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COORDINATED ANSWER

to question N° 106 of 25 July 2008
put by **MARIJKE DILLEN**

Authorities of Flanders - Accessibility via e-government

In the memorandum the Flemish Ombudsman's Office issued to the Government of Flanders a clear general recommendation was made concerning the accessibility of Flemish public services.

It was clearly stated that the Authorities of Flanders have to be decisive in opting for e-government in as many areas as possible and in as customer-friendly fashion as possible. Under this heading we have to bear in mind that this development cannot in anyway replace all other forms of more physical services, while initiatives should not be allowed to get stranded in the planning stages.

1. What initiatives has the Minister taken in this area since the start of the legislature?
2. What are the results?
3. Has an assessment been made of the actual results at field level? If it has, what conclusions can be drawn from the findings?
4. What is the budgetary impact of these measures?

N.B. This question was put to all ministers (Peeters question N° 106, Van Mechelen N° 199, Vandenbroucke N° 345, Anciaux N° 185, Bourgeois N° 156, Keulen N° 223, Van Brempt N° 256, Vanackere N° 301, Crevits N° 862, Ceysens N° 114).

Answer from the Flemish Minister-President Peeters

MPW department

Within the Mobility and Public Works department (MPW), the Flanders Port Area website has been launched (www.flandersportarea.be) during this legislature to provide information about the harbours and the Flanders Port Area project.

Under the Flanders Port Area policy initiative taken in cooperation with the harbours and the sector, the Authorities of Flanders are offering structural support for the dynamism of the four Flemish harbours.

The programme involves a whole set of lines of action associated with various sub-themes, such as a promotion policy, research and innovation, communications and consensus and a regulatory and procedural framework. The bulk of the 10 sub-themes chosen are due to be put in to practice in the short term.

Flanders Port Area is a brand name that can be used to underpin the joint initiatives the Flemish harbours take in terms of promotion, communications and strengthening the social acceptance.

The website has succeeded in creating a source of information about Flemish harbours that can be tapped into by citizens, business operators and entities outside our borders.

This information drive is a reality. Hitherto no assessment has been made of this 'small aspect' of the Flanders Port Area project.

The MPW is developing the website entirely on its own, taking responsibility for both the content and maintenance.

The website is hosted externally, but using space on Mobiel Vlaanderen (a website focusing on mobility in Flanders), so no separate costs are charged.

An e-procurement project recently launched within the MPW policy area forms the background for the development of a new contract management application, the so-called 'new Delta' application.

The various entities within the MPW policy area avail themselves of the (federal) "Digiflow" application, which allows awarding authorities themselves to obtain certificates under the awarding procedures.

Developed by the Agency for Maritime and Coastal Services (MDK), the "Pilot services Information System" (LIS) provides for the comprehensive monitoring of the pilotage process, from pilotage ordering, planning and the deployment of the pilotage services via an automatic rotational system, ship monitoring, billing of the pilotage charges and fees, the calculation of the pilotage allowances, staff management, monitoring logistical resources and statistical information to management.

The LIS also contains a huge amount of information on various subjects, such as itemised handling characteristics and marine equipment.

The system is linked to various Flemish harbours and the information processing system of the Schelde River Radar Chain.

The Internet interface includes :

- access for ship's agents with scope for interactive ordering and monitoring ship voyages, including pilotage allocation and transits in the operational area and other pilotage information (such as The Nautical page);
- the consultation by pilots of the travel registers and sailing timetables, rotations and individual performance overviews;
- Access from the pilot's boat for consulting the ship voyages and pilotage allocation and pilots embarked / disembarked at the West or North intersection

In this way pilotage services can be ordered over the Internet while a ship's voyage can be monitored from start to finish. This section of the website may be accessed by people duly authorised to do so.

General Government Policy Services

For several years now, the Authorities of Flanders have been paying particular attention to the need to ensure trouble-free, easy access to its services, hence several lines of inquiry are being followed, such as electronic accessibility.

Electronic helpdesks have been developed for situations when there is close interaction with the outside world. A great deal of public sector information is also made available electronically. My policy document on "Public sector communications" describes the accessibility of public sector information as one of the policy priorities.

Some of the key initiatives are considered below. An examination is made of the various aspects of the question for each project.

iPUBLISH (ACCESSING INFORMATION VIA CMS - CONTENT MANAGEMENT SYSTEM)

Launched in April 2007 at the instigation of the General Government Policy Services' Communication department, the iPublish content management system has succeeded in creating an extranet for the Authorities of Flanders (although the extranet is an in-house channel of communication it offers Flemish civil servants a huge amount of information they can use in dealings with the general public).

An iPublish environment came on-stream in November 2007 for the Internet sites of the Authorities of Flanders.

Results

- Since April 2007 a few hundred publishers have been trained in the use of iPublish.
- The extranet may be visited by nearly all the Authorities of Flanders' civil servants (34,000 people in departments, agencies and cabinets).
- After operating for 12 months, the extranet now contains 10,690 pages and has been visited 23,658,000 times during this period.
- All websites produced with iPublish have a similar design and navigation system and so forth to make them recognisable as websites of the Authorities of Flanders.
- Websites produced with this system can easily meet the requirements of the Accessible Web initiative.
- Thanks to this user-friendly system it takes only part of a day for even tech-unsavvy civil servants to learn how to produce such websites, thus helping to save time and create better websites.

Assessment

The usage and visitor figures reflect just how successful iPublish is. The popularity of this system for creating Internet sites is on the rise. As a result of the system's accessibility for disabled people more and more sites are expected to be made according to this process in the future.

Budgetary impact

It cost Euro 224,665 to create the extranet, while the cost of the Internet environment is put at Euro 164,619.

ELECTRONIC ORDERING GATEWAY FOR PUBLIC SECTOR PUBLICATIONS

An electronic ordering gateway for publications was created on the Authorities of Flanders' (www.vlaanderen.be) portal site in 2005 in order to make a huge amount of public sector information about all kinds of policy areas accessible in a transparent, customer-oriented way. The gateway's transactional front office can be used by citizens, organisations and civil servants to search for, download and ask for publications and pay for them electronically with a credit card. The ordering gateway's back office is where the orders are processed in an efficient, customer-friendly way. The electronic ordering gateway also serves as a back office system for other websites and applications. A significant level of growth is reported since the launch date, both in terms of what is on offer and the extent to which the gateway is used.

The Flemish Parliament signalled its approval to a resolution, on 26 April 2006, concerning the rational deployment of public sector resources for the structure of the annual reports produced by the Authorities of Flanders' institutions. In order to implement this resolution, the digital versions of these reports have been made accessible via the electronic ordering gateway.

Results and assessment

44,736 orders were processed in 2007 via the ordering gateway most which were placed on the portal site via the ordering gateway. 30% of them were inputted via other front offices and websites, such as the contact centre 1700 and the website of the Flemish Ministry for Education and Training. A

noteworthy trend in 2007 was the prominence of digital publications in the overall services. 70% of publications are available in digital form. 90% of new publications in 2007 were available electronically. The increasing level of digitalisation is reflected in the user figures. 27, 673 brochures were downloaded in 2007, twice as much as in 2006.

Budgetary impact

Initiatives for distributing publications via the Electronic Ordering gateway did not require any specific appropriations because the resources were made available in the standard communications budget.

DEVELOPMENT OF THE FLEMISH HELP LINE CONTACT POINT AS THE AUTHORITIES OF FLANDERS' SOLE INFORMATION AND INTERACTION GATEWAY

One of the most prominent initiatives is the upgrading of Flemish Help Line (with the toll-free telephone number 0800-) to become the Flemish customer contact centre '1700'. The shortened toll-free number 1700 is used by citizens, businesses and services to reach the Authorities of Flanders' central customer contact centre, which helps to guide them within the Authorities of Flanders as a whole. The single number 1700 has to cover all the departments of the Authorities of Flanders, the sectoral lines as well. The '1700' number was unveiled to the press on 5 December 2006. The launch was backed up with an extensive media campaign.

An open government is accessible through as many valid channels of communications as possible. 1700 is a multichannel gateway, accessible by telephone, e-mail, correspondence, fax, website, chat, teletext and iDTV.

The *www.vlaanderen.be* portal has undergone a transformation in recent years. There was a lot of information on offer on the previous site but it still very much reflected the internal structure of the public sector and the search function had its shortcomings. A new theme and navigation structure was developed for the portal site along with a brand-new, more contemporary style.

The key difference was nonetheless in terms of content. The portal site now features more information, largely rewritten, so it is easier to read and understand for the general public. An editorial team is required to update the site on a daily basis, in the light of the policy, frequently asked questions and current events. There is also scope for rating the information available in the light of a score so as to be able to receive immediate feedback from users.

As a result of e-mail and chat messages, the portal site offers an interactive experience and establishes a link with the customer contact centre. Special attention has been paid to site accessibility for the visually or physically impaired.

Apart from the portal site a package of basic information can be accessed through Teletext and the interactive, digital television pages of Telenet.

The 1700 Infomobile was launched to make user-friendly and consistent public sector information more accessible. It started off on its journey in June 2007. Travelling throughout Flanders this promotional bus sponsored by the Flemish Help Line Contact Point stopped at markets and events where citizens could be issued with Authorities of Flanders' folders or brochures or seek further information and advice from the information officers or experts on hand. The 1700 Infomobile offers the information officers direct access to the Flemish Contact Point Help Line's knowledge-based system.

Results and assessment

2007 was the first full working year with the shortened number 1700. The most recent customer satisfaction survey produced a welcome result: nearly 7% of the interviewees could give the 1700 number without being prompted. During the earlier survey solely 1% knew the 0800 number, hence the new one seems to linger in the memory for a longer period of time.

The Flemish Contact Point Help Line reported that in 2007, 1,397,394 customer contacts were made through the 1700 number and the supporting sectoral lines, to make an average of 3,828 contacts a day. This is 221,039 more customer contacts than in 2006 or roughly 606 extra contacts a day. The launch of the 1700 number has made an impact on the service's availability and accessibility.

Telephone calls accounted for the bulk of the customer contacts (1,311,988 telephone calls). Next came written contacts (76.809) via e-mail, correspondence or fax. The chat module on www.vlaanderen.be was used 8,308 times.

The self-service channels have been just as successful. As well as having more visits, the qualitative development and user-friendliness of the self-service channels have also made significant progress. Thanks to these channels, the Flemish Help Line is now accessible outside the customer contact centre's opening hours: the portal site and the information pages on Teletext and iDTV can be consulted around-the-clock.

The revamped www.vlaanderen.be site was launched on 11 April 2008 with more focus on accessibility. A letter magnifier was added to make it easy for the visually impaired to enlarge the size of the text. The site's browsealoud feature has large sections of text read out by a computer voice. The portal site has obtained the AnySurfer Plus label, the highest category accessibility label for Internet sites.

As a result of the heavy operational performance of the Flemish Contact Point Help Line the results can be measured every day, a) in the light of the number of customer contacts and website visits and b) on the basis of the quality of the service. The results are assessed daily, so that steps can be taken to improve its quality or accessibility, if need be.

The Flemish Contact Point Help Line enjoys an unrivalled status in the European contact centres environment as a result of launching 1700 as the Authorities of Flanders's sole centrally coordinated multichannel gateway. Consequently the Contact Point is often referred to as a best practice. This reputation was further highlighted during the European eGovernment Awards 2007. 1700 participated in the finals held in Lisbon on 20 September 2007 as the only one nominated by the Authorities of Flanders. The Flemish Contact Point Help Line was praised because of its one-stop-shop approach and under this heading 1700 was awarded the European 'Good Practice Label for eGovernment'.

Budgetary impact

The aforementioned measures that were taken fit in with the day-to-day activities of the Flemish Contact Point Help Line in budgetary terms, so do not require any specific allocations. The total allocation for the Flemish Help Line in the 2007 budget was under Euro 7 million.

VLIOM DATABASE (FLEMISH INSTITUTIONS, BODIES AND MANDATES)

A database has been developed featuring information about the Flemish advice and administrative authorities and the Authorities of Flanders' representation in the administrative authorities of Flemish institutions, and in (inter)federal and international advice and decision-making bodies.

On 1 January 2008 the information in the database was made available for consultation by all interested parties via the VLIOM web application (www.vlaanderen.be/vliom).

All the information from institutions and bodies featured in the databases may be consulted by anyone. Owing to privacy considerations, the consultation of personal data by third parties is restricted to the surname and first name of the people included in the database.

Budgetary impact : Euro 92,220.08.

SUPPORT FOR THE QUALITY LABEL FOR FORMS

On 5 May 2006 the Government of Flanders signalled its approval to a proposal by the Flemish Minister for Administrative Affairs to develop a government-wide, central website featuring high quality forms. The first phase of the project involved making an inventory of the Authorities of Flanders' forms. All the forms were published online when the form site was launched (www.vlaanderen.be/forms).

My department's Language Advice service cooperated in the second phase of the project, which is focused on improving the quality of forms. The inventory showed that the average quality of the forms was very poor. In a bid to improve this, the Regulatory Management Unit of the Administrative Affairs department and the Language Advice Service of the General Government Policy Services Department created a quality label to be awarded when a form meets the criteria developed in the Form Guide (Language Advice service) and the Checklist Forms (Regulatory Management Unit). During the screening process consideration is given to all the dimensions of electronic forms and web applications: the required information, the title, the administrative information, the general indications, the structure, the questions and answers, the wording, the use of language and the appearance.

Results

By 1 September 2008 the form website boasted 861 forms, 235 of which had been assigned a quality label (27%). The forms for the Education and Training policy area are featured on a separate website, which has 371 forms, 305 of which have obtained the quality label (82.21%).

Budgetary impact

In the case of my department no specific budgetary impact is reported for this service. The Language Advice Service screened the forms with the support of an outside contractor. The Administrative Affairs department is charging the related costs (Euro 78,650 in 2007 and 2008) to its budget.

LANGUAGE ADVICE

This service in my department has also been campaigning for a language advice service (www.taaladvies.net). This initiative got underway in 2001 under the auspices of the Flemish and Dutch Ministers for Culture, and Education respectively. This language advice site of the Dutch Language Union features over 1,200 pieces of advice about language and an electronic form to be used to ask a language advisor language-related questions. The Taaltelefoon and the Genootschap Onze Taal are the two services that have been answering language questions from the very outset. The Taaltelefoon forms part of the Language Advice Service within the Chancellery division of my department.

The Taaltelefoon and *Taaladvies.net* have contributed in various ways to creating broader-based more effective services over the Internet in recent years. A key initiative was the decision to incorporate the revised *Dutch Language Vocabulary (the Groene Boekje)* into *Taaladvies.net* in October 2005. Moreover, all advice involving lexical and grammatical differences between Dutch in Belgium and Dutch in the Netherlands has been fully processed.

Results

Taaladvies.net is the main Internet benchmark for Dutch language advice questions, hence it is attracting an ever-increasing number of visitors: 1.6 million in 2007 with 4 million pages being consulted. This compares with 350,000 visitors in 2005.

The question-based approach means an increasing number of frequently asked questions are effectively answered through the *Taaladvies.net* website. When the Taaltelefoon got underway telephone calls accounted for the bulk of the calls (in 2000 : telephone 84.51 % ; e-mail 14.93 %). Over the years, the percentage of telephone calls has steadily declined in favour of electronic calls (in 2007 : telephone 36.91 % ; e-mail and *Taaladvies.net* : 63.07 %). The explosive increase in the number of visitors to *Taaladvies.net* has not, however, resulted in a similar increase in the number of questions presented to a language advisor via the questionnaire, through the use of items such as automatic answer suggestions.

The Taaltelefoon has also taken other initiatives to promote the proper and responsible use of Dutch, such as the e-zine Taalink (starting in October 2005) and the PDF brochure '*Spelling : de regels op een rij*' (May 2006).

Budgetary impact

Owing to the integrated approach the staff intensiveness (3 FTE) for the Taaltelefoon has remained the same since March 2002 and is expected to be unchanged in the future. The Dutch Language Union is paying for the project officer (1 FTE) seconded for *Taaladvies.net* to the Language Advice Service.

