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	October 2007	



1 Introduction

A regular progress report on e-Government is sent to the House of Representatives once a year. In order to inform interested administrators on the situation regarding e-Government twice yearly this first interim report has been produced. It indicates where the various e-Government components are now in use in other sectors, gives an overview of how e-Government is being managed and sets out the progress that has been made with the construction, implementation and use of the e-Government components as of 1 October 2007.



2 Use of the basic facilities

This chapter describes a number of projects in policy sectors where the e-Government basic facilities are in use.

Social Support Scheme & ICT

Ministerial client: Health, Welfare and Sport

ICT provides municipal authorities with ample opportunity to administer the Social Support Scheme (WMO) effectively. The Social Support Scheme and ICT project is run by the Social Support Scheme Implementation Agency, a joint initiative of the Ministry of Health, Welfare and Sport and the VNG (Association of Netherlands Municipalities). It aims to make municipalities aware of the opportunities afforded by ICT. It also coordinates product development by ICT suppliers and develops information standards to make the administration of the scheme more efficient and more effective. An important feature of the project is the Social Support Scheme and ICT business case, which involves developing a nationwide infrastructure for electronic mail in the WMO scheme. In future the project will take advantage of various basic facilities, including DigiD, the key registers of Buildings & Addresses, Incomes and Non-Residents, the Citizen Service Number and e-Forms.

Agriculture, Nature and Food Quality Electronic Services

Ministerial client: Agriculture, Nature and Food Quality

Agriculture, Nature and Food Quality Electronic Services is a Ministry-wide programme, the aim of which is to introduce electronic services at every level of the Ministry and implement them in the administration units. It links up with other government initiatives in this area and is already connected to a number of basic facilities. The programme will include examining the possibility of introducing electronic application and renewal procedures. At present the project is connected to DigiD, e-Forms, the Business Service Point, Catalogue Collaboration and the CSN and it is already using various basic facilities.

Accurate Identification Project

Ministerial client: Justice

The aim of the Accurate Identification Project is to improve the information on suspects and convicted persons shared by organizations in the criminal justice system by standardizing data and processes, introducing a bill on the use of biometrics and setting up a technical infrastructure. In future the project anticipates being able to use the Citizen Service Number and Key Register of Persons.

Informatie Beheer Groep

Ministerial client: Education, Culture and Science

The Informatie Beheer Groep (IBG) is an independent agency that administers various educational acts and schemes for the Minister of Education, Culture and Science. It also assists municipalities with the implementation of the Integration Act for the Ministries of Justice and Housing, Spatial Planning & the Environment. It uses the Key Register of Persons and DigiD and will in future use the Citizen Service Number and the key registers of Non-Residents and Incomes.

EVI A2 (the future eForm2)

Ministerial client: Finance

EVI A2 will be a facility for complex pre-completed forms to supplement e-Forms. Depending on the arrangements made with the client for the form in question it will use the client's key registers and/or back office systems. It will be guarded by PIP and/or a client portal, which will regulate the use of generic authentication and authorization facilities.

3 Managing e-Government

The appointment of the new State Secretary for the Interior and Kingdom Relations, Ank Bijleveld, has improved control over the construction, implementation and management of e-Government. The State Secretary is agreeing the arrangements for each component with the responsible Ministers and State Secretaries: this is necessary to ensure that the components are implemented in a joined-up manner. The final political decisions on the components will be made by the Council of Ministers. This section also briefly discusses the various forums.

RBOPD and ICBOPD

The Administration, Government and Public Services Council (RBOPD) ¹ is responsible for the final political coordination of component implementation. The Interministerial Committee on Administration, Government and Public Services (ICBOPD) ² is the main official gateway of the RBOPD as regards e-Government.

e-Government Ministerial Committee

The e-Government Ministerial Committee, comprising the State Secretaries for the Interior & Kingdom Relations and Economic Affairs, exercises the main political control over the formulation of political decisions and the promotion of joined-up government.

Services and e-Government Management Committee

The Services and e-Government Management Committee ³ has been set up to pool the e-Government initiatives in the various tiers of government. The State Secretary for the Interior and Kingdom Relations chairs this forum. At

municipal level the preparatory work is done by a separate Municipal Services/Information Policy Subcommittee (part of the broader area covered by the Administration and Security Steering Committee). In addition to three administrative representatives from this body it includes the Chairman of the VNG Services and Information Policy Committee and the Director of the VNG (Association of Netherlands Municipalities). A member of the provincial executive and the Director of the Interprovincial Consultative Council represent the provinces on the Management Committee: they receive advice from the Information Consultative Group. The Union of Water Boards is also represented on the Committee by a board member of the Union and its Director: they are advised on administration by the Waterschapshuis (an organization that promotes collaboration between the water boards in the field of ICT).

Manifesto Group

With the aim of providing a better service to customers, making administration more effective and reducing the administrative burden on the public, ten

large administering bodies ⁴ have banded together in an Innovation in Administration Manifesto Group. They are working together to improve the quality of service, in the recognition that the strategic use of ICT is vital to achieve this. Representatives of the Group meet informally with the Electronic Services and Identification Coordinating Committee Core Group every two months to discuss electronic government.

Electronic Services and Identification Coordinating Committee and Core Group

The Electronic Services and Identification Coordinating Committee (CEDI) ⁵ is a high-level informal interministerial committee on electronic government. Interior, Economic Affairs, Finance and Social Affairs & Employment make up the CEDI Core Group, which meets every two months. The Interministerial Management Team (Interior, Economic Affairs, Finance, Social Affairs & Employment and Housing, Planning & Environment) meet every three weeks to discuss electronic government.

