

# e-Government in the Town of Vienna

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# Agenda

- Vienna City in ICT - Numbers
- What means e-Government?
- Structure of a single person procedure
- Tools and standards
- Goals to reach
- Questions?





# Vienna ICT numbers

- 62.000 civil servants
- about 150 departments
- 470 employees in the ICT department
- 1 Host system
- 700 servers
- 300 connected networks = locations in Vienna
- 21.000 PC's and notebooks as workstations
- 7.500 network printers
- 40.000 telephones & 1.100 cell phones

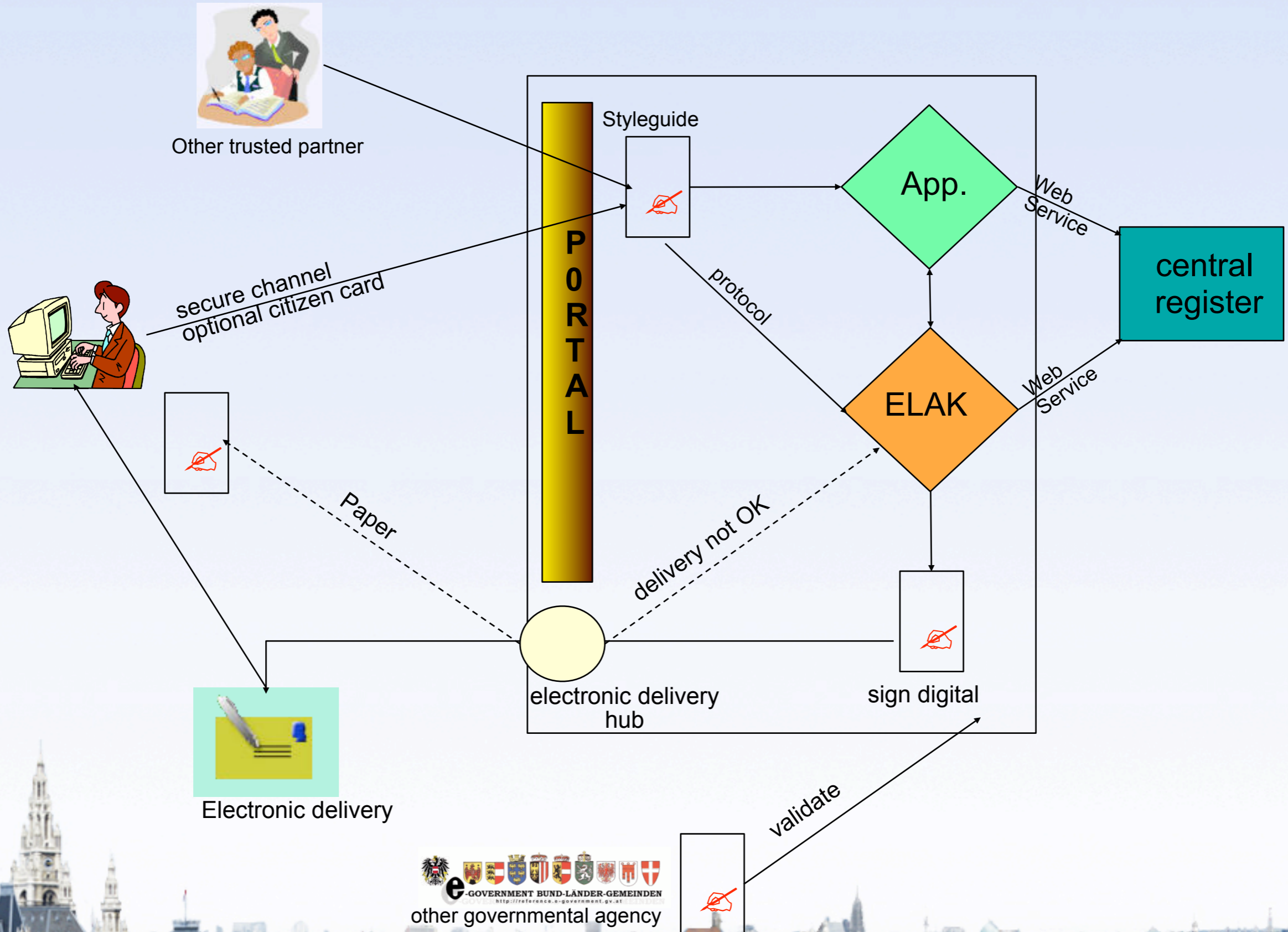
## Vienna ICT numbers (II)

- 130 PBX's
- 24.000 phones
- Procurement
  - about 2.500 procurements annually
  - about 60 official procurements (10 EU-based)
- „Help Desk“ calls: 45.000 per year
- Internet usage: wien.at
  - 700.000 visitors per month
  - 21 million page visits per month



# What means e-Government?

- Deliver services electronical to
  - companies
  - NGO's
  - citizens
- Integrate the electronic services in your backoffice
- No media breaks if possible
  - authentication
  - electronic filing
  - electronic delivery
- Save money and time for public servants and customers





# Tools and Standards

- Portal Federation Protocol
  - secures Web Services and Apps. between Gov. Agencies
- XML Standards for
  - electronic filing,
  - person data, ...
- Styleguide for citizen access on Web Apps
- central registers
  - implementing published XML schemata
- Information on <http://reference.e-government.gv.at>  
(mostly german)

## Tools and Standards (II)

- Most of Apps. are self written
  - rich frameworks for e-government are implemented
- Austrian Citizen Card for authentication
  - complex procedure
  - not very good accepted now
  - „Chicken and egg“ problem
- Electronic signature for electronic paper from the Governments
  - PDF or XML files
  - Easy useable: PortableSigner (free from the Town of Vienna)



# Goals to reach

- For every backoffice procedure (application):
  - front office (Web form)
  - „media break“ free
  - easy to use
- Trying to make every possible transaction online
  - Give the citizen the result directly

***„Let the data move, not the citizen“***



# Questions?

Thanks for your attention!

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