GEOGRAPHICAL INFORMATION

Any initiatives I in my capacity Minister-President take concerning the geographical information policy area have an indirect or indirect impact on the Government of Flanders's policymaking. I will consider a few examples below and take a closer look at the KLIP Cable and Pipeline Information Portal. Further details are featured in my policy document Geographical Information 2007-2008 and on the website of the Flanders Geographical Information Agency (AGIV) and in the AGIV's annual report for 2007 (www.agiv.be).

Geo-Flanders

The AGIV's ongoing activities include facilitating access to geographical policy information through the Internet portal known as Geo-Flanders (Geo-Vlaanderen). This portal involves a collection of Internet helpdesks dealing with various themes such as areas at risk of flooding, areas zoned for economic activities and protected natural areas. This will be fleshed out in the near future by means of geographical network services to be provided by various administrations. I am now working on a decretal framework, mindful of the importance of this portal for citizens, businesses and the authorities and the need to be able to offer guarantees about the relevance, completeness and accuracy of the information. Under this heading, the Government of Flanders announced on 18 July 2008 it was giving the amber light to a decree on the Geographic Data Infrastructure for Flanders (GDI Decree).

Authentic data source for addresses

One of the basic registers for efficient and integrated public sector services are the addresses. This kind of data source is already available in Flanders: the Central Reference Address File (CRAB). In order to boost the quality (accuracy, completeness, relevance) of the addresses featured in CRAB to the level required to operate as an authentic geographic data source, all of the 308 Flemish municipalities have to be directly involved in producing and maintaining the CRAB. The municipalities are responsible in particular for assigning street names, house numbers and sub-addresses (apartment and box numbers) in their territory. A decretal system is required to ensure this is

achieved in a harmonised way and a sufficiently stringent framework is available to guarantee the legitimate use of the personal data featured in the CRAB. The CRAB Decree is set to offer a legal framework to cover the creation, maintenance and management of the CRAB in organisational and technical terms. I will shortly be presenting the Government of Flanders with a preliminary draft Decree towards this end.

Geographical thematic database on pre-emptive rights

Against the background of the implementation of the Decree of 25 May 2007 for harmonising the pre-emptive rights procedures I have instructed the AGIV to develop a single thematic database on pre-emptive rights. The AGIV also has to create a management system for maintaining this thematic database on 'pre-emptive rights' and to develop a notification system for announcing the applicable rights via the e-pre-emption service of the Flemish Land Agency (VLM). Allow me to refer in this connection to the items in the answer I provided as Minister-President in order to answer the request for an explanation N° 1616 made by the Flemish Member of Parliament Tinne Rombouts via the Flemish Minister for Administrative Affairs, Foreign Policy, Media and Tourism about the harmonisation of the pre-emptive rights procedures (quotation in the Committee Meeting Proceedings C304-BIN24 dated 1 July 2008).

Cable and Pipeline Information Portal (KLIP)

The KLIP initiative is designed to prevent excavation damage to cables and pipelines. Flanders has at least 500,000 kilometres of underground cables and pipelines along roads. Excavation activities cause over 90 incidents of accidental damage every working day. Accidental damage involves serious risks. First and foremost there is the risk of physical injury for the workers concerned and local residents. There is also the immediate material damage to the cables and pipelines themselves and the contractor's equipment. Finally, there is the consequential loss, which may be limited but also have major economic, safety and/or environment implications.

The AGIV developed the KLIP to maximise the effectiveness of exchanges of information between map applicants and cable and pipeline managers. The AGIV is also responsible for the exploitation.

The KLIP initiative was underpinned by a decree in 2008 so as to offer the necessary guarantees about the completeness and accuracy of the information.

The AGIV will also be in charge of the second phase of the KLIP : developing an exchange format: the Cable and Pipelines Information Model , so that a request for maps will allow the map processing to be done electronically through the KLIP and a "Subsoil atlas" can be developed. Generally speaking, this second phase cannot be implemented until a Large-scale Reference File (GRB) for the whole of Flanders is available. The GRB is the topographical reference framework for entering cable and pipeline information.

In the light of a demand from my colleagues in charge of public works and mobility policy (including public city and regional transport), the KLIP will also be deployed in a general project for reducing nuisances caused by road works. This General Information Platform for the Public Domain (GIPOD) is designed for exchanging any information available in existing applications about public works in order to provide cities and municipalities with supporting instruments.

Results and assessment

Since the launch of the KLIP, on 1 March 2007, about 50,000 requests for maps have been made. An electronic request system is available on www.klip.be to obtain maps from any cable and pipeline managers in charge of the onsite supervision of work planned on underground cable and pipelines. In the meantime, more than 2,000 parties requesting maps for professional purposes have joined the KLIP, and use this portal to request maps from the 300 different cable and pipeline managers who have voluntarily joined the KLIP.

The KLIP allows all stakeholders to operate in a more precise, harmonised and efficient way, helping to save time, while significantly reducing the administrative burdens and costs.

The Decree offers a legal framework to all parties involved in the KLIP.

Budgetary impact

The AGIV has been in receipt of Euro 250,000 a year since 2006 for the purpose of developing and operating the KLIP. A percentage of the grant was earmarked in 2008 for the development of the Cable and Pipelines Information Model.

PUBLIC STATISTICS

As a result of its statistics coordinating role, the Study Service of the Government of Flanders (SVR) collects and makes available data streams that are relevant for Flemish policymaking.

The Study Service gathers the information it requires for multisector reports to be presented to the Authorities of Flanders, with the focus on environmental factors and the impact of a policy. An example of this is the Flemish Regional Indicators (VRIND), involving administrative databases. This applies to administrative databases and surveys, to Flemish and federal sources. The information may also be collected on a demand-driven basis in the light of the requirements of the Authorities of Flanders' services, so as to avoid the same data streams being purchased several times and several versions of reports being distributed. An example of this is the cooperation with local authorities to ensure statistics are collected and made accessible on the basis of the policy reports that they have to prepare on the instructions of the Government of Flanders.

The statistics are made available and circulated using several techniques and channels. Huge databases with atomic (disidentified) data are made available via a datawarehouse so users find it easier to make a selection when faced with a variety of variables. More straightforward tables are stored in Excel files. The data is distributed over the Internet providing this is consistent with the laws on the protection of privacy and flows of personal data. The databases can be accessed on the www.vlaanderen.be/dar/svr and www.lokaalstatistics.be websites. Reports are available with frequently requested variables so that the technically-unsavvy find it easier to consult these interactive databases. The local statistics ("lokaalstatistics") also provides facilities for all kinds of partnerships forged at the instigation of the authorities which also require information for defining their strategies and following up the outcomes. Examples of this are the aggregation opportunities in the case of the Regional Economic and Social Committee (RESOC), police districts, home care partnerships, etc. Both websites are underpinned by a helpdesk and an electronic newsletter.

It was decided in 2008 that the Study Service's website aps.vlaanderen.be should be replaced and revamped by the Sharepoint7-nieuwe website www.vlaanderen.be/dar/svr. The new site offers civil servants and the general public extensive information about regional and local sets of figures and monitors (Vilvoorde Pact, Lisbon, Urban Policy, Economic Situation, ICT, ...), surveys and studies that are vital for the general demographic, socio-cultural and economic government policy. Consultations were held beforehand with heavy users so as to learn about their expectations (web surveys, interviews, interactive exercises with target groups) and an attentive ear was given to the experiences of experts in the field of ICT, information management and e-government. The new site is

designed as a web content management system so that both in-house and out-house editors and communication officers can participate in directly publishing the content on offer. Thanks to this technology the Study Service of the Government of Flanders (SVR) can pursue its task of coordinating the Flemish Statistical System in consultations with information and statistics officers operating in the other Flemish policy areas. What this means for fellow civil servants and citizens is that they have a single gateway to start making a systematic and effective search for Flemish regional statistics, indicators and studies concerning general government policy-making.

Results and assessment

Statistics are increasingly being required not only for policymaking (evidence-based policy) but also for scientific research, and media reports.

The statistics available (primarily based on VRIND indicators) were substantially expanded in 2006 with the portal for municipal statistics, which came under the spotlight during the municipal elections (over 50,000 clicks during the election month), when the municipal profile sketches were often consulted.

The new Sitestat version allows us to keep track more effectively than before of users' activities on both websites, to show us to what extent publications and data sequences are being downloaded and how far the functionalities on offer are actually being used by visitors (such as clicking on Excel tables and downloading publications in PDF format). This itemised information can be used to ensure better output consultations.

Here are a few key figures concerning the total level of traffic on both SVR sites:

- Number of visitors between 1 September 2007 and 31 August 2008 : 400,000 (average daily level : 1,000);
- Number of visitors between 1 September 2007 and 31 August 2008 : 420,000 (average daily level : 1,150);
- Number of clicks between 1 September 2007 and 31 August 2008 : 1,400,000 (average daily level : 3,700).

During the first half of 2008 there were 20,000 downloads of the SVR's own publications. Demography, welfare and the labour market continue to be the real attractions. The growth is chiefly focused on municipal profile sketches and publications about environmental and health indicators.

By late June 2008 there were 1,530 subscribers to the SVR zine: 450 Flemish and 220 local civil servants. The SVR zine electronic report offers an overview of new information on both websites. The civil servants category therefore accounts for 50% of total subscriptions. The other subscribers are generally educationalists, students, consultants and officials from a variety of social organisations.

Budgetary impact

Euro 39,283 was earmarked in 2007 for revitalising the SVR website, particularly for the (joint) purchase and installation of the sharepoint server and for an interactive test involving users. The cost of the new hardware was shared with Flemish public services also opting for the Sharepoint environment.

The standard maintenance costs are charged again the SVR's IT appropriations (ongoing policy).

OTHER WEBSITES

For the sake of completeness, I should mention some other websites that also fit in with my responsibilities as Minister-President : sustainable development, public-private cooperation, Flanders in action (including the Lisbon strategy), internal audits. These are a sample of the websites listed in the answer to the written question N° 66, which was put on 17 April 2008 by Martine Fournier :

"*Public sector websites - status*". I should also mention the annual communication reports from the Government of Flanders, which are electronically available on www.vlaanderen.be > *Publications of the Authorities of Flanders*.

Media

General

The accessibility of services continues to be a priority for the implementation of the Media policy. The development of a fully-fledged e-government system is consistent with the strategy of providing high-quality services. Initiatives are being taken according to two approaches during this legislature.

- The one approach, the front-office, involves a series of applications directly focused on customers, offering them the opportunity to use the Internet or web applications to seek, share or provide information.
 - The second, more basic approach is designed to establish an e-government back-office. The application(s) developed in this framework are focused not directly on the customers but lending support to the administration in implementing its tasks and ensuring the red tape customers have to face is kept to a bare minimum. More time is required to apply this approach owing to the need to be consistent with what are often outside parties (such as the Company Cross-reference Database for Corporations and the State Register). This also calls for detailed planning and coordination. Applications directly geared towards the customers obviously have to be linked to the back office applications.
1. E-government may take many forms and have a variety of meanings. Online applications and contact details represent a first step for E-government.
 - In the case of the front office or the accessibility of my services I am able to report the following on behalf of the Culture, Youth, Sports and Media's media team:
 - On the www.vlaanderen.be/media or www.cjism.vlaanderen.be websites visitors can click on a page with telephone numbers, which also features an on-line form to be used for sending a question or forwarding an e-mail to media@vlaanderen.be.
 - Once the on-line form has been sent, the notification arrives at the secretariat by e-mail, to be forwarded to the media team manager to provide an answer. The manager then sends this by e-mail directly to the questioner, generally within five working days.
 - The Flemish Media Regulator's website has a form to be used to put questions to the Regulator. The site also features telephone numbers and an e-mail address for getting in touch with the Regulator. However, a complaint cannot be lodged just with an e-mail: an e-mail with an electronic signature is required in this case. An electronic signature is used for the sake of legal security, as specified in article 3 of the Government of Flanders' decision of 30 June 2006 concerning the procedure for the Flemish Media Regulator (procedural decision). This states that: "*pursuant to article 170 of the Media Decree complaints to the Regulator shall be lodged via a registered letter or via electronic post or another telecommunications system that produces a written document for the addressee on which a (electronic) signature is featured in keeping with the requirements of article 1322 of the Civil Code*".
 - In the case of the back office the Culture, Youth, Sports and Media department is focusing on the development of a Central Identification Database (CID): this vital application is designed to store the identification and contact details of organisations and individuals my services have regular contacts with in the course of their activities. The CID also covers a limited amount of basic information about grants, accreditations and authorisations assigned to customers. The Central

Identification Database is the site for the central storage of all the identification and contact details for organisations and people with which the Ministry has established a relationship. This information is obtained as much as possible from the Enhanced Company Cross-reference Database (VKBO) or the Enhanced Cross-reference Bank for Persons (VKBP). These are authentic sources of information made available by the Coordination Cell for Flemish e-Government (CORVE).

2. Results

- No problems seem to have been reported about the accessibility of the media team and the Flemish Media Regulator, nor are any complaints mentioned about the poor level of accessibility or having to wait long periods for answers.
- The CID is not due to be launched until 1 January 2009.

3. Still no assessment.

- No problems are reported about the front office and it is assumed everything is going fairly smoothly.
- The CID is set to come on-stream on 1 January 2009 in the case of the back office.

4. Budgetary impact

- The online form has no budgetary impact.
- The CID costs Euro 660,000. In this connection I should stress that this application is used not only for media but for the entire ministry as well: the Culture, Youth, Sports and Media department and the two Internally Autonomous Agencies Arts and Heritage and Social-Cultural Work for Youth and Adults.

Answer from Flemish Minister Ceysens

1+2.

On the basis of my proposal the Flemish i2010 action was approved by the Government of Flanders on 20 July 2006, This action plan is a result of transposing the European objectives featured in the European i2010 action plan to the economy, science and innovation policy area, with a view to maximising the deployment of information and communication technologies (ICT) as a lever for quickening the pace of the innovation chain.

The action plan features five strategic priorities, one specifically focused on e-government:

- achieving more edge in research and development
- making a wholehearted commitment to e-research
- promoting e-entrepreneurship among Flemish SMEs
- maximising the commitment to e-government
- creating lasting bridges over the digital divide.

The key initiatives and results for each entity in my policy area are commented upon below in terms of the e-government component:

Agency for the Economy :

- digital support measures for businesses

When developing the support measures the Agency for the Economy attached a great deal of importance to the e-gov principle and reducing the amount of red tape. Apart from a highly

automated back office, the Agency also avails itself of interactive web applications where customers have to make requests for support via the website, and by this means an electronic file is produced which is processed electronically as much as possible.

The Economic Support Policy section of the Agency for the Economy has launched three web applications to allow companies to use electronic means to apply for support and the payment thereof. These digital support measures cover the growth subsidy (support for investments in SMEs in the Flemish region) via www.vlaanderen.be/growth_subsidy, the eco-subsidy and the eco-subsidy via Call (support for ecological investments in companies in the Flemish region) via www.vlaanderen.be/eco-subsidy and the Budget for Economic Advice (support for training, advice, knowledge and mentoring for SMEs in the Flemish region) via www.beaweb.be. These applications are accessed via the central INKOM module. A company for the first time seeking to use the aforementioned support measures has to register via the INKOM, using its company number. The application checks up on the company in the Graydon database from which the company details are retrieved.

