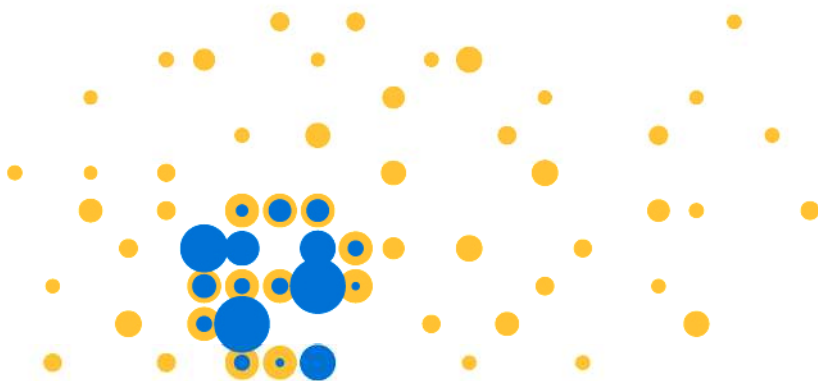




Personal Internet Page

<http://pip.overheid.nl>

Dutch Personal Internetpage Still muddling, not yet through

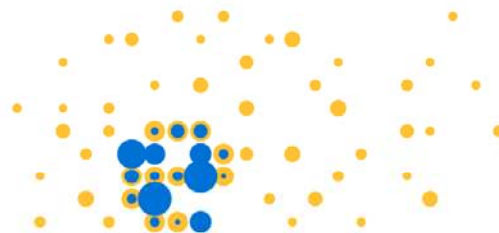
Liberty Alliance, Oslo

20th of March 2007

Paul Zeef, Program manager (ICTU)

Bart Knubben, QA-officer (ICTU)

PIP bouwt mee aan de e-overheid

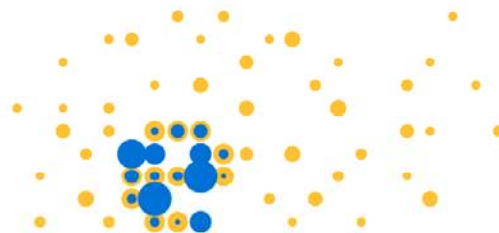


Agenda

- **Background and goals:** What is PIP, why, how to achieve?
- **Planning:** When?
- **Architecture and design:** How does PIP work?
- **Status:** Where do we stand?
- **Demonstration:** Proof of Concept

“Personal Internet Page” is the project name.

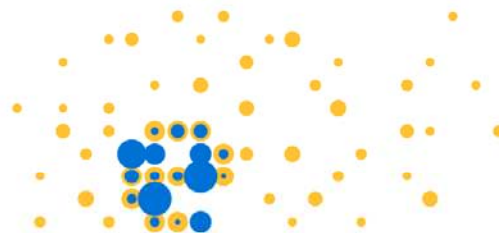
[Mijn Overheid.nl](http://MijnOverheid.nl) (mygovernment.nl) is the name of the site



ICTU

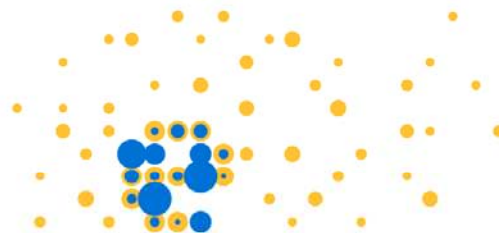
- Dutch government organisation
- Innovative ICT-projects (development)
- Central and decentral governments are involved
- Shared-service
- Examples:
 - DigiD: central online identity management
 - BSN: civil service number

Central maintenance organisation: GBO.OVERHEID



First A birds eye view of The Netherlands

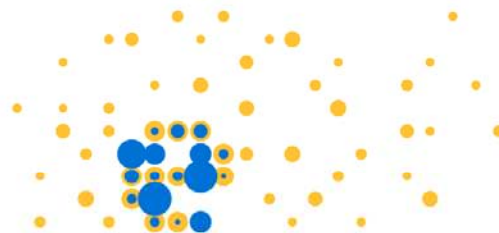
- 16 million+ citizens
- Emigration higher than immigration (many expatriates)
- 800.000 businesses of which 60% with fewer than 10 employees
- High level of (broadband) internet penetration
- Fragmentation of government services:
 - Local (480 municipalities, 12 provinces, 25 water authorities)
 - Federal/central (many independent government agencies):
- Low unemployment rate (5-6%)



Background

Letter of the Minister to Parliament, 10th of April 2006:

“Key government agencies and local governments are taking the initiative to develop a **single Personal Internet page**. Citizens and businesses can use this portal to view their personal data, submit corrections or changes, receive personalised information, and manage their affairs with government in one place.”



