



ORGANISATION FOR ECONOMIC
CO-OPERATION AND DEVELOPMENT

E-Government and Administrative Simplification

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Alessandro Bellantoni

E-Government Policy Analyst

MENA-OECD Governance Programme

alessandro.bellantoni@oecd.org

OECD definition of E-Government

“The use of information and communication technologies, and particularly the Internet, as a tool to achieve better government.”

Source: *“The e-Government Imperative”* (OECD, 2003)

OECD definition of Administrative Simplification

Simplifying the public sector is a transformation process aimed to making existing regulation clearer to understand, easier to apply and to comply with by taking away unnecessary, outdated or over burdensome provisions whilst maintaining the original purpose and protection of the regulation.

Sources:

“Making Life easy for Citizens and Business in Portugal. Administrative Simplification and E-Government.” (OECD, 2008)

and

“Better Regulation in Europe: An OECD Assessment of EU Regulatory Capacity in the 15 Original Member States of the EU” (OECD)

E-Government and Administrative Simplification

FOR WHOM	G2G – government
	G2B – business
	G2C - citizens
WHY	Efficiency and effectiveness of the public sector
	Economic growth through business sector dvpt
	Service delivery and citizens' satisfaction
HOW	Legal approach
	E-GOVERNMENT systems and applications

How does e-government support administrative simplification?

Automation of business process value chains

- By removing or reducing tasks that otherwise should have been regulated

Resource sharing (data, processes, services...)

- To eliminate redundant procedures and regulation



FRONT OFFICE

Enables integrated and “seamless” service, facilitates interface with the public (citizens and business), increase public confidence and perception of public sector efficiency.



BACK OFFICE

Use this set of tools to re-engineer and streamline administrative processes within and across levels of government (e.g. boosting integrated and coherent back-office for simplified front-office business processes, reviewing and optimizing information transactions, redesign and/or eliminate steps and thus reducing burdens)

➔ Ensure that e-government development and implementation is a **fully integrated part of the overall administrative simplification strategy** (common systematic public sector approach);

➔ **INTEROPERABILITY FRAMEWORKS:**

- Accessibility (equal opportunity and non-discrimination)
- Diversity (multilingualism, cultural specificities, etc.)
- Security (access, identification, storage, etc.)
- Privacy (data protection laws to maintain users' trust)
- Open/Proprietary standards and software (legal data standards, logical structures, software compatibility, etc.)
- Cooperative and coordinated (intra-governmental policies)

MENA example

- **Bahrain:**

In recent years Bahrain used administrative simplification as a way to “create an environment highly conducive to entrepreneurship and innovation”.

This modernization has proceeded quickly driven by high-level political support and massive use of ICTs.

- Examples are:
 - ✓ the **Bahrain Investors' Centre**, as a one-stop shop that makes the process of registration more efficient and transparent for companies and
 - ✓ the **Municipal One-Stop Shop** as a single point for building permit requests for commercial centers and offices.

- **Australia:**

- The Business Process Transformation Committee**

- To transform the way agencies do business through ICT to improve service delivery

- The Standard Business Reporting** to reduce reporting burden by making it faster, cheaper and easier for business to report their financial information to Australian state

- To remove unnecessary and duplicated information from government forms,
 - Utilise software to automatically pre-fill government forms,
 - Provide electronic interface to enable business to report to government agencies from their accounting software
 - Provide business with a single secure on-line sign-on to the agencies involved

OECD Work on E-Government

www.oecdbookshop.org

- Framework for E-Government Studies

e-Government for Better Government, OECD 2004; *The e-Government Imperative*, OECD 2003; *Rethinking e-Government Services: User-Centred Approaches* (2009); *E-Government Partnerships across Levels of Government* (forthcoming 2009)

- Policy Briefs

The e-Government Imperative: Main Findings; E-Government in Finland: An Assessment; The Hidden Threat to E-Government; Checklist for E-Government Leaders; Engaging Citizens Online for Better Policy-Making

- Country Studies – Peer Reviews

Finland (2003), Mexico (2004), Norway (2005), Denmark (2006), Hungary (2007), Netherlands (2007), Turkey (2007), Belgium, Ireland (public service), Portugal (adm. simpl. and e-gov.); 2009-2010: Greece (public management), Finland (public management), Denmark

- Thematic Studies

Benefits Realisation Management, OECD 2007; *E-Government as a Tool for Transformation*, OECD 2007; *An Economic Framework to Assess the Costs and Benefits of Digital Identity Management Systems for e-Government Service* (forthcoming 2009)



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Thank you!

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