- e-economy, a virtual business information centre (entrepreneurship portal)

The Economy III project builds upon this approach, aspiring to develop into a portal website for companies. In the first phase, Graydon is being replaced by the authentic government source via the Magda platform, while the business snapshot (ondernemingsfoto) is being launched. In the light of the principle that the Authorities of Flanders have to seek company information where it is available and not from the customer/company, the Flemish Enhanced Company Cross-reference Database will serve as a single reference table for all applications. The first phase of this project got underway in early August 2008: by this means, a company is able to use a secured access system (federal token, electronic identity card) to log onto the portal site www.vlaanderen.be/ondernemen. A company that has logged on is entitled to consult the growth subsidy, eco-subsidy and Budget for Economic Advice and also perform direct transactions. Thanks to the business snapshot a company can immediately enjoy an overview of all the ongoing files with the Agency for the Economy. The business snapshot is set to be expanded in the second phase, so that a company that is logged on can also consult the files of the Institute for the Promotion of Innovation by Science and Technology in Flanders. Minister Bourgeois has selected this project to be a Flemish Integrated Project so it enjoys parallel funding and is jointly supported by the Coordination Cell for Flemish e-Government (CORVE). In a later phase exchanges of information may be sought on a cross-border basis, in the framework of Flanders Investment and Trade (FIT), the environment or regional planning, for example. The ultimate aim is to have an overview of a complete customer information model that can be applied flexibly by civil servants or customers themselves (this model is already being applied by financial institutions).

- In the case of the European Regional Development Fund, the Agency for the Economy has developed a management and monitoring system for implementing and following up the objective 2 programme for Flanders over the 2007 – 2013 period (European Fund resources for lending support to regional development, for projects that are consistent with predetermined priorities). This involves an Internet application for keeping the requisite basic information for programme management and for control and electronic data exchanges with the European Commission. Easy access is also guaranteed to project promoters in terms of information and following up project applications.

This application provides an electronic customer-friendly means of:

- submitting a project proposal (where, if need be, support may be sought via the programme secretariat and provincial contact points for completing the standard questionnaire);
- checking the status of applications at any time;
- producing and sending the required reports;
- presenting applications for the payment of European Regional Development Fund support that has been granted.

Hitherto 200 or so project applications have been submitted through this system.

- Within the context of the “Knowledge-based economy and innovation” priority, the programme also provides opportunities for lending support to innovation and the use of ICT, including e-government projects. Under this heading an initiative is enjoying support at local level with European and Flemish funding: the “Local Authorities Knowledge Platform” of the Flemish ICT Organisation (V-ICT-OR). This initiative seeks to facilitate an organised and integrated system for sharing knowledge amongst cities and municipalities, so as to achieve faster and more efficient services. The idea is to enhance the internal activities of local authorities and, indirectly, the performance of citizens and businesses, while helping to improve the image and example-setting rules of the administration.
- In the case of spatial economic policy a contract has been awarded for optimising the existing GIS development areas. Against this background, the constraints related to information gathering and transfer and data quality control have to be addressed with due regard to the approaches, the practices, and personnel and budgetary opportunities of the key partners: the Flemish Entrepreneurship Agency (VLAO), Flanders Investment and Trade (FIT), Provincial Development Companies, the spatial planning section of the Spatial Planning, Housing Policy and Heritage department and the Agency for the Economy. A process supervisor has been appointed for the implementation of this project: the provisional commercial society Belconsulting – Esri-Belux – Cabus Consulting. The GIS development areas database will ensure that the information is easier to interpret and also help to promote the uniformity of the information. The concept will allow businesses, domestic and non-domestic investors seeking a suitable plot, and anybody else, to consult the information online on a user-friendly basis, while the extensive information (location, designation, manager, owner, use, contact details and typology of development areas) will underpin the policymaking process.
- As part of the business-friendly municipality action plan, which ended in late 2007, various initiatives were undertaken to encourage local authorities to maximise the effectiveness of their services for business operators and lend them support. For example, a mystery shopper was deployed to screen various dimensions of the services on offer from 101 local authorities. A web frame model was also produced and provided to the local authorities to help them offer business operators information over the website on the most comprehensive and transparent basis possible. For one thing, benchmark research has been carried out. All of these schemes have been combined with various training initiatives.

Economy, Science and Innovation department

- interactive information guide
The information guide, an annual publication about the expenditure of the Economy, Science and Innovation department and the horizontal budgetary programme for science policy, provided a basis for creating a web interface (www.speurgids.be) where customer may search for information in a user-friendly way and obtain statistics and detailed explanations online.
- annual report :
A new decision about annual reports is being prepared for universities and colleges of higher education, which means extra attention is being paid to the need to minimise the administrative burdens faced by the institutions. For example, the existing reference databases will be used as direct sources for the quantitative component of a report, where possible.
- FRIS database
FRIS (Flanders Research Information Space) is an ambitious programme aspiring to create a transparent research information space to help accelerate the innovation value chain in Flanders. The first version of the new research portal was launched in 2008 under this heading (www.onderzoeksporaal.be) so as to provide an opportunity to search in a user-friendly way

for all kinds of information about ongoing research in Flemish universities. Developments are underway to ensure the information delivered through this portal is routinely expanded and to make new services available.

- The department's website is the first access port for all its out-house customers. The department's contact details are readily available to visitors. The Economy, Science and Innovation department may be contacted with the general e-mail address info@ewi.vlaanderen.be. The website also features publications the Economy, Science and Innovation department issues, which are available for downloading as PDF files.

Fund for Scientific Research – Flanders (FSR)

All FSR-related ICT projects are compatible with the general objectives of e-government and even second-guess them. The FSR is mainly addressed to the scientific community, its target group, by electronic means.

The FSR has a most comprehensive website, featuring extensive information about the institution, including the articles of association, regulations, history, the composition of the administrative and advisory bodies, lists of mandate beneficiaries and credit recipients, a subsidy guide, a newsletter, a yearbook, an administrative annual report, news, a breakdown of expenditure, policy programme, etc.

Calls for applications are made electronically, without resorting to the time-honoured distribution system.

The FSR online application forms were the first to be offered in Flanders as a replacement for the earlier “templates”. These forms are consistent with the Authorities of Flanders' quality standards. Electronic systems are also deployed for processing these forms, including registration, requests for scientific advisory opinions to international experts, inquiries to universities and host institutions, receipt notifications with references for further details. The findings are also posted on the website.

Hercules Foundation

As soon as it was formally launched, the Hercules Foundation set about creating a website (www.herculesstichting.be). Apart from providing information to the general public about the Hercules Foundation's mission, the website is designed first and foremost for researchers. This is where information about various calls is published, information is offered about how the assessment process is faring and decisions by the Management Board are publicised.

Written material is provided to the Hercules-Science Committee and the Hercules-Invest Committee through a closed part of the website. The Committees are responsible for examining requests for medium-heavy research facilities. The experts' examination of the various applications is also undertaken by e-mail, unless the assessor decides to send his/her assessment report in paper format by fax or post.

This process saves a great deal of time and costs.

The Institute for the Promotion of Innovation by Science and Technology in Flanders (IWT-Vlaanderen)

The Institute for the Promotion of Innovation by Science and Technology in Flanders is actively involved in various projects, such as the Flemish Integration Project focused on the business snapshot (ondernemingsfoto) and the GTA TD projects due to be incorporated into the Budget for Economic Advice + applications under technological investigation but those taking the initiatives in this case are people from our department. A number of projects backed by the Institute for the Promotion of Innovation by Science and Technology in Flanders may also be mentioned. These projects offer transparency, ease and efficiency to lend support to the ICT-related administrative streamlining policy but they are not based on a cross-organisation or cross-department approach. Examples are an

electronic monitoring system for our Institute for the Promotion of Innovation by Science and Technology in Flanders projects, and a new interactive website,...

Flemish Entrepreneurship Agency (VLAO)

The website of the Flemish Entrepreneurship Agency (VLAO) has been fleshed out with a reference to the contact details of the account managers in various areas where the Flemish Entrepreneurship Agency (VLAO) operates. This means business operators are able to get in touch with the right people immediately and seamlessly and receive an answer to their questions within a short space of time.

The subsidy guide has also been launched online. This is an application to allow entrepreneurs to receive information free of charge about changes and new support measures. Subscribers to this application are notified by e-mail when one of the brochures has been updated on the website. The e-mail provides a short explanation about the changed or new support measure.

3.

Agency for the Economy

As stated earlier on, one of the key aims of the roll-out of e-government is cut down on the amount of red tape. The following table offers an overview of the burden reductions achieved during this legislature. The figures are confirmed by the Regulatory Management Unit.

Preliminary draft Decision of the Government of Flanders granting financial support for company premises- Approval in principle concerning a request for an opinion to the Flemish Social and Economic Council, Environment and Nature Council of Flanders and the Council of State

Investments and training support in the Flemish Region - Preliminary draft Decision of the Government of Flanders granting strategic investment and training support to companies in the Flemish Region.

The efforts resulted in an estimated administrative burden reduction of nearly Euro 10 million. On 29 June 2007 the Government of Flanders signalled its approval to a general baseline survey to highlight the administrative burdens caused by Flemish legislation in Flanders. 14 December 2007 was the date when the Government of Flanders defined a phased plan and criteria for the customised reduction target. In the case of Economy, Science and Innovation the policy has to prepare a reduction assessment by no later than 31 December 2008 and present it to the Flemish Minister responsible for administrative streamlining. An actual burden reduction has been computed for the purpose of implementing this decision. The following table provides an overview of the situation.

kostprijs	effectieve jaarlijkse kost	jaarlijks kost bij ongewijzigd beleid	jaarlijkse reductie	procentuele reductie
Ecologiepremie	1.100.856,21	1.710.555,02	609.698,81	35,64
Ecologie via call	792.455,88	944.697,24	152.241,36	16,12
Expansie - Call GP	420.250,00	6.303.750,00	5.883.500,00	93,33
Strategische steun	183.729,00	314.964,00	131.235,00	41,67
HOW RT	2.227,50	0,00	-2.227,50	-100,00
opleidingscheques vs elektronische OC	792.010,00	2.324.790,00	1.532.780,00	65,93
adviespremies vs elektronische AC	592.040,00	1.464.545,00	872.505,00	59,58
BEA I	1.316.553,00	2.419.921,00	1.103.368,00	45,60
BEA II	1.261.946,00	1.316.546,00	54.600,00	4,15
totaal	6.462.067,59	16.799.768,26	10.337.700,67	61,53

Cost actual annual cost annual cost for unchanged policy annual reduction percentage reduction

Ecology premium

Ecology via Call

Expansion - Call GP

Strategic support

HOW RT

training vouchers vs electronic training vouchers

consulting premiums vs electronic consulting vouchers

BEA I

BEA II

total

To sum up, we can see that according to the actual intake, the burden reduction amounts to Euro 10,337,700 (according to the estimates Euro 9,167,555), or nearly 62% in percentage terms.

The introduction of the secured access system also offered an excellent opportunity to apply the agency's customer responsiveness target for 2008. As we stated earlier, the new registration method was applied for the first time in late 2007 for opening the first call for an eco-subsidy via the call system. As this target group was well defined this appeared to be an opportunity to use this as a test case. In early 2008 a survey was therefore conducted where all users of the new registration were contacted with a view to highlighting the problems. For the survey 244 eco-subsidy applicants were contacted via Call. The level of response to the survey was 52.5 %, which is a satisfactory response. The respondents answered all the questions. The information on the website and the demonstration films were assigned a high score. The information was

found to be clear. The application itself was given a score of 3 or higher out of 5. Most respondents were satisfied about their contacts with the helpdesk. Only 20 to 30% of respondents said the information and the application was not completely clear, but consideration has been given to ways of improving the sources of information. A test panel was also selected and asked to complete the new registration all by itself. One member of the department noted the findings and difficulties. The Agency for the Economy reflected all the customers' findings and comments in specific actions. For example, the demonstration films were also offered in a printable version as a guide for helping customers find their way through the new procedure. The website's informative texts were changed to make them clear and more succinct. A folder with a summary was also produced. This clear and concise three-part folder is useful to have close at hand during the registration process. The telephone number and e-mail address of the helpdesk were clearly mentioned and notified. As for the roll-out of the new procedure in the context of the various measures, an unambiguous e-mail was sent to all customers of the relevant measure prior to and at the time of the implementation process. Intermediaries were also involved. The service providers of the Budget for Economic Advice measure were notified. Community-based organisations were urged to forward the information to their members. The department held an information session for intermediaries and service providers in order to explain and demonstrate the new procedure. The Agency for the Economy's three-monthly newsletter, sent to 50,000 stakeholders, also featured details about the situation. A further assessment process was scheduled for October 2008.

In the case of the business-friendly municipality initiative the findings may provisionally be summed up as follows.

The assessment and benchmark research showed in particular that promoting business-friendliness or customer-friendliness in general is a process of connected actions. For example, a better website will fail to result in a more welcome assessment only if no attention is paid to the other factors. This chimes with the ombudsman's observation that the development of e-gov cannot replace all other forms of more physical services. The assessment also shows that the local authorities must aspire to do more in the future than ensuring the availability of information and e-gov has to undergo a transformation. However, it will be crucial for support to be lent to local authorities during this process, while coaching projects and exchanges of experience may be a key instrument for providing this assistance. Various European Regional Development Fund projects are being built upon these findings, such as the UNIZO (self-employed entrepreneurs) e-gov project. A key factor now is to promote as much cooperation as possible between the various stakeholders already active in this area, so as to boost the efficiency of the various initiatives. This cooperation and coordination will therefore be a key concern in a subsequent business-friendly municipality policy.

The study of the spatial-economic action has yet to be finalised. The roll-out of the existing GIS development areas according to the new concept has yet to get underway: no assessment has been made hitherto, so no conclusions can be drawn yet.

Economy, Science and Innovation department:

Customers' questions are entered into the questions register in order to be able to check that each question is answered in good time. The use of all the web interfaces is monitored. Extensive consultations have been held with the FRIS stakeholders who participate in deciding what services are developed.

FSR -Flanders:

As specified in the management service contract, the FSR's results during the previous five-year period were assessed thanks to an external review by IDEA Consult at the instigation of the Authorities of Flanders. The recent positive review will form the basis for the forthcoming cooperation agreement. Further consistency will continue to be sought between the "front office" and "back office" but that is a long-term enterprise. The bulk of the administration is based on electronic data processing.

Hercules Foundation

As part of the preparations for the next call a review has made of the procedure applied for the first call. A component of this is the use of electronic information distribution systems.

The Institute for the Promotion of Innovation by Science and Technology in Flanders

Still no assessment as each one of the projects is still being implemented.

Flemish Entrepreneurship Agency (VLAO):

Still no assessments.

4.

Agency for the Economy

Measure	Scope	Budget including VAT
Budget for Economic Advice (phase 1 + phase 2)	Analyse + development	Euro 1,209,966.05
Growth premium	Analyse + development	Euro 1,181,000.00
Eco-subsidy via call	Analyse + development	Euro 1,120,642.90
e-economy III (phase a + b)	Analyse (started)	Euro 259,869.61 including 100,000 borne by the Coordination Cell for Flemish e-Government (CORVE) under the Flemish Integration Projects

In the case of the European Regional Development Fund the overall cost is Euro 745,000.

In the case of the business-friendly municipality, over Euro 900,000 was earmarked for the 10 actions.

As for the spatial-economic policy the Agency for the Economy has established a 64,178.40 budget for the appointment of the process supervisor.

Economy, Science and Innovation department

No additional policy appropriations have been discussed for the implementation of the aforementioned initiatives of the Economy, Science and Innovation department.

FSR

The expenditure is made within the limits of the institution's permissible administrative costs, as specified in the current management agreement and no additional expenditure chargeable to the public budgets has been required.

Hercules Foundation

As it is a small organisation, the Hercules Foundation has decided not to call on the services of a company, but to appoint a part-time employee (0.2 FTE) for the management of the website. This option provides a means of working in a highly flexible way and moving swiftly to react to developments.

In the case of other ICT support, the Hercules Foundation has concluded an agreement with the Flemish Entrepreneurship Agency (VLAO).

The Institute for the Promotion of Innovation by Science and Technology in Flanders

The budgetary impact is presently limited for the Institute for the Promotion of Innovation by Science and Technology in Flanders, as it is not a promoter of the listed projects, which cannot be correctly or completely estimated as the projects are still underway.

Flemish Entrepreneurship Agency (VLAO)

The cost of developing this website and the related CMS is Euro 17,000.