¹ Membership: Prime Minister; Finance Minister; Youth and the Family Minister; Interior Minister; Justice Minister; Education Minister; Housing, Communities and Integration Minister; State Secretary for the Interior; State Secretary for Finance; State Secretary for Justice ² The members of the Interministerial Committee are the following Ministries: Interior (coordinator); Justice; General Affairs; Agriculture, Nature & Food Quality; Defence; Finance; Education, Culture & Science; Transport & Public Works; Health, Welfare and Sport; Social Affairs and Employment; Housing, Planning & Environment; Economic Affairs ³ Membership: the following Ministries: Interior; Housing, Planning & Environment; Health, Welfare and Sport; General Affairs; Social Affairs & Employment; Economic Affairs; Finance; the Association of Netherlands Municipalities; the Interprovincial Consultative Council; the Union of Water Boards. ⁴ Tax and Customs Administration; Statistics Netherlands; Health Care Insurance Board; Centre for Work and Income; Informatie Beheer Groep; Land Registry; Centre for Vehicle Technology and Information; Social Insurance Bank; UWV; Association of Chambers of Commerce. ⁵ Membership: the following Ministries: Interior; Economic Affairs; Finance; Justice; Agriculture, Nature & Food Quality; Education, Culture & Science; Social Affairs & Employment; Housing, Planning & Environment; Health, Welfare and Sport

	DigiD	Chamber of Commerce number	New Commercial Register	Netherlands Geological Information	Large-Scale Base Map of the Netherlands	Non-Residents	Property Valuation	Incomes	Pay, Working Conditions and Benefits	Vehicles	Land Registry and Topography	Addresses and Buildings	Businesses and Legal Persons	Persons	Citizen Service Number	e-ID (electronic ID card)	Government Contact Centre	Business Service Point	e-Foms facility	Catalogue Collaboration	Public announcements	
Social Support Scheme																						
Agriculture, Nature and Food Quality Electronic Services																						
Accurate Identification																						
IBG																						
EVA2																						

■ = Is connected to and uses solely data from the key register:
■ = Is currently using:
■ = Will in future use:

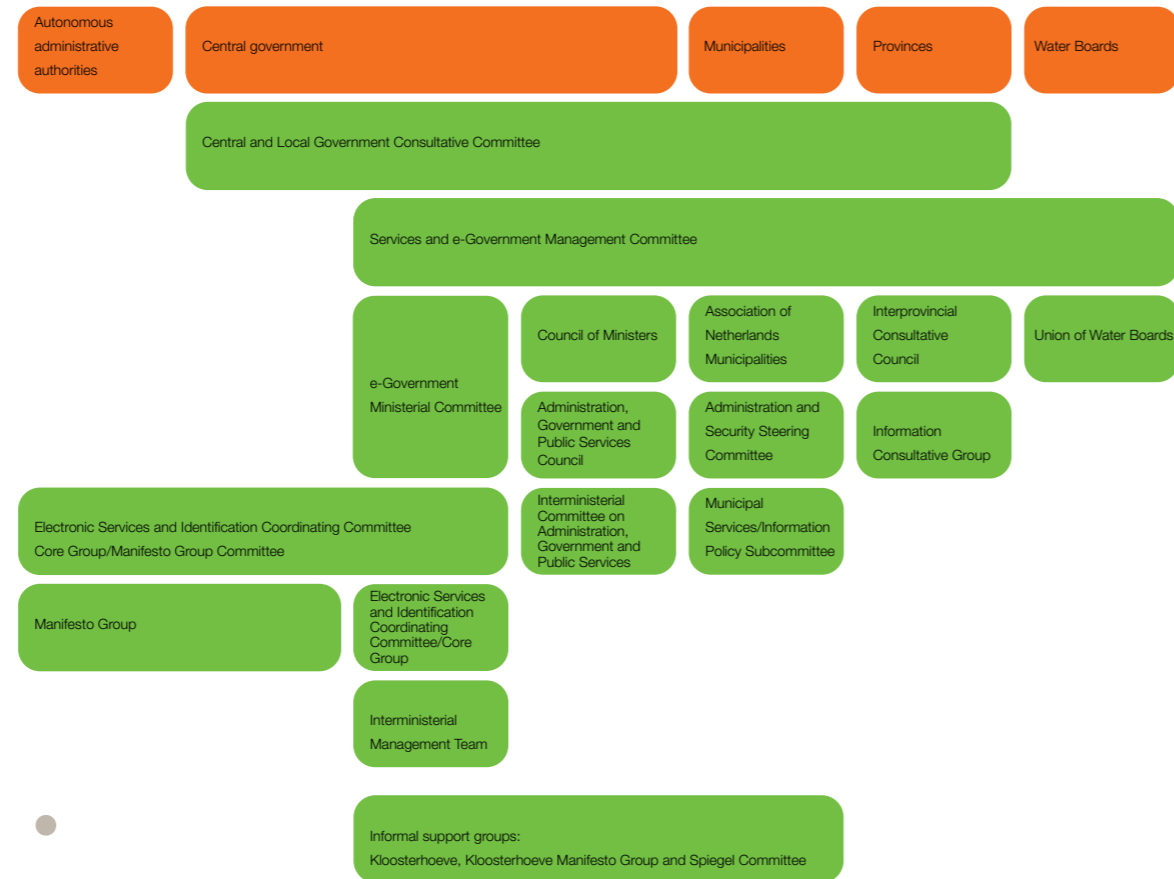
Fig. 1: The basic facilities that projects in various sectors are using now or will use

In addition to the formal consultative committees there are a number of informal ones that support the introduction of e-Government.

Kloosterhoeve, the Kloosterhoeve Manifesto Group and the Spiegel Committee

The Kloosterhoeve Committee ⁶ is an initiative by seven municipal secretaries with the aim of speeding up the introduction of up-to-date municipal services. The Kloosterhoeve Manifesto Group is a consultative committee involving the Kloosterhoeve Committee, the Manifesto Group and central government (Interior and Economic Affairs) that discusses the planning and implementation of electronic government in municipalities, administering bodies and central government. To this end they published a declaration ('Manifesto Square') in summer 2007. The Spiegel Committee ⁷ is a committee of provincial secretaries whose aim is to improve provincial services.

e-Government policy consultation system



⁶ Municipal secretaries of Amsterdam, Rotterdam, The Hague, Dordrecht, Enschede, Leiden and Zwolle; Interior Ministry.