Comparing supply and demand for eGovernment services

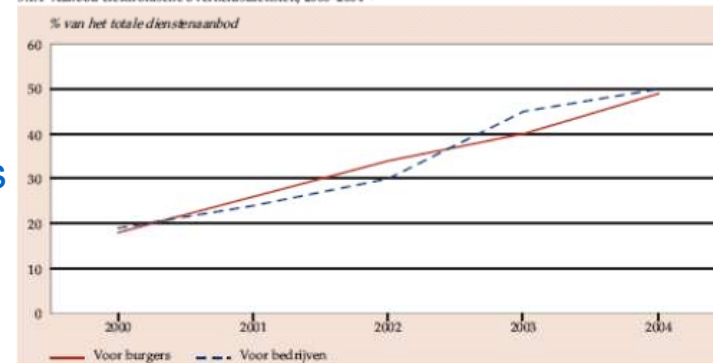
Supply

- The supply of eGovernment services: risen during the past years (ca. 54%).
- Cabinet goal is to have 65% of government services online in 2007

Usage:

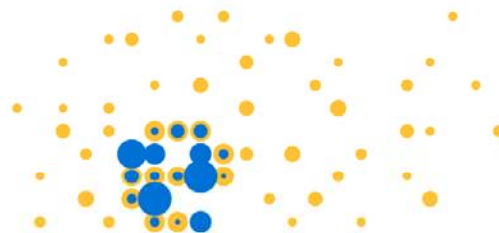
- 25% of internet users has downloaded government documents
- 20% of internet users has filled in government documents online (CBS, 2006).

5.1.1 Aanbod elektronische overheidsdiensten, 2000-2004 ¹⁾



¹⁾ Met ingang van 2003 is de meetmethode aangepast om te voldoen aan Europese normen. Hierdoor zijn de percentages van 2003 niet zonder meer vergelijkbaar met die in voorgaande jaren.

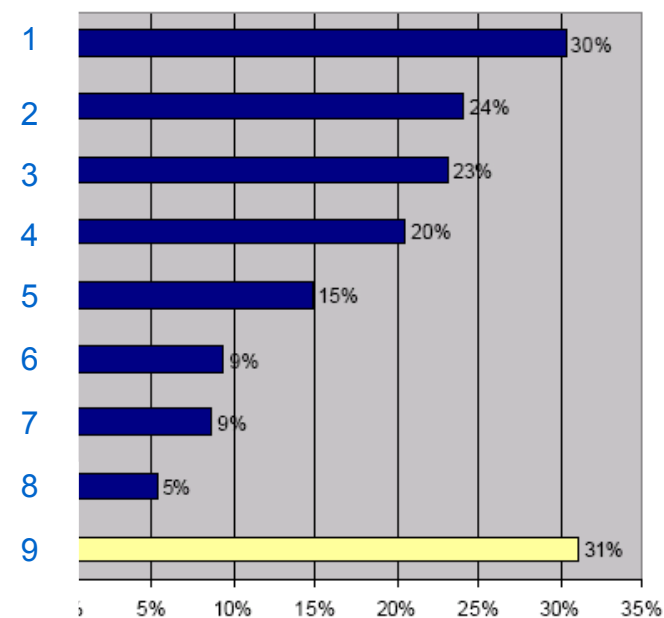
Bron: Advies Overheid.nl.

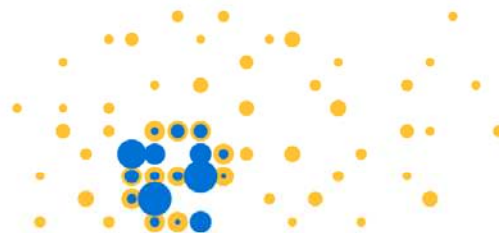


Why use lags behind supply

Survey results 2005 (874 respondents):

1. I don't know where to find the services I need. (30%)
2. The information is not tailored to my personal situation or needs. (24%)
3. Few forms can be filled in online or by e-mail (23%)
4. I don't get a complete answer, and am often referred to another office. (20%)
5. The type of information I want from the government is not yet available online. (15%)
6. The language used is often difficult to understand. (9%)
7. I need to re-enter my personal information often. (9%)
8. Other (5%)
9. I don't have any difficulty in finding the information I need (31%)





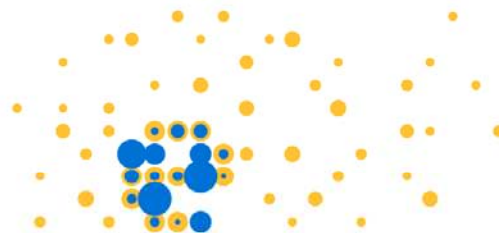
Why PIP?

PIP presents relevant information and services:

- In one place;
- Personalised and user-centred;
- Safe and reliable.

