



# 1

## One

digital government:  
better service,  
greater convenience



VIEW ON THE PROVISION OF SERVICES 1

## The demand is central

The demands of citizens and companies are central in our activities.

We are solution-oriented and are geared to the needs of citizens and companies.

We make an effort to cancel or avoid unnecessary rules and regulations.

We also seek to decrease the degree of regulation by only asking for the necessary information for applications for licences.

# One

## digital government: better service, greater convenience

Citizens and companies want their dealings with the government to be easy and efficient. Quickly, at the moment and in the manner best suited to them. They expect reliable information in clear language, one contact and no superfluous questions, rules and procedures. The government responds to this need and wants to maintain the level of its services as well as improve its services. For instance, by extending the options available for online contact with the government. The goal is one compact and efficient government. A government close to its citizens and companies. A government which by maximum cooperation is seen as one government.

In the past few years, we have constructed the basic infrastructure for the electronic exchange of data between governments and between the government, citizens and companies. The theme of the years to come will be the use of this basic infrastructure.

What are the ambitions? How do we achieve together that our services will meet the needs of citizens and companies, in the times in which we have to do our work with less funds and less personnel? Governments set the agenda together for the next four years, expressed in 'i-NUP, the government-wide implementation agenda for the provision of services and e-government'.

In this brochure you will find the main features of the plans.

<sup>1</sup> i-NUP follows on from the NUP, the National Implementation Programme for Services and e-Government. This programme was based on an administrative agreement in which the governments agreed to prioritise the development of a number of basic facilities. These facilities jointly constitute the basic infrastructure for proper electronic traffic between the government and citizens and companies and between governments. The foundation of i-NUP is that all parties have indicated that they wanted to achieve the designated results of the NUP during this government's term of office. See also [zoek.officielebekendmakingen.nl](http://zoek.officielebekendmakingen.nl), [not available in English] appendix to parliamentary paper 26643 number 182.



*Han Polman*

*Mayor of the municipality of Bergen op Zoom*

“In the past few years we have caught up tremendously with, for example, the implementation of the BAG [Basic Registration of Addresses and Buildings] and the GBA [Municipal Personal Records Database]” says Han Polman. “It was really necessary. For us as administrators it is crucial that the information is properly maintained and that we can trust the information available. It is not only necessary to improve the provision of services but it is also the basis for achieving policy goals. Therefore IT should be high on the administrative agenda. It is not only about the implementation and use of the basic registrations. We also have to examine how to make intelligent links between these basic registrations in order to work effectively and efficiently. In addition, we also have to be able to give account of how we handle the information. Citizens and companies demand this from us. They expect government information to be reliable and founded on a legal basis. They have to be able to check the information and adjust it when something is incorrect. The trust that the government will handle their information correctly has to be the foundation.”

### **First the costs and then the benefits**

Information properly maintained and smart sharing: that is what it is all about.

Mr Polman says: “Digital services are here to stay. Our residents demand it and it requires less time from the municipality and reduces the administrative burdens. It also ties into the discussion about a compact government. That is why we are very happy that the government has a positive approach to this subject and that means will be made available for municipalities to provide the required stimulus to IT. For first the costs and then the benefits.”

### **The future**

“In the years to come we will have to do better with less personnel and less money. This requires a good organization of the key tasks, smart and reliable IT solutions and attractive and good employment practices.” Mr Polman is convinced

**“As administrator put provision of information top of the agenda.”**

that a good IT infrastructure is a precondition for attracting and keeping new young employees.

“They arrive and ask for their iPad. Working independent of time and location? To them that is perfectly normal. The old-fashioned hierarchical structures do not work for the next generation of employees. You have to trust them and facilitate them in another manner. For instance with good information technology. In this way IT helps us to meet the challenges of the future.”