⁷ Membership: provincial secretaries of South Holland, Utrecht, Overijssel, Gelderland, Zeeland; Interior Ministry.

4 Connection to and use of the basic facilities

This chapter looks at the numbers of government organizations connected to the e-Government components and the use they are making of them, which is increasing the availability of electronic services to the public and businesses and reducing the administrative burden. We also indicate how organizations are being assisted to connect up to the basic facilities.

The availability of electronic services to the public and businesses rose to 61% ⁸ by the end of 2006, placing the Netherlands in the large medium category of European countries. The Dutch use these services more than the average European: ⁹ 51% of Dutch citizens do business with the government electronically. The number of people availing themselves of electronic services has risen sharply in recent years. ¹⁰ The 2007 study is expected to be completed at the end of the year.

A. Connection to the basic facilities

The process of connecting government agencies to the basic facilities is now in full swing: these include public announcements, Catalogue Collaboration, e-Forms and DigiD.

Public announcements

Ministerial client: Interior and Kingdom Relations

Many people do not take the trouble to read all

⁸ Monitor Overheid.nl ⁹ Eurostat: Information Society Statistics 2006. ¹⁰ Statistics Netherlands, 2006. De digitale economie 2006, Voorburg. ¹¹ The total announcements numbered 12 (provinces) and 26 water boards).

the announcements published by government agencies, e.g. in free sheets. The central facility on www.overheid.nl now enables residents of 129 municipalities/districts to be notified by e-mail of any announcements relating to a particular postcode area and/or a particular subject. This applies to announcements by municipalities, provinces and water boards that are participating in the scheme, thus providing tailored information to the public.

Catalogue Collaboration

Ministerial client: Interior and Kingdom Relations

The aim of the Catalogue Collaboration scheme is for all government product catalogues to work together, so that users no longer have the door shut in their face when trying to access electronic government. The product catalogues are linked together in such a way that the private or business user is referred to the right place in the right catalogue.

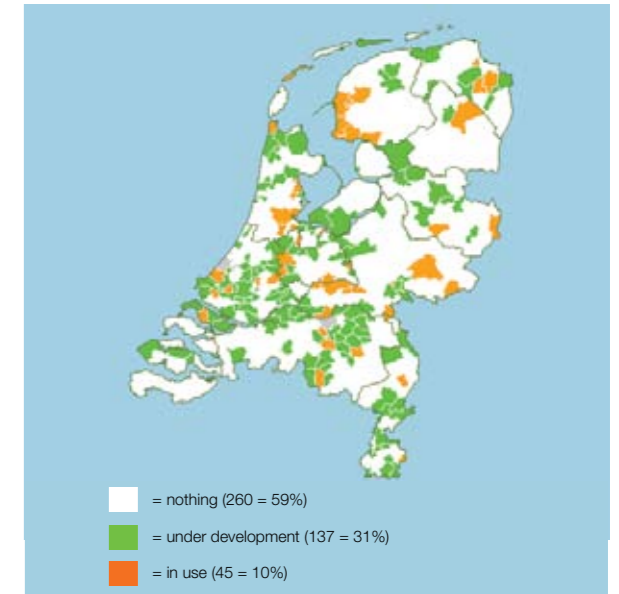


Fig. 2: Municipalities connected to electronic announcements

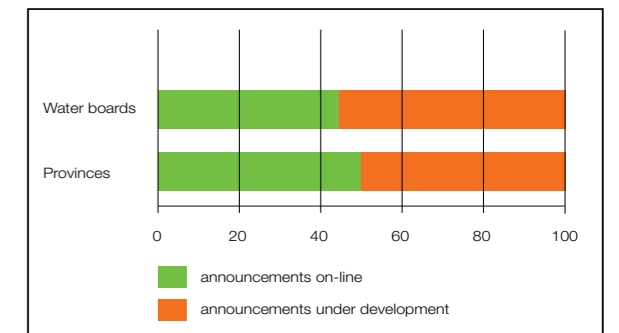


Fig. 3: Water boards and provinces connected to electronic announcements (%): on-line and being developed ¹¹

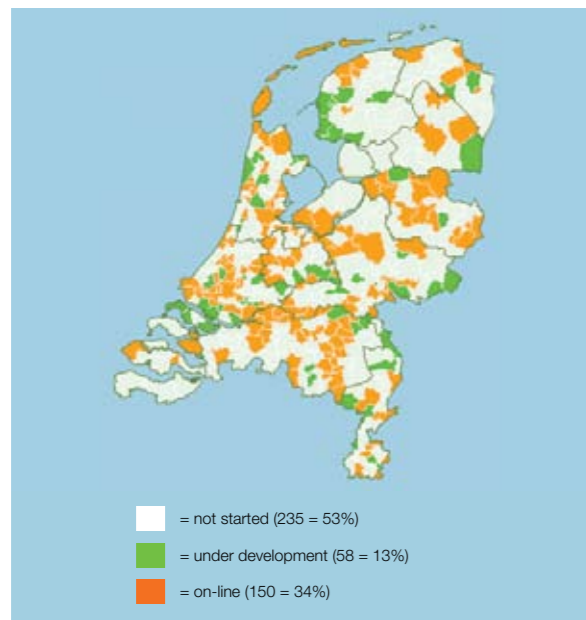


Fig. 4: Municipalities connected to Catalogue Collaboration

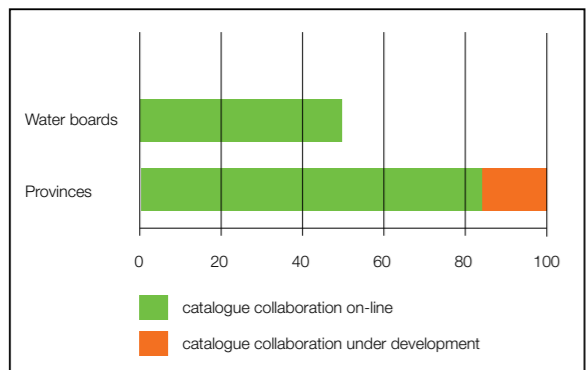


Fig. 5: Water boards and provinces connected to Catalogue Collaboration (%)

At present 150 municipalities are connected, double the number connected in mid-March.