Value for citizens:

- Easier to find relevant services;
- Availability is 7x24
- Information tailored to personal preferences;
- Ease of use (reduce administrative burden);
- Re-use of information;
- Insight into personal files and dossiers

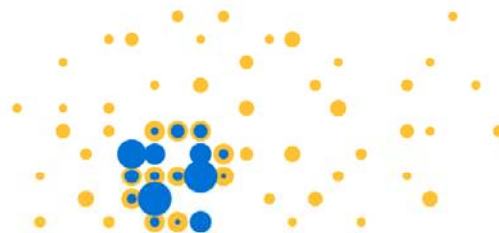


Added value for government? (agencies, municipalities, etc)

- Easier to reach more citizens with eGovernment services
- Efficiencies of scale (build once & implement for all agencies);
- Focus on integration and synergy

PIP as an intelligent integrator:

- PIP finds and displays eGovernment services.
- Government agencies retain autonomy and responsibility for their services.
- Services retain identity of government agency



Planning of PIP

1. **Pilot and evaluation:** (Q2 2006 – Q1 2007)

Realise pilot and evaluate

Goal: 200 users, 10-15 government agencies

2. **Build and consolidate** (Q2 2007 – Q3 2008)

Expand pilot and build portal (easier functionalities first!)

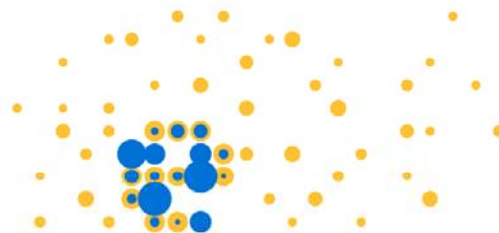
Goal: max 300.000 users, 30-40 government agencies

Set standards for connections (define webservice/methodology)

3. **Deploy & implement** (Q3 2008 - 2012)

Fased deployment and hand-over to operations (service organisation)

(2012: 7 million users, 300+ agencies)