# The basis:

## a shared vision

In the shared vision on the provision of services municipalities, provinces, water authorities, implementing bodies and the Central Government express their shared ambition: one open and accessible government. For citizens and companies this means that they will increasingly be able to use the digital channel to do business with the government. Other channels, like the central desk, telephone and mail will still exist and render support. In the past few years investments have been made in the development of a basic infrastructure for the electronic information exchange between governments and between the government, citizens and companies. At the end of 2010, the implementation of the basic infrastructure had progressed considerably. In the years to come, it will be important to actually put this provision into use at a large scale. Not only to improve the services to citizens and companies but also because it is worthwhile to do business digitally. For through the efficient use of IT considerable savings can be made in the long run. The estimate made by KING [Quality Institute of Dutch Municipalities] is that the Central Government will be able to save 123 million euros per year. For municipalities this means an amount of 125 million euros per year<sup>2</sup>.

<sup>2</sup> Implementation NUP, the benefits portrayed, KING, The Hague 29 October 2010.



VIEW ON THE PROVISION OF SERVICES 2

## Swift and secure

We ensure that citizens and companies can manage their affairs with the government swiftly and securely. We achieve this by offering them the option of dealing with the government online. Requesting information, asking questions, submitting applications and inspecting progress

information, inspecting and adjusting personal data: via the Internet, citizens and companies will be able to do this 24 hours a day, 7 days a week. We will have good security and we will handle the data with care. Business hours and availability of our other communication channels (central desk, telephone and mail) will be determined by the needs of citizens and companies. We will always speak and write in understandable words in all our contacts.

# The agenda

## until 2015

The government-wide implementation agenda for the provision of services and e-government, abbreviated as i-NUP, describes the plans for the next four years. In addition to the completion and administration of the basic services, focus is on the large-scale implementation and use of the basic services. Each individual government organization (municipality, provincial authority, water authority and implementing body) itself will be responsible for the implementation and use. Municipalities will receive additional implementation support.

### Four main features

#### 1 The citizens' desk

A more accessible government, government information that is accessible and easier to find and the municipality as an important access to the government. That is what all government authorities will be working on in the years to come. The various government authorities have made their own plans on how to implement the above.

#### *Municipalities*

Municipalities work on the front-office products. This provides the government authorities with knowhow, building blocks, systems and support to improve their services. Municipalities will be able to provide the correct answer through the various channels quicker and more clearly by means of a good website that complies with the web guidelines, a customer contact centre and the central 14+ dialling code. It also makes information easier to find. Municipalities have a special role in government service provision. For they are the closest to the citizens. Anyone who does not know where to turn to with a question to a government authority in future will always be able to turn to the municipality. The municipality, in most cases, will immediately answer the question or will refer directly to the right authority.



*Jan Fraanje  
Municipal Clerk of the municipality of  
Boxtel*

“The framework offered to us by the NUP by setting priorities is pure profit,” says Jan Fraanje, municipal clerk of the municipality of Boxtel. “But we believe that the context is still missing and we continue to need concrete planning.” His criticism, however, does not stop the municipal clerk from dynamically getting to work with the building blocks in his organization. “We do this in a pragmatic manner,” explains Mr Fraanje. “Last year we introduced the BAG because we had to. This year a modification of the website was planned and this was the opportune moment to implement the web guidelines.”

Approach to the provision of services  
Implementation and use of the building blocks is more than connecting an IT system. It requires in particular the commitment of employees. Work processes change, the nature of tasks changes. How does Mr Fraanje deal with this in his organisation?

“The commitment of our employees is very strong. Providing services is our approach and this motivates. Our application managers are proud to create something that works. In order to achieve

this they need the means and space. They just want to do their jobs without too much hassle. Furthermore, we motivate our employees to undertake projects outside the workplace. External orientation improves the ability to solve problems, it is fun and it is a chance to promote what we do here in Boxtel.”