Ten of the twelve provinces are now connected to the Catalogue Collaboration programme. The two remaining provinces will also join up this year, so that by the end of the year over 210 municipalities, all the provinces, a large proportion of water boards and central government will in this way have facilitated access to the products of other government agencies as well as their own.

e-Forms

Ministerial clients: Economic Affairs/Interior and Kingdom Relations

To enable government digital services and products to be accessed, the e-Forms programme unit, in collaboration with EGEM, e-Provinces and the Waterschapshuis (an organization that promotes collaboration between the water boards in the field of ICT), has developed standardized electronic forms, e.g. for notifications, complaints, appeals, debt remission, and applications for grants, licences, permits and exemptions. The electronic forms can be linked up to DigiD, and it will eventually be possible to link them up to the key registers. Combining these links will enable the principle of ‘collect data once, use it many times’ to be implemented. The web sites of various government agencies now have one or more e-Forms on display.

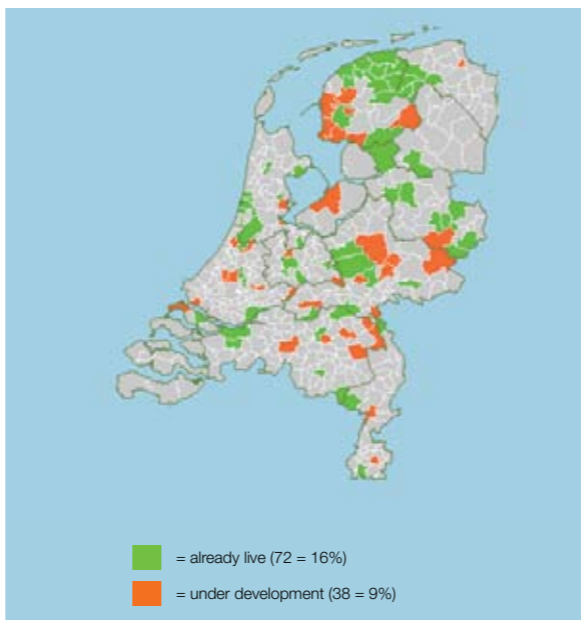


Fig. 6: Municipalities connected to e-Forms

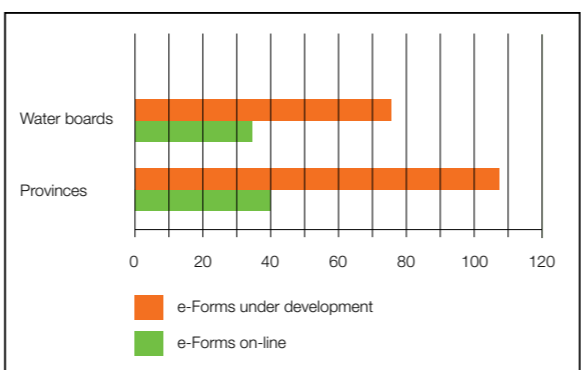


Fig. 7: Water boards and provinces connected to e-Forms

Government Transaction Portal (GTP)

Ministerial client: Economic Affairs

The Government Transaction Portal (GTP) is the electronic post office for businesses/private individuals and government, providing the common infrastructure for message traffic between them. It ensures that communication takes place as effectively and efficiently as possible. It provides a single point where businesses can supply the same information to all government agencies. It is particularly suitable for regular message traffic that can be dealt with without human intervention.

On the government side the Tax and Customs Administration, Statistics Netherlands, the Ministry of Agriculture, Nature and Food Quality, the Customs and the Chamber of Commerce are connected to the GTP. With the inception of data traffic to and from the Customs both the number of businesses connected to the GTP and the volume of message traffic have grown sharply. In the first three quarters of 2007, for instance, over ten million messages were sent via the GTP. Income tax returns resulted in over 4.5 million messages being sent via the GTP in the first quarter of 2007. The UWV (the body that administers employee insurance schemes) has now begun a pilot to connect up to the GTP.

DigiD

Ministerial client: Interior and Kingdom Relations

The use of private DigiD rose sharply in 2006 and the first quarter of 2007. On 30 September 2007 278 government agencies were connected to private DigiD: 262 municipalities, two provinces (Limburg

and Zeeland), three water boards and eleven other government agencies, including the UWV, Centre for Work and Income, the Social Insurance Bank, the Tax and Customs Administration, the Land Registry and the Informatie Beheer Groep. Nine government agencies are connected to business DigiD: two municipalities, two provinces and five other organizations. On 30 September 2007 a total of 262 municipalities and two of the twelve provinces were connected to DigiD.

Another 93 organizations are preparing to connect up to private DigiD: 64 municipalities, six provinces, two water boards and 21 other organizations. Fifteen organizations are at the final stage of connecting up to business DigiD: nine municipalities, two provinces, and four other organizations.

By the end of September 2007 over 6 million members of the public had a DigiD log-in code (user name and password). Over two million of them have medium-level security, i.e. SMS authentication. The main reason for the growth is that from this year income tax returns can only be submitted electronically using a DigiD.

The Statement ‘Better service, less administrative expense with electronic government’ included an agreement that DigiD would be one of the facilities that government agencies would connect up to as a priority. The municipalities are being assisted in this by EGEM, I-teams and Government Shared Services for ICT’s account management.

