

under  
stand

European Regions **UNDER** way  
towards **STANDARD** indicators for  
benchmarking information society

Project part-financed  
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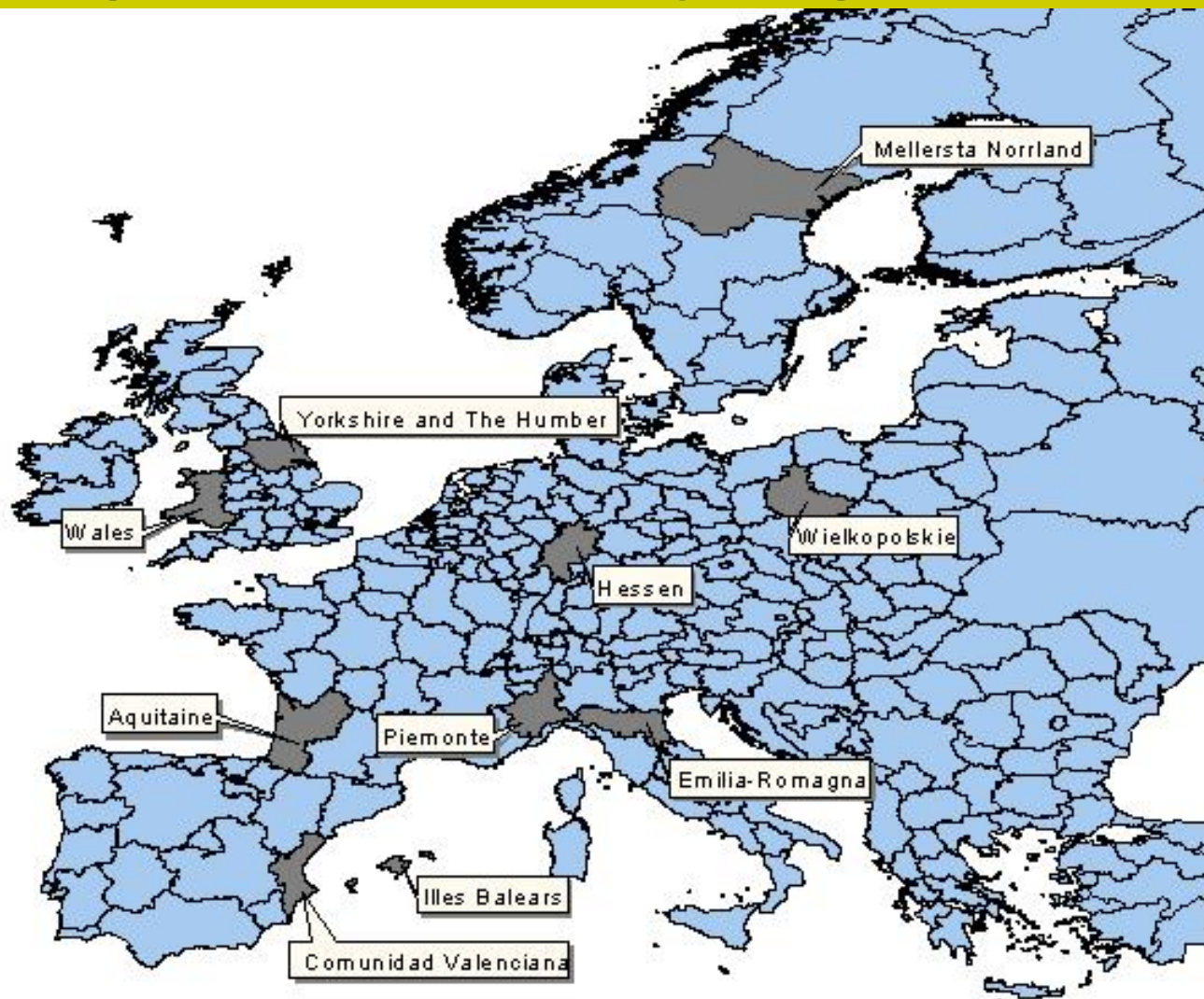
Nord Est Sud Ouest  
INTERREG IIIC

# Barriers and Benefits: eGovernment

Helsinki 22nd November 2006

John Shaddock  
Yorkshire and Humber

# Benchmarking Information Society progress in the Regions



## Information on Four Domains

- Infrastructure (Broadband etc.)
- Citizens
- eBusiness (mainly SMEs)
- eGovernment

