three target groups have been identified: Administrations, Citizens and Companies).

The next stage is to make the aforesaid “eGov Monitor” operational. For this purpose, Fedict is working with other federal authorities (ASA, FPS Economy, PPS Social Integration, etc), with the cells in charge of eGov within the other levels of power (Easi-Wal, Corve, CIRB, etc), as well as with the European Commission's DG Information Society and private bodies (trade associations). This collaboration is necessary for consolidating a series of data that has already been collected and for gathering the data that is missing.

In this context, the following actions are envisaged:

- Feed of the “eGov Monitor” indicators with the help of certain data that has already been collected (particularly by the household and company ICT surveys carried out by the FPS Economy/DG Economic Statistics and Information and by Fedict's Fed-eView/Administration and /Citizen surveys).
- The testing of certain impact indicators that have not yet been applied in practice. These indicators have been developed only from a theoretical point of view (the aforementioned eGEP measurement framework). According to the results of the tests, use will or will not be made of these indicators.
- Launching of specific surveys among three target groups:
 - Administrations;
 - Citizens;
 - Companies.
- Development of a dashboard enabling the eGov Monitor's indicators to be consolidated, distributed (with various access levels) and analysed. This dashboard will be computerised and accessible via an Internet interface.

EGov Monitor's goal is to be a long-term instrument of Belgium's computerisation and e-government policy. The indicators and the survey questionnaires are therefore reusable, since several consecutive measurements are envisaged.

5. Tasks to be accomplished

a. by the research team:

To provide the scientific expertise for implementing the “eGov Monitor” and in particular:

1. To develop survey questionnaires for new surveys and to adapt existing and recurring survey questionnaires in order to be able to measure specific indicators for certain categories. It will in particular be a question of developing one or more survey questionnaires on the use and impact of electronic administration services within companies (or sub-groups of companies).
2. To develop a method of aggregation and presentation of the indicators in order to be able to measure the trend between two successive measurements. Concretely, it is a question of arriving at some ten global indicators per category (indicators of context, input, output, use, impact) combining specific weighted indicators. A first aggregation exercise was carried out in 2004 for certain indicators concerning the Administration target group (see attached document: FedeView/A Analyse 2004). On the basis of result of the various surveys, this exercise will need to be supplemented with new indicators and to be widened to the two other target groups, namely Citizens and Companies. This aggregation and presentation method must enable multi-dimensional analysis, calculation, and graphic presentation of the results. The method must be tested and therefore provide an analysis of the measured results in 2008.
3. To test certain impact indicators that have not yet been used and to evaluate their feasibility and their relevance.

It should be noted that although the “eGov Monitor” is a tool developed and managed by Fedict, it in fact involves some of our federal partners (ASA, in particular) and other levels of power: for many indicators, the eGov departments of the other levels of power will have to be contacted. This will be done by means of the Strategic Committee resulting from integrated e-government co-operation agreement. The scientific team will therefore be in touch with those partners.

The “eGov Monitor” is aligned on the European measurement model, which means that the definition of certain indicators, which must imperatively feature within it in order to ensure a benchmark with the other countries of the European Union, is subject to several constraints. The scientific team's work will have to take this into account; meetings will be envisaged furthermore with the managers of that European measurement model. Moreover, a thematic network for the exchange of good practices in terms of impact indicators is currently being created, in which Fedict and the scientific team will be involved.

b. By the public institution:

b.1. Prior to the project

- Finalising the partnerships
- Collecting the existing data
- Preparing the various surveys and launching the 2nd measurement of the Fed-eView/Administration and /Citizen surveys
- Developing the dashboard's computer application

b.2. During the project

- Managing the project
- Provide all necessary information and support
- Providing the computer application for the use of the dashboard
- Feeding the already collected data into the dashboard
- Providing the results of the surveys carried out and the questionnaires already used

6. Final product to be delivered:

a. By the research team:

1. Survey questionnaires
2. The method for aggregating and presenting the global indicators, with analysis of the measured results in 2008
3. Impact indicators tested with evaluation of their feasibility and relevance

These products must be reusable, since it is envisaged that periodic measurements will be taken so that the trend can be monitored and managed.

b. For the public institution

Dashboard of the state of the electronic administration services in Belgium.

