

PRESS INFORMATION

Steria and e-Government



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eEurope 2005

The eEurope 2005 Action Plan sets the schedule for modernising European public services. Governments are committed to developing online services, the goal being to simplify relationships between public authorities and citizens. The plan aims to reduce costs, control public spending and seek ways to improve productivity. It also requires governments to completely review the way they operate.

As part of this action plan, the EU Member States have decided to prioritise the following projects:

Administrative Procedures

- Online income tax declarations
- Requests for personal documents: passports, driving licences, birth and marriage certificates, etc.
- Announcement of a move and online address updates
- Online vehicle registration
- Applications for planning permission
- Declarations to the police (e.g. in the event of theft).

Health

- Social Security contributions such as unemployment and child benefits, reimbursement or direct payment of medical costs
- Healthcare services (interactive advice on the availability of services in different hospitals, hospital appointments, personal health records, etc.).

Education

- Enrolment in higher education or at university, student grant requests.

Internet Search Services

- Internet search engines for local libraries and reservation services
- Job search services on the Internet by employment agencies.

eEurope 2005 is also about sharing best practices and setting up comparative evaluation systems between the different countries.



Country progress reports are available at: http://europa.eu.int/information_society/eeurope

e-Government Challenges and Steria's Offer

Steria, an end-to-end IT services partner, provides European governments with a comprehensive offer, combining its skills in consulting, systems integration and managed services. Over 50 ministries and 60 public bodies currently work with Steria in Europe.

Steria's has become a trusted partner of public authorities through its ability to guide governments through the development of new services and manage large-scale IT projects with a commitment to results. While NICT (Internet, Intranet, smart cards) are fuelling government modernisation, the challenges facing Steria cover three areas: securing exchanges, guidance in the change management process and implementing a new economic model for governments.

Securing Exchanges

The challenge for public authorities is to address security issues in the field of information transfers and transactions, since guaranteeing secure electronic exchanges is an incentive for citizens to use online services.

Steria's three core businesses are all involved in the implementation of security measures for e-government services.

- Steria's consultants plan the strategy, carry out a diagnosis and guarantee the consistency of the recommended measures and architecture.
- Systems Integration solutions allow national and regional authorities to offer new services based on secure data exchange.
- The secure data is transmitted through and hosted at the European Delivery Centre, Steria's pan-European industrial IT hosting and production organisation. The EDC hosts customers such as La Poste for its consumer e-mail service "laposte.net", the city of Norwich in the United Kingdom for all on line services offered to its citizens and the Swedish Social Security organisation for its secured IT infrastructure.

Guidance in the Change Management Process

The modernisation policy undertaken by European governments, involving the development of new services and setting up more complex IT infrastructures, directly affects the re-engineering of internal government processes.

Steria's consultants guide governments through the implementation of key reforms, particularly in change management, process re-engineering, human resources management and information system ergonomics.



Designing an Economic Model for Public Authorities

PPPs (Public Private Partnerships) meet public authority requirements on a number of levels: the need for private financing in an effort to reduce costs, the desire to benefit from the experience and expertise of the private sector, the changing role of the State from direct operator to organiser, regulator and controller of projects. PPPs involve sharing risks between public and private partners and operate a payment scheme based on the achievement of objectives and the quality of service provided.

Steria offers a commitment to results through service agreements based on well-defined commitments: proven solutions, tailored pricing via subscriptions or variable unit-based pricing according to the customer's activity.



Steria's Contribution to the eEurope Project: Groundbreaking References

European Commission

- EURODAC project (managing asylum requests in the European Union Member States): central identification system for fingerprints (based in Brussels) and their associated e-transfer system for 16 European countries.

Germany

- International Economics Institute in Hamburg: advisory services aiming to design an organisation and development model for the national science portal as part of a PPP initiative.
- Ministry of Finance: implementation of an e-procurement system.