Answer from Minister Vanackere

Flemish Agency for Care and Health

Vaccinnet:

1. Vaccinnet has been fleshed out and improved upon. A module has been created for group practices and made accessible. Special heed has been paid to the scope for exchanges of information being established between Vaccinnet and the electronic medical records of vaccinators. Some of this has already been achieved. As a result of using Vaccinnet vaccinators can order vaccines at any time and adjust the delivery times, where appropriate. A special student group registration module is being planned for the Centre for Educational Guidance. The K&G vaccination database is being extended with an ordering and stock management model for vaccines linked to a vaccination register, thereby offering a huge advantage for use by private doctors. Apart from the use made by many other vaccinators (day nurseries, centres for childcare and family support,...) an exchange of information has been undertaken with the centres for educational guidance.
2. At present 1,673 doctors have already sought access to Vaccinnet. 239 have already joined this year. In the meantime 87 groups of doctors have made a request to be able to use a group practice module. Nearly 40% of doctors ordering vaccines through the Authorities of Flanders use Vaccinnet to place orders themselves. Kind en Gezin (Child and the Family) and the Centre for Educational Guidance also use the system.
3. In a bid to improve the service a number of items have been taken on board from a survey conducted last year among Vaccinnet users. Various general practitioners and paediatricians are anxious for trouble-free exchanges of information with their electronic patients records (EPR). Under this heading consultation meetings have been held with representatives of general practitioners, paediatricians and software developers. A number of items have already been planned towards this end and put into practice in some medical programmes. An EPR may be used to directly access the record of the same patient in Vaccinnet, from which any vaccination details available may be downloaded. A final phase still has to be worked out in greater detail towards this end and programmed so that a number of items of information can be automatically uploaded to Vaccinnet from the EPR. It has been decided to carry this out in response to a demand from vaccinators in the wake of a feasibility study.
4. It is by no means an easy matter assessing the budgetary impact of these measures. First of all there are the programming costs and, second, fewer vaccines have to be ordered via the administration of the Authorities of Flanders itself. However, the outcome is that reliable vaccination details are retained which can be consulted and supplemented by vaccinators. A flexible ordering system is available for vaccinators. This results in a better quality vaccination programme and a higher level of satisfaction amongst the vaccinators. For information purposes, allow me to refer here to the specific programming costs of the various components:
 - group practices module: Euro 15,790
 - Exchanges with electronic patients records (downloading and automatic access to patients, including supervision of pilot projects): Euro 205,889
 - Feasibility of the last phase of the electronic patient record exchange programme: Euro 26,111.
 - Developing and programming automatic data transfers from EPR to Vaccinnet: projected budget: Euro 168,850.

Vesta ICT project:

1. The Flemish Agency for Care and Health has joined forces with vzw Smals, and is proceeding in consultation with the healthcare services, to develop an electronic system for exchanging data between the Agency and the healthcare services ("Vesta" project): starting from 1 January 2009 the services will send grant aid-related information by electronic means.

The aims of the ICT project are:

- to improve the process for granting aid to the healthcare services (a more efficient and faster grant disbursement process) as a result of a system where the services themselves are required to send the grant details electronically to a central database and the agency to check the information and undertake the grant calculation process;
- to ensure information about users helped by the services is available in a central database for processing, on the basis of which relevant (policy) information can be generated.

The project is part of the Authorities of Flanders' long-term strategy to enable people to continue to live in a home environment as long as possible. This should provide a means of sharing information about customers and care, first of all with other healthcare services and later on with other care professionals, so that an up-to-date care record is available for each customer.

2. As the Vesta ICT project is still only in the development phase, there are still no specific field-level results to see. Starting on 1 January 2009 the electronic data exchange system will replace the paper forms the healthcare services now use to supply grant calculation-related information to the Flemish Agency for Care and Health.
3. In view of the lack of specific results, no assessment has yet been undertaken.
4. I have provided the Flemish Agency for Care and Health with a budget worth roughly Euro 205 million for the Vesta project in 2007. These financial resources are secured from the ICT investment plan for the welfare and health sector.

Health and welfare information systems:

1. A start has been made on implementing the 16 June 2006 Decree on the health information system.

On 12 October 2007 the Belgian Official Gazette published the Government of Flanders' Decision of 21 September 2007 on the composition of the health information system surveillance commission and defining the attendance fees and compensation for the members. At the same time, a call for applicants was opened. A proposal for the composition is still being considered in the light of the equal opportunities policy. The recruitment programme has also been launched for the commission's secretary. Apart from the implementation of the Decree, instructions have been given to investigate whether the scope of the Decree can be extended to the welfare sector. This expansion drive will create an organisational and legal framework for promoting and streamlining mutual electronic information exchanges between welfare and health professionals and with the government, with due regard to the protection of privacy laws.

In the autumn of 2008 I will be presenting the Government with a preliminary draft Decree on a health and welfare information platform.

During the same period a start will be made on a study focused on protocols and algorithms for securing the information exchange system. The study has been incorporated as a project in the ICT investment plan for the Welfare, Public Health and Family policy area.

2. The following provisional results may be mentioned: a proposal on the composition of the surveillance commission, the appointment of a secretary, a preliminary draft Decree to extend the scope to the welfare sector and a support framework for the protocols and algorithms study.

3. An assessment has not yet been undertaken, as the measures have not yet been applied.
4. The 2008 health policy budget features funding for the surveillance commission's attendance fees and compensation (estimated at Euro 150,000).
The ICT investment plan for the Welfare, Public Health and Family policy area is endowed with Euro 336,000 for the protocols and logarithms study.

Care and Health portal site:

1. The Flemish Agency for Care and Health has raised its Internet profile thanks to the development of a new website Care and Health ('Zorg & Gezondheid') offering a series of information about various dimensions of the Flemish care and health policy.
2. This website is targeted at the Agency's various customer groups, each with its own information requirements. Two key groups are singled out: citizens and professionals. Citizens visiting our website generally seek reliable information about the services and the organisation of 'health-care' in our society, about adopting a healthy lifestyle and illness prevention. The professionals target group involves a variety of people, for whom the following information is relevant: policymaking & regulations, organisation, statistical information (feedback), recommendations, best practices, research findings, documents, forms ...

The website is also eager to inform international visitors about the Flemish care and health policy. Towards this end a non-exhaustive sub-site has been created for citizens in English and French. The set-up is based on a user-friendly content management system that may be regularly adjusted in an efficient way by the 10 or so writers.

The portal is also equipped to make documents and online forms available that professionals have to use in their contacts with the Agency. The forms are used for conducting focused surveys in specific sectors in order to gather information in a highly efficient, non-labour-intensive way, compared with the earlier postal system whose findings were often extremely time-consuming to process electronically.

Users (citizens and professionals) can also subscribe to newsletters through the portal.

An attempt will be made in the medium term to achieve integration with the Agency's electronic record monitoring system in the case of specific areas. Completed forms end up on the file manager's worklist to be subjected to the organisation's fully digital processing system based on the appropriate procedure. Users are kept up to date on the status of their files at specific times.

3. In March and April 2008 the Flemish Agency for Care and Health had the users' experience of the portal site www.zorg-en-gezondheid.be investigated by usability-experts. The users' survey showed in particular that a positive users' experience was being hampered by an overly complex navigation system and a poor information structure.

The Agency will gear the portal site as effectively as possible to users' needs and expectations by developing a logical information architecture that goes hand in hand with the way people look for, discover and process information. Scheduled for the autumn of 2008 the project will be undertaken in cooperation with an outside consultancy firm.

4. Budgetary impact
Development and licences: Euro 48,929.88, including VAT
Fixed recurrent costs (hosting, licences): Euro 19,959.00 a year, including VAT
Variable costs (maintenance – remedial, adaptive and responsive): Euro 12,541, including VAT (2005-2008) – new contract (being negotiated): Euro 13,762, including VAT
Project information architecture: +/- Euro 25,000.

Youth Welfare Agency

1. This Agency covers three projects in this context: the Youth Welfare (Jongerenwelzijn) website, the private structures registration system and DOMINO.

Awarded the AnySurfer label, the *Youth Welfare* website makes a distinction between the professional target group of care providers and wider audiences. It features

- a) Key Youth Welfare Agency figures
- b) The recognised capacity of the structures
- c) A link to an information and customer line.

The private structures registration system is a modular and extendable web application to be used for all kinds of activities. It seeks to provide objective, reliable figures about care for individual structures and the Agency.

DOMINO is an integrated customer follow-up system for all Agency staff that have direct contacts with customers. Thanks to the integration process information that has been entered once no longer has to be collected.

In the near future the Youth Welfare Agency will be consulting with sector stakeholders to discover what contribution DOMINO can make to the bid to computerise the structures. This may be achieved in two ways. First of all by computerising the legally enshrined information exchange, such as the assistance programme and progress report. Second, as a result of reusing relevant components of DOMINO in the structures themselves. For instance, the "action plan" module of the community institutions may be useful for residential facilities. All of this is being coordinated with the roll-out of integrated youth assistance.

2. The website is available. A start has been made on developing the private structures registration system. DOMINO is being used in the Agency at in-house level.
3. Has an assessment has been made of the field-level results? If it has what conclusions have been drawn?

Customer-friendly research shows that the structures welcome e-government, but there has to be more focus on administrative streamlining.

4. E-government has been incorporated into the ICT strategy, thereby avoiding any extra costs.

Flemish Agency for Disabled Persons (VAPH)

1. Since the early days of the legislature a number of projects have been launched to make the Flemish Agency for Disabled Persons (VAHP) services available to the disabled, while improving what is now on offer.
 - First of all the website's structure has been enhanced, making it accessible for the disabled. Users can already make a first application themselves through this website.
 - A "care management" project "has been created so people with care needs can be more quickly steered towards a suitable structure.
 - An "e-dossier" project has been developed so that the case records of disabled people can be converted into a completely electronic format in due course.
2. -The website project has borne fruit in recognition of which the Flemish Agency for Disabled Persons (VAHP) has been awarded the "anysurfer" label, which means the site fully meets the requirements concerning accessibility for the disabled.
 - The care management project will be up and running in the autumn of 2008 so it will be ready for an assessment in the second half of 2009.

- The electronic record project is still entirely in the analysis phase.
- 3. In the case of the website a technical assessment has been completed as a result of which the Flemish Agency for Disabled Persons (VAHP) is now entitled to use the "anysurfer" label. It is still too early for an assessment to be made of the other projects.
- 4. The Minister has channelled funding through a number of ICT investment plans, where the department and agencies could submit relevant projects, in order to ensure the feasibility of the budgetary impact of these projects.
In the case of the Flemish Agency for Disabled Persons (VAHP) this involves the ICT investment projects : "care management 1 & 2"(total of Euro 690,000) and "e-dossier" (Euro 340,000).
The website project has been able to rely on funding (Euro 6,270) from the "incentive programme 2008".

Welfare, Public Health and Family Department

"Rechtenverkenner"

The Welfare, Public Health and Family Department –Welfare and Society divisions has developed the www.rechtenverkenner.be website, a portal site focused on basic social rights.

1. The "rechtenverkenner" provides an overview of the advantages and benefits in terms of education, employment, income, welfare, culture... The site pools the federal, Flemish, provincial and municipal measures and operates in conjunction with the inter-provincial social map (www.desocialekaart.be) to refer people in a targeted way to organisations and services where they make seek social benefits. In the light of the site's database the "rechtenverkenner" can be searched by target group or theme, a key word, via an alphabetical lists of social advantages and benefits (from A-Z) or by entering a detailed personal profile.

The "rechtenverkenner" is eager to provide citizens and especially so-called at-risk groups with information about their (basic) social rights. The "rechtenverkenner offers" care providers (as intermediaries in reach of at-risk groups) an instrument for investigating rights, so they can find their bearings in the intricate legislative process (various authorities in various fields).

The "rechtenverkenner" lends support to local authorities in developing their "social house" concept, while offering them an instrument to maximise the effectiveness of the system for providing information to their inhabitants. Local authorities can also gear the "rechtenverkenner" to their own services on the basis of a "municipal kit" so the layout of the "rechtenverkenner" can be made consistent with the house style and they can manage their (own) rights themselves
Web services are being developed to ensure closer integration with other applications and allow automatic exchanges of information between the "rechtenverkenner" and the various product catalogues. This is achieved on the basis of consultations with a number of local authorities' ICT providers.

2. The "rechtenverkenner" currently features 92 federal, 42 Flemish, 18 provincial and 1,130 locale rights. 209 municipalities have their rights featured in the "rechtenverkenner" and 46 have received their own municipal kit.
"Rechtenverkenner" information sessions were held in the various provinces in March 2008. A brochure and posters have been produced to help with the deployment of the instrument.
3. A review of the "rechtenverkenner" was made in late 2007 in cooperation with a number of care providers. The instrument has been adjusted where necessary in the light of various case studies. The "rechtenverkenner" was given a positive reception during the various provincial information sessions. Suggestions made during the sessions have been included in the planning process. A steering group comprising representatives of the various stakeholders is responsible for making an assessment of the "rechtenverkenner" on a more ongoing basis.

4. In concrete terms, my administration is in charge of monitoring the "rechtenverkenner". A sum of Euro 51,062 has been earmarked for technical maintenance in the 2007 budget from the basic allocation 12.30 miscellaneous expenditure under the local social policy.

Kind en Gezin (Child and the Family)

1. Kind en Gezin (Child and the Family) has initiated an extensive ICT strategy as a basis for developing specific annual ICT plans, which also cover specific computer technology initiatives for sectors that come within the scope of Kind en Gezin.
A Welfare, Public Health, Family policy investment plan has been developed where a number of initiatives in sectors covered by Kind en Gezin are separately funded.
2. Specific initiatives for sectors covered by Kind en Gezin comprise:

Electronic dossier management

The services for family day care providers avail themselves of a web application for directly assessing their records, which they can manage online to some extent. This is being developed for all the various structures.

LOVER

An application for lending support to local social policy (concerning childcare facilities). Specific plans are directly published on the website on the basis of this application, which is set to be reused in 2008 within Welfare and Society.

Computerising the Centres for Child Care and Family Support / Confidence Centres for Child Abuse: against the background of Kind en Gezin a web application has been created, made available and given support in order to underpin the activities of these sectors.

Computerising young child counselling centres

The K&G counselling centres have been computerised so that services support applications can be offered there (growth curves and appointment model) and built upon.

Extranet for the Counselling Centre-Doctors (CB-artsen)

A secured website featuring a whole range of information for lending support to the Counselling Centre-Doctors can be consulted from home or from the (computerised) counselling centre.

eRIK@

Electronic advice and information Kind en Gezin (Child and the Family) provides to parents, structures and other interested parties by sending out electronic newsletters.

"Adoptie"

Application to lend support to path counsellors for prospective adopters.

Municipal Child Reports

Kind en Gezin's Municipal Child Reports are designed to make the information it gathers online through the website available to local authorities and other stakeholders. Ever since 1999 information about children living in Flanders has been collected in the 'Ikaros database '. Information about childcare facilities is featured in the 'Osiris database '.

K&G line

Hearing and vision screening for young children.

3. The aforementioned projects are being funded with Kind en Gezin's operating resources.

Funding from the Welfare, Public Health, Family investment plan covers the following decisions for 2007:

- computerising the Centres for Child Care and Family Support / Confidence Centres for Child project: Euro 327,000;

- Electronic Dossier Management project for services for family day care providers: Euro 208,000.

The following projects have been submitted in 2008 in the context of the Welfare, Public Health, Family investment plan :

- Confidence Centres for Child Abuse Computerising project: Euro 300,000;

- Municipal Child Reports dynamic reporting project : Euro 85,000;

- continuation of the electronic dossier facilities project: Euro 140,000.

This was included as an operating point in Kind en Gezin's ICT policy plan for the 2008-2011 period. As part of the technology harmonisation process more emphasis is set to be placed on standardising development technology

Answer from Flemish Minister Van Mechelen

Finance and budget

1. Pursuant to a decision the Government of Flanders took on 24 May 2002 the signal was given during the previous legislature for a number of interactive e-government projects to be carried out within the context of the Flemish and local taxation cluster.