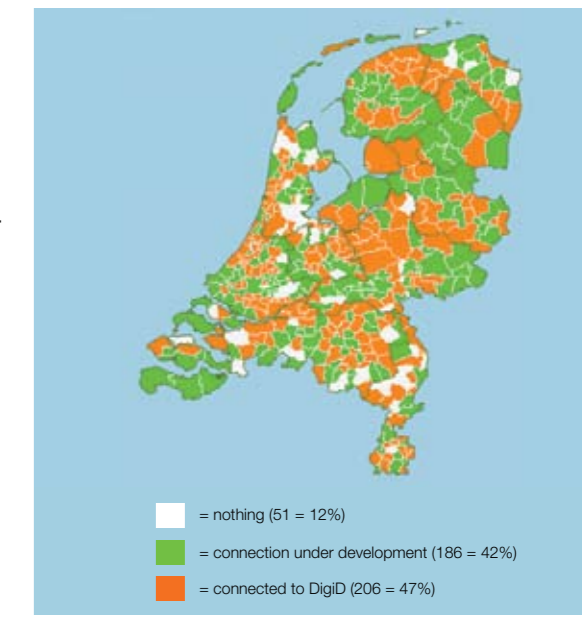


Fig. 8: Municipalities connected to DigiD: 47% of municipalities are connected.

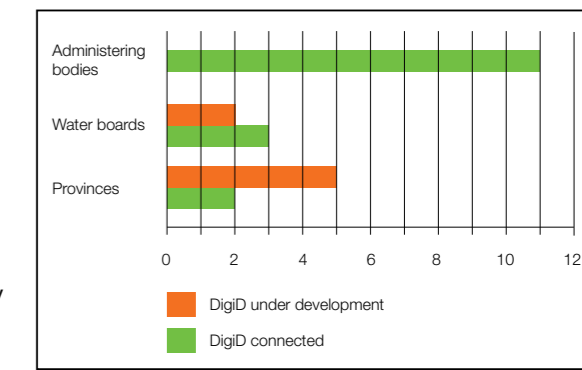


Fig. 9: Provinces, water boards and administering bodies¹² connected to DigiD

¹² This refers only to the administering bodies that are members of the Manifesto Group. The organizations connected to DigiD are: the Tax and Customs Administration, the Informatie Beheer Groep, the Land Registry, the Social Insurance Bank and the UWV.

B. Assistance and implementation

EGEM-i

Ministerial client: Interior and Kingdom Relations

The primary aim of the I-teams programme is to assist municipalities, provinces and water boards to implement e-Government. The programme provides an irreversible impetus to the introduction of electronic government (e-Government) in municipalities, provinces and water boards by helping to arrange coherent, customized professional support, eventually resulting in an approved implementation plan. So far 335 municipalities have signed up for the programme: 21 have completed the entire process, and 188 are able to start drawing up plans for the implementation of the e-Government tools. All the provinces now have implementation plans. The I-teams project organization for the water boards has been set up and introductory talks held with all of them.

GovUnited and Dimpact

Many municipalities are working together to develop the e-infrastructure, for example in GovUnited and Dimpact. The aim of these partnerships is to develop and implement e-Government jointly. On 1 October 69 municipalities were participating in GovUnited and 11 in Dimpact. There are also smaller partnerships between municipalities.

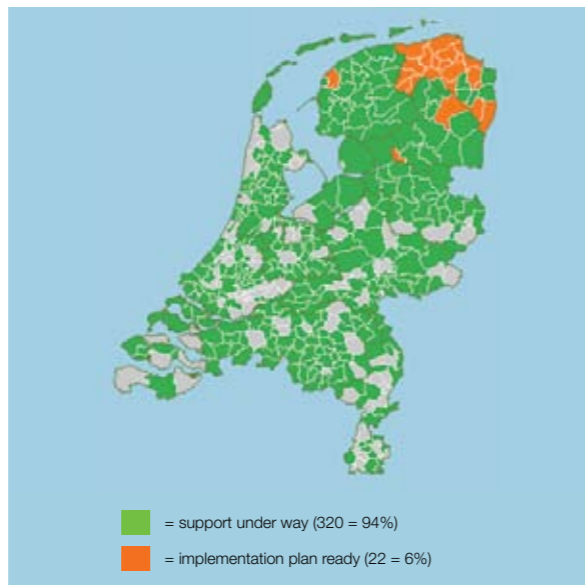


Fig. 10: Number of municipalities receiving support from EGEM-i (%)



5 Implementation of the basic facilities

The outline timetable for the e-Government basic facilities in Appendix 1 shows the progress being made in building these facilities (the e-Government information infrastructure). The dynamic overview shows how the basic facilities link up with one another and makes it clear to organizations when they can connect up to them.

'Smileys' are used to indicate the estimated feasibility of the timetable for the various basic facilities presented to the House of Representatives. The components whose progress is dependent on the House or the Senate do not have smileys: these are the ones on which bills have been submitted to, or are being debated by, the House or the Senate. The Notes on 'milestones' (Appendix 2) explain the smileys and other symbols used.

The funding needed for 2007 and 2008 to implement five basic facilities has been found with the aid of the Investment Incentive Scheme. This applies to the following facilities: the Government Services Platform, Mijn Overheid.nl, the Register of Non-Residents, the New Commercial Register and the Common Authorization and Representation Facility. The progress that has been made with these and other projects is set out in this chapter.

A. Electronic access to government

The aim is to make government more transparent, and thus more comprehensible, to the general public and businesses. Measures are being taken at the government's behest to improve the structure and content of web sites so as to make it easier for the general public and businesses to communicate with government at any time or place.

Official Government Information (Public Announcements)

Ministerial client: Interior and Kingdom Relations

Aim: to provide Internet access to rules and regulations, licences and public announcements.

