

## eGovernment Map Switzerland

**Published On:** 27 August 2014

**Organisation:** E-Government Switzerland, Federal IT-Steering Unit FITSU

**Country:** Switzerland

**Level of government:** Central government

**Sector:** General public services

**Type:** Digital, Public Service

**Launched in:** 2014

**Overall development time:** 4 years

**Link to the innovation's website**

**Like this innovation**

0 persons like this innovation

# Description

---

eGovernment Map Switzerland is a web application which is meant to provide an overview of implemented eGovernment services and solutions in Switzerland. In the pilot version, which is available from May 2014 at [www.egovernment-landkarte.ch](http://www.egovernment-landkarte.ch), information on 39 authority services can be found in four dimensions:

- Authority service.
- Solution (technical perspective).
- Place of implementation: canton or commune.
- ICT provider of the authority solution.

It is possible to carry out a simple search for information on the introduction of eGovernment services in the web application. Primarily those in charge of eGovernment in the authorities should benefit from the tool.

---

## Why the innovation was developed

- Public administrations have very high volumes of work to manage. eGovernment is still not a top priority here. With easier access to information via the eGovernment map of Switzerland, the obstacles for introducing new eGovernment services can be removed.
  - The authorities will be relieved of data gathering. The solutions and their implementation with the authorities will be covered primarily by the providers of these solutions. The authorities will then only have to confirm the correctness of the data by means of a workflow. Given that providers have an interest in the compilation of their solutions on the public eGovernment map and that the authorities are relieved of work, it is a win-win situation.
  - By recommending eCH standards when implementing electronic administrative services, standardisation and know-how are actively promoted. On the other hand, providers can indicate which standards were implemented in their solutions. Potential clients in the administration can thereby better assess the interoperability of the planned solutions.
  - In terms of coordination and implementation at the strategic level, a valuable information instrument which highlights trends and gaps has been created.
  - At the technical level, the map was built in such a way that existing data sources and structuring standards have been optimally integrated and their further development will be supported by the map infrastructure in the future.
  - The eGovernment map serves as a useful case for the development of innovative models such as linked data at the technical level and PPP at the organisational level.
- 

## Objectives

Enhance transparency, Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction, Increase citizen engagement

- More transparency on the implementation of e-Government services in the Swiss authorities on all federal levels.
  - Easier information retrieval, easier to locate possible synergies and partners for the project leaders within the authorities.
  - Basic information and prioritisation.
  - Help for decision makers within authorities.
  - Politicians, R&D as well as the media can get reliable data for analysis and reporting.
  - Providers of e-government solutions in the private sector obtain a showcase for their solutions on a neutral platform.
- 

## Main beneficiaries

Businesses, Civil Society, General population, Government bodies, Government staff

What the authorities get:

- Transparency concerning the implementation of eGovernment in the authorities in accordance with the standardised catalogue of administrative services eCH0070 (service inventory).
- Easier access to information on existing solutions and best practices.
- Easier identification of possible synergies and contacts.
- Bases for decision-making and prioritisation aids.
- Overview of recommended eCH standards per administrative service.

Benefits for ICT providers:

- Providers can reference their solutions to administrative services and clients.
- Providers can document the interoperability of their solutions on the basis of eCH standards.
- By the authorities releasing the information, providers can position themselves in a neutral platform.

Benefits for research, media, political circles, companies and citizens:

- Interested parties from these circles can use the eGovernment map to simply obtain specialist information.
- 

## Existing similar practices

### **E-Government Landkarte Deutschland**

In other countries' public administrations

Germany

This eGovernment Landscaping lists the eGovernment projects in the cities and regions.

<https://www.e-government-landkarte.de/>

---

# Results

---

## Service quality

### **Accessibility:**

- Reported ease of finding information on implemented e-Government services and solutions.
  - Reported ease of finding partners in the private sector to develop a certain e-Government service from authorities.
  - Reported ease of finding information concerning the use of standards.
- 

## Evaluation

The evaluation process is ongoing until end of the year. We measure the user behaviour, number of registrations of private sector companies and number of registered e-government services. Meanwhile we evaluate new requirements and support cases.

# Development

---

## Design

- Consulting with users.

Design time: 1 year

---

## Testing

- Piloting.

Testing time: 2 years

---

## Implementation

### Tools used:

- Project management: Hermes Method.
- Realisation: Scrum.

### Resources used:

- Internal Staff: 2 People.
- External Staff: 12 People.

Implementation time: 1 year

---

## Diffusion

- Communication Concept.
- Surveys.
- Sharing information over private sector companies.

Diffusion time: 2 years

---

## Challenges and solutions

- How to ensure that the information - delivered by solution providers from the private sector - can be validated by the authorities.
  - How to provide a system to get the data automatically or in an easy way.
  - How to maintain the data in order to have it up to date.
- 

## Partnerships

### Several ICT companies

Private sector

They contributed to business requirements and service models in several workshops.

---

# Lessons Learned

---

## Lessons Learned

- Including the private sector to gain information on e-Government needs can be recommended, as they are interested in sharing information, whereas for the authorities the delivering of data just means workload.
  - Nevertheless it's important to include the authorities in the process, as this increases the acceptance and also the interest in the subject.
- 

## Conditions for success

- There must be internal resources to support the processes and the users.
  - The Application has a lot of further potential and must be developed in order to remain being of interest for the target audience.
- 

## Other information

Further information on the project is available in German, French and Italian: <http://www.egovernment.ch/b114/index.html?lang=fr>

---

Copyright OECD. All rights reserved.