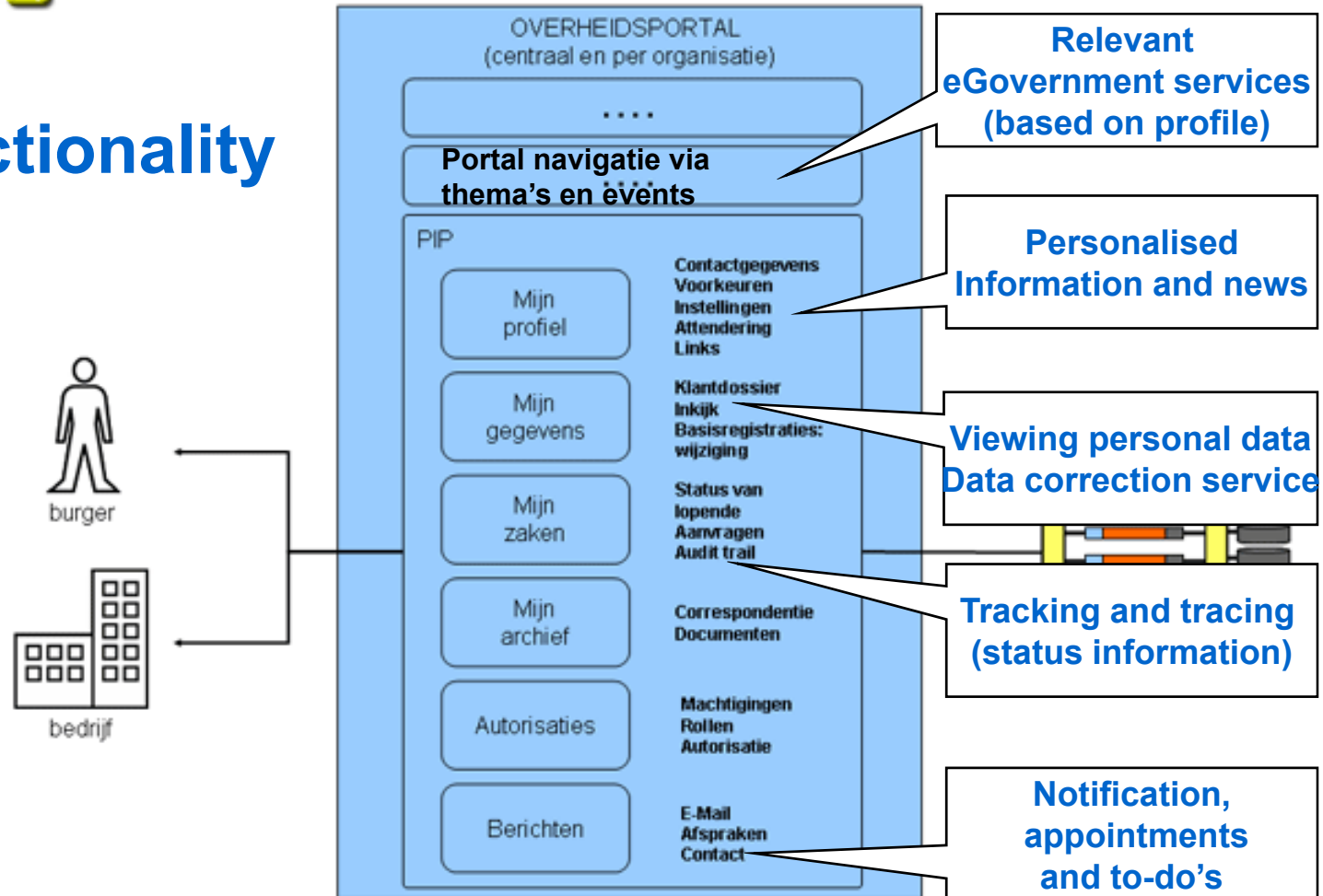


Programme management

Business Management: (e-government)	Minister of Interior Affairs (Home office) Minister of Economic Affairs
Steering committee:	Kadaster Centre for Work and Income Tax office Ministries Int Affairs GBO.O (eGov Operations) Municipalities (2) (The Hague, Dordrecht)
Advisory board:	Advisors government agencies and municipalities,
Project organisation:	ICTU

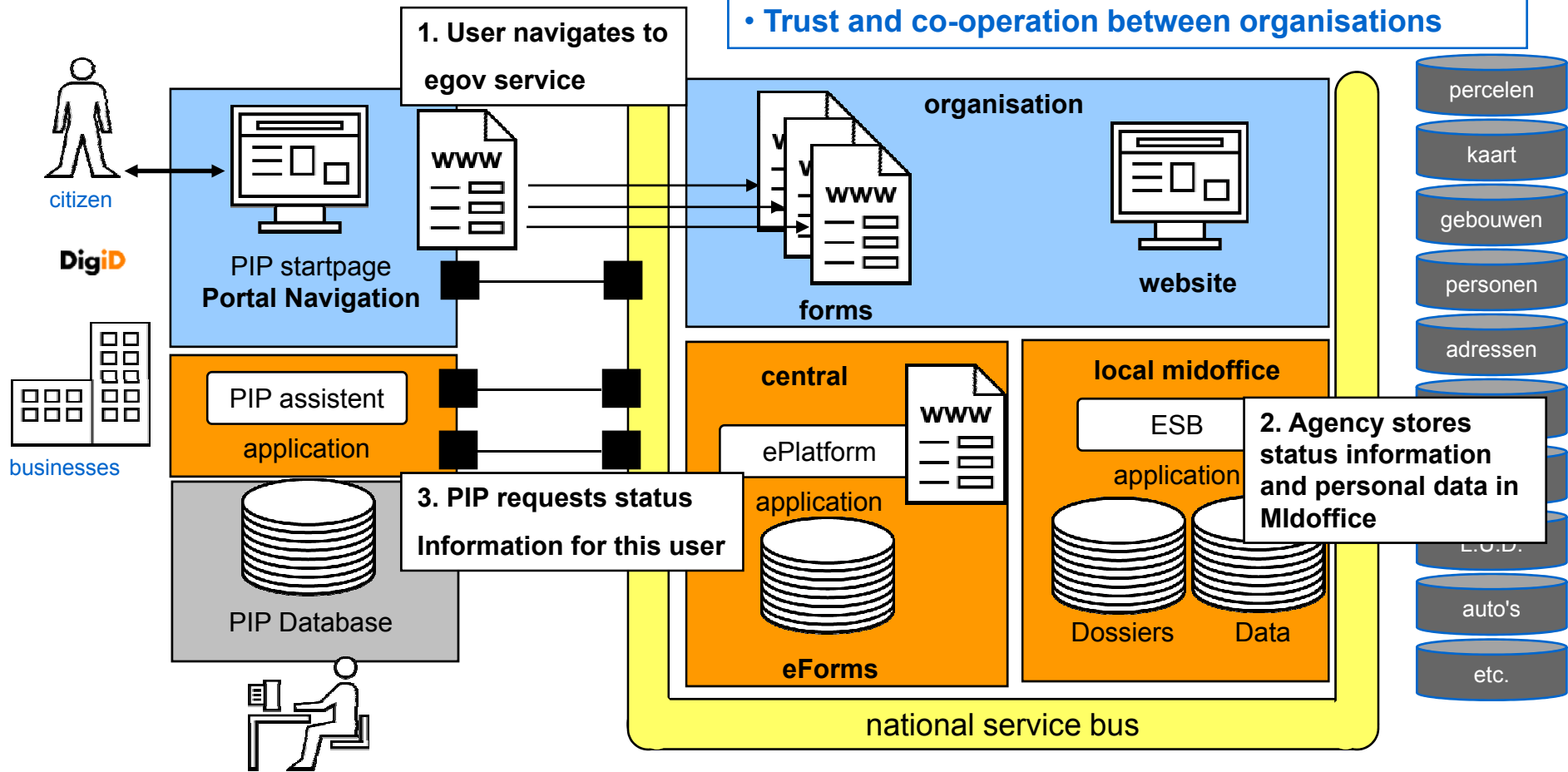


PIP functionality



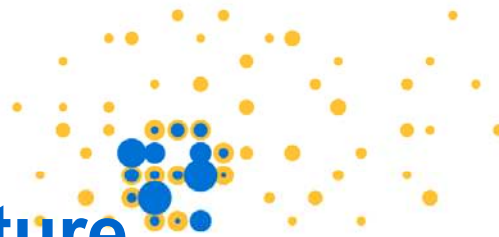
Integration

- Open standards and services
- Service level agreements
- Trust and co-operation between organisations

