

A stylized map of the Netherlands is the central focus, colored in shades of green and blue. The map is overlaid with a compass rose in the upper left corner, showing cardinal directions (N, S, E, W) and intermediate directions (NE, SE, SW, NW). The text 'North Sea' is written in a cursive font to the left of the map, and 'Germany' is written to the right. Numerous small, 3D-style icons of various buildings and structures are scattered across the map, representing different local initiatives. The background of the slide is a blue sky with white clouds.

Local initiatives accross the Netherlands and the fit with Central Government

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The Netherlands
or
if you prefer



North Sea

Germany

Belgium

Sweden ↑



Do you know something about the Netherlands??

YES YOU DO !!!

Rik Smits

Water & dikes

Windmills

Amsterdam

Van Gogh

Euro

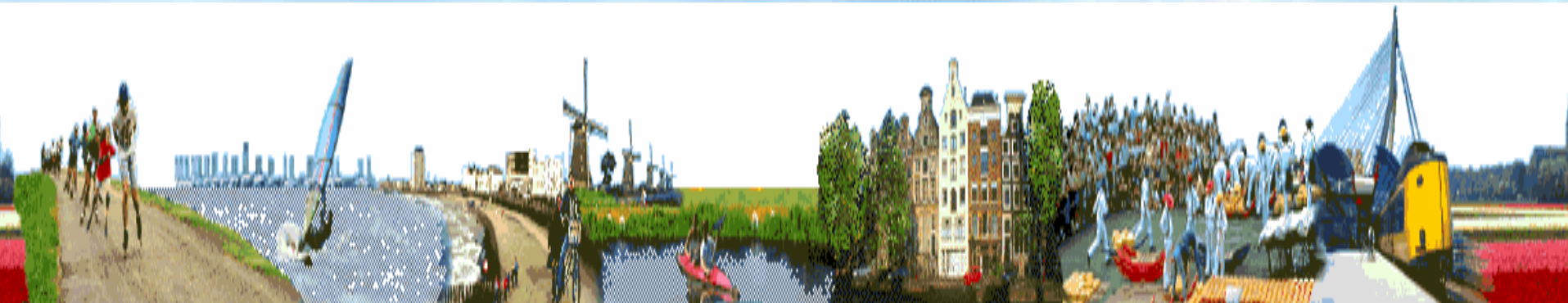
Rembrandt

Queen Beatrix

Tulips

Ice Skating

Michiel de Ruyter



Local initiatives accross the Netherlands and the fit with Central Government

Program the Other Government (PAO in Dutch) launched 2004, because of two reasons:

- 1. Growing gap between government and citizens**
- 2. Increasing complexity of the society**

The program has 4 ambitions

- 1. The government will improve its service provision to the citizen**
- 2. The government will regulate less and differently**
- 3. Central Government will organise itself better**
- 4. Central government will reform its relations with provinces and municipalities**



Connection to municipalities

- 458 municipalities;
- 16 mln. Citizens
- Electronic Municipalities (E-gem);
Founded in 2003 by the Ministry of Interior and the Confederation of Dutch Municipalities (VNG) for 5 years;
Part of ICTU, the Dutch executive organisation for ICT in the public sector.
- Goal:
Help local government improve electronic services to citizens and business;



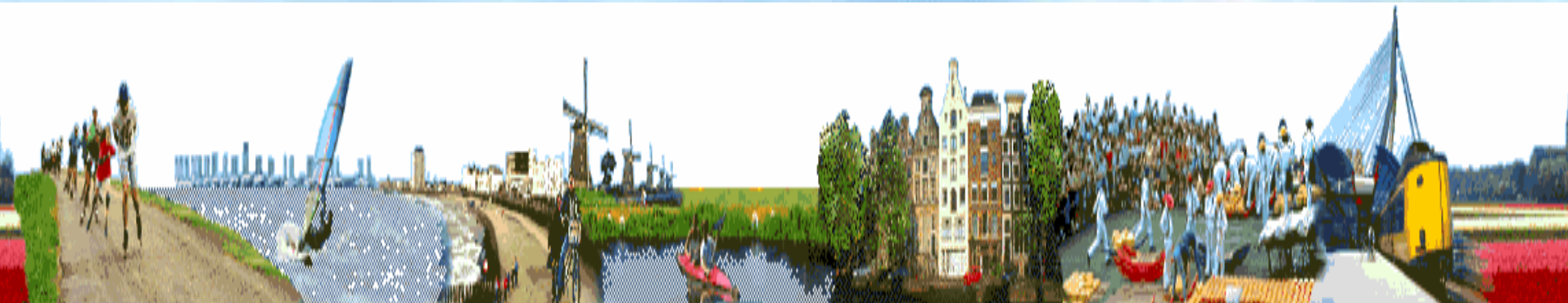
Consequences for local government

- 65% of public service delivery should be available also over the internet by 2007 (transactions);
- Single supply of information, multiple use;
- National centralised authentication service: DigiD;
- System of central registrations (integrated data sharing);
Several basic registrations
- Introduction of a citizens number.



