

**FOCUS on
Business and
citizens**

NUP
National Implementation Programme

public version



Vereniging van
Nederlandse Gemeenten

 **UNIE VAN WATERSCHAPPEN**



Ministerie van Binnenlandse Zaken en
Koninkrijksrelaties

**Focus on
Business and
citizens**

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part 1

introduction

A dutiful government puts business and citizens first. Improving service provision to business and citizens is the primary objective of the National Implementation Programme known as the NUP.

In this brochure you will find information about the NUP. What is the NUP? Why is this programme important? And what does the NUP mean for the different levels of government in the Netherlands? This publication provides the answer to these and other questions.

The core

Citizens and businesses demand better service provision from the Government, with fewer rules and reduced administrative burdens. In other words, a fast, efficient, client-orientated government. This requires proper (electronic) instruments. Government bodies have jointly established which nineteen building blocks are essential for better service provision. The nineteen interrelated building blocks form a basic structure to be realised with the help of the NUP. In this way the NUP provides focus, cohesion and structure in improving eService provision. Moreover, the various levels of government have agreed to actually realise this basic infrastructure and collectively start using this. The basic infrastructure includes electronic access to Government, electronic authentication, numbers, common registers and electronic information exchange. The NUP mentions six example projects which demonstrate how, due to the available infrastructure, the provision of eGovernment services is visibly improving.

About the NUP

The NUP is a joint priorities programme of municipal governments, provincial governments, water boards and central government. It presents a list of nineteen NUP building blocks and six example projects. These facilities together form the basic infrastructure for the realisation of eGovernment. The NUP not only wishes to give priority to these facilities, but also aims to enhance its control of the realisation process.

These basic facilities have been particularly selected because they represent the minimum prerequisites for adequate electronic communication between Government and the general public. In its report 'the Hour of Truth', the Postma-Wallage committee provided the initial impetus for the NUP and the selection of the nineteen building blocks.

egovernment

Business and citizens want to be able to handle their affairs with the Government in a simple way, wherever and whenever it suits them. That is why government bodies collectively improve their services by using smart and reliable IT solutions.

significance of the NUP

The guiding principle in realising the NUP is the perspective of business and citizens. With eGovernment, the NUP aims to improve service provision and reduce the administrative burden.

Better service provision

A dutiful government focuses on businesses and citizens, works on a basis of trust in businesses and citizens and wins their trust in turn by working in a respectful manner and providing good services. The government is an organisation in which businesses and citizens recognise themselves. What does that mean?

- The government is transparent. Information about rights and obligations is unequivocal, understandable and easy to access. Businesses and citizens must be able to handle affairs with government in a simple manner.
- The government adopts a request-based, service-oriented and individually-oriented approach. Nobody is pushed from pillar to post. This means that information is shared and used across all levels of government.
- Service provision must be accessible in more ways than one. In other words: all channels open. Citizens decide for themselves which channel they wish to use to contact the government (Internet, telephone, desk, post, and fax). This requires a proper infrastructure on the part of the government.
- The government displays an open attitude. It actively requests the support of citizens and businesses in improving its services.
- The government respects the privacy of citizens, treats them appropriately and simplifies the provision of services using smart and reliable IT solutions.
- The government relies on reliable, secure and confidential electronic authentication and authorization of businesses and citizens. The government has taken appropriate steps to protect personal data.
- The government operates on the basis of a single data collection. Information known to the government need not be requested time and again.
- For citizens, the municipal bodies form the gateway to the government.

Fewer Administrative Burdens

The government intends to reduce the administrative burden on businesses and citizens. What does that mean?



- Transactions will be processed as simply, clearly and economically as possible.
- Provision of government services is unequivocal, and the government offers services cohesively.
- The government provides services at the right time and imparts information in a timely manner.
- The government is transparent as concerns the service provision process.
- The municipal bodies have agreed to reduce the regulatory burden by 25%.

Online service provision and redesign of the information system are the means by which to achieve this goal. In the NUP it has been agreed to use as far as possible the same standards for eGovernment programmes.

nineteen NUP building blocks, six example projects

Over the past few years a great deal of infrastructure has been built for eGovernment. This must be used more effectively, just as with the knowledge and experience gained in this procedure. That is why, within the broad range of all these government programmes, the NUP has given priority to nineteen NUP building blocks. These represent the prerequisites for proper online communication between the government and the public, and for better service provision, which includes lower administrative burdens. By focusing on these building blocks, the NUP can more effectively control developments concerning eGovernment and the cohesion between the various programmes.