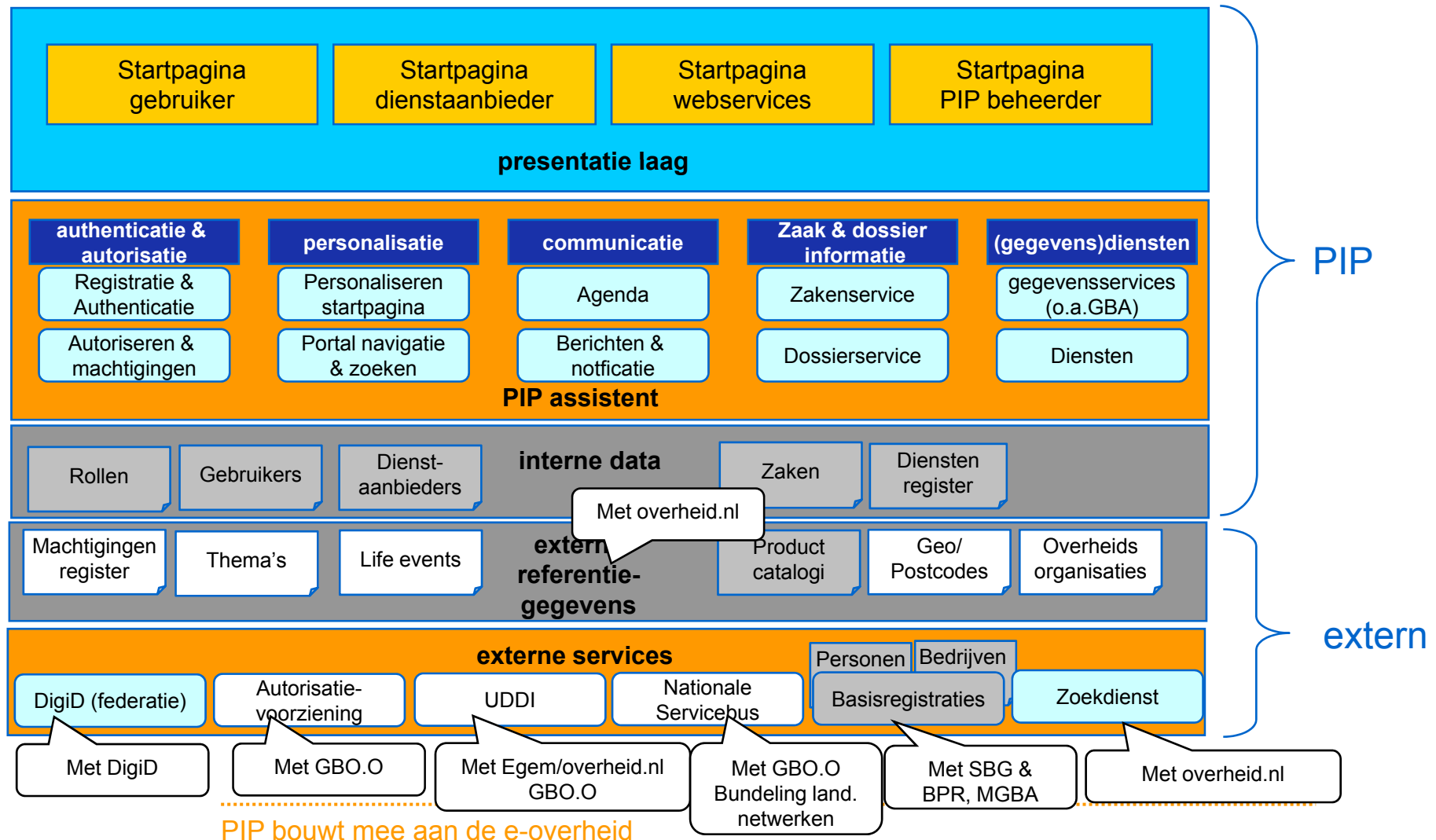


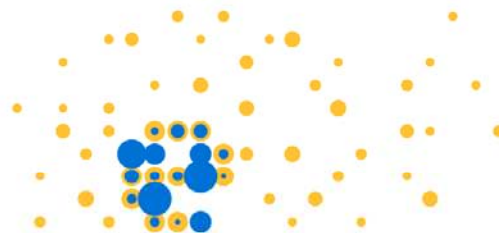
PIP operations

PIP bouwt mee aan de e-overheid



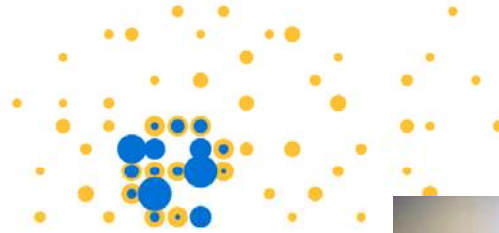
Application architecture





Personalisation

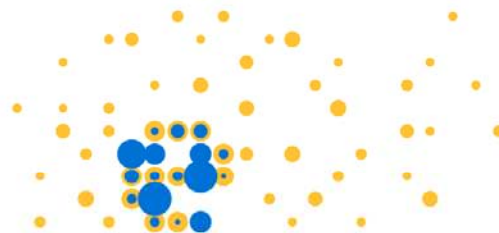
- PIP uses personal characteristics to filter information
- Authentication through DigiD -> PIP knows the civil service number (BSN)
- Access to files and dossiers
- Preferences
- Demand based based navigation e.g. life events



User centred development

- Test with user panel revenue service
- Citizen panel [Burger@Overheid](#)
- Experimental use (test accounts) 200 persons
- PIP follows standards:
 - Webrichtlijnen (<http://www.webrichtlijnen.nl>) – based on EU guidelines for accessibility
 - Style guide



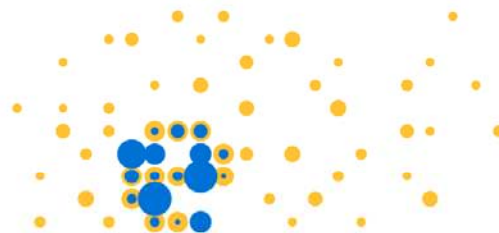


Incremental approach

First release:

- **Products and service:** Application for a building permit
- **Current affairs (Cases):** Tracking and tracing of progress
- **Personal information:** Dutch citizen registry
- **News:** Aggregated and selected gov news
- **Agenda:** Appointments (when send in tax form)
- **Mailbox (notification):** Secure and reliable messages

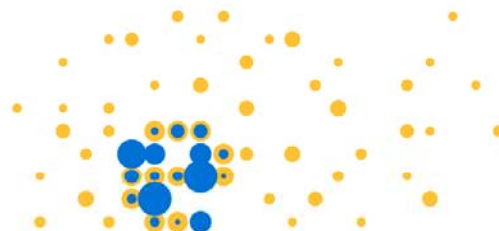
From plain weblinking to advanced webservices



Who is participating?

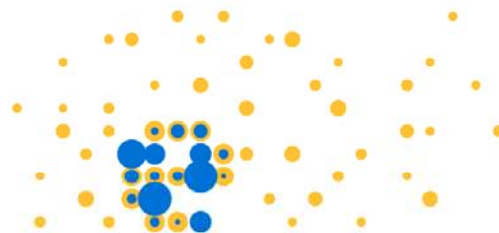