**“The commitment of our employees is very strong.”**

#### **A small municipality**

With 30,000 residents Boxtel is one of the smaller municipalities. Does that make it difficult to implement all the building blocks? Mr Fraanje says, “It is an advantage that we have a flat organization. We have one Clerk and six department heads each with their own application manager. The Municipal Executive and the Council state, “We want to be a modern organisation, with proper services.” Then we have to make the transition to IT policy. We proceed from the principle that we do not want any island computerization: all systems must be able to communicate with each other. And we work with one supplier. This supplier knows your systems and you have only one contact if things do not function as they should.”

#### **Lists**

“When you are small you search for cooperation,” Mr Fraanje continues. “This is easy in the IT field, it does not so much define your identity as a municipality. We cooperate with the municipality of Haaren. It is not always necessary to cooperate in an official partnership. You can learn from other municipalities as well. See for instance the Prize for the Best Copycat from KING. We are always very curious about lists and figures. Where are we and can we learn from others who are ahead of us? It is so easy to see and detect the good examples.”

### *Implementing bodies*

The implementing bodies, united in the Manifestgroep, mostly use the message box of MijnOverheid [My Government]. Through this message box, citizens will receive personal messages from the government. The message box makes it possible to receive, file, search and forward government messages electronically.

### *Provinces*

The provinces continue the development of the front-office for citizens and companies. This relates to:

- Organizing the various transparency collections. These collections offer citizens and companies digital access to legislation, regulations and notifications. In addition to the extent that information is easy to find, the provinces also make an effort to optimize the quality of the information.
- Connecting to central government desks like MijnOverheid [My Government] and Antwoord voor bedrijven [Answer to Companies].
- Organizing client contact centres.
- Implementing the national authentication facilities as DigiD [Digital Identity], DigiD Machtigen [DigiD Authorization] and eHerkennen [eRecognition].

### *Water authorities*

The water authorities are focused on differentiating the view on the provision of services for water authorities and the implementation of the Digital Service for Environmental and Water Permits. This is an online service for citizens for an efficient application for, and handling of, permits required by the Wabo [Environmental Permitting (General Provisions) Act] (environmental permit) and the Waterwet [Water Act] (water permit).

## **2 Digital provision of services to companies**

In 2011 and 2012, companies should start to notice the advantages of the use of a number of basic services: a lesser degree of regulation, better provision of services and lower costs. The Ministry of Economic Affairs, Agriculture and Innovation has taken the lead in this together with the consultative group e-overheid voor bedrijven [e-government for companies]. In the years to come, focus will be on implementation and use of the basic services and digital provision of services:

- Finalizing and making the basic services broadly available to access, information and communication.
- Stimulating the use and reuse of basic services by making the use of these services compulsory for government providers.
- Further development of services using the basic services.
- Exploring the options of a right for companies to do business electronically.



VIEW ON THE PROVISION OF SERVICES 3

## One government

We present ourselves as one government accessible and open to everyone. The municipality is an important gateway for citizens and companies: near and recognizable.



VIEW ON THE PROVISION OF SERVICES 4

## No superfluous questions

We do not pose superfluous questions. Data included in one of the basic registrations will not be asked for again.

### 3 The system of basic registrations

There are thirteen basic registrations that together form the system of basic registrations. Basic registrations contain frequently used basic data like addresses, personal data, company names and geo-information. The data are updated by the source data holders and used by all other governments when required. The joint services enable the data exchange between the basic registrations and ensure the accuracy of the data.

The system already works on a basis of loose parts. The final goal, a working system that is experienced as a whole, will be reached in 2015. To reach this goal we have made the following preparations:

- The use of the GBA [Municipal Personal Records Database], the BAG [Basic Registration of Addresses and Buildings] and the NHR [New Commercial Register].
- Making system-wide agreements on financing of development, implementation and use of the system.
- Completing the joint services and making administrative agreements on the use thereof.
- Making the system work for three socially relevant chains.

### 4 Implementation support for municipalities

Each government is individually responsible for the implementation and the use of the building blocks of the basic infrastructure. This does not mean that they have the choice to use, or not use, one or more building blocks. For a number of building blocks there is a statutory duty to connect and use them. In this manner, all government authorities contribute to this one digital government that leads to better service and more convenience. For the other building blocks a result obligation has been agreed for 2015. The support programme will be linked to result obligations (see appendix 1).