Municipalities and their problems/actions

- To many federal uncoordinated initiatives
- Not able to choose, what is important which are the right ones
- Association of Dutch Municipalities (VNG); Chief executives (VGS) and IT managers (VIAG) made an action plan 2006
- Set priority to 4 programs and convince their members to act only for this plans;
- A steering committee for all federal programs runned by municipalities

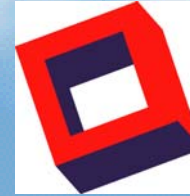




Action programs

- DigiD
- Six central registrations:
 - 1 Citizen registration
 - 2 Business Registration
 - 3 Building register
 - 4 Parcel register
 - 5 Geographical register (maps)
 - 6 Adress register
- Social service register
- One Environmental license





Central basic register



Implementation in the municipality

14 juni 2007



dS+V
Gemeente Rotterdam



dS+V

Gemeente Rotterdam

It is more
then just an ICT project



Main topics

- Commissionership
- Commitment
- Facilities
 - Projectorganisation / structure
 - Money
- Communication structure
- Projectapproach
- Long term maintenance

Commissionership

- In Rotterdam I-Sattelite
- One manager or director for each central basic register responsible
- Steeringgroup basic register

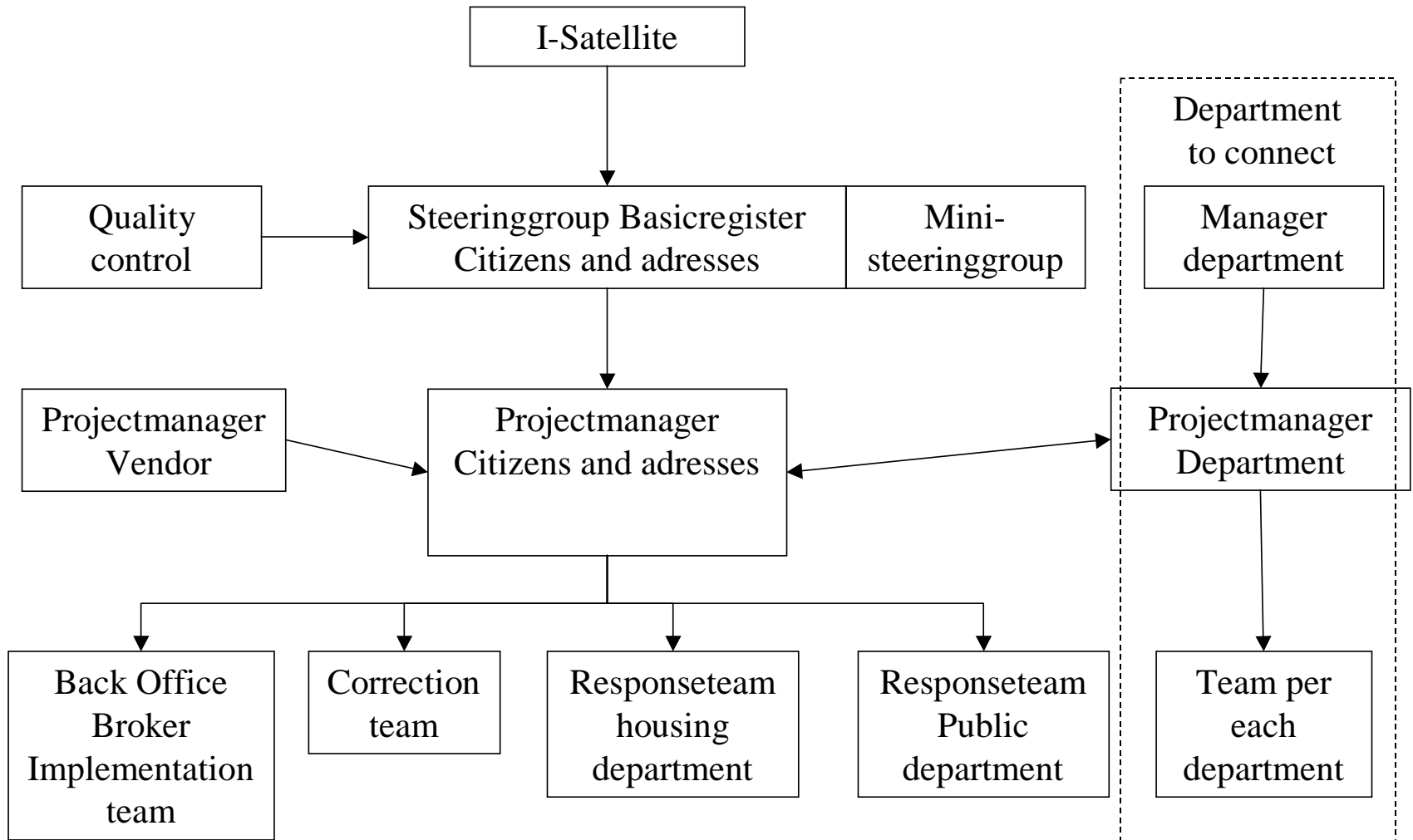
Commitment

- Spread out from managers level
- Several layers of communication

Projectmanagement (prince 2)

- Project initiation document
- Strong borders around the project
- Human resources
- Money
- Communicationstructure

Projectorganisation



To achieve

Look for three differences



Project approach

- Research of files
- Point which source is leading
- Comparing of files with biggest user
- Analyses of differences
- Fit work processes depending on cooperation in the chain
- Realising of the response system