7. Valorisation of the end product

a. For the public institution: integration of the end product into its own way of working

Policy tool for Fedict (and its customers) and the supervising Minister (Minister in charge of Computerisation), and a tool for the intergovernmental co-operation where e-government is concerned.

b. for the 'public': access conditions and modalities for scientific users and for the general public

The eGov Monitor will be distributed at two levels:

- o The aggregation and presentation method, as well as the indicators tested: they will be public for the scientific world and also for the general public
- o The dashboard's results and contents: various access levels will be defined, according to the type of public and the type of indicators. It is highly probable that all the results of the global indicators will be made public.

This tool is being developed in conjunction with the European measurement framework (developed by the DG Information Society) and the other Member States. Moreover, a thematic network for the exchange of good practices in terms of satisfaction and impact indicators is currently being created, in which Fedict and the scientific team will be involved, and the dashboard will therefore be accessible to the participants within that thematic network. It also should be noted that an interdepartmental eGov conference, organised by the European Commission and the Swedish Presidency, is envisaged for the second half of 2009 (most probably in September). Given the European context in which this project is enshrined, it would be helpful if the dashboard and the method could be presented at that time.

8. Timing, planning and allocated budget

a. timing of the activities:

1 September 2008 - 30 September 2009 (13 months).

b. planning of the activities:

b.1. for the scientific team

- o Initiation Phase
 - o September 2008: Start and team learning
- o Phase A – Search For And Finalisation Of The Partnerships
 - o September 2008 – September 2009: Participation in the European thematic network
 - o September 2008 – September 2009: Co-ordinating meetings with the various partners
- o Phase B - Preparation of the Surveys

- October 2008: Development of the survey questionnaire(s) for the Companies target group
- January - June 2009: Testing of the impact indicators with evaluation of their feasibility and relevance
- Phase D – Creation of the Dashboard
 - November 2008 – March 2009: Development of the aggregation and presentation method, as well as of the global indicators
- Phase G – Use of the Dashboard
 - January - June 2009: Analysis of the first results (Use of the aggregation method)
 - January - September 2009: Adaptation of the survey questionnaires for next measurement
- Phase F – Communication
 - September 2009: Communication at the European E-Government Conference

b.2. for the Public Institution

- December 2007: Project Launch
- Phase A – Search For And Finalisation Of The Partnerships
 - December – March 2008: Finalisation of the partnerships
- Phase B - Preparation of the Surveys
 - January - April 2008: Launching of the specifications for the implementation of the surveys (for the data-gathering tasks)
- Phase D – Implementation of the Surveys
 - February 2008: Launching of the 2008 survey among the administrations (on the basis of the first Fed-eView/Administration survey)
 - May 2008: Launching of the 2008 survey among the citizens (on the basis of the first Fed-eView/Citizen survey)
 - November 2008: Launching of the 2008 survey among companies
- Phase D – Creation of the Dashboard
 - March 2008 – September 2008: Development of the computer tool
- Phase E – Feeding of the Dashboard
 - With effect from June 2008: Feeding of the dashboard with the existing data
- Phase G – Use of the Dashboard
 - January - June 2009: Analysis of the first results (Use of the aggregation method)
- Phase F – Communication
 - January 2009: Communication of the first results
 - September 2009: Communication at the European E-Government Conference

9. Special conditions

a. Suggestions for the composition of the support committee:

Fedict + ASA (Administrative Simplification Agency) + cells in charge of eGov development at the other levels of power + an expert from the European Commission/DG Information Society.

b. Clause of confidentiality and intellectual property:

No for the method, yes for the data collected

c. Presence of the research team in the institution

Required and to be discussed with the selected team.