Deelnemers in de proef		Contacten voor aansluiting lopend	
Den Haag	IB-groep	Rotterdam	Waternet
Voorst	Kadaster	Delft	RDW
Dordrecht	SVB	Zoetermeer	Prov N-Brab
Enschede	Belast.Dnst	Utrecht	Prov Utrecht
Assen	CWI	Groningen	Wschaphuis
	UWV	(Dataland)	
		Weert	
		Maastricht	

PIP is nothing without services!



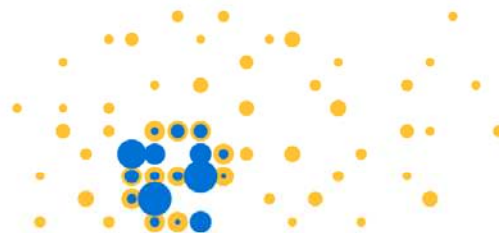
20 basic public services (EU)

Citizens	Businesses
Income Taxes	Social Contribution for Employees
Job Search	Corporate Tax
Social Security Benefits ²	VAT
Personal Documents ³	Registration of a New Company
Car Registration	Submission of Data to the Statistical Office
Application for Building Permission	Custom Declaration
Declaration to the Police	Environment-related Permits
Public Libraries	Public Procurement
Birth and Marriage Certificates	
Enrolment in Higher Education	
Announcement of Moving	
Health-related Services	



Improving e-services for citizens: viewing dossiers and personalising transactions

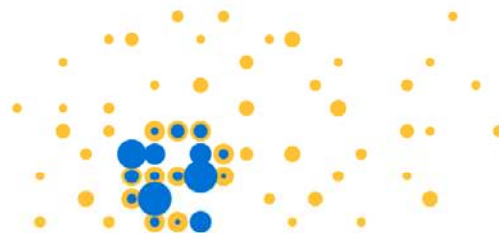
- Citizen registration record/copy
- Birth certificates
- Map & data ownership of land
- Moving (change of adres)
- Request tax exemption
- Building permits
- Job registration
- Unemployment benefits
- Modify personal information
- Services for students (registration, student loans and financing)
- Taxes (2008)



