

Mypage

-The official one-stop online service centre

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Head of department

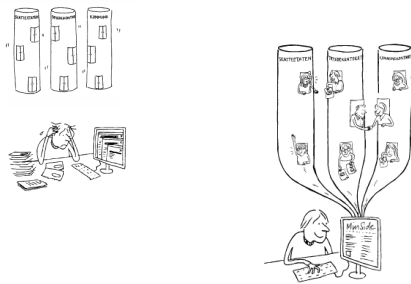
Agency for Public Management and Egovernment

- strengthen the Government's implementation of IKT within the public sector

- Leading research group within IT governance and coordination of ICT in the public sector.
- Leading research group within IT management and development.
- Assist in improving the efficiency of ICT in public management, and improve digital communication among citizens, businesses and the public sector.
- Contribute to network building and the sharing of practical experience among IKT research groups, public agencies and national and international research communities.
- Contribute to the further development the ICT policy through practical experience and evaluation.

IT management and development	IT development and coordination	Optimisation of Public administration	Equality, Group and employment	Public administration and Organization	Public procurement	Education, research and development
<ul style="list-style-type: none">• Offer support and advice• Develop new concepts• Organize the development of IT systems• Evaluate the efficiency of IT systems• Monitor the development of IT systems	<ul style="list-style-type: none">• Infrastructure development• Development of IT systems• Coordination of IT systems• Development of IT systems• Development of IT systems• Development of IT systems	<ul style="list-style-type: none">• Developing a good public information policy• Developing a good public information policy• Developing a good public information policy• Developing a good public information policy	<ul style="list-style-type: none">• Supporting the development of public employment and employment of public employees within the public sector	<ul style="list-style-type: none">• Providing assistance and support in the public sector	<ul style="list-style-type: none">• Setting up and public procurement procedures• Evaluation and support of public procurement• Evaluation and support of public procurement	<ul style="list-style-type: none">• Offer courses and development programs to public sector• Conduct research and development• Share knowledge from the different stakeholders of the sector• Develop research and development projects

Mypage: simplified access for the citizen



Mypage – single entrance to public services

- Users are often confused about public sector organisation
- Mypage: "one stop shop" functionality
- eGovernment objective:
 - making an information society for all
 - direct benefit to the citizens
 - bringing digital self-service to the citizens

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European Interoperability Framework (IDABC)

- Accessibility
 - Multilingualism
 - Security
 - Privacy
 - Use of open standards
 - Multilateral solutions
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- All central principles in the developing of the Mypage portal

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What do the citizens say about Mypage?

- Mypage should be the place where I can find services from the public sector
- On Mypage I want to find information the government stores about me
- The Mypage portal must be secure
- Mypage must be simple to use
- I wish to communicate with public sector through Mypage
- I don't want to know much about public sector but I want to be able to carry out my business

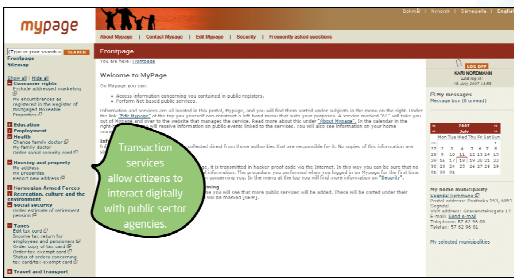


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Impact

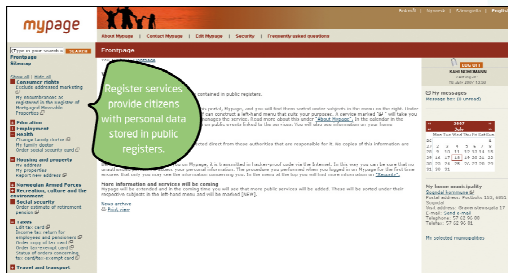
- Transaction services
 - interactive services requiring dialogue with the user
- Register services
 - Empowers citizens to control the information the public sector holds on them
- Calendar service
 - Helps citizens keep track of important dates and events
- Message box
 - Secure channel for notifications and messages from public bodies

Services on MyPage: Transaction services



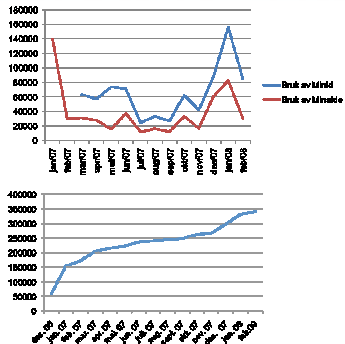
Transaction services allow citizens to interact digitally with public sector agencies.

Services on MyPage: Register services



Register services provide citizens with personal data stored in public registers.

Mypage after one year in operation



- 360 e-services from 12 state agencies and 48 municipalities
- Register services most popular
- Transaction services related to economy, health, education are popular
- 350 000 registered users (tot population ca 5 mill)

Lessons learned

1. Involving all stakeholders from the beginning
 2. Committed political leadership
 3. Focusing on users' needs
- European eGovernment Award winner (Participation and Transparency) (2007)



Thank You for listening

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