Mindful of the importance of having a high-performance computerised back-office process to ensure the success of an e-government application the cluster steering group decided the projects in question should be centralised on the basis of the collection of the real estate tax. At the time, this was almost the sole Flemish tax where the underlying administrative process had reached an advanced stage of computerisation.

Against the background of CIPAL, which was already responsible at the time for the administrative collection of the real estate tax and the IT support in this area, a project plan was developed for the two following web services:

- Simulation/calculation of real estate tax ;
- Lodging and following up appeals against real estate tax notices of assessment.

These web services are to be found at the following address:

<http://www.onroerendevoorheffing.be>. In view of the success of the web services and the then Government of Flanders' plan to continue rolling out the e-government process in Flanders the signal was given in late 2003 for the development of a number of new web services and the fine-tuning of the existing web applications.

This primarily involves the following projects :

- Scope for lodging a complaint entirely online;
- Extending the 'claim status follow-up' module via a more extensive claim history to offer more information;
- The new e-notifications project to be developed to allow complete online coverage of a notary's fiscal notification about the transfer of a immovable property and the answer of the Flemish tax authority;
- Allowing taxable persons that have to pay real estate tax and the Flemish Taxation Information Line to query the history and status in their taxation file via an online application.

Owing to the sensitivity of the information being released a great deal of attention was paid from the outset to the security of the application. In the first phase a combination of unique numbers was used (assessment roll article number and State Register number). Security was stepped up as early as the second phase as a result of introducing a 'token'. Steps were taken in 2006 to make the various modules as accessible as possible through the electronic identity card system.

In 2006 the first phase of the e-notifications was judged to be a positive experience. These e-notifications therefore obviously ushered in a win-win situation to serve as an example within the administration. In the light of the highly positive assessment, it was agreed in 2006 that another two objectives should be sought after:

- Fine-tuning the existing electronic notification procedure and computerising its further development;
- Coordinating various regulations.

Work got underway in 2008 on harmonising the social and taxation-related procedures.

These developments were accompanied by the continuing roll-out of a website providing information about Flemish taxation and real estate tax :

<http://www.vlaanderen.be/belastingen>.

The advantages of these applications for users is obvious: they can check the status of their case files at any time of the day or see how much real estate tax they are owed for a specific built-on or non-built-on plot.

In a nutshell, as the Flemish Member of Parliament can see from the foregoing, as well as going further along the chosen path in the past legislature my administration has also continued to consolidate the projects already underway.

Apart from this reinforcement process, I have proceeded during this legislature to launch and flesh out new projects:

- The Flemish Fiscal Platform. Several years of efforts have already gone into this application, which will be replacing the current Internet applications on www.onroerendevoorheffing.be starting from 1 January 2009. Unlike the existing real estate tax applications, the launch of the Flemish Fiscal Platform involves the roll-out of a generic platform, where all present and future Flemish taxes will converge in a new taxation portal for Flanders. This new Internet application will be made available to citizens and businesses on 1 January 2009. Later on in 2009 the site will be expanded with further features and applications for specific target groups, such as notaries, process servers and municipalities. Come 2009, the Flanders taxation portal will become a key Internet gateway where people such as Flemish residents will be able to find their way through the fiscal maze. Just as the Flemish Fiscal Platform is a generic taxation platform, the new taxation portal, as a spin-off of this, will also be generic.
- Electronic processing of certificates of exemption from inheritance taxes. Article 60a and article 55b of the Inheritance Taxes Code provides an exemption for family businesses and family undertakings and an exemption for land located in the Flemish Ecological Network. In order to qualify for these exemptions, taxpayers have to apply to the Flemish tax authority which checks to see if the exemption requirements are met and then decides whether or not to issue a certificate to the taxable person and the federal collector. In order to guarantee citizens a rapid service it is vital to draw their attention to missing documents or anything that is left out of an application. Taxpayers currently have to make these applications in a written document delivered by registered letter. In the light of the need to reduce the administrative burden, a new web application has been created for citizens to submit their applications online. A status inspection is also provided for. The administration will then be able to deploy an all-electronic system for processing. The application should be up and running in 2009 if all goes well.

My administration made an investigation in both 2006 and 2007 to see what opportunities digital television can offer e-government. We decided not to continue this line of inquiry owing to the nature of the policy area (taxation) and the way and extent to which digital television was developed at the time. My services are obviously continuing to keep track of

the various modern technologies. For example, the Flemish Fiscal Platform has been developed involving open technology so it may be consulted via digital television or mobile systems.

1. As stated in the answer to the first question a number of key e-government applications have been available within the Flemish taxation cluster for a few years now. These are focused on real estate tax and targeted on both citizens and notaries. It has to be stressed how very much has been invested in analysing and developing the Flemish Fiscal Platform in recent years. As in the case of the application for inheritance taxes the results should be apparent in 2009.
2. As for e-government applications, an extension monitoring system was developed from the outset. This primarily investigates how often a specific module is used. A distinction is also made between use by citizens or by employees of the Flemish Taxation Information Line. This provides the best possible picture of who is seeking the information and how this is done. A review of the figures clearly shows a steady increase in the extent to which the applications are being used directly by citizens. The table below will provide the Member of Parliament with more information in a readily understandable format:

Year	Asking for general information	Simulations carried out	Taxation file	Asking for the status of a claim	Complaints received
2003 (from July)	9301	4592		3264	962
2004	29544	15073		12817	442
2005	29970	30666	(from July) 1425	5354	472
2006	30535	33084	2529	4676	544
2007	30120	39896	3033	4640	610
2008 (up to June)	19003	16888	1913	1672	265

More generally speaking, the following may be said about the number of visitors to the website www.onroerendevoorheffing.be featuring the various applications and also offering real estate tax-related information:

First half of 2008	64099
2007	118556
2006	106609

As for the number of complaints received per calendar year through the website compared with the total number of complaints per calendar year about real estate tax, this stood at 3.44% in 2007 versus 4.64% in 2008

Here are the key figures available for e-notifications:

Year	Automatic E-not	Non-automat. e-not	Total e-not	Manual notifications	Total notifications
2004	1620	530	2150	No figures available	
2005	61499	17586	79355	119666	199021
2006	106461	25703	132164	80564	212728
2007	156309	9492	165801	37859	203660
2008 (up to 30/06)	96444	1199	97643	12862	110505

Here is a clarification of the terms used:

- Automatic e-notifications: all-automatic process;
- Non-automatic e-notifications: additional searches are required so as to be able to process the notification;

- Manual notifications: notifications still sent by post.

Time and time again, the figures show that the e-government investments were justified and catered for a need. This obviously offers encouragement for going further with e-government. I would also like to point out to the Flemish Member of Parliament that this is a continuing success story: the e-government projects have not replaced the existing procedures but amplified them. e-government has seen to it that cases can be processed faster and more effectively monitored. This, too, is a plus point for the customer.

3. It is extremely difficult to offer a precise calculation of all the e-government expenditure, with due regard to research and possible application developments. However, broadly speaking, it may be said that the following expenditure has been incurred:
 - Development phase 1 for the real estate tax web application : €489,070.00;
 - Progressive maintenance and further adjustments to the real estate tax web application (2004 to 2008): €1,675 934.70;
 - Development of e-notifications web application : €75,000.00;
 - Development of inheritance taxes web application : €212,544.93 with the following chargeable to the Coordination Cell for Flemish e-Government (CORVE): €49,784.47.

Spatial planning

1. E-government is structurally integrated into the Spatial Planning, Housing Policy and Heritage policy area. Various websites offering information covered by the policy area have been available to all stakeholders for several years now. I am thinking in particular of the websites 'Spatial planning in Flanders', Building and Living ('Bouwen en Wonen') and the one on 'Non-movable Heritage '. These websites are being constantly maintained and updated so as to be able to count on the support of municipalities, citizens and other stakeholders at all times.

During this legislature I have paid particular attention to launching a number of Flemish Integration Projects, in cooperation with the Coordination Cell for Flemish e-Government (CORVE). The Flemish Integration Projects programme is designed to lend content-related and financial support to projects to help to promote a customer-friendly, electronic and streamlined administration. One of the outcomes of the projects is the development of geGIS, a generic application allowing all Flemish authorities to exchange, view and update geographical information quickly and efficiently. Two projects that were started recently are intended to allow building applications to be submitted digitally and for spatial information to be exchanged quickly via a generic system of so-called web services.

The website www.bouwenenwonen.be has continued to be developed during this legislature. The website offers extensive information to private citizens and other stakeholders about the various benefits to citizens building, buying, renovating and renting a home. The site was fleshed out during the legislature with the premium search (premiezoeker) module allowing citizens an interactive opportunity to look for what premiums they can apply for. Citizens are provided with a comprehensive overview of all the premiums available. Work is currently underway on developing the application PCS (Personal Civil Servant of Personal or robot civil servant = a form generator for delivering customised information within a short space of time). The PCS can be used by citizens to make an on-line application for an allowance.

2. As the first geGIS application a start will be made on 1 September with a helpdesk for municipal civil servants for providing a municipal 'Undeveloped Plots Register'. This new instrument offers the Authorities of Flanders the opportunity to offer further support to municipalities in producing sorely-needed registers of undeveloped plots. **They enjoy extra assistance in their search for emancipation.**

A computerised map of Flanders (geoloket) with information about the 'Atlas of residential extension areas' is being planned in the short term. geGIS is the basis for a trial gateway being set up with a view to having it replace the current statistical webpage in the near future.

I will be taking all the necessary steps and have provided all the budgets required so that in due course geGIS will become a reference instrument for geographic information in the Spatial Planning, Housing Policy and Heritage policy area.

The Flemish Integration Project 'digital building application' was launched in 2007. The requisite technical and functional analysis of the initial basic version is now being undertaken. The idea is to have this initial basic application operating in late 2009.

The Flemish Integration Project involving 'web services' was approved only halfway through 2008, with the first working meetings kicking off after the summer recess.

Premium Search and the 'Building and Living' website are often being consulted. The average number of visitors per day is 1,628, the average number per month is 49,554 and the total number of visitors over the September 2007-July 2008 period was 545,099. Premium Search and PCS can show their full potential only if further functional features are developed. Attention will also be paid to this concern in the coming years and the necessary resources provided.

3. The 'Undeveloped Plots Register' gateway gets underway as the first geGIS application on 1 September. During September and October this application will be proposed to municipal town planners, while a series of discussion fora will be created during the five information days being planned so they will have the opportunity to speak about their impressions. In the light of these consultations, and permanent contracts via the regional register coordinator the application may be adjusted if need be.

During August and September all authorities which have premiums featured on "premium search" will be approached along with the designer of the 'Building and Living' website, so as to seek their views on the premium search and ask them for their support and cooperation in the development of "Personal Civil Servant". They will also be asked to double-check the accuracy of the information available at the time.

4. Some of the resources invested – particularly for keeping websites up-to-date – are incorporated into the structural development of the organisation, hence they are difficult to determine. E-gov is integrated into the policy area's global ICT strategy.

It cost Euro 284,955.00 to develop the generic application geGIS. In the case of the specific development of the 'Undeveloped Plots Register' and the 'Atlas of residential extension areas' helpdesks ± Euro 190,000 will have been spent on this item by late 2008.

Euro 99,462.04 was previously invested in the maintenance and development of the 'Building and Living' website.

Answer from Flemish Minister Van Brempt

Mobility:

1. *www.mobielvlaanderen.be*

The new portal site "Mobile Flanders" (Mobiël Vlaanderen) was launched on 25 November 2004 . This site provides access in a straightforward, demand-driven way to relevant services and information about traffic and mobility in Flanders, the rest of Belgian and Europe. This site is available at the following address: <http://www.mobielvlaanderen.be>.

This website covers a total of 1,200 webpages, 750 downloadable documents, roughly 850 unique external links to websites and pages and over 2,500 graphic files. There are over 1,500 single visitors to the website every day on average (data from Webalizer 2.01, first half of 2008).

Over 1,500 external webpages feature a hyperlink to www.mobielylaanderen.be (data from Yahoo Site Explorer, August 2008). This website represents the entire mobility and public works policy area.

The portal site was developed after a customer survey the Flemish administration conducted in 2004 pointed to the need for a high-quality, customer-friendly portal site. The survey showed that citizens were eager to receive information about public transport, road infrastructure, traffic safety, travel, traffic regulations and traffic control. If anything businesses are looking to the authorities for tools and information to enhance accessibility for their customers, suppliers and staff. Those offering passenger and goods transport services first of all seek accurate traffic information and secondly, details about public works.

The municipalities and provinces are the main requesting parties in the various levels of governance. They seek information about public works, the road network and policymaking. The policy information they require can be broken down into guidelines and best practices and access to mobility studies and reports. This website helps the Mobility and Public Works department to communicate information about its activities and supply details about various items, such as tasks that are being undertaken, so specifications and other items can be provided in a fast-paced accessible way.

The website is also used to announce the latest traffic and mobility developments through press releases, news reports and an overview of relevant newsletters and periodicals. The Flemish helpline manages the questions arriving through the website, providing a follow-up so they are answered in the format required (e-mail, telephone and supervised browsing). The website is managed and monitored on the basis of an editorial meeting attended by the webmaster plus representatives of the Mobility and Traffic Safety policy and the communications services of the policy area. Apart from the actual content, those taking part in the meeting also consider the assessment and the necessary adjustments required.

Euro 134,036.30 has been invested in the development and operation of the website.

Account has also been taken of the visually impaired Internet user. The adjustment in the light of the BlindSurfer quality label cost Euro 9,670.50. The webhosting subscription costs Euro 525 a year, while the hiring of a webmaster is Euro 60,500 a year.

2. Traffic information

Part of the Flemish Ministry of Mobility and Public Works, the Traffic Centre is responsible for monitoring and managing traffic travelling on the motorway and regional road network. The Traffic Centre is also in charge of distributing traffic information via RDS-TMC (Radio Data System-Traffic Message Channel.Berichten) about tailbacks, incidents and road activities in Flanders. Road users access this information through the VRT (television and radio broadcaster) and the Q-Music radio station but it can also be received directly with a TMC decoder, possibly incorporated into a special car radio or car navigation system. Drivers can use this up-to-date information to take an alternative route thereby avoiding any traffic problems.

The Traffic Centre was assigned its own website in June 2004 www.verkeerscentrum.be and this is also available via the portal site. The Traffic Centre's central system automatically generates traffic information in real time. Information about road works, incidents and traffic build-ups is supplied in map format or text form. This service was extended in the spring of 2005 with 'Spitsmail', a mail service where the visitor applies for a subscription so as to decide personally what information about what roads and at what time or times he/she wishes to receive. Live camera images about the traffic situation around Antwerp and Brussels were subsequently added to the website.

A PDA version of the website has also been developed via the Traffic Centre. This version is now undergoing trials. Cooperation was recently initiated with the Standaard newspaper's online service so as to allow traffic information to be provided via the PDA channel as well.

The website is consulted by nearly 15,000 unique visitors a day, a number that is steadily increasing with each passing day.

The Traffic Centre constantly checks to ensure the applications are operating smoothly. The website capacity is boosted if necessary. In early 2007 a traffic information survey was organised through the website. 3,258 people took part. Their key conclusions are :

- 1) The survey objectives have been achieved. The survey provided a clear picture of the motorway users visiting the website. The road user's traffic information needs could be identified.
- 2) Both the website and the Spitsmail service of the Traffic Centre play a key role as a pre-trip traffic information channel. The survey showed how pre-trip information affects the driving behaviour of road users: many people sometimes alter their routes or departure times on the basis of this information.
- 3) In the light of the survey findings and recommendations a future improvement process has been defined.

Euro 569,573.6 was the total cost for preparing the concept, the development, the connection to other computer systems of the Traffic Centre, the necessary adjustments and the operation of the application.