#### *Incentive*

Municipalities will receive financial support by an incentive of 104 million euros from the Municipalities Fund. This enables them to free budget for the implementation of the basic infrastructure. Repayment will take place in 2015, the moment the benefits are expected to be achieved.

#### *Operation NUP*

In addition to this financial support KING will organize a general support programme for municipalities: Operation NUP. This support programme will set the preconditions for a successful and efficient implementation. KING will, inter alia, develop a toolkit for implementation for municipalities and will contribute to the development of standards that facilitate integration of the building blocks with the municipal IT systems. The Central Government has made available an amount of 10 million euros for Operation NUP. Additionally, the municipalities contribute, also by means of an incentive, an amount of 18 million euros from the Municipalities Fund. The programme is expected to start in July 2011. The incentive and Operation NUP together help municipalities to undertake implementation, to organize the basis of their IT facilities and to take their responsibility.



**André de Kok**  
*Chief Information Officer of the municipality of Eindhoven*

André de Kok, Chief Information Officer of the municipality of Eindhoven is content. He says, “The agenda of the NUP for the next few years offers a good basis.” But he also feels that a warning is necessary. “We have to implement the building blocks successfully together. This is not possible in one go, it has to be done in phases, in line with the local needs.” It is obvious to Mr De Kok that municipalities can help each other. “It is not efficient to all invent the wheel over and over again. Even more than that: we cannot afford to do so. Therefore we have to learn from each other’s experience, help each other and make agreements together.”

#### **Putting your shoulders to the wheel**

“Successful implementation fully depends on the guarantee that it also works in practice,” says Mr De Kok. “We as municipalities should be much more involved in this.

Taking responsibility and ‘putting your shoulders to the wheel’ at the implementation test. In particular large municipalities should play a role in this process. Yes this may take more time. But it is better to prepare twice as long than having an

implementation costing ten times as much because supply and demand do not match.”

#### **Administrative involvement**

According to Mr De Kok politicians are hesitant to get involved in IT. “The risk of failure keeps administrators from putting IT high on the agenda. This is not entirely right because updating and improving your municipal information household does increase costs but it also means profits for the municipality. Some administrative involvement is definitely called for. In Eindhoven we are convinced that the parts of the NUP are essential to shape our digital services for society. But there is more and it remains important to look at the whole picture. And to keep administrative control. Eindhoven, as the Brainport of the Netherlands, wants for instance to be an attractive location for IT and design companies, by making smart investments in the municipality and its own organization. IT helps to achieve this goal.”

**“In Eindhoven we are convinced that the parts of the NUP are essential to shape our digital services for society.”**

### *Test for effectiveness*

On two occasions a test will be performed of Operation NUP.

- 1 At the end of 2012, an interim evaluation will be conducted to assess whether the progress is satisfactory and the support programme can be continued. If it is found that the municipalities and the Central Government do not trust Operation NUP to sufficiently contribute to the implementation of the basic services, the VNG [Association of Netherlands Municipalities] and the Central Government may consider adjusting the incentive and terminating the programme.
- 2 At the end of the programme there will be a final evaluation to determine whether the agreed results have been achieved. The basic principle is that a building block has to be used by at least 80% of all municipalities.

## Management

The control over the implementation of the programme is vested in the BRG [Administrative Steering Group Services and e-Government]. This is the administrative coordination between municipalities, provinces, water authorities, implementing bodies and the central government. The Minister of the Interior and Kingdom Relations is Chairman of the BRG. To increase the decisiveness and to control the progress of the developments of the e-government, a managing committee of the BRG has been formed. Part of the BRG are two programme councils (e-government for citizens and system of basic registrations) and the steering group Operation NUP. There is a close cooperation with the consultative group e-government for companies.

