

2011

Pre-Conference to the 6th European Ministerial eGovernment Conference
Innovation for eParticipation

Citizens' Services beyond Borders in the Nordic-Baltic Region



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INNOVATIVE ECONOMY
NATIONAL COHESION STRATEGY



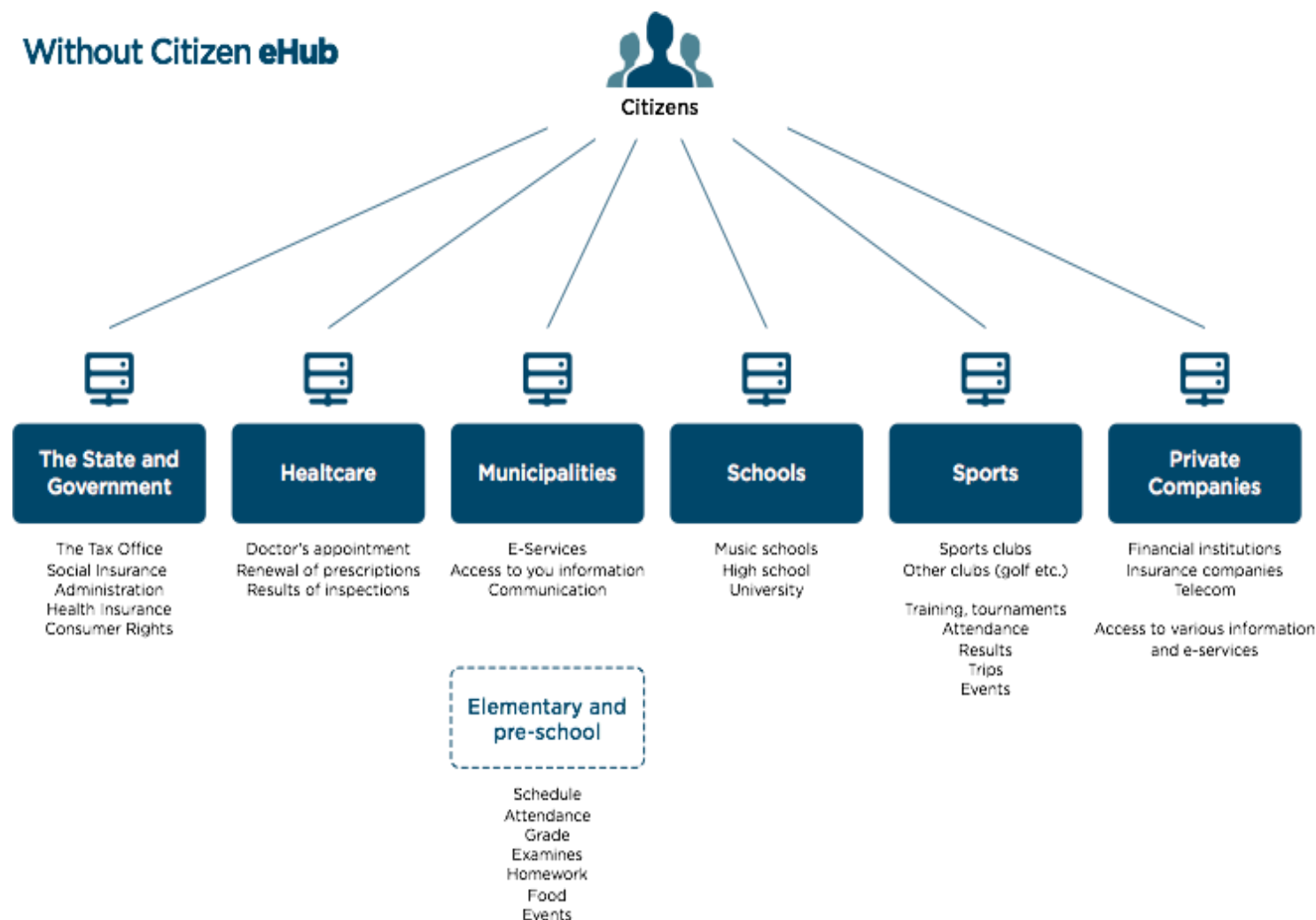
EUROPEAN UNION
EUROPEAN REGIONAL
DEVELOPMENT FUND



What is the problem for the citizens` ?