Progress: a central facility for publishing the consolidated legislation of local government authorities is currently under construction. Delivery will be a few months later than originally planned.

So far 150 government agencies are connected to the standard for Public Announcements. To permit the authentic publication on the Internet of official publications (the Government Gazette, Bulletin of Acts and Decrees, Treaty Series and parliamentary papers) an Electronic Announcement Bill¹³ was submitted to the House of Representatives in June 2007.



Digital Exchange in Planning Processes (DEPP)

Ministerial client: Housing, Planning & Environment

Aim: to make new spatial plans available digitally from 1 July 2008.

Progress: under the new Spatial Planning Act¹⁴ from 1 July 2008 government agencies will be obliged to make their new spatial plans digital and available to all. Spatial planning standards are being developed to make this possible, and an Internet environment known as 'RO-Online' (RO is the Dutch abbreviation for 'spatial planning') is being developed that will eventually provide access to all local plans and provincial and national plans. An initial test version of RO-Online will be available on 1 January 2008. From 1 July 2008 members of the public and professionals will be able to access digital local plans there, showing at a glance the planning possibilities on any piece of land in the Netherlands. Municipalities are being assisted to introduce digital plans in various



¹³ TK (proceedings of the House of Representatives), 2006-2007, 31 084 Nos. 1-3 ¹⁴ Bulletin of Acts and Decrees 2006, 566

ways: among other things the Ministry of Housing, Spatial Planning and the Environment will be organizing major regional meetings for this purpose in November and December 2007.

Findability (search engine, web guidelines and metadata)

Ministerial client: Interior and Kingdom Relations

Aim: to enable the general public and businesses to find government information with the minimum number of steps (a couple of mouse clicks).

Progress: going according to plan. Web guidelines and metadata standards can be found at www.advies.overheid.nl. Using the guidelines and metadata when publishing government information will enhance findability and accessibility. The Quality of Central Government Web Sites Decree¹⁵ lays down that the guidelines are the standard for the quality of central government web sites. A system for assessing sites against the guidelines has also been introduced. How this is to be done (manually or automatically) is set out in the standards document approved in 2007.¹⁶ Communication on the new standards document and the assessment system based on it has begun. Progress can be monitored on the web site www.webrichtlijnen.overheid.nl, which has an overview of sites that have already been assessed and their scores on the web guidelines. Together the web guidelines and the standards document provide a tool for clients commissioning web sites, both when awarding contracts and checking the sites.

Catalogue Collaboration

Ministerial client: Interior and Kingdom Relations

Aim: to link up the catalogues of products and services of all government agencies, so that a member of the public asking a question about a service is given an answer based on all the linked product and service catalogues, i.e. pooled from all government agencies.

Progress: going according to plan. Catalogue Collaboration is based on a standard that every government agency can apply. Implementation is progressing well in the municipalities, provinces and water boards. The standard passed with minor amendments at the beginning of the year has been implemented during the period under review.

e-Forms

Ministerial clients: Economic Affairs/Interior and Kingdom Relations

Aim: to create a national facility enabling members of the public and businesses to fill in forms on line. A single set of questions (e-Form) from one or more administering bodies will suffice to serve a number of 'supply chains'. Members of the public and businesses will be able to reuse their old data, and



the organizations in the information chain will be able to pre-enter the information already known to them (MPRD, KRCO) on the e-Form.

Progress: going according to plan. The model forms developed with the EGEM, e-Provinces and Waterschapshuis target group programme units will be used by municipalities, provinces and water boards. The agreed model forms will be implemented on schedule in 2007. They are already being embraced by the private sector and are being implemented in municipalities by the central e-Forms facility and private sector organizations. e-Forms and EGEM are thus setting the standard for model forms, and the private sector is using the standards developed by them. The pilots with participants creating their own forms at the facility has not been scaled up, pending a review of the position. The further development of e-Forms is being reviewed in connection with other forms programmes such as the National Environmental Permit Facility and proof of concept of the pre-completed tax return. The question of complex intake forms posed by local/regional authorities is being included in the review. The programme unit has set up the management processes for certain aspects of the programme. Whether these processes can be entrusted to an external organization, and if so how, will be examined, in the context of the further development of other e-Government components. This will not affect meeting the project deadlines on time.

Business Service Point

Ministerial client: Economic Affairs

Aim: to improve electronic services from government

agencies to businesses by providing demand-led access to information and services.

Progress: going according to plan. The concept of the Business Service Point is being welcomed enthusiastically by government agencies. Municipalities and administering bodies, for instance, are keen to coordinate and exchange content, link up their service points and carry out projects with the BSP. To enable them to do this effectively a knowledge base has been developed to provide information on the laws and regulations. The target for 2008 is to make the government information provided available through other public and private sector channels. The knowledge base will make this possible.

A trial run of the BSP with the municipalities of Zaanstad and The Hague has begun, offering personalized information linked with the possibility of doing transactions with government. The House of Representatives passed a motion¹⁷ in autumn 2007 urging that businesses be enabled to deal with their obligations and the associated forms interactively. Special efforts will be made in 2008 to develop the Personalization and Transactions Project. Here the BSP is working with the e-Forms and PIP programmes.

Mijn Overheid.nl (formerly PIP)

Ministerial clients: Interior and Kingdom Relations/Economic Affairs

Aim: to create facilities for doing business and exchanging information with the whole of government in a personalized manner, at any time and any place,

as quickly and cheaply as possible and minimizing the administrative burden.

Current situation: the development of Mijn Overheid is not going entirely according to plan. The date for going live has been postponed until the first quarter of 2008. The Manifesto Group and various municipalities stated at the beginning of the year that they wish to actively start implementing Mijn Overheid.nl. An initial working version based on the test system completed in 2007 is in preparation, and this will be tested in the autumn. The first ten government agencies will be connected to it, namely the Municipalities of Dordrecht, The Hague, Voorst and Enschede, the UWV, the Centre for Work and Income, the IBG, the Tax and Customs Administration, the Land Registry and the Personal Records and Travel Documents Agency (MPRD data). A few municipalities and some large organizations, such as the Centre for Vehicle Technology and Information (RDW) and Social Insurance Bank are expected to be added to the list of organizations connected by the end of 2007. Mijn Overheid.nl will go live in the first quarter of 2008, when web site users will be able, among other things, to access their personal data in the Municipal Personal Records Database.