## Monitoring and communication

There is constant progress in the agenda of the e-government. The programme councils and the consultative group e-government for companies prepare progress reports and KING supervises the progress of the implementation by municipalities. The results are public and can be viewed at [www.e-overheidinbeeld.nl](http://www.e-overheidinbeeld.nl) and [www.waarstaatjegemeente.nl](http://www.waarstaatjegemeente.nl). The House of Representatives receives an annual progress report.

The website [www.e-overheid.nl](http://www.e-overheid.nl) is central in the communication. This portal provides access to information on the building blocks, planning, best practices and support facilities.

## More information?

For more information, please go to [www.e-overheid.nl](http://www.e-overheid.nl). On this website you can also subscribe to the weekly newsletter e-overheid.

A man in a light blue shirt is shown in profile, looking down at a smartphone he is holding in his right hand. He is standing in a parking lot with several cars visible in the background, including a red car and a silver SUV. The scene is outdoors with trees and a clear sky. A white text box is overlaid on the lower part of the image.

VIEW ON THE PROVISION OF SERVICES 5

## Transparent and approachable

We clearly explain what citizens and companies may expect of us by informing them of our service standards. We regularly gauge our achievements in the field of provision of services; we compare the results with each other and make them public. We actively put public government information online for third parties.

# Appendices

## Appendix 1 Result obligations 2015

The basic principle of this result obligation is that the Central Government provides useful facilities before the middle of 2013. The programme councils determine whether a building block is ready to be connected and they specify which version of the building block the performance agreement relates to. The programme councils also specify what the connection includes. For the basic registrations, it concerns the date of connection and use laid down by law. The summary includes the dates from the implementation agenda of the system of basic registrations. When these dates start moving the agreements on the result obligation will be adjusted. For the company domain the approval of the standards lies with the Standardization Board.

### Results to be achieved before 1-1-2015

Web guidelines	<p><b>e-government for citizens</b></p> <p>1 All municipalities shall ensure that by 2012 their website complies with the minimum requirements of the web guidelines and that by 1-1-2015 it completely complies with the web guidelines.</p>
MyGovernment	<p>2 All municipalities will be connected to the message box of MyGovernment.</p> <p>3 The volume of the use of the message box MyGovernment shall increase and reach a significant level.</p> <p>4 All municipalities shall be connected to the current affairs, a functionality of MyGovernment.</p>
Answer©	<p>5 All municipalities shall be connected to the 14+ number.</p> <p>6 All municipalities are connected to the content service of Antwoord as both user and supplier.<sup>3</sup></p>
eRecognition	<p><b>e-government for companies</b></p> <p>7 All municipalities shall be connected to eRecognition. All personal (not eRecognition) services for identifying and authorizing companies shall be phased out.</p>
NHR	<p>8 Before 1 July 2014 all municipalities shall be connected to the NHR within the context of the statutory duty to use the NHR.</p>
Answer to Companies	<p>9 Municipalities shall implement Antwoord voor Bedrijven [Answer to Companies] for their provision of services to companies. Municipalities shall fill the library of the platform of Answer to Companies with all transactions the entrepreneur can conduct with the government according to the (open) standards set by the Standardization Board.</p>
BRP	<p><b>System of Basic Registration</b></p> <p>10 All municipalities connect in the context of the statutory duty. [Basic Registration of Personal Data]</p>
BGT	<p>11 All municipalities comply with the statutory duty still to be defined. [Basic Registration Large-scale Topography]</p>
BLAU	<p>12 All municipalities comply with the statutory duty still to be defined. [Basic Registration of Wages, Labour Relations and Benefits]</p>

<sup>3</sup> The programme board E-government for Citizens decided on June 16th 2011 to cease this service.



*Jeroen Kreijkamp (Alderman) and  
Louke Vissers (Director) municipality of  
Utrecht*

“We want to make it as easy as possible for the residents of Utrecht to do their business with us. That is why digitizing is at the top of our agenda.” At the table are Louke Vissers, Director of the Civil Affairs and Municipal Taxes Department and Jeroen Kreijkamp, Alderman for Personnel, Public services and Organizational Reform of the municipality of Utrecht.