Belgium

- Ministry of the Interior: e-voting system used by 44% of Belgian citizens during the European elections on 13 June 2004.
- Ministry of the Interior: implementation and national roll-out of an electronic identity card, with an electronic authentication and signature system.
- Ministry of Finance: re-engineering of the income tax processing system as part of a Simplified Fiscal Account initiative.

France

- Ministry of the Economy, Finance and Industry:
 - Online income tax declaration system. In 2005, over 4 million French citizens declared their taxes via the Internet.
 - Steria France was chosen by the Ministry of the Economy, Finance & Industry to develop the OCFI-Interface to make users' administrative tasks easier by grouping all taxpayers' obligations into a single national database.
- Agence Nationale Pour l'Emploi: a new look for France's national employment agency website, www.anpe.fr, to optimise the management of the 150,000 job offers available online daily.
- INSEE: e-commerce site, the first secure online sales application to be opened by France's public statistics and economic research body.
- Conseil Général du Finistère: implementation of the Internet, Extranet and Intranet portal for the departmental council in Bretagne.



Scandinavia

- RFV: the Swedish social security board offers online services for both employees and citizens in Sweden, available 24/7.
- Danish Customs and Tax Authority: an e-customs system, with a high level of customs control and just-in-time procedures for importing goods.
- Norwegian Police Force: secure infrastructure and portals to web solutions.
- Norwegian Ministry of Modernisation: new portal focusing on cooperation between government agencies, counties and city councils to keep citizens better informed.
- City of Oslo: Steria operates the city's financial services, serving 5,000 users in 70 different departments, and ensures secure and constant availability of data. Steria also operates the city's health, social and childcare systems, for which the Group has implemented a solution that measures the system's response time to user requests.

Spain

- Ministry of Health: implementation of a solution to manage medical expenses between the 17 autonomous regions through a cohesion fund, to be able monitor patients when travelling within Spain.
- Ministry of Health and Health Care Facilities Authority of the Asturian Regional Government: health care services provided to the population have improved since the implementation of a new solution. It identifies citizens in a unique way, consolidates medical records and optimises the planning of healthcare resources.
- Ministry of Finance: an e-procurement solution to centralise purchases for the Spanish government. Over 2,000 users purchase 70,000 products offered by more than 350 suppliers.
- Ministry of Public Administrations: an Intranet and human resources portal that enables government institutions from the country's 17 autonomous regions to communicate with each other.
- Ministry of Justice, Andalusia: electronic notification system allowing people and companies to receive official information from public bodies. This system guarantees the follow-up and reliability of processing.
- City of Valencia: new system for the city grouping all its economic applications and thus facilitating many administrative tasks.
- Province of Castille & León: implementation of solutions to facilitate online administrative tasks. Private individuals and companies can now manage their paperwork online in a secure and reliable manner with time/date stamping and electronic signatures and keep track of progress at all times.
- Mondragon University, Basque Country: solution allowing students to request certificates and files online and implementation of a smart card system combining electronic purse and student card services.



United Kingdom

- Norwich City Council: on-line access to council services to better serve citizens and create a system of "joined up government" between the different authorities (15-year managed services contract).
- Oldham Borough Council: fast and smooth access to the Borough's website, ranked the "best local authority website in the UK" in December 2004.

- London Borough of Bexley: managed services and strategic projects monitoring assignment. IT equipment installed in the borough's libraries guarantees network access to all citizens.
- Warwickshire Online Partnership: shared platform for accessing the services of the county's six authorities.
- Steria helped Great Yarmouth Borough Council improve its website so that it complies with UK government requirements for citizen accessibility and usability. The Council's website is now adapted to the needs of a wide variety of users, for example, providing descriptions of photography used on the site for the visually impaired. Following the completion of Steria's transformation of the site, Great Yarmouth Borough Council's website is now ranked by independent assessor Sitemorse as the 12th best local authority site in the UK, making a significant jump of 353 places from its ranking position prior to engaging with Steria.