Six example projects, spread amongst the various policy fields, illustrate how eGovernment basic infrastructure facilitates the realisation and concrete improvement of

service provision. They contribute significantly to reducing the administrative burden.

The NUP is a dynamic programme. Completed projects will leave the NUP while new, meaningful eGovernment building blocks and/or projects may be gradually added to the NUP, following administrative consultation.

NORA: backbone of the architecture

The Netherlands Government Reference Architecture (NORA) is the primary backbone of the eGovernment architecture. All parties have endorsed NORA. With NORA, government bodies can coordinate developments within their own organisations. By adhering to the design principles and standards, IT solutions meet the demands affixed to cohesion and standardisation.

what does the NUP mean for the different levels of government in the Netherlands?

The examples show that, thanks to NUP building blocks, projects which proved unfeasible in the past can now be realised.

All parties involved have their own role and responsibility in the further realisation of the success of the NUP.

Government bodies are expected – as well as being committed – to use the building blocks in the field of access, authentication and authorisation, numbers, common registers and electronic information exchange. Where necessary this will be – insofar as this has not yet happened – legally enshrined in law. The same building blocks will be used government-wide; no (own) alternatives will be used anywhere. The NUP also expects that government bodies will adhere to design principles and standards as laid down in NORA, that they will use accepted IT standards and must be held accountable for this in accordance with the “adopt or explain” principle and that in the event of tenders, open source is given the same chance as software programs of commercial software producers.



The organisation

Realising eGovernment requires effective cooperation between the many government bodies and other interested parties involved. The way in which this cooperation is given shape has been renewed. For control, steering, progress and coherence at a political-administrative level, government-wide consultation takes place in the Administrative Service Provision and eGovernment Steering committee. The Administrative Steering Committee is supported by the Official Steering Committee.

The Administrative service provision and egovernment steering committee

The administrative committee, chaired by the State Secretary for Internal Affairs and Kingdom Relations, supervises the realisation of the NUP. All relevant government parties required for the joint control of the use of and connection to eGovernment are represented in this steering committee: government umbrella organisations, ministries and the Major Implementing Bodies.

The official service provision and egovernment steering committee

The official Steering Committee has an independent chair and implements the decisions of the Administrative Steering Committee. This means it is responsible for such matters as:

- reminding all parties concerned of their role and responsibility in the realisation of the programme;
- coordination with umbrella organisations, ministries and the Manifestgroep;
- monitoring the cohesion between the basic facilities and example projects;



- progress monitoring of programmes and projects;
- integration of common registers;
- harmonisation of the implementation approach in respect of basic facilities and example projects;
- enhancing mutual knowledge exchange;
- reporting wishes of citizens and businesses, thus making the NUP question-oriented;
- managing communication on the progress of the programme to all levels of government.

Planning

Agreements have been made for all components of the NUP on the date by which these must have been realized. The final date by which all parties must be connected is 1 January 2011. It applies to all facilities that obligations assumed and agreements made will remain in force, also after 1 January 2011.

Financing

The development of basic facilities is financed by the government organisation responsible for the facility involved. Generally speaking, central government is in principle responsible for the national infrastructural basic facilities.

The operation and management of common registers are/ will be budget-financed, provided this can take place efficiently and budget-neutral. A working group is examining whether this is the case. Budget-financing is a method of financing whereby the operational and management costs are not passed on to users in proportion to use, but financed out of the budget of the ministry responsible. Accordingly,



government authorities no longer have to invoice one another for the use of each other's data.

Further information

If you require more information after reading this brochure on the NUP, the building blocks and the example projects, please see www.e-overheid.nl or contact:

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PART 2

nineteen NUP building blocks

The NUP consists of nineteen basic facilities which form the prerequisites for effective online communication between government, citizens and businesses. The basic facilities have been classified into five categories: eAccess, eAuthentication, numbers, common registers and eInformation exchange.

eACCESS

1. web guidelines

Information on websites which meet the web guidelines is accessible to everyone, irrespective of the software or hardware used. For building websites, there are internationally recognized agreements in the form of web standards. The Dutch government has combined these standards in the web guidelines quality model. This model comprises 125 quality criteria required to improve government websites which are accessible to all users.