**“We believe this: better for the citizen, cheaper for us.”**

“Digitizing is not only more convenient, it also leads to a higher quality of our services,” says Ms Vissers. “When you are able to computerize simple applications as for instance extracts from the GBA [Municipal Personal Records Database], you save time. You can invest this time in tailor-made services for more complex questions. Our residents expect this from us: being able to manage your affairs online where possible and to make personal contact when advice and explanations are necessary.”

### **One municipality**

They both advocate standardization of processes. “It is one of the cornerstones of the modernization of our organization,” Mr Kreijkamp explains. “We strive for one working procedure within the municipality so we will be able to respond to questions from society more quickly and more efficiently. Of course, this requires quite a lot from our employees. These are new structures, other working procedures, a change in culture. We strongly promote this as Mayor and Aldermen by continually expressing at all levels that we work together as one municipality of Utrecht.”

### **Profit**

Even at the national level, profit can be achieved through standardization. Ms Vissers says: “National standards help the implementation and make best practices easy to implement for all municipalities. I believe that this issue needs to be addressed more at the national level. Also when you consider redesigning your processes. For instance, issuing a passport is the same everywhere. Currently municipalities redesigning this process exchange experiences but that is still coincidental. Why not develop the best process at the national level?”

### **Easier and cheaper**

The municipality of Utrecht recently had a cost-benefit analysis prepared. Are investments in IT profitable? “We absolutely believe that IT investments make you work more efficiently,” Ms Vissers and Mr Kreijkamp confirm. “However, it is a precondition that your IT works efficiently and that the system of basic registration works. In particular with bulk processes you will profit very quickly. There is a huge difference between having to deal with 50,000 applications at the service desk or the digital desk. There are other examples as well. For instance, we are currently examining whether we can organize levying taxes together with the water authority. We will levy taxes for the house, they will levy taxes for the water. We already work together with respect to remission of taxes. One desk for the citizen is easier for the citizens and cheaper for us.”

BRO	13 All municipalities comply with the statutory duty: connect in 2012. [Basic Registration of Subsoil]
All basic registrations	14 All municipalities comply with the statutory duty to use the basic registrations as their only source of the included valid data and do not request these data again. This will be monitored per registration for the three decentralization duties as of the date of mandatory use.
BAG/GBA	15 All municipalities shall use the BAG [Basic Registration of Addresses and Buildings] as their source for address and building information. The first priority is to achieve the link between the BAG and the GBA no later than 1 November 2011.
BAG/WOZ	16 All municipalities shall link the WOZ [Valuation of Immovable Property] to the BAG in phases. As an interim result the linked BAG identification numbers will be available for external communication for the WOZ assessments to be sent in February 2012.
Digikoppeling	17 All municipalities shall implement and use Digikoppeling [Digi-link] to exchange information from the BAG, GBA and NHR.
Digimelding	18 All municipalities shall connect to Digimelding [Digi-report] and shall use this facility in any event for BAG, GBA and NHR.
Digilevering	19 All municipalities shall connect to Digilevering [Digi-delivery] and shall use this facility in any event for BAG, GBA and NHR.
Standardization	<b>Standardization</b> 20 The municipalities use open standards as determined by the Standardization Board and work according to the principle 'apply or explain'. With software tenders, in the case of equal suitability, open source is preferred.

Name basic registration	Taking effect compulsory use	Name basic registration	Taking effect compulsory use
GBA	1-1-2010	BLAU	not yet known
NHR	1-7-2014	BRI	1-1-2009
BAG (2 registrations)	1-7-2011	WOZ	1-1-2009
BRT	1-1-2010	RNI	not applicable
BRK	1-1-2009	BGT	not yet known
BRV	1-1-2010	BRO	1-1-2013

## Appendix 2 Glossary

**Answer©** provides knowhow, building blocks, systems and support for governments to improve their services.

**Answer to companies** is the starting point from the government for entrepreneurs. On the website [www.antwoord-voorbodrijven.nl](http://www.antwoord-voorbodrijven.nl) entrepreneurs can quickly see which laws, rules, permits and taxes they have to deal with.