3. Agreements website

A specific component of the portal site (www.mobielvlaanderen.be) is focused on the availability of full information about the mobility agreement instrument. This website is the hub for collecting texts and links concerning the mobility agreement, municipal mobility planning and projects /actions via the mobility agreement modules. This is initially intended for all the partners concerned. The local authorities represent the largest target group.

As the target group is a 'specialist' to some extent, it is not important for the agreements website to reach as many people as possible but for the right people to visit the site and enjoy a trouble-free experience in finding the information they require. This website replaces the original hard copy version of the Mobility guide, ensuring that even more extensive information can be accessed and/or updated quickly. The website does not confine itself to agreement-based information, as it is amplified with all kinds of background information that is useful for local mobility planning. The 'what's new' section shows in a readily understandable way what is adjusted when and the user can subscribe to the e-mail newsletter of www.mobielvlaanderen.be to keep abreast of additions or changes on the website. Work is currently underway on reconfiguring the website so all the information for municipalities can be brought together on www.mobielvlaanderen.be under a municipalities navigation button.

At the end of 2005 the website was transformed from a static site to a dynamic, database-driven one, thanks to the incorporation of a 'Content Management System (CMS)', offering a much better navigation system for visitors. Operating 'back-office', the editorial team can now update the content or add new information in an effective and user-friendly way without the involvement of ICT officials, thereby providing an extremely fast, low-labour-intensive publication process. Anyone confused by the navigation menu can use the search function. The page also obviously features opinions and explanations for the occasional, non-specialist visitor.

The website can rely on an extensive editorial board where the various mobility agreement partners are represented. Coordinated by the Mobility and Public Works department, the editorial board makes an assessment once a year. The actual editorial work is outsourced and in the wake of a general call for proposals the contract has been awarded to NV Wolters Kluwer Belgium for the time being. The corresponding budget is Euro 31,905.5 a year.

4. Cycle paths hotline

The Cycle paths hotline (www.meldpuntcycle_paths.be) was launched in 2007 to offer cyclists the opportunity to report irregular situations creating a risk for cyclists and calling for an urgent response from the highway manager. Covering four stages, the notification is automatically forwarded to the relevant highway manager: the relevant district of the Roads and Traffic Agency, or the relevant municipality/province when what is involved is a municipality/ province road. Cyclists do not have to know precisely who the highway manager is, it is enough to specify the location on the basis of the street name and number. The notification arrives automatically. Previously, cyclists had to send a complaint or comment by post. It was not always clear what the ideal time for sending the letter was, and it sometimes took a long time before the letter finally reached the actual highway manager. This length of time is unacceptable in the case of irregular and dangerous situations. There is also no more administrative work involved in processing and forwarding the correspondence.

The hotline was assessed in early 2008 and in the light of this, a number of adjustments are now being made to the website to make it more user-friendly, while expanding the facilities for providing information, so that photos can be sent as well, for example.

Euro 60,833.96 was earmarked for preparing the concept, the development and operation of the application. The annual maintenance costs plus the minor adjustment cost Euro 29,814.40.

5. www.delijn.be

The Flemish transport company De Lijn has developed its own website where full information is available about the transport company itself and its services. The website also features a route planner to recommend a route to a passenger for the entire journey, factoring in the transfer and departure times and including all public transport systems, even those of other transport companies. A usability survey was conducted in 2006 amongst De Lijn's website and route planner users. The research findings were used as a basis for designing and constructing a new website, with an adapted route planner functionality.

Since the launch of the new website www.delijn.be in September 2007 there has been a 25% increase in the number of visitors. This makes a contribution to De Lijn's strategic objective to improve the information and channels of communication with travellers. The new website has been linked to the introduction of a 'Content Management System' (CMS), so the information on the website can be managed more effectively and, above all, within a shorter space of time.

The cost of this project, including the introduction of the CMS system, is Euro 110,000.

6. On-line purchasing of De Lijn passes

Starting in October 2007 De Lijn offers its customers the opportunity to order passes online via www.delijn.be. Thanks to the EID card and an electronic card reader the customer is identifiable in the system. This electronic identification is able to offer the right type of passes to all the applicant's family members and at the lowest price. For example, the system takes account of the family discount for "Buzzy Pазzen", and the third party payer discount for residents of municipalities that have agreed upon a third party payer system with De Lijn.

This project relied upon close cooperation with the Coordination Cell for Flemish e-Government - (CORVE), making use of the MAGDA platform. This provided a means of using electronic identification via the EID card to consult the customer's family situation in the Central Social Security Database. The family situation forms the basis for offering the right pass at the right price.

As a result of this online facility customers no longer have to provide copies of identity cards and other certificates to De Lijn. Owing to the link with the link Central Social Security Database De Lijn can electronically check the age, address, ... of the applicant. This facility has proved to be a success: by 4 August 2008 1,524 passes were sold online.

The e-gov initiative was presented as a Flemish Integration Project, to be approved by the Minister for Administrative Affairs, Geert Bourgeois, on 21 December 2006, and a Euro 96,000 grant has been awarded, part of which has been used to fund the preparations for this project.

7. De Lijn e-helpdesk

In view of the success of the online sales of passes and on the basis of the research findings, De Lijn recently (on 22 July 2008) ushered in a pilot project involving online sales of magnetic travel documents (tickets, day passes, ...).

Towards this end De Lijn has joined forces with the Post Office, which started an 'eShop' online three years ago. Travellers are able to order and pay for travel documents through De Lijn and the Post Office websites and have them delivered the next day by post.

What is involved is a pilot project scheduled to last 6 months. Once the pilot project has finished, the subsequent strategy of De Lijn's online sales will be decided in the light of a number of criteria, such as turnover, number of users, average purchases, customer satisfaction and the impact of less tickets being sold in buses.

No investment or start-up costs were required to develop this project. It was agreed with The Post Office that a commission would be paid on the sales. The pilot project's 'financial' risk is borne by both The Post Office and De Lijn.

Social Economy:

The various entities within the Employment and Social Economy (ESE) policy area are investing heavily in an e-government policy designed to help improve services and enhance the efficiency and effectiveness of the policy being applied.

Flemish Minister for Employment and Social Economy (Department for ESE and Flemish Subsidy Agency for ESE)

1. Initiatives taken by the Department for ESE and the Flemish Subsidy Agency for ESE since the start of the legislature

The Department for ESE and the Flemish Subsidy Agency for ESE are anxious to improve their services for all their customers, both citizens and businesses. An ICT investment plan was created in 2007 to cover the period up to 2010 with the following aims:

- Improving the service for the various customers of the Agency and Department
- Reducing administrative burdens for customers.
- Reducing the internal management burden.
- Lending support to interactive policy development, knowledge building and knowledge sharing.
- Making policy information more accessible

The ICT investment programme was started in late 2007 so most projects are still in the analysis and development phase. The first major results will not become apparent until 2009.

A number of priority projects have been proposed that should tentatively be completed in 2008 and 2009.

Werk.be, portal for employment and the social economy in Flanders

The development for Werk.be up to the starting point, portal, over everything to do with Employment and the Social Economy in Flanders was rolled-out according to a phased approach. In the first phase, which went online on 26 May 2008, Werk.be featured an overview of measures and information about Employment and the Social Economy in addition to a detailed section with figures and policy information. Citizens now also have a channel for reporting about employment-related discrimination. The second phase, where citizens and businesses may also undertake operations through the website (including applications for incentive premiums, diversity plans,...) and where ESE staff, in this particular case the inspectors and some of the file managers, will work via werk.be, is planned for 2009.

Incentive premiums online

Within the Flemish Subsidy Agency for ESE, attention is being paid as a matter of priority to the incentive premium measure (50,000 cases a year). Early in 2009 employees will have the opportunity to make an application online (via the werk.be portal site). Up to now applications have had to be made in a paper format. The employee will be identified by the State Register number, the employer by the enterprise number. As applicants will have to fill in less information there should be fewer errors. In short, an obvious improvement in terms of the efficient application of the measure

Electronic calls and performance reports within employment programmes

A second area where major changes for the better have been made within the Flemish Subsidy Agency ESE applies to the calls, follow-up and management of electronic performance reports within the Employment and Social Economy department. Measures where calls and performance reports form a key part of the subsidy process are: social workshops, sheltered workshops, occupational therapy, local services economy, companies set up to help people with employment difficulties, Work Experience-plus, subsidised contractual partners, the third employment circuit.

Calls in the context of the Social Economy and standard employment programmes

Calls are now published on the website. The application forms may be downloaded there and next have to be completed and sent by post to the Flemish Subsidy Agency for ESE. As the idea is to create a helpdesk for applying for, processing and funding projects both Flemish and European resources are managed within the Flemish Subsidy Agency for ESE.

With a view to publishing and dealing with calls, the Flemish Subsidy Agency for ESE will use the new ESF application, recently developed for such application processes. This system offers a win/win situation. For the ESF agency this involves clear administrative streamlining because just one promoter is required for managing, while the Flemish subsidy agency itself does not need to develop any new application. Integration will be achieved between the ESF forms and the WS10-platform in due course.

Follow-up and electronic management of performance reports in the context of the Social Economy, sheltered workshops and standard employment programmes

As the awarding of specific grants depends on information about effective or comparable performances of the relevant employees and/or of the wages they receive declarations in the context of the Flemish Subsidy Agency for ESE are made via the performance reports sent on a recurrent basis. In the case of grants for sheltered workshops, up to now the performance reports have been sent by e-mail in quite a time-consuming fashion, whereas for other measures the declaration is made entirely in a paper format (sent by post).

Within the context of the www.werk.be portal a web application is being developed to allow performance reports to be uploaded in an electronic format or to be entered manually via the web applications graphic interface if so desired.

In the case of sheltered workshops during the first phase (towards April 2009) the performance reports may be transferred electronically through this online web application to the present back office. In a later phase these declarations will be phased out as more information sharing is possible with other (primarily federal) databases (such as the electronic multifunctional declaration or DMFA).

The performance reports under the Social Economy and the (standard) Employment programmes may be sent for the first time electronically to the Flemish Subsidy Agency via the same online web application starting in the middle of 2009. These performance reports, too, will be passed on to the existing back office managed by a social secretariat which then undertakes the calculations. These declarations will also be phased out in due course as more information sharing is possible with federal databases.

Electronic inspection file

The Electronic inspection file is a highly ambitious project designed to lend a significant level of support to the inspection services with an effective IT solution and to guarantee the maximum availability of various databases for inspectors. This applies in particular to the State Register, Dimona and Limosa and Dolsis (regional version of Genisis)

At the centre of the new e-gov web application is a file follow-up and document management system underpinning the entire workflow a file completes within the Inspectorate.

As this type of file continues to move forward documents are produced at different times by different people: correspondence, reports, annexes to reports, documentation, ... These documents should be available on line first of all, provided with a digital signature if appropriate, and available for consultation by those with access rights and may subsequently be transferred to specific authorities in a digital format.

As this file continues to move forward it has to be replenished with data from outside. What this may involve, for example, is information available at the ESF agency the inspectorate needs to carry out its inspection.

Moreover, the electronic accessibility of authentic sources is being centralised. At moment the ESE inspectorate has limited access to the State Register and Company Cross-reference Database (also Enhanced Company Cross-reference Database). In order to carry out its tasks effectively, the inspectorate has to have further access to various items, including Dimona, Dolsis, Limosa, ... An authorisation application was made towards this end in September 2008. Towards the end of 2008 access to these gateways may be achieved for the welfare inspectorate on the basis of the authorisations.

It must also be possible to draw up reports on the basis of the file follow-up system. What are involved here are reports to supply an annual report (quarterly report) with specific questions, with parliamentary questions about inspections of a specific issue in a specific area (for example inspections concerning employment cards in a bottleneck profession in the context of the migration issue), ...

This also applies to follow-up reports for the service's in-house activities.. Finally, reports have to be drawn up on the basis of information the inspectorate does not own for use for various purposes such as risk analysis

2. Results of the initiatives taken.

The e-gov projects within the department for ESE and the agency for ESE are still in the start-up phase. Solely werk.be is online for the time being, together with the front office measures, attracting 30,000 visitors a month. The incentive premium will not be available online before 1 January 2009, while the other process will be computerised in 2009 and 2010.

3. Assessment of the specific field-level results

Still no assessment of the specific field-level results.

4. What budgetary impact have these measures had?

Extra funding was obtained in 2008 under the ICT investment plan, while Euro 4.2 million was earmarked for the roll-out of the WS10 programme. Euro 3.4 million worth of investment is anticipated for 2009. This amount will cover more than just the e-government efforts under the WS10 programme. The amount also includes the hardware and software development.

Equal opportunities:

1. First of all the equal opportunities policy area in Flanders has had a brand-new sub-portal since March 2008: www.gelijkekansen.be. Accessibility, availability and intelligibility for citizens with disabilities have played a key part in the decision for the structure and layout of the website, as reflected in the Anysurfer plus label awarded in May 2008. All information available in Flanders about equal opportunities is digitally available on this website for all the various stakeholders. Brochures may be requested via the central ordering gateway. Citizens with disability may pay a visit to www.toevla.be for information about the accessibility of various types of facilities, such as town halls, schools, accommodation, museums, art centres, sports centres, ... The information on this has been and is being supplemented during this legislature as a result of the screenings the four provincial consultancy firms specialising in accessibility continuously undertake. This site has also obviously been awarded the Anysurfer label.
2. The results of the new sub-portal cannot be provided, as the website does not have a counter. Nor is any information kept to allow a calculation to be made of the total number of publications requested from Equal Opportunities in Flanders.

As for www.toevla.be it has already had 5,957 visitors since the start of the year.

3. None.
4. €2,795.10 was the overall cost of developing a new website for 'Equal Opportunities in Flanders'.
5. €48,000 is the annual cost to the administration of managing the Toevla database

Answer from Vice-Minister-President Vandenbroucke

Education and training

Ever since the Authorities of Flanders was reorganised as part of the Better Administration Policy programme information has been featured on the education.vlaanderen.be portal site to help guide citizens in the context of the next education administration. The website includes a whole host of practical information and contact details.

Visitors are entitled any time of the day, 7 days a week, all around the clock, to use the Education Information Line questionnaire to ask a question about education policy. This service was already provided for prior to the aforementioned Flemish Ombudsman Office's memorandum.

As from 1 May 2008 anyone is entitled to report something or lodge a complaint about the education administration via the Education and Training reporting centre.

The Education and Training policy area attaches a great deal of importance to the accessibility of its communications for the disabled. A style guide, key components and a small central editorial and technical unit are lending support to the web managers, particularly with a view to applying the *Anysurfer* guidelines. The Minister for Administrative Affairs gave the green light to this in July 2008 -: over 1/5 of the budget available for the Accessibility incentive programme is earmarked for projects of the Flemish Ministry of Education and Training.

The Education and Training policy area also took other initiatives as I will explain below.

- A. Online registration for Education and Training events
- B. School and study grants
- C. Family allowance project
- D. Upgrading the Flemish Community Examination Board
- E. Abstracts of account of educational staff *on demand*
- F. WebEDISON
- G. Website Agency for Infrastructure in Education (AGION)

1 A. Online registration for Education and Training

1. Since August 2007 interested parties have been entitled to register online for any events (conferences, study days, information sessions and days) the Ministry organises or helps to organise and to do so via a central website: onderwijs.vlaanderen.be/inschrijvingen. People registering receive a simple confirmation by e-mail. Special care and attention is paid to the need to protect the personal data we require for these registrations. It was decided in August 2003, in the context of the Klasse education magazine's teacher's card, that the lerarenkaart.be site should include a specific module for learning days this service (jointly) organises. A customised confirmation of their registration is sent to teachers through the post.
2. Registration for Education and Training events : during the first year a total of 5,450 people signed up via this module.
Teacher's card: 175,000 people registered through this system within the space of five years.
3. We regularly assess and improve upon the registration modules in the light of users' feedback and feedback from organisers.
4. The registration module costs nothing to use and is also free for the Ministry because the module is developed and managed in-house.
The teacher's card module can also be used free of charge by teachers, organisers and the Ministry.