2. cooperating catalogues

This NUP building block ensures that users can find information, even when searching on the website of another government level not involved in the subject they are looking for. Users no longer face a ‘closed door’ but will be forwarded to the relevant services desk. This means that citizens and businesses can quickly and easily access information about products and services they need on the websites of participating governments.

3. Answer for business

This portal is available to all businesses looking for up-to-date and relevant government information, e.g. about laws and regulations, permits and government grants. The object of Answer for businesses is to improve online provision of services by the government to businesses and reduce the administrative burden through request-based presentation of information and services.



4. Mygovernment

This facility is a personal and secure web environment in which citizens can handle their affairs and exchange information with all levels of government, wherever and whenever they wish to do so, and as quickly and economically as possible. This concerns e.g. filing a tax return, applying for a social security benefit, or a building/tree-felling permit. Connection to the MyGovernment website implies for government authorities that their services can be easily located and that it will become easier for them to send messages to specific groups of citizens, e.g. residents of a particular neighbourhood.

5. Answer

Several government authorities are working together to set up a service provision concept, a multichannel desk that citizens and businesses can contact for answers to almost all questions they may have; a client contact centre (KCC). In the NUP it has been agreed that all municipalities with a population of 100,000 or over will set up a KCC connected to the 14+ dialling code. It has also been agreed that information on products of provinces and water boards will be made available to the municipal client contact centres.

eAuthentication

6. digiD for citizens

DigiD is the collective digital authentication system for government authorities, with which they can electronically verify the identity of citizens using government services. In this way government authorities can handle matters with citizens in a reliable manner.

Using their own unique DigiD, citizens can communicate via the Internet with government organisations, and handle transactions. A single user name and password are all that is required. DigiD negates the need for each government institution to develop its own authentication system, and thus contributes to government efficiency.

7. DigiD Authorize

DigiD Authorize is a national, collective facility allowing businesses and citizens to use authorisations for electronic government service provision. This facility makes it possible to authorise a third person – on behalf of oneself – to acquire online services provided by the government. For example, a taxpayer who engages the services of a tax consultant for electronically filing an income tax return. Using the authorisation function prevents people from giving their DigiD identification code to others, or allowing others to gain access to pre-completed details.

8. eidentity for business

The eRecognition programme for businesses succeeds the current DigiD for businesses, which explains its name. The demands and wishes of businesses go beyond what the current programme offers. To conduct businesses in a reliable, easy and secure fashion, businesses need a number of extra facilities. In the eRecognition programme, businesses together with parties operating on the e-recognition market are to set up a network for e-recognition. Participants can make arrangements to apply existing solutions on a wider scale and adjust these to fresh developments. The aim is to present an initial version of the package of agreements based on market consultation by the end of 2009.

numbers

9. citizen service number (BSN)

BSN stands for a unique personal identification code formerly known as the social-fiscal number. In its contacts with citizens, but also in the exchange of data between government authorities, the government uses only one single unique personal identification code: the BSN. This number allows for an efficient and reliable exchange of personal details between citizens and the government and between government authorities. The BSN thus contributes to combating identity fraud and reducing the administrative burden for citizens.



common registers

Common registers are data sources kept in a single place that can be used by all other government authorities.

10. Municipal personal records database (GBA)

The GBA is the sole and unique source of personal details of persons registered in the Netherlands. Statutory regulations governing the GBA as a common register took effect on 1 April 2007 and will be introduced throughout the entire government by 2010. Personal details and a properly functioning common register are necessary for effective operation of government tasks and a satisfactory level of government service provision. Every municipal authority updates and manages the data kept in its GBA in respect of its own residents.

11. Non-residents' register (RNI)

The RNI is the register for natural persons not residing in the Netherlands but who do maintain contacts with the Dutch government. A Polish painter working each time in the Netherlands for a period of two months does not reside in this country but he does have a relationship with the Dutch government. This also applies to a Dutch citizen living on the Spanish coast enjoying his Dutch old-age pension. As these persons are not residing in the Netherlands, their personal details are not kept in the Municipal Personal Records Database (GBA).

The different government bodies each keep their own registration of these non-residents. A number of general details are bundled in the RNI to one set of data. Furthermore, the identifying details, the Citizen Service Number (BSN) and the foreign addresses of non-residents have been recorded. This data may be used – just as with the GBA - by all authorized government organisations.