Antwoord[®] (formerly the Government Contact Centre)

Ministerial clients: Interior and Kingdom Relations/Economic Affairs

Aim: to create an interconnected system of telephone information desks at municipalities which members of the public can use to put questions to the government as a whole. Simple questions will be answered; more specialized questions will be dealt with by the

appropriate service point in central government, the municipality or an administering body.

Progress: the Overheid heeft *Antwoord[®]* ("Government has the Answer") programme will not meet the schedule laid down previously. It has recently been concentrating on content for the Government Contact Centre. The content for the various tiers of government needs to be made available for use in municipal contact centres in a joined-up manner and through the various channels (Internet, information desks, telephone). The *Antwoord[®]* basic training course for call centre agents was therefore launched in September. The first version of the *Antwoord[®]* Interface was delivered in October so that it could be used on the course. This makes an initial selection of Postbus 51 (public information service) information available to municipal staff, who can use it to answer questions on the telephone. Staff of a number of municipalities who have been trained will begin work on a pilot in January 2008, when they will use and evaluate the interface.

The publication *Gemeente heeft Antwoord[®]* ("The Municipality has the Answer") was compiled and presented at the beginning of 2007 in collaboration with the VNG (Association of Netherlands Municipalities), the Association of Directors of Public Services (VDP), EGEM and the I-teams. It has aroused a good deal of interest among municipalities. In the coming months the collaboration will be extended to other tiers of government, i.e. administering bodies, provinces and water boards. A second publication is in preparation, focusing on the question of how municipalities can join the scheme.

Key points:

It is uncertain as yet where the medium-term funding to achieve this predetermined level of aspiration will come from. The Interior and General Affairs Ministries are still fully behind the continuation of *Antwoord*[®] and are making limited funding available for it. As a result, investments in joint facilities have been discontinued and the implementation of *Antwoord*[®] will depend largely on the room individual municipalities have to invest and the pace they set. The fact that the requisite medium-term funding is not available also means that a review of the scope and results originally set out in the programme plan is needed. This is being carried out in the form of a work plan and budget for the Overheid heeft *Antwoord*[®] programme for 2008.

**B. Electronic authentication****e-ID**

Ministerial client: Interior and Kingdom Relations

Aim: to introduce the electronic ID card (e-ID).

Progress: not going according to plan. This project therefore has orange status in the outline timetable. Whether it will be continued, and if so how, is currently under examination in view of the September 2007 decision by the Interim Injunction Judge on two suppliers' applications for injunctions against the State, which means that a substantial proportion of the technical and organizational work carried out on the production of the Dutch Identity Card needs to be redone.

Common Authorization and Representation Facility

Ministerial client: Interior and Kingdom Relations

Aim: to introduce an authorization facility.

Progress: work is under way on a Common Authorization and Representation Facility to enable people to deal with electronic government services on behalf of others (e.g. a child to submit an electronic tax return on behalf of his/her father or mother). Delivery of the first version of the Facility, which will be used for the 2007 income tax return, is expected around the New Year.

C. Uniform numbers for individuals and businesses**Citizen Service Number (CSN)**

Ministerial client: Interior and Kingdom Relations

Aim: for government to use just one unique number in its communications with the general public, also when exchanging information between government agencies: the Citizen Service Number (CSN). **Progress:** the parliamentary debate on the CSN Bill is complete and it was passed by the Senate on 10 July.¹⁸ The Act is set to come into force on 26 November. All the steps required to introduce the CSN are currently being taken, including setting up a CSN point for the public as promised to the Senate, the communication campaign, informing CSN users and putting the technical facilities in place.

Chamber of Commerce number Chamber (CCN)

Ministerial client: Economic Affairs

Aim: for government to use just one unique number in its communications with businesses, also when exchanging information between government agencies: the Chamber of Commerce number (CCN) for businesses.

Progress: the New Commercial Register (NCR) Bill was passed by the Senate at the end of March 2007.¹⁹ The aim is for the Act to take effect in the first quarter of 2008. The Chamber of Commerce number (alphanumeric, eight characters) and Chamber of Commerce branch number (alphanumeric, twelve characters) will uniquely identify companies, partnerships, sole traders and all educational institutions and government agencies in the NCR. Under the current timetable it will be compulsory for all government agencies to use these from 1 January 2010.

¹⁸ Bulletin of Acts and Decrees 2007, 443 ¹⁹ Bulletin of Acts and Decrees 2007, 153

D. Key Registers

Ministerial clients: Interior/Economic Affairs/Housing, Planning & Environment/Transport & Public Works/Social Affairs & Employment/Finance

Aim: to introduce a system of key registers as a prerequisite for implementing the 'collect once' principle for data.

Progress: see separate registers. In answer to the first part of the Szabo motion²⁰ the timetable for the legislation and the creation of the first six key registers has been laid down in the Key Registers Legislation White Paper.²¹ In answer to the second part of the motion the House of Representatives designated another three key registers (Vehicles, Pay, Working Conditions & Benefits and Income) and three potential key registers (Non-Residents, Large-scale Base Map of the Netherlands and Netherlands Geological Information Databank) on 6 July 2005.²² A Property Valuation key register was added to the system of key registers by means of a letter to the House of Representatives.²³ The main developments regarding each key register are set out below.

The Council of Ministers meeting on 17 November 2006 discussed a number of measures to speed up the introduction and implementation of electronic government. An investment incentive was passed and it was agreed that budget financing would be applied to the running of the e-Government basic facilities, unless this turns out to be ineffective or not budget-neutral. The date set for budget financing of the Municipal Personal Records Database (MPRD) to begin is 1 January 2008.