Aiming to be descriptive, not  
prescriptive

## eGovernment – The Benefits

- 90% of contact between Citizen and Government takes place at the local and regional levels
- eBusiness Support and eGovernment Support often come together at the regional level
- Public Sector is 45% of the regional economy

## eGovernment Benchmarks

- Online and Interactive Services
- Organization and human resources
- ICT Training/Systems/Policies
- Internet/broadband connection
- Barriers to ICT Usage

## eGovernment – The Barriers

The Municipalities said:

1. ICT costs too high
2. Lack of qualified staff
3. Lack of a current ICT Strategy

And for some:

4. Lack of integration between applications

# However.....**SIZE MATTERS**

Average population served:

Valencia	11,000
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Wielkopolska	16,000
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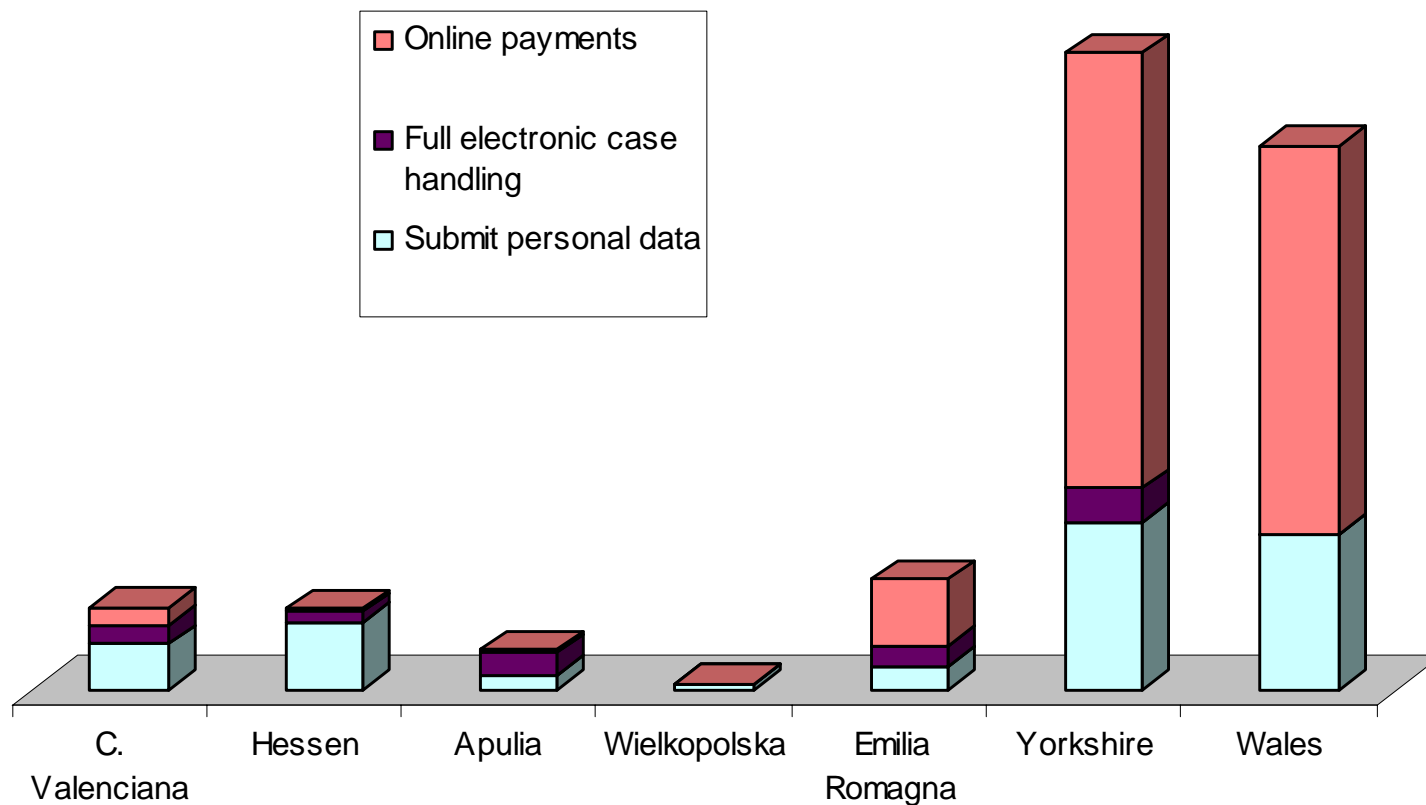
Wales	135,000
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Yorkshire and Humber	275,000
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# eGovernment – Functionality