12. Trade register (NHR)

The Chamber of Commerce is working on and manages a Trade register which is to become the common register for businesses and legal persons (associations, foundations). All government authorities will be connected to the NHR between 2008 and 2014. This connection to the NHR will result in a more efficient government and better service provision to businesses.

13. Key registers of Addresses and buildings (BAG)

The BAG is a common register kept by municipal authorities containing details on addresses and buildings. All government authorities can retrieve data from this database and as of mid 2011 they are compelled to use this information.

14. Topography

The Key register for topography (BRT) is a unique source of information for all mid and small scale topographic maps (scale of 1:10.000, smaller scale maps to be added later on), with which government authorities can easily exchange geographic information. The BRT is kept by the land registry.

15. cadastral register

The cadastral register (BRK) registers cadastral information on parcels, title, mortgage and independently limited rights such as ground lease, building and usufruct. The cadastral register functions as a common register because many government authorities use the cadastral information as a basis for their own operational processes.

16. Key register for large scale topography (BGT)

The Netherlands large scale basic map (GBKN) and the large scale topography of the topography producing municipalities (TPG) together with source data of the Directorate-General for Public Works and Water Management (RWS), ProRail, provincial governments and water boards, form the BGT. Because of this bundling of data, information henceforth needs to be collected only once and can be subsequently used multiple times.



information exchange

17. Digikoppeling

Digikoppeling, is a univocal, innovative and safe facility for transportation of various types of messages, such as messages from common registers between service providers and service clients. It refers to the logistics of message traffic, not the contents thereof. Digikoppeling is required to access the common registers. This basic facility is used for attaining the goal of 'single data provision, multiple use'. In future, Digikoppeling can be used for all but every type of information exchange within the government.

18. Digimelding

A government organisation using data from one of the common registers may suspect that the information is incorrect which it must subsequently report. With Digimelding the organisation concerned can report its suspicion via a single central point of contact, after which the report is forwarded to the institution involved. In this way, each user contributes to maximizing the quality of the data kept in the common registers.

19. Joint accessibility of common registers (GOB)

The GOB is a package of agreements, standards, conditions and facilities that furthers a uniform and unequivocal access to the common registers. The system catalogue is an example of a facility in which the structure of the system of common registers is described. The GOB makes it easier for governments to use these common registers.

mutual dependency

Most NUP building blocks can be developed independently from others. However, separate building blocks have no surplus value. Digikoppeling, Digimelding and the GOB for example, have no value as long as the common registers are not connected. The front-office programmes Answer, Answer for business and MyGovernment are complimentary and increasingly share each other's components.





PART 3

six example projects

1. digital service for environmental and water permits

The environmental and water permit is one integrated permit including one service desk, one competent authority and one enforcement agency for constructing, building, housing, monuments, open-air spaces, nature and environment. With this project, the Ministry of Housing, Spatial Planning and Environment (VROM) aims to reduce the number of regulations and improve these, resulting in time saving and lower costs. For example, the facility uses the DigiD for citizens and businesses and is linked to the GBA. As a result, applications will be processed faster and administrative burdens will be reduced.

2. digital work and income client file (DKD)

The DKD is a virtual work and income file. This means that the systems of the chain partners Centre for Work and Income (CWI), Workers Insurance Authority (UWV) and the municipal social services are linked to each other in such a way that information required can be collected any time. Participants in the chain will be able to share information simply and responsibly for benefit of the service provision to the client, but also for benefit of streamlining their own service provision processes. Citizens will no longer be confronted with unnecessary requests for all types of information: the DKD supports the single request for information. The DKD is connected to the various NUP building blocks, including the GBA, the NHR, the BSN, DigiD and MyGovernment.

3. single contact point for school absenteeism and dropout

The Ministry of Education, Culture and Science (OCW) together with a number of pilot municipalities have developed a digital contact point for school absenteeism and dropout. The contact point ensures that schools can report absenteeism and drop-outs uniformly to one single reporting desk. The contact point subsequently informs the appropriate municipal authorities. This will save schools and authorities a considerable amount of work and results in reliable details. The reporting desk uses the NUP building blocks Digikoppeling, BSN and GBA.



4. online public health care and social security services for chronically ill, disabled and elderly people (wmo)

The goal of the Wmo is 'participating': the Act is to ensure that people can continue to live independently as long as possible and participate in social life. Chronically ill persons, people with disabilities and older persons form a significant part of this target group. There are quite a few other laws also covering this target group which results in substantial administrative burdens for citizens and professionals alike.