Persoonlijke Internetpagina

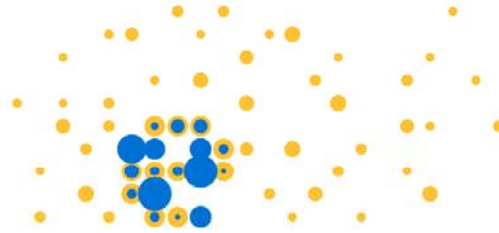
Next steps

- More e-services (supplied by governments & agencies)
- More and extended functionality
- More user testing (experimental and panels)
- Content and layout
- Roll out to real users
- PIP for businesses (co-operation w. Portal for Enterprises)



Aspects for comparing and learning

Policy goals for personalisation in on line public services	Functionality involved (concentrated or dispersed?)	Scope of authority (central/regional/ local/other)	Management of Decisionmaking And budgetting
Standards	E-gov architecture	Phase of development User experience	Develoment methodologies
Privacy en security issues	Enrolment strategy (and Marketing concepts?)	Related projects Embedded programmes?	Usability testing
Identification and authentication	Specifics for businesses (target groups)	Multichannelling?	Cooperation with ICT-market



Persoonlijke Internetpagina

PIP abroad

- Singapore
- France
- Norway
- Denmark
- Borger.dk 2.0
- Estland
- ...and others?

My.eCitizen: Login - Mozilla Firefox

Bestand Bewerken Beeld Ga Bladvijzers Extra Help

http://my.ecitizen.gov.sg/

Singapore Government
Integrity • Service • Excellence

GOVERNMENT CITIZENS & RESIDENTS BUSINESSES NON-RESIDENTS

Contact Info Feedback Sitemap

Search Go Online Search

Within All Singapore Gov Websites

eCitizen Home About Us Useful Links My.eCitizen A-Z Government List

My.eCitizen

personalised services for you

Welcome to My.eCitizen. Configure your own personal homepage of e-services and never miss a payment deadline again with our SMS and email alerts.

Some of the alerts you can receive are:

- Renewal of road tax
- Passport renewal notifications
- Library book reminders
- Season parking reminders
- Parliament notices and alerts
- CPF Appointments and My Activities Status of Requests

LOGIN NOW

You will need SingPass to login. Request or reset your SingPass [here](#).

Use My.eCitizen today

Privacy Statement | Terms of Use

© 2004 Government of Singapore

Images: 24/24 Loaded: 59 KB 4.89 KB/s Time: 0:12 Klaar Proxy: None

PIP bouwt mee aan de e-overheid

Mijn Overheid.nl - Mozilla Firefox

Bestand Bewerken Beeld Ga Bladwijzers Extra Help

https://www.mijn-overheid.nl/burger/diensten/start/43d7f98529faf84178fb0759b762bad4

mijn overheid.nl DE WEGWIJZER NAAR INFORMATIE EN DIENSTEN VAN ALLE OVERHEIDEN

U bent hier: [Thuispagina](#) / [Inschrijven als werkzoekende](#) (https://intake.werk.nl/eintake/index.html)

MIJN OVERHEID.NL **Desiderius Erasmus** [Uitloggen](#) | [Bovenbalk verbergen](#)

Werk.nl
HOME
Home



Inschrijving bij CWI via internet

U kunt op onze internetsite alle gegevens verstrekken die nodig zijn voor inschrijving als werkzoekende bij CWI. En, als dat voor u geldt, ook voor de aanvraag van een WW-uitkering. Doordat u dit doet via internet, kan CWI uw gegevens sneller en efficiënter verwerken. En daardoor kan uw CWI-adviseur tijdens uw eerste bezoek aan de CWI-vestiging meteen aandacht besteden aan uw bemiddeling naar werk.

CWI heeft als belangrijkste taak te voorkomen dat u een uitkering nodig hebt. En u hebt de verantwoordelijkheid hieraan mee te werken. CWI ondersteunt u daarom maximaal in het vinden van werk.

Na uw inschrijving en/of aanvraag WW aan CWI maakt u zo snel mogelijk een afspraak met een CWI-adviseur. Deze controleert uw gegevens en maakt uw inschrijving definitief of stuurt uw aanvraag door naar UWV.