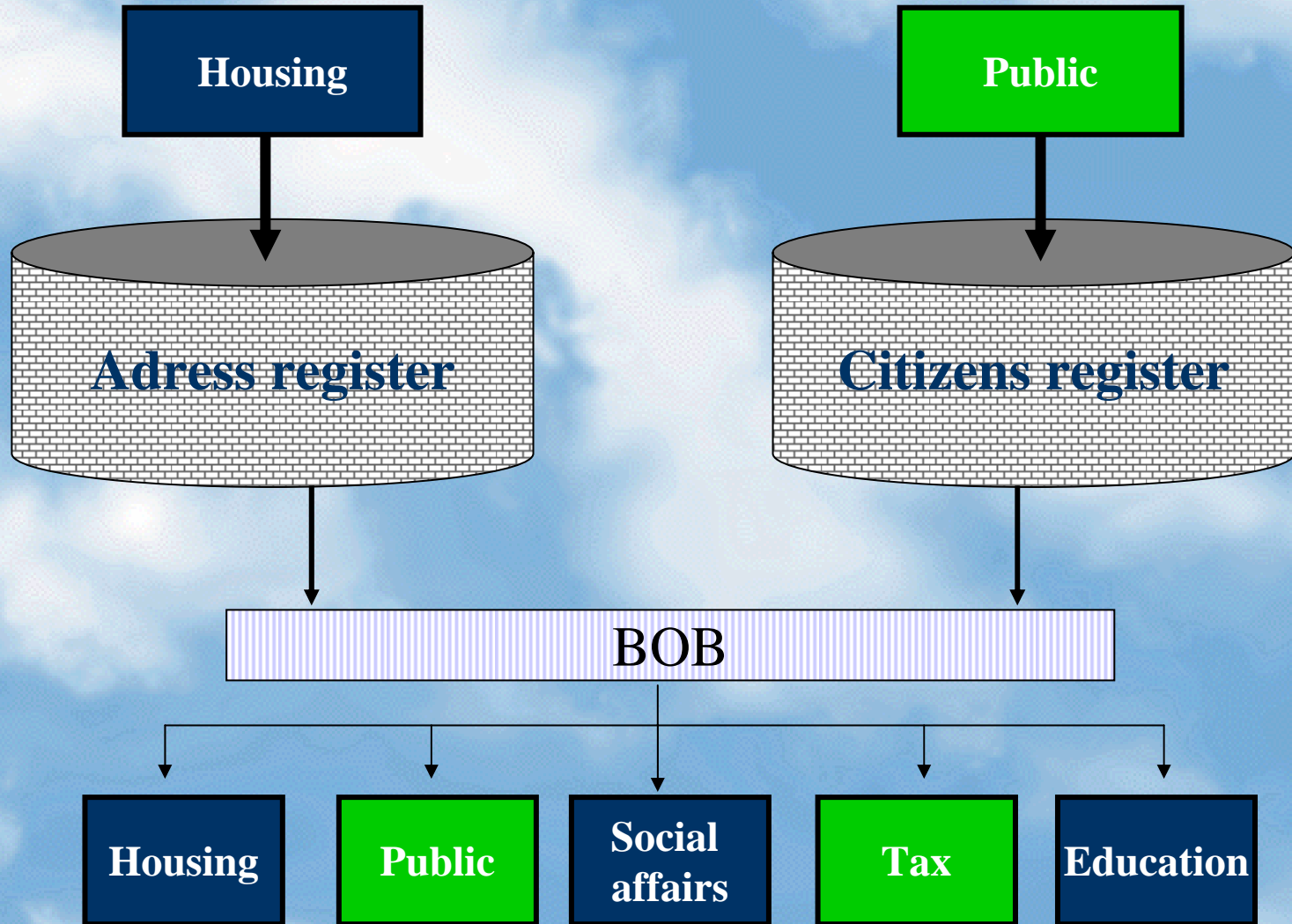
Project approach

- Realisation of a service desk
- Realisation of central communication functional- and technical ..
- Realisation of a system of basic registers
- Realisation of a organisation within the complete organisation