- One of the problems is that communication channels, information portals etc. implemented by organizations (schools, pre-schools, music schools, sport clubs, etc.) are isolated, meaning that they typically deal with issues regarding only one particular organization.
- eServices are developed for specific needs for each organization – not from the needs of the citizens.
- Difficulties to combine services from public, non-profit and private organizations
- The citizens have to use different usernames, passwords and utilities for access.

Without Citizen eHub



The idea behind our project “Citizen eHub”

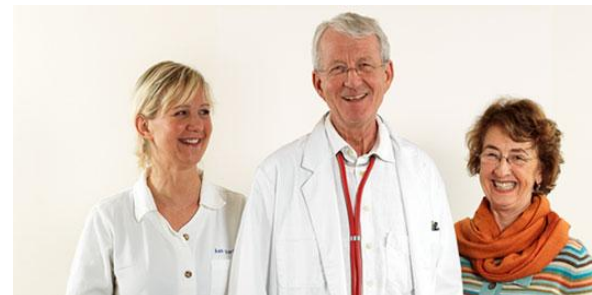
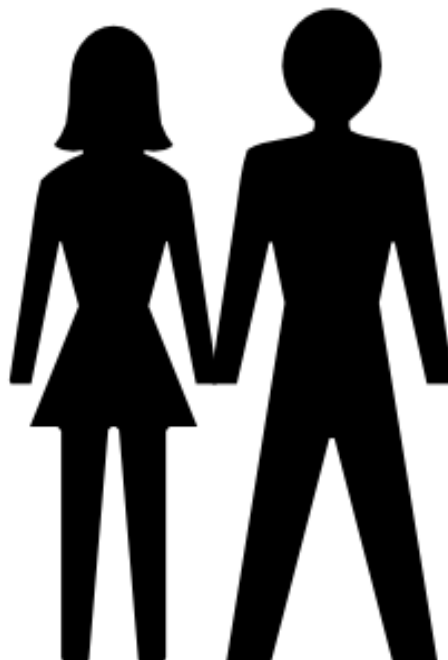
- The main idea of this project is to create a wider platform for the citizens' that makes it possible to interact more easily with governments and their associates, thru multiple channels of their choice.
- All actors attached to the “Citizen eHub” should be able to connect via a standardized and simple plug-in.
- The “Citizen eHub” will not replace existing e-services, rather it compliments them by providing a centralized service for the citizens so that they can customize it to their specific needs.



Our sponsors



The Project "Citizen eHub"



twitter



Participants from different countries

- Representatives from three major cities
 - Stockholm, Reykjavik and Tartu
- Three providers of eServices
 - Fujitsu, Idega and Cybernetica
- Two institutions in "Research and development of eServices"
 - eGA, Estonia and University of Linköping, Sweden
- One security provider
 - Nexus, Sweden
- Project management from Fujitsu, Sweden

Infrastructure built for success

- ✓ High level of technical infrastructure
- ✓ Internet access in almost every home
- ✓ High level of smart phones and pads
- ✓ Access to existing eServices

Higher participation for the citizens in
their local environment



Citizen eHub – to be used daily!

- Citizen eHub will be used daily – not once or twice per year.
- An "Activity center" and a "Family calendar"
- The citizens decide themselves how to design and use the eHub



Profile 1: Janne 46



- Healthcare
- Church
- Local Sports Club
- Amazon Book Store
- Insurance company
- Bank
- Travel
- Facebook
- E-mail
- Planning

Profile 2: Helen 53

- Schools
- Girl Scouts
- Save the Children
- Bank
- Food delivery from ICA
- SATS Gym
- Events
- Twitter
- Sagabook



Profile 3: Emma 19

- Facebook
- Work at "Hemköp"
- Last year in School
- Healthcare
- Figure Skating
- SATS Gym
- Spotify
- E-mail



With Citizen eHub 3 layers





- 01. Homepage
- 02. My eServices
Innovation Center
Reykjavík City
ÍsÍ

- 03. My messages
- 04. My groups
- 05. My cases
- 06. My settings
- 07. My calendar
- 08. About Citizen eHub

Þórhallur Helgason

Logout

Select your language:

- 01. English
- 02. íslenska
- 03. svenska

Homepage > My eServices

- 01. Innovation Center
- 02. Reykjavík City
- 03. ÍsÍ



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Thank you!



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