2 B. School and study grants

a) Digital application form and file follow-up

1. Cooperation between the Study Grants department and Flemish integration projects
Maximum level of information sharing between the services (Flemish Integration Project-Magda) of the Coordination Cell for Flemish e-Government (CORVE)

2. For citizens: digital applications can be made very quickly. Citizens have to fill in much less information themselves. The name, address, date of birth and family structure is taken from the Cross-reference Database. Secondary school information can be easily chosen on the basis of the Education and Training database.

Regardless of whether citizens have made a digital application, they are entitled to regard the status of their files online: letters and payments can be viewed for the current year and earlier years (provided the new calculation application was already used for that type of education during that school year)

For the organisation : applications arrive within a shorter period of time and less manual procedures are required, thereby helping to make processing and possibly payments more effective, which is also in the citizen's interest.

3. Assessment : positive.
It slowly got underway during the two previous years: +/- 5,000 digital applications in 2006-07, 13,058 in 2007-08. For the application year 2008-09 over 3,500 digital applications had been made by 1 September.
4. Budget: +/- Euro 500,000.

b) School and study grant calculation application

1. This application was rolled out for higher education in 2005-2006, for secondary education in 2007-2008 and primary education in 2008-2009.
2. Thanks to this new application, citizens have to send fewer documents along with their applications and since 2007-08 there has also been just one application per family. Hence the application consists of one general document and one document per applicant.
Evidence applicants no longer have to send:
 - copy of the assessment notice
 - copy of the real estate tax assessment (in Flanders)
 - disablement information
 - details about enrolment in the higher education sector and academic background (after 2000-2001) for higher education
3. Assessment : positive. Having to send fewer documents represents a significant reduction in administrative burdens for citizens.
4. Budget: +/- Euro 1,500,000 in 2006, Euro 800,000 in 2007.

c) Automatic awarding of rights to school grants

1. In the light of the information available from the administration (income, school career, family composition, nationality), the project now being launched seeks to be as proactive as possible in informing people that they qualify for a grant, provided the information available is correct. Hence they may make a 'shortened application' by confirming the information is correct or making corrections if necessary. This will remedy the problem of people failing to take up their rights.
2. Results: the project has yet to start.
3. Assessment : the project is still in the planning phase, an assessment is not yet possible.
4. Budget: we are currently examining the cost of this project, which varies according to the scenarios decided upon in the planning phase.

3 C. Family allowance project

1. The Education and Training policy area working in cooperation with the National Family Allowance Department (RKW) and the National Institute for the Social Security of the Self-Employed (RSVZ).
2. Results: phasing out paper enrolment certificates the over-18s in secondary education and higher education students have to present to the family allowance fund to prove an entitlement to a family allowance.
As a result of this project paper certificates from schools are replaced by electronic notices delivered to the aforementioned family allowance fund at central level in the policy area via the Cross-reference Database.
This means the abolition of 160,000 paper certificates in higher education and 76,000 in secondary education. Pupils and students no longer have to get in contact with the secretarial office of the educational establishments.
3. Project assessment : favourable, in view of the huge impact
4. Budget: Euro 148,244.26 in 2005 - Euro 184,518.4 in 2006 - Euro 49,991 in 2007

4 D. Upgrading the Flemish Community Examination Board

1. The development of digital registration forms for the four different sections of the examination board, so applicants can register online, add the necessary attachments to the registration and have their information automatically exported to the back office systems of the departments so as to ensure a faster seamless registration process.
2. The forms are due to be delivered in December 2008 so the initial results cannot be obtained until after the first session in 2009, i.e. starting in the summer of 2009.
3. See previous question
4. Budget: the project is slated to receive Euro 145,026.61.

5 E. Abstracts of account of educational staff *on demand*

1. The aim of this project is twofold:
 - The Agency for Educational Services aspires to provide wage slips by electronic means, so that all teachers will obtain their wage slips every month via the home banking application.
 - Customer-friendly layout for the wage slip. The main idea is to offer our customers the part concerning the revisions of the wage in a more user-friendly fashion.
2. Results: the project has been in progress since March 2008.
The first results are expected in the spring of 2009
The project saves on paper while spending less on postal charges – see below 4: budget.
3. Assessment : according to the initial results, spring 2009.
4. Budget: Euro 100,000 is earmarked for the first part of project, the electronic provision of the wage slip. The project saves on paper while spending less on postal charges. 1,500,000 wage slips are sent to teaching staff every year at an annual cost of Euro 360,000.
The cost of the first part of project is recovered by the aforementioned savings within 6 months (according to the best-case scenario). The worst-case scenario would give us 18 months.
The second part of the project, making salary slips more reader-friendly, at a cost of Euro 220,000, is a services project whose cost will be recovered in the coming years by the savings on the postal charges.

6 F. WebEDISON

1. Upgrading the electronic communication channel between educational establishments and the Minister of Education and Training (information about staff, establishments and students).
2. Results:
 - Technical: electronic communications are now channelled through a web application. This can be done on any computer, with no longer any need to install any special software. New facilities in the application are immediately available to all establishments-
 - Organisation: the establishments themselves now authorise individuals who may access to the system (with an electronic identity card and/or a federal token) and themselves define with which role. This enables them to organise their own secretariat more effectively (for example, making a distinction between staff administration / student administration) or even create a central secretariat (for a group of schools, for example). The Ministry no longer has to be involved in this.
3. Assessment : there are currently more than 100 establishments using the new channel of communication. They are reported to be satisfied to very satisfied. The roll-out for all educational establishments (nearly 5,000) is planned for the 2008-2009 school year.
4. Budget: Euro 470,000.

G. Agency for Infrastructure in Education (AGION) website

1. The agion.be website has been fine-tuned. Launched years ago as a static situation, a kind of onscreen digital brochure, the AGION site had to become more of an instrument where the right information is available on the basis of a no-frills, targeted language and more focus on communications to and from and transactions. Hence more attention has to be paid to the content than the form.
 Consequently, the section for architects / prime contractor/ designers features external links to legislation, **decisions, physical and financial standards**, ...
 Downloadable fill-in and application forms were provided for the organising bodies or school boards seeking grant aid for an infrastructure project in their schools.
 Various documents were provided according to the procedure: registration on the waiting list / standard procedure/ emergency procedure / short procedure / REG-investments. All of this is broken down according to the educational level or type of education. The application forms are now being screened by the Language Advice unit. Accordingly AGION will also be able to obtain the 'quality form" label within the foreseeable future.
 The layout of the school building projects section has been thoroughly revamped. There has to be a switch to a clear photo module prepared via *thumbnails* instead of a standard list of school being assisted by AGION.
 The focus was also on convenience in making a selection: first by province, then by educational level; The name of the school was referred to.
 The *Blindsurfer* label was awarded on 8 February 2006.
 All steps were taken to cater for the plans of the Authorities of Flanders for the website of each organisation to be accessible to *each and every* citizen.
2. The AGION website offers the occasional visitor/ Internet user a better and clearer picture (→ photo module) of the financial efforts (school building grants) of the Authorities of Flanders. The visitor to the website is treated to several photos for each school. Future school planners/builders may pay a visit to discover more inspiring ideas.
 The more specialist visitors (such as architects / designers) to the website find more of the information they need is available on *online* now, with less need for the pursuit of

knowledge through telephone contacts or e-mails to AGION staff. This means less time lost by AGION file managers, and more time is saved indirectly so a faster approach can be adopted towards the technical assessment of school building matters. The Blindsurfer label might have been awarded but a few documents continued to be fairly inaccessible for the visually impaired because from a technical viewpoint some tables could not be converted and/or divided.

This was remedied, where necessary, by adding a special point of emphasis/ identifier where AGION proposes to the visually impaired that the [central](#) information points should be e-mailed or telephoned immediately in the event of problems so tailor-made help may be provided.

3. The website is assessed at regular intervals. Of key importance for the constant fine-tuning of the site is the need to have a clear homepage where visitors are quite clear about what to expect and the correct structure of the site has to be identified: who we are – how we can help you – how you can get in touch with us - publications - interesting links.

There should be no wavering from this conclusion in the coming years. Visitors have to be led to the information required quickly by means of a logical navigation system. An assessment of the past two years has shown that in order to make fast changes to the Internet it is vital that the actual management of the website should be assigned to the institution's communication department. This will not be changed either because it is a winning formula!

We are also seeking a further “planning link” in the long term, apart from photographs of the school building projects, hence the technical construction drawings of the project will also be on display for the website visitor. This is not yet technically feasible in the short term.

The Blindsurfer label has repeatedly shown its usefulness. We have already had several enthusiastic reactions in some of the thoughts expressed to us. An interesting and serviceable website is and continues to be a powerful means of letting the target audience know about the various activities of a public sector institution. Educational establishments and the curious “passer-by” pay a visit to a website only when this can offer accurate and relevant information. A visit to a site is often the first contact with an institution.

4. **Budget**
Restyling and hosting website agion.be from the 1st quarter until now: Euro 10,345.50
The annual hosting cost is Euro 2,176

Employment

The various entities within the ESE policy area are firmly committed to an e-government policy that should contribute to better services and a higher level of efficiency and effectiveness for the policy being conducted.

A. Flemish Service for Vocational Training and Employment (VDAB)

1. Initiatives taken by the VDAB since the start of the legislature.

During the Minister's legislature, the VDAB has taken a whole host of initiatives implemented in the context of integrated governance to a large degree as a result of deploying services on the basis of a mix of channels: the contact services, the service line (call centre) and the online services (web services).

The idea behind this multi-channel strategy is to create an ideal mix of channels that is efficient and manageable, while living up to the expectations of the customer. It should be stressed that the VDAB is a longstanding champion of an "inclusive" approach rather than an "exclusive" one in respect of the

various customers' groups. Against the background of this strategy components such as customers' expectations, costs and manageability are included as key factors.

The online service is faced with the challenge of continuing to develop high-performance online instruments, incorporated into the overall service processes. Existing instruments are constantly adjusted in the light of citizens' experiences.

Customers of specific VDAB services (such as registering as available for work) can now choose which channel to use for this purpose (contact services via the work shops, the service line and the website). For more support and guidance jobseekers can turn to the work shops or various development consultants.

The following developments contribute to more and better pathways to employment with due regard to at-risk groups in the framework of e-government:

Informative

- Renovation and renewal of the "Wis-kioskenpark": the VDAB's WIS kiosks, or electronic vacancy databases, have been completely upgraded and provided with a card reader and VOIP technology. The services available from the WIS kiosks are extended to those of other administrations, such as information about municipal services.

An electronic identity card (e-id) is used to search for municipal documents in the WIS kiosks, to the extent that the municipalities cooperate.

- An extensive renovation of the VDAB website, to make the site more accessible for the visually and aurally impaired. VDAB was awarded the AnySurfer Plus-label early in 2007 as the first organisation. The quality label is awarded to websites made universally accessible, as well as for visitors with a motorial, visual or auditory impairment.

A great deal of attention has been paid to accessibility. The site caters for the latest standards and requirements for websites, while being tested with various browsers and tools for people with a work disability.

- The VDAB website's podcasting service has created a new channel of communication for its customers to find information. A podcast is also an ideal means of communication for some at-risk groups (visually impaired, low-skilled). The aurally impaired may consult the written version (PDF file) of the podcast.

- RSS allows website visitors to automatically download feeds (job vacancies, information,...).

- The extension of the services for employees on request as a result of straightforward access to VDAB Information tools (such as films about trades and training information) and Life skills tools.

- Provision of VDAB applications via interactive digital television (iDTV): job vacancies are offered via Telenet digital television.

- Employers can now use film.vdab.be to present their business or vacancy with the help of a film.

- Via.mobi involves using a mobile phone to look for vacancies in a similar way to the procedure on the VDAB site.

- Developing target group sub-sites so as to be able to serve at-risk groups in a more targeted way: a key factor is the focus on at-risk groups (ethnic minorities, people suffering from a work disability, the over-50s). Businesses eager to publish their vacancies on the VDAB site may specify that these may also be automatically displayed on at-risk groups' sites with which the VDAB has an agreement. These are businesses whose recruitment policies include a commitment to promoting diversity. Under this

heading the VDAB concluded various cooperation agreements in 2007: with Kif Kif, the Minderhedenforum (Minorities Forum) the Vlaams Patiëntenplatform (Flemish Patients' Platform), the Steunpunt voor Allochtone Meisjes en Vrouwen (Assistance Centre for Minority Group Girls and Women) and the Internationaal Comité.

The VDAB has joined forces with the Flemish administration and agencies to create a project where there is an opportunity to consult a database with the CVs of at-risk groups separately, so these may be selected as a matter of priority.

- Developing a comprehensive information system featuring all Belgian supported employment measures : this application has been incorporated and made available via the website.

Interactive

- Automatic supply and demand matching: CVs and vacancies (and vice versa) are automatically matched (for example, vacancies are matched with customer files and jobseekers are notified about vacancies by e-mail, SMS or letter in the light of a multi-stage system).

Several additional projects have been introduced along these lines, in combination with 'campaign management', for example. A campaign management tool has been deployed so the channels of communication with customers can be incorporated into the system more efficiently and quickly according to a personal approach. This tool provides a means of automating contacts, while lending support to existing and new processes with integration actions, in the light of the best possible mix of channels, a comprehensive service and an efficient, customer-based perspective.

An initial pilot project was tested in Ostend in July 2006 under the youth work programme and the system was given general application in 2008. The project involves automatically matching vacancies and the real-time notification (by e-mail) of these openings to jobseekers. As a result of the faster turnaround time, young people can be helped to find employment within a shorter space of time.

- Cooperation has been forged with colleges of higher education and universities in Brussels and Flanders to launch a working student system (JOS), through which 120,000 students have access to the jobs for students posted by all the participating institutions, businesses and the VDAB.

- Developing and offering a skills-based vocational guidance test (BORCOMP-beroepsoriënteringstest) and labour market information about the profession decided upon.

- Setting up a management system and the degree of accessibility (via the Internet, WIS, work shop, ...) of the training opportunities. This training service management system (BOA) is based on three components: a Learning management system, and Content Management system for training and a back office.

- Creating a web application for IBO (individualised on-the-job training): under the customised vocational training scheme, customers-cum-jobseekers have to undertake training in a business environment. In keeping with the extent which to they make progress, jobseekers have to be paid for the work they do. This tool provides an appropriate billing system.

Transactional

- Developing the 'Mijn VDAB' site into an integrated application tool for citizens and into a fully-fledged HR facility for employers, where the recruitment process can be monitored from start to finish. This development is being fleshed out in the 'Mijn Loopbaan' project.

- Continuing to extend the online teaching courses, linked to the opportunity for successful students been being rewarded with certificates.