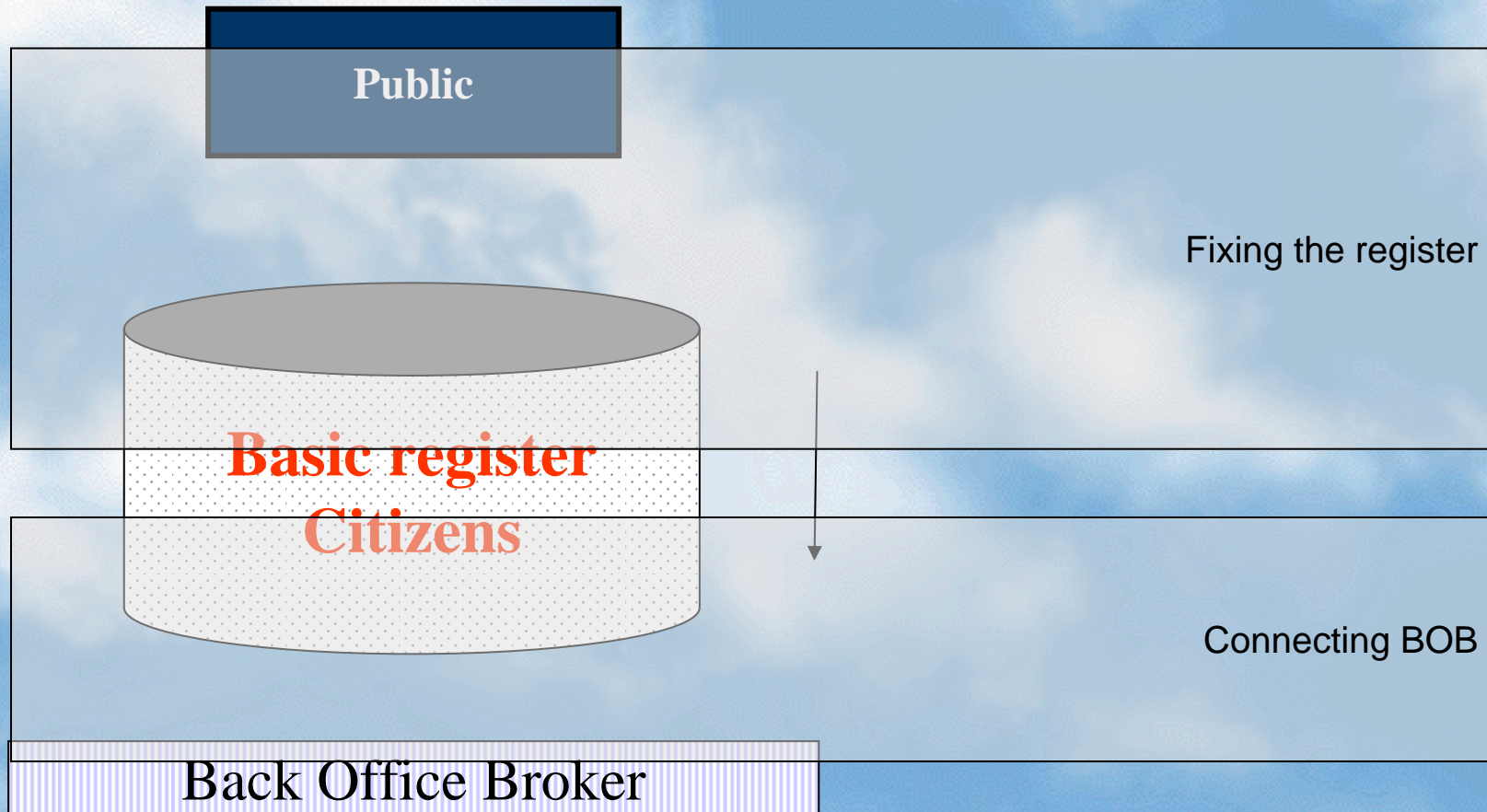
Culture

- History - where we come from
- Values - from where we think
- Mission - why we exist
- Vision - where we going to
- Energy - why we move
- Structure - how we work
- Sources - how we realise
- Culture - in which we live