Stap 1: Inloggen met DigiD en inschrijven als werkzoekende bij CWI

U dient in te loggen met uw DigiD (Digitale Identificatie). Hebt u nog geen DigiD, dan kunt u een DigiD aanvragen en meteen doorgaan met uw inschrijving als werkzoekende. Hebt u wel een DigiD, dan kunt u meteen inloggen en starten met uw inschrijving als werkzoekende. De inschrijving duurt ongeveer dertig

 Werk.nl is een site van [Centrum voor Werk en Inkomen \(CWI\)](#) [Voorwaarden](#) | [Privacy](#) | [Vragen](#)

Mijn Overheid.nl - Mozilla Firefox

BestandBewerkenBeeldGaBladwijzersExtraHelp

https://www.mijn-overheid.nl/burger/mijngegevens

Ga

mijn overheid.nl

DE WEGWIJZER NAAR INFORMATIE
EN DIENSTEN VAN ALLE OVERHEIDEN

OverheidsZoekdienst

zoekterm

vind

lettergrootte: + -contactveelgestelde vragen

U bent hier: Thuispagina /

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Desiderius Erasmus

Uitloggen

THUISPAGINA

MIJN GEGEVENS

MIJN VOORKEUREN

MIJN ZAKEN

MIJN BESTANDEN

MIJN AUTORISATIES

HISTORIE

Mijn Berichten

U heeft geen nieuwe berichten

Mijn Agenda

≤	oktober '06							≥
ma	di	wo	do	vr	za	zo		
25	26	27	28	29	30	01		
02	03	04	05	06	07	08		
09	10	11	12	13	14	15		
16	17	18	19	20	21	22		
23	24	25	26	27	28	29		
29	30	31	01	02	03	04		

Mijn Gegevens

Persoonlijke gegevens:

Voornaam *:

Desiderius

Achternaam *:

Erasmus

Straat *:

Henry Dunant 10

Postcode *:

2712EX

Plaats *:

Zoetermeer

Beveiligingscode *:

Tik, indien u uw gegevens wilt wijzigen; de beveiligingscode over.

924319

Bijwerken

Uw gegevens binnen Mijn Overheid.nl

Onderstaande informatie wordt gebruikt om u te informeren.

Communicatie:

E-mail adres *:

bla@bla.nl

Mobiel nummer *:

0612345789

Rekeningnummers:

Rekening nummer betalingen *:

9879878907

Tenaamstelling betalingen *:

luggig

Rekening nummer ontvangsten *:

9087878907

Onderdelen

1. Algemeen

Basisadministratie

De hiernaast getoonde informatie is afkomstig uit de gemeentelijke basis administratie van de [Gemeente Den Haag](#).

Telefoon:

070-353 2000

Url:

[www.denhaag.nl](#)

E-mail:

[info@denhaag.nl](#)

Klaar

www.mijn-overheid.nl

Mijn Overheid.nl - Mozilla Firefox

BestandBewerkenBeeldGaBladwijzersExtraHelp

←→↺✖🏠

https://www.mijn-overheid.nl/burger/agenda/view/20061010

🔒Ga🔍

mijn overheid.nl

DE WEGWIJZER NAAR INFORMATIE EN DIENSTEN VAN ALLE OVERHEIDEN

OverheidsZoekdienst

zoektermvind

lettergrootte: - +contactveelgestelde vragen

U bent hier: [Thuispagina](#) > [Mijn Agenda](#)

MIJN OVERHEID.NL**Desiderius Erasmus**

Uitloggen

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MIJN VOORKEUREN

MIJN ZAKEN

MIJN BESTANDEN

MIJN AUTORISATIES

HISTORIE

Mijn Berichten

U heeft geen nieuwe berichten

Mijn Agenda

≤	oktober '06							≥
ma	di	wo	do	vr	za	zo		
25	26	27	28	29	30	01		
02	03	04	05	06	07	08		
09	10	11	12	13	14	15		
16	17	18	19	20	21	22		
23	24	25	26	27	28	29		
29	30	31	01	02	03	04		

Mijn Agenda

maandag 09 oktober '06

13:30u - 15:30u [Demo PIP bij Gemeente Den Haag](#)

woensdag 11 oktober '06

10:00u - 12:00u [Demo PIP bij Kadaster](#)

vrijdag 13 oktober '06

Geen activiteiten

zondag 15 oktober '06

Geen activiteiten

dinsdag 10 oktober '06

09:00u - 12:00u [Demo PIP bij Belastingdienst](#)

donderdag 12 oktober '06

10:00u - 12:00u [Demo bij IB-Groep](#)

zaterdag 14 oktober '06

Geen activiteiten

Acties

[Alle afspraken downloaden](#)

Actueel

[Aantal treinincidenten neemt af](#)

[Woedende reacties op kernproef](#)

[Noord-Korea meldt succesvolle kernproef \(video\)](#)

[meer...](#)

Burger@Overheid.nl

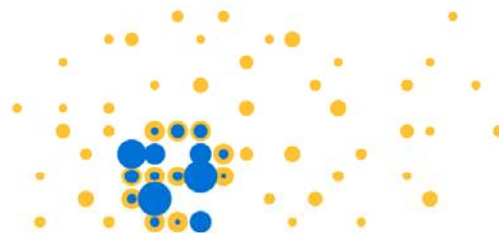
- R4 -

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties



Klaar

www.mijn-overheid.nl



Persoonlijke Internetpagina

Questions, suggestions?



- See: <http://pip.overheid.nl>