- Under the public/private cooperation with Federgon (Federation of Employment Partners): Exchanges of job vacancies via hr-xml: temporary employment agencies and businesses are able to publish and update any vacancies automatically (via online-gegevensuitwisseling) through the VDAB.
- The Cross-reference Social Security Database linkages and information flows with the National Employment Office (RVA), the National Institute for the Social Security of the Self-Employed (RSVZ) and the Belgian National Institute for Health and Invalidity Insurance (RIZIV) databases for the automatic monitoring of all jobseekers' availability for work. Reduction in the amount of information to be supplied by the jobseeker.
- Upgrading the VDAB businesses-customers database as a result of linking up with the Enhanced Company Cross-reference Database, via the Flemish Integration Platform (Flemish Integration Project).
- ICT support from the Flemish Multijobs Plan as a fast-paced development of the application and management applications for:
 - Tewelkstellingspremies 50+
 - IBO-Interim
 - Nieuwe Jobkanaalbenadering
 - Tewelkstellingscellen en 50-plus-clubs

The following projects are in full development mode :

- The 'Mijn loopbaan' project is designed to usher in a person-based e-portfolio with a set of related applications (services) for each citizen, as well as other institutions. The e-portfolio with related services will be underpinned by a new basic IT platform. Every citizen will have a career record in due course. The project also seeks to promote cooperation with the education system to give this tangible shape starting from the classroom.
- Developing a pilot project to provide online study path guidance for jobseekers (e-coaching).
- Developing a skills assessment system to highlight the acquired capabilities and expectations of jobseekers in addition to the diploma dimension. A specific area has been created within 'Mijn loopbaan' (see above) with a customer skills profile. Because the strategic project 'Mijn loopbaan' seeks to create as much automatic input as possible into the citizen record, the link with a skills database acts as a key information provider. A new Flemish skills framework is being created based on international standards. The project is being conducted in cooperation with the Flemish Social and Economic Council.
- Creating a Flemish learning and experience certificates database: once again this project is a key building block in the e-portfolio of 'Mijn Loopbaan'. The certification form is currently in the customers' record on the basis of a declaration by the jobseeker. The linkage with the authentic source replaces the questioning of the customer and validates the data. VDAB is taking part in this project along with Education and Training, the Work and Social Economy department and the Flemish Agency for Entrepreneurial Training (Syntra).
- Electronic exchanges of CVs with other regional employment services and key labour market players.
- Creating a system for exchanging information between the Flemish Agency for Disabled Persons (VAHP) and VDAB about recognition as a person with a work disability in support of the new Person with a Work Disability service.

2. Results of the initiatives taken:

The e-government momentum has borne fruit, as is underscored by the following results:

The independent research office CIM reported 19,315,021 visits to the VDAB website in 2007, nearly twice the number recorded at the end of 2003, when the site was visited a total of 10,367,233 times.

The customer's appreciation is reflected not only in the figures for the number of visits. Readers of the computer magazine Clickx chose the site as the best Belgian site in the 'Jobs and Training' category in 2007. The site came in 9th position in the general ranking (all categories).

With a market share of 37% the VDAB continues to be the most visited job site in Belgium. The vacancy database is still the most visited part of the site. The efforts made to increase the transparency of the labour market are paying dividends. Towards this end the VDAB has in particular designed its site for private players. Partnerships have been forged with Jobat (Corelio), Stepstone, Jobzone (Het Laatste Nieuws), Monster, De Streekkrant (Roularta), Carejobs (zorgsector), Federgon...

Impact on the labour market - e-VDAB results

Services for employers

Vacancies:

By late 2007, 57,394 businesses could boast a Mijn VDAB agreement, so they could, in particular, consult the KISS application database and enter and manager their vacancies in the Jobmanager system.

85,000 to 90,000 jobs are currently available for consultation on the site.

In 2007, 90% of the vacancies received were announced on the site by the employers themselves or by intermediaries (temporary employment agencies).

This compares with 66% in late 2003.

In 2007 the number of consultations of vacancies via WIS kiosks (electronic vacancy databases) and the Internet was 88,829,842.

8,837,996 vacancy sessions were counted over the Internet, which, all told, represented 83.691.055 vacancy consultations.

CVs:

By late December 2007 the KISS application database featured 189,405 CVs.

The KISS application database was selected a total of 1,558,059 times.

Services for jobseekers:

Vacancies:

The number of WIS contacts (vacancies, training) over the Internet and via the WIS kiosks is reported to be 9,063,466.

CVs:

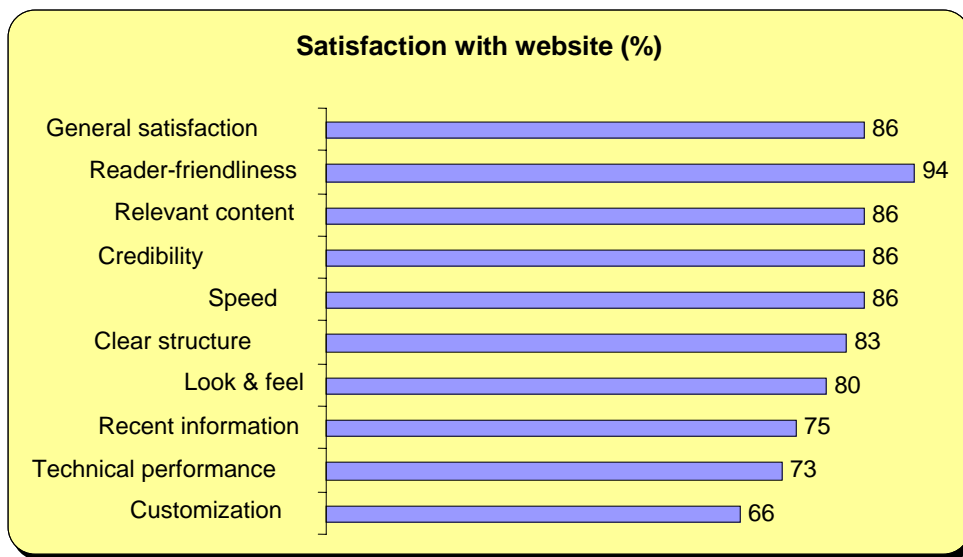
By late December 2007, 189,405 jobseekers had published their CVs in the KISS application database.

3. Assessment of the actual field results :

The **objective parameters** for the 2005-2009 management agreement cover an assessment of the level of satisfaction with the basic services for each group of customers (jobseekers, employees and employers) within the 3 channels: contact services, service line and web services.

In 2007, 3 channels achieved the range objective: across the 3 groups of customers, web services achieved an overall satisfaction score of 76.2% (the range objective for web services is between 75% and 80%).

The Insites Consulting market research firm (online market research) regularly undertakes a satisfaction assessment for the website:



Source: InSites Consulting, December 2007

4. Budgetary impact of these measures :

ICT budgets do not cover separate e-government items, not in terms of software development nor in terms of hardware investments (see point 1 above: VDAB option to offer the services through a mix of channels).

If it is assumed that 25% of the budget for software development is required to provide services via e-government applications, this provides the following estimate:

- budget 2004: 1,910,948
- budget 2005: 2,865,471
- budget 2006: 3,157,942
- budget 2007: 3,948,906

Flemish Agency for Entrepreneurial Training (SYNTRA Vlaanderen)

1. Initiatives taken since the start of the legislature:

In the case of training for self-employed people and SMEs:

- The SYNTRA training network's training opportunities for the self-employed and SMEs offered on line at www.syntra.be and www.wordwatjewil.be;
- Business operators can apply online at www.leertijd.be to operate as training companies for young people combining work and school or trainees as part of an on-the-job scheme. Prospective school students and trainees can also apply here. The same database is also available via www.wordwatjewil.be;
- Access to information of the Flemish Agency for Entrepreneurial Training (SYNTRA Vlaanderen) via www.werk.be;
- Constant investment in a customer-friendly and effective service through various websites. As a result www.syntra.be was granted the Any-surfer label in the spring, a quality label

guaranteeing web accessibility for people with sensory or motorial disabilities. The other sites are being revamped to comply with the standards;

- In conjunction with the SYNTRA training network, various training courses are being offered through distance learning schemes.

2. Results of the initiatives taken:

In the case of training for self-employed people and SMEs:

- Training opportunities may be consulted at all times as a result of the availability of information over the Internet.
- Distance learning reaches out to new target groups comprising people who could not be reached by standard training schemes.

3. Conclusions:

In the case of training for self-employed people and SMEs:

- websites represent one of the channels for SYNTRA training network customers to find out information. The number of visitors is increasing every year. This service is now part and parcel of the communications mix and can count on ongoing investments for its maintenance and improvement;
- distance learning is also going from strength to strength in various ways, such as e-business management projects as part of the target group policy and training as an inland navigation seafarer.

4. Budgetary impact:

The training for self-employed people and SME measures are funded from the Flemish Agency for Entrepreneurial Training's general budget or via project grants. The budgetary impact is spread over various services, general budgets and projects, so cannot be broken down precisely among the various measures. Thanks to the launch of annual action plans (see company plans under the better administrative policy) more clarity will be provided for all kinds of questions in the future.

ESF Agency-Flanders

1. Initiatives taken by the ESF Agency since the start of the legislature:

ESF application

The ESF Agency provides public services according to an integrated ongoing process involving the best possible deployment of information and communication technologies (ICT). The Agency is keen on boosting the quality of the public services and processes on offer, while strengthening the support of the public policy. The ESF Agency has started developing a new web application with a view to achieving the aforementioned objective.

The ESF application ensures an efficient implementation of administrative procedures, such as gathering, processing and electronically exchanging information.

An organisation seeking to present a project to the European Social Fund has to register in the application (<https://esf2007-2013.vlaanderen.be>) in the light of an electronic identity card or federal token. As part of the administrative streamlining drive, company details are registered via the corporation number; which is used to extract the information required from the Enhanced Company Cross-Reference Database

Prior to the development of the system, a survey was carried out so as to identify the needs and requirements this type of project monitoring system has to cater for.

The entire project, from the proposal to the final report, may be tracked in the application. Any communications are electronically annexed to the file, so as to have a completely electronic file available at all times.

In the near future, the system will also offer the opportunity for documents to be electronically signed so that they are recognised as legally valid.

Critical incident card (KIK)

In addition to the project monitoring system, the ESF Agency has also developed a system where promoters can report critical incidents or ask questions, where appropriate. This system enables promoters to keep careful track of how the critical incident is dealt with and which formal actions are undertaken to prevent the incident.

ESF website

An ESF website (www.esf-agentchap.be) has also been developed so that full details about the European Social Fond programme can be provided to members of the public in Flanders and Europe. The number of visits is kept track of every month for assessment purposes.

2. Results of the initiatives taken:

The development of the ESF application was planned in the light of the needs at that time. The ESF application has been operational since early January 2007 for interested organisations to apply for any ESF calls. This application process is underpinned by an e-learning module. The quality monitoring methodology has become a common feature for all organisations. The application was also deployed in 2007 for submitting project proposals. The project reporting system became operational in 2008 and dashboard information was developed for programme monitoring.

The system for reporting critical incidents will be operational in October 2008.

The new ESF Agency website has been operating since May 2007.

3. Assessment of the actual field results:

Website visitors' figures became available in April 2008. Assessments are undertaken every year on the basis of the communication plans for the 2007-2013 period. For the first time throughout 2008 up to June 2009.

4. Budgetary impact of these measures :

The ESF application's total development cost has been estimated at Euro 1,687,884.

The budgetary costs of the critical incident reporting system is Euro 53,288.

The website development cost is Euro 1,500.

Flemish Minister for Employment and Social Economy (Department for ESE and Flemish Subsidy Agency for ESE)

5. Initiatives taken by the Department for ESE and the Flemish Subsidy Agency for ESE since the start of the legislature

The Department for ESE and the Flemish Subsidy Agency for ESE are anxious to improve their services for all their customers, both citizens and businesses. An ICT investment plan was created in 2007 to cover the period up to 2010 with the following aims:

- Improving the service for the various customers of the Agency and Department
- Reducing administrative burdens for customers.
- Reducing the internal management burden.
- Lending support to interactive policy development, knowledge building and knowledge sharing.
- Making policy information more accessible

The ICT investment programme was started in late 2007 so most projects are still in the analysis and development phase. The first major results will not become apparent until 2009.

A number of priority projects have been proposed that should tentatively be completed in 2008 and 2009.

Werk.be, portal for employment and the social economy in Flanders

The development for Werk.be up to the starting point, portal, over everything to do with Employment and the Social Economy in Flanders was rolled-out according to a phased approach. In the first phase, which went online on 26 May 2008 online Werk.be featured an overview of measures and information about Employment and the Social Economy in addition to a detailed section with figures and policy information. Citizens now also have a channel for reporting about employment-related discrimination. The second phase, where citizens and businesses may also undertake operations through the website (including applications for incentive premiums, diversity plans,...) and where ESE staff, in this particular case the inspectors and some of the file managers, will work via werk.be zullen werken, is planned for 2009.

Two major improvement projects are now being prepared: the incentive premiums and the management of electronic performance reports.

Calls in the context of the Social Economy and standard employment programmes

Calls are now published on the website. The application forms may be downloaded there and next have to be completed and sent by post to the Flemish Subsidy Agency for ESE. As the idea is to create a helpdesk for applying for, processing and funding projects both Flemish and European resources are managed within the Flemish subsidy agency for ESE.

For publishing and dealing with calls, the Flemish Subsidy Agency for ESE will use the new ESF application, recently developed for such application processes. This system offers a win/win situation. For the ESF agency this involves clear administrative streamlining because just one promoter is required for managing, while the Flemish Subsidy Agency itself does not need to develop any new application. Integration will be achieved between the ESF forms and the WS10-platform in due course.

Follow-up and electronic management of performance reports in the context of the Social Economy, sheltered workshops and standard employment programmes

As the awarding of specific grants depends on information about effective or comparable performances of the relevant employees and/or of the wages they receive declarations in the context of

the Flemish Subsidy Agency for ESE are made via the performance reports sent on a recurrent basis. In the case of grants for sheltered workshops, up to now the performance reports have been sent by e-mail in quite a time-consuming fashion whereas for other measures the declaration is made entirely in a paper format (sent by post).

Within the context of the www.werk.be portal a web application is being developed to allow performance reports to be uploaded in an electronic format or to be entered manually via the web applications graphic interface if so desired.

In the case of sheltered workshops during the first phase (towards April 2009) the performance reports may be transferred electronically through this online web application to the present back office. In a later phase these declarations will be phased out as more information sharing is possible with other (primarily federal) databases (such as the electronic multifunctional declaration or DMFA).

The performance reports under the Social Economy and the (standard) Employment programmes may be sent for the first time electronically to the Flemish Subsidy Agency via the same online web application starting in the middle of 2009. These performance reports, too, will be passed on to the existing back office managed by a social secretariat which then undertakes the calculations. These declarations will also be phased out in due course as more information sharing is possible with federal databases.

Electronic inspection file

The Electronic inspection file is a highly ambitious project designed to lend a significant level of support to the inspection services with an effective IT solution and to guarantee the maximum availability of various databases for inspectors. This applies in particular to the State Register, Dimona and Limosa and Dolsis (regional version of Genisis)

At the centre of the new e-gov web application is a file follow-up and document management system underpinning the entire workflow a file within the Inspectorate completes.

As this type of file continues to move forward documents are produced at different times by different people: correspondence, reports, annexes to reports, documentation, ... These documents should be available on line first of all, provided with a digital signature if appropriate, and available for consultation by those with access rights and may subsequently be transferred to specific authorities in a digital format.

As this file continues to move forward it has to be replenished with data from outside. What this may involve, for example, is information available at the ESF agency the inspectorate needs to carry out its inspection.

Moreover, the electronic accessibility of authentic sources is centralised. At moment the ESE inspectorate has limited access to the State Register and Company Cross-reference Database (also Enhanced Company Cross-reference Database). In order to carry out its tasks effectively, the inspectorate has to have further access to various items, including Dimona, Dolsis, Limosa, ... An authorisation application was made towards this end in September 2008. Towards the end of 2008 access to these gateways may be achieved for the welfare inspectorate on the basis of the authorisations.

It must also be possible to draw up reports on the basis of the file follow-up system. What are involved here are reports to supply an annual report (quarterly report) with specific questions, with parliamentary questions about inspections of a specific factor in a specific area (for example inspections concerning employment cards in a bottleneck profession in the context of the migration issue), ...

This also applies to follow-up reports for the service's in-house activities. Finally, reports have to be drawn up on the basis of information the inspectorate does not own for use for various purposes such as risk analysis

6. Results of the initiatives taken.

The e-gov projects within the department for ESE and the agency for ESE are still in the start-up phase. Solely werk.be is online for the time being, together with the front office measures, attracting 30,000 visitors a month.

7. Evaluation of the specific field results

Still no assessment of the specific field results.

7. What budgetary impact have these measures had?

Extra funding was obtained in 2008 under the ICT investment plan, while Euro 4.2 million was earmarked for the roll-out of the WS10 programme. Euro 3.4 million worth of investment is anticipated for 2009. This amount will cover more than just the e-government efforts under the WS10 programme. The amount also includes the hardware and software development.