



Focus on Business and Citizens

National Implementation Programme (NUP)

Citizens and business demand a government which operates quickly, efficiently and client-oriented instead of repeatedly asking them to tread the same old paths. To achieve this, the Government, provinces, municipalities and water boards are developing a joint basic infrastructure for e-service provision. In the National Implementation Programme (NUP), these authorities have made agreements to introduce focus and cohesion in developing building blocks and establish a basic infrastructure. That way, the NUP will belong to us all. Six example projects have been added to the NUP: a showroom of the advantages which a basic infrastructure offers to citizens and businesses alike.

Need and Goal

A primary goal is the way in which government bodies can use the eGovernment infrastructure to aim for a better service provision. The perspective of citizens and businesses is a leading factor in this, whereby all eyes are fixed on the following vision of the future:

- Government is transparent;
- A one-stop provision of data is sufficient;
- Nobody pushed from pillar to post any longer;
- Businesses and citizens experience fewer administrative burdens;
- Businesses and citizens can approach the government via a range of contact channels;
- The entire government enables municipal authorities to function as a 'gateway' for citizens to the government.

Examples of concrete NUP agreements

- By the end of 2009 citizens may apply for specific permits (building, driveway, tree-felling and demolishing permits) via an online service for environmental permits.
- Job seekers can register online for employment, apply for unemployment benefit or income support and check on a great deal of their personal details via the online work and income client file.
- In August 2009, the National online school drop-out reporting desk was introduced. Schools report their absenteeism data to a single point of contact which in turn informs the appropriate municipal authorities. This will save schools a lot of work, and produce reliable data.
- Information on important care and social security provisions for people with disabilities, chronic illnesses and older people is provided by a special website regelhulp.nl. Here people may also apply for multiple care and social security provisions using a single application form.
- The Youth Risks Reference Index (VIR) brings together risk factors provided by youth workers concerning youths all over the Netherlands. This enables youth workers to contact each other easily and at an early stage in order to provide better help to young people.
- As of 2010, national and international service providers may use the Services Desk for handling procedures and formalities with government bodies, such as applying for and obtaining permits.

Priorities and strengthening of direction

The NUP is a joint initiative of the central government, the Association of Provincial Authorities (IPO), the Association of Netherlands Municipalities (VNG) and the Association of Waterboards (UvW). The programme results from a recommendation of the Postma-Wallage committee. This committee concluded in December 2007 that due to the vast number of IT projects and initiatives, no one could see the wood for the trees. The NUP changes this by prioritizing a number of projects and exercising more stringent control. This control not only involves the different levels of governments concerned, but also the implementing bodies.

Control of NUP implementation is in the hands of the Service Provision and eGovernment Steering Committee, chaired by the State Secretary for Internal Affairs. Members comprise managers and chairs of the umbrella organisations of other government authorities and representatives of the ministries most closely involved and the Manifestgroep (major implementing bodies). An official Steering Group is preparing the setting up of the Service Provision and eGovernment Steering Group and working out the details of the decision-making process.

Building blocks and example projects

The NUP consists of twenty-five projects: nineteen basic facilities and six example projects [see box]. These basic facilities have been selected because they form the prerequisites for efficient online traffic between the government and the general public. The six example projects illustrate how the service provision is actually improving, by using the basic facilities. Agreements have been made for all components of the NUP for a date by which they must have been realized, and the date by which all parties must be connected to the relevant facility, subject to a deadline of 1 January 2011.

Financial Rules

The NUP sets out clear financial rules. Central government pays for the development of IT facilities. Municipal authorities, provincial authorities and water boards pay for the connections of their own organisations. Parties shall make further agreements as soon as possible in regard to the costs of using these basic facilities. This will take place via budget financing, i.e. funding will come out of the budget of the department responsible.

NUP reporting desk

Anyone who observes NUP implementation flaws can report this to the NUP reporting desk. The NUP reporting desk can be contacted by telephone (003170 - 889 6137) or e-mail (nup@e-overheid.nl). The NUP reporting desk will also answer any questions you may have, or respond to your comments.

Further information

For more information on the NUP and all products, services and projects mentioned in this fact sheet please see the website www.e-overheid.nl/sites/nup.

Basic facilities

eAccess

1. Web guidelines
2. Cooperating catalogues
3. Answer for business
4. MyGovernment
5. Answer

eAuthentication

6. DigiD for citizens
7. DigiD Authorize
8. elidentity for Business

Numbers

9. Citizen Service Number (BSN)

Common registers

10. Municipal personal records database (GBA)
11. Non-residents' register (RNI)
12. Trade register(NHR)
13. Key register of Addresses and Buildings (BAG)
14. Topography
15. Cadastral register
16. Key register for large scale topography (BGT)

Information exchange

17. Digikoppeling
18. Digimelding
19. Joint accessibility of common registers (GOB)

Example projects

20. Digital service for environmental and water permits
21. Digital work and income client file (DKD)
22. Single contact point for school absenteeism and dropout
23. Online public health care and social security services for chronically ill, disabled and elderly people
24. Youth risks reference index (VIR)
25. Services desk

Colophon

This factsheet was written by order of the Ministry of Internal Affairs and Kingdom Relations
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