The use of IT eases the burden and makes the implementation of these laws more efficient. An important role is played by the Regelhulp.nl website, informing not only disabled people and the chronically ill but also municipal social servants and health care workers about health care and social insurance provisions and allowances. The example project uses various NUP building blocks such as BSN, DigiD for citizens and web guidelines.

5. youth risks reference index (vir)

The VIR, formerly known as the high-risk youth reference index, is an IT application that registers risk reports concerning youths aged up to 23. Problems occur in respect of these youths that threaten their physical, mental, social and/or cognitive development, as a result of which they run the risk of becoming drop outs. Youth workers from the youth chain report these risks. If reports on a youth have been made before, the institutions involved will be informed about each other's report. The better information exchange in the youth chain results in improved coordination of the organisations' activities. The VIR uses the building blocks Digikoppeling, BSN en GBA.

6. services desk

The Services Directive is introduced in all EU Member States. The object of the Directive is to make it easier for service providers to do business in the European Union, by means of reducing or removing laws and regulations, administrative burdens and high costs. In all Member States there will be one central, electronic services desk where national and international service providers can find information and accordingly arrange their affairs with the government, such as applying for and obtaining permits. The services desk also uses a large number of NUP building blocks.



colofon

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For a complete and exact presentation of all agreements please refer to the complete text of the National Implementation Programme (NUP) (annex to the Lower House, 29362, no. 148). This is a Dutch language publication.

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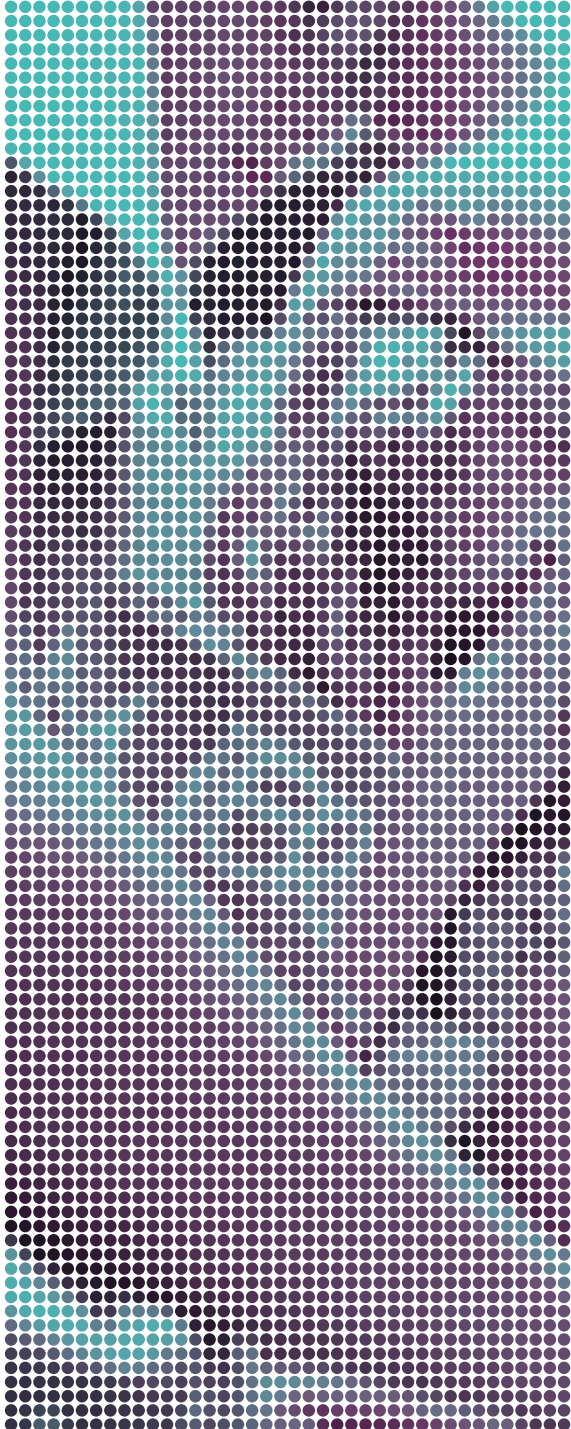
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