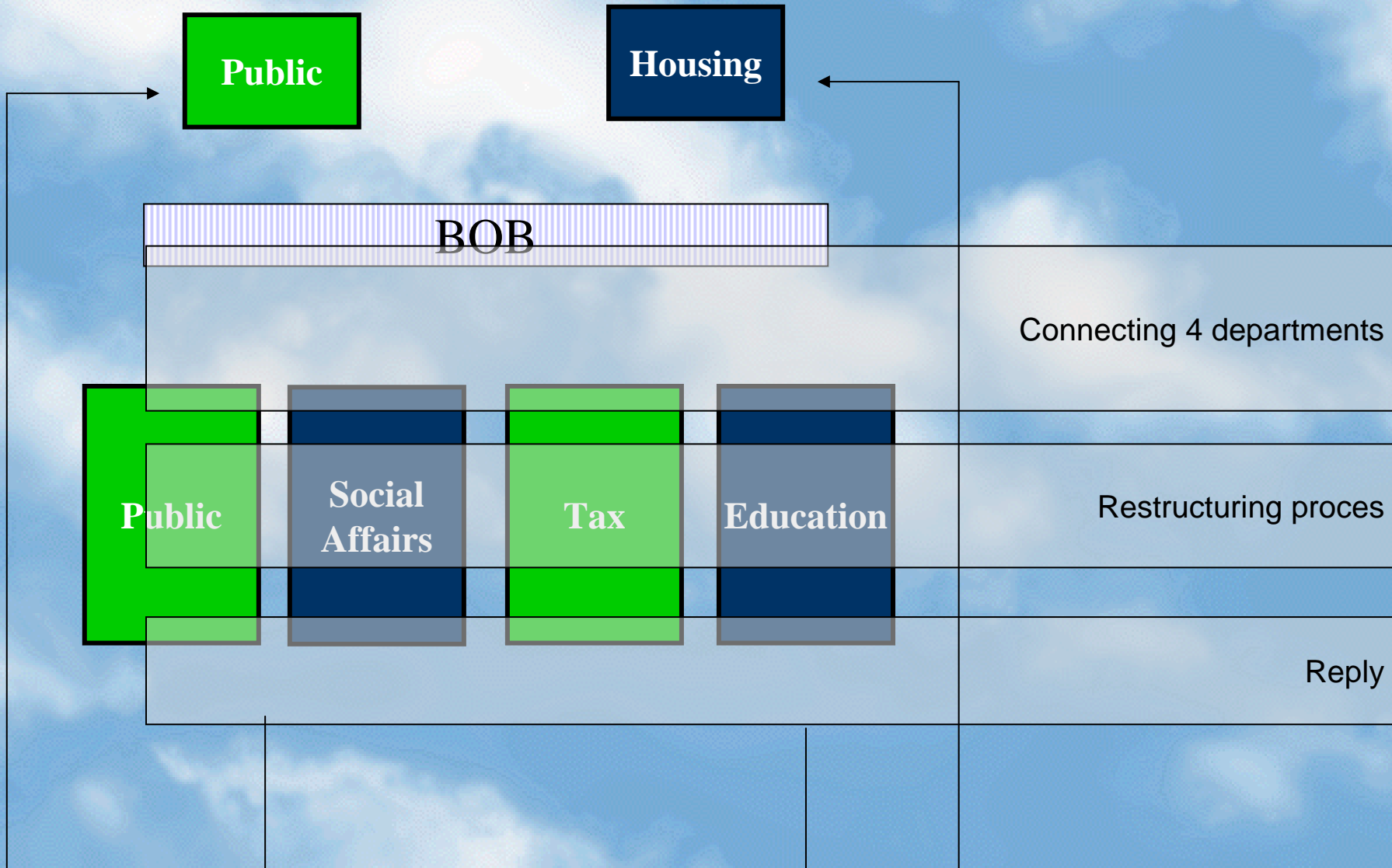
System of basic registers



Basic register Citizens



BOB and replymessages



**Front-
office**

**Back-
office**



Bob Dylan 'Times are changin''

If your time to you
Is worth savin'
Then you better start swimmin'
Or you'll sink like a stone
For the times they are a-changin'.



For the loser now
Will be later to win
For the times they are a-changin'.