**BAG** The Basic Registration of Addresses and Buildings is the registration with information on all buildings and addresses in the Netherlands. The municipalities update the BAG.

**Basic registrations** Basic registrations contain frequently used basic data like addresses, personal data, company names and geo-information. The data are updated by the source data holders and used by all other governments when required. There are thirteen basic registrations that together form the system of basic registrations.

**BGT** The Basic Registration Large-scale Topography shall contain all objects such as houses, roads and dykes in the area.



VIEW ON THE PROVISION OF SERVICES 6

## Efficient

We try to make our services as efficient as possible.

Where possible digital contact with the citizens and companies is preferred.

We enable personal contact when this is required or improves the quality of our services.

**BLAU** The purpose of the Basic Registration of Wages, Labour Relations and Benefits is to improve services to the client and to improve cooperation within and outside of the SUWI [Work and Income Implementation Structure] chain.

**BRO** The Basic Registration of Subsoil shall contain information on the soil and subsoil like the subsoil structure and the geological composition of the subsoil.

**BRP** The Basic Registration of Personal Data contains personal data. It is the successor of the GBA. The BRP shall also include non-residents.

**Digikoppeling** Digi-link is the 'postman' for the government. Digi-link contains a set of standards for electronic data interchange between government organizations. This standard will also be used for the exchange of data between basic registrations. The standards have been approved by the Standardization Board.

**Digilevering** Digi-delivery provides information on 'events' that the connected basic registrations deliver to government institutions that require the information. Events are for instance the birth of a baby, the start of a company or the determination of an income. Digi-delivery ensures a uniform and efficient exchange of data.

**Digimelding** Digi-report is the one central point to report inaccuracies in the basic registrations. Government institutions can report inaccuracies in the basic registrations using Digi-report. The inaccuracy will then be rectified in all basic registrations at the same time.

**eHerkenning** E-recognition is a service that conveniently arranges digital recognition of business clients of government services.

**GBA** The Municipal Personal Records Database contains personal data of everyone who lives in the Netherlands or has lived in the Netherlands. The GBA is succeeded by the BPR.

**Joint services** Joint services enable the data exchange between the basic registrations and ensure the accuracy of the data. Digimelding, Digikoppeling and Digilevering are the joint services.

**MijnOverheid** MyGovernment is a personal website for government business. Here citizens can see how they are registered with the government, receive messages from the government and supervise their business with the government.

**NHR** The New Commercial Register is the basic registration of companies and legal entities. The register also contains all other organisations that participate in economic transactions.

**RNI** The Registration Non-residents records basic data of non-residents. Non-residents are people not living in the Netherlands who have a connection with the Dutch government. The RNI will be placed under the BRP.

**System Catalogue** The System Catalogue is an online catalogue describing the structure of the system of basic registrations. This catalogue also contains the definitions of types of objects, data and messages. This information supports government institutions with implementing data of basic registrations in their own work processes.

**Web guidelines** The web guidelines consist of a set of requirements all government websites have to comply with. They ensure good quality websites accessible to anyone, including people with a functional limitation, users of mobile phones and all types of browsers.

**14+ dialling code** The 14+ dialling code is a general telephone number for municipalities. It begins with 14 followed by the dialling code for the municipality.

## **Colofon**

This is a publication from:

The i-NUP project office of the Ministry of the Interior and Kingdom Relations in cooperation with the Ministry of Economic Affairs, Agriculture and Innovation, the Ministry of Infrastructure and the Environment, the Association of Netherlands Municipalities, the Association of Provincial Authorities and the Union of Water Authorities

[www.e-overheid.nl](http://www.e-overheid.nl)

Photos: Cheers to your Eyes, The Hague

September 2011