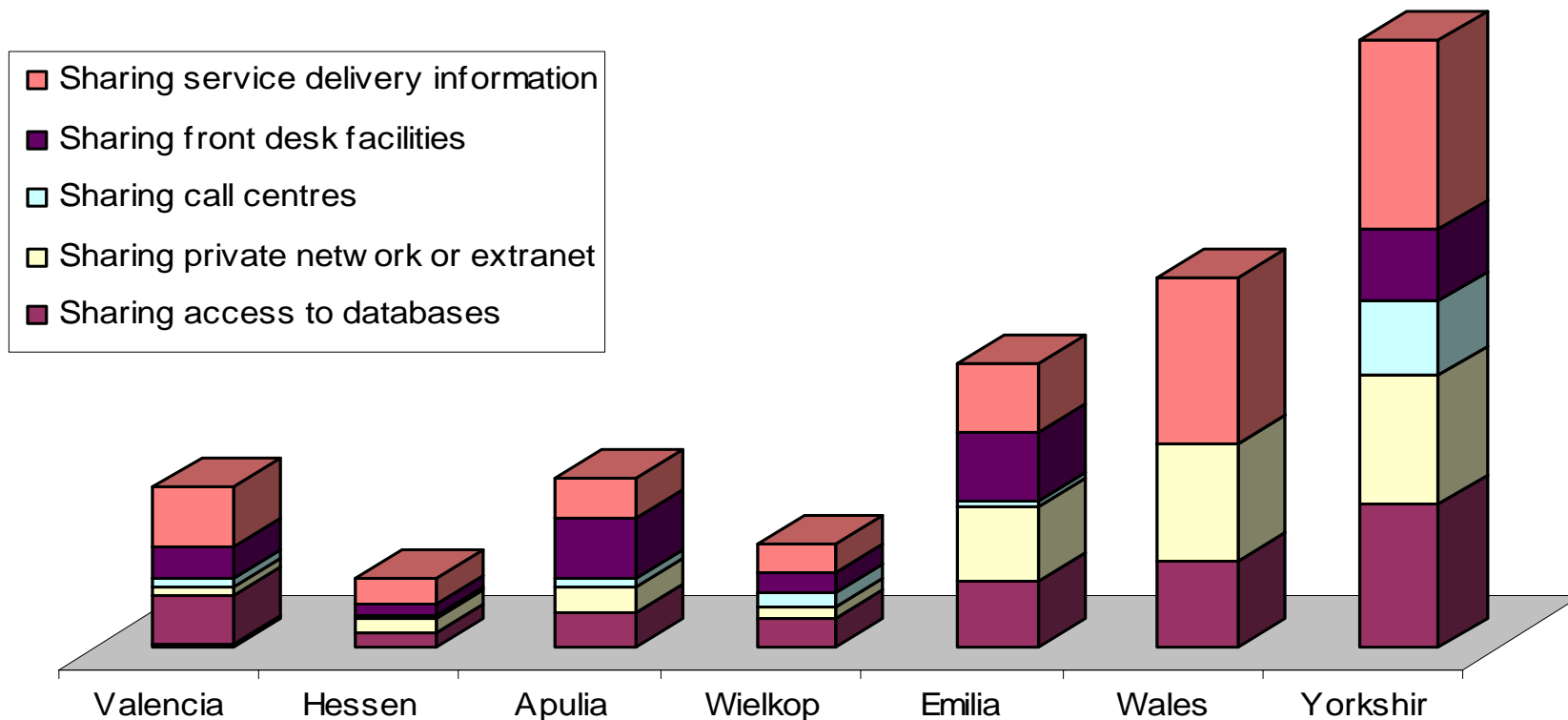
## Websites with the following possibilities





# eGovernment – Integration

## Joined up Service Delivery with other public agencies



## Concluding Points

- From the Municipalities' point of view, the perceived barriers to progress are fairly basic
- Adoption of the technologies will both allow and encourage public sector reform
- Shared services may be a useful step
- **An efficient and effective public sector is not an 'optional extra' in creating an innovative and competitive region**

## The Advert

- The next round of UNDERSTAND surveys is just beginning
- The methodology is already there – you just need to carry out the surveys
- Comparative analysis is carried out by UNDERSTAND partners

[www.UNDERSTAND-eu.net](http://www.UNDERSTAND-eu.net)

John Shaddock