Persons (MPRD)

Ministerial client: Interior and Kingdom Relations

Aim: to create a key register of Persons.

Progress: a letter was sent out by the Interior Ministry last spring to notify all municipalities and all ministries concerned that the introduction of the MPRD as a key register was to commence following the entry into force of the law and regulations on 1 April 2007. This date also marked the start of a pilot scheme in which municipalities, two Social Insurance Bank offices, the Centre for Vehicle Technology and Information, a few offices of the Tax and Customs Administration, two provincial vaccination authorities and departments of the Municipalities of The Hague and Rotterdam will test the facilities for the MPRD key register. This includes the processes, documents and technical facilities that have been developed to enable the regulations for the MPRD as a key register to be introduced effectively. The pilot was successfully completed in October. Once it has been evaluated and any modifications required made to the facilities, other administrative authorities will be actively assisted by the Interior Ministry's Personal Records and Travel Documents Agency to introduce the MPRD as a key register in their fields. The regulations on the MPRD as a key register will apply to all administrative authorities no later than 1 January 2010.

Companies and legal persons – New Commercial Register (formerly Businesses)

Ministerial client: Economic Affairs

Aim: to create a key register of Businesses and Legal Persons.

Progress: the bill was passed by the Senate at the end of March 2007.²⁴ The Statement of Requirements was approved by the State Secretary for Economic Affairs on 26 June 2006. The definition study is to be discussed by the NCR Users' Council by summer 2007 and then approved by the Ministry of Economic Affairs so that the contract for the creation of the register can be awarded, once it is clear how the additional government requirements are to be funded. The aim is for the Act to come into force on 1 July 2008. In 2009 the service level will have been brought into line with the new policy principles so that use of the register by government agencies can be made compulsory from 1 January 2010.

Buildings and Addresses (KRAB)

Ministerial client: Housing, Planning & Environment

Aim: to create a key register of Addresses and Buildings.

Progress: the bill (the two registers have been combined in a single bill) was passed by the House of Representatives on 4 October 2007.²⁵ The first version of the nationwide facility for retrieving all data on addresses and buildings was delivered in June 2006. The first six suppliers passed the conformance test by October 2007. Some of the management responsibilities were transferred to the Land Registry in summer 2007. The proposed date for the Act to come into force is summer 2009, by which time the municipal KRAB registers must be in place. Customers have until summer 2011 to make arrangements for using the key data in their

²⁰ TK 2003-2004, 29 362, No. 8 ²¹ TK 2003-2004, 29 362, No. 20 ²² TK 2004-2005, 29 362, No. 37 ²³ TK 2005-2006, 29 362, No. 106 ²⁴ Bulletin of Acts and Decrees 2007, 153 ²⁵ TK 2006-2007, 30 968, Nos. 1-4

processes. The Ministry of Housing, Spatial Planning and the Environment is assisting municipalities and customers to implement the system by providing information, including compiling guides and organizing meetings.

Land Registry and topography (land registry and map; topographical maps)

Ministerial client: Housing, Planning & Environment

Aim: to create Land Registry and Topography key registers.

Progress: the two registers have been combined in a single bill, which was passed by the House of Representatives ^{26 27} on 8 February 2007 and the Senate on 27 February 2007. ²⁸ The Act was published on 22 March 2007. ²⁹ The proposed date of entry into force has been updated to 1 January 2008. The legislative process has caused some delay: the time has been used to implement the technical measures and gain some experience in anticipation of use being made compulsory. Most of the technical and organizational measures on the part of the register keeper were completed in the first half of 2007. Users have been able to gain experience of the new system since May 2007. From the effective date of the Act user organizations have until 1 January 2009 to implement these key registers. This involves setting up a connection and complying with the use and feedback requirements. This introduction period has been provided to give organizations time to take their own internal implementation measures.

Vehicle records

Ministerial client: Transport & Public Works

Aim: to create a key register of Vehicles.

Progress: going according to plan. The register of vehicle records materially meets the requirements for the system of key registers. There has been some delay in the drafting of the legislation. The bill was submitted to the House of Representatives on 1 October 2007. ³⁰ The proposed date of entry into force is still May 2008.

Pay, Working Conditions and Benefits

Ministerial client: Social Affairs & Employment

Aim: to create a key register of Pay, Working Conditions and Benefits.

Progress: whether this register will be able to be implemented in 2009 is still not known. The general problem analysis of the pay reporting system presented to the House of Representatives by the Minister of Social Affairs and Employment and the State Secretary for Finance on 18 September 2007 indicates that the aim and expectation is that a working system will be in place in 2008. Following on from the problem analysis the Tax and Customs Administration and the UWV are currently working on a standards framework for the system. This will set out the quality standards regarding the accuracy and completeness of, and time limits for, policy data and the frameworks for the management and accountability reports on the system. The House has been notified that the standards framework will be sent to the House before January 2008, once it has been finalized by the Tax and Customs Administration and the UWV and approved by the Social Affairs

and Employment Minister and the State Secretary for Finance. Based on the general problem analysis and the standards framework the Minister will decide at the beginning of 2008 what consequences the problems with the pay reporting system have as regards the timetable for implementing the Key Register of Pay, Working Conditions and Benefits.

Incomes (KRI)

Ministerial client: Finance

Aim: to create a key register of Incomes.

Progress: going according to plan. The bill (a combined bill including the Property Valuation Key Register (PVKR)) was submitted to the House of Representatives on 22 June 2007. ³¹ The KRI will be operational in 2009 with income data for 2008. This will record taxable income (total income less deductions), or, if this is not available, income for tax purposes in the calendar year.

Property Valuation Key Register (PVKR)

Ministerial client: Finance

Aim: to create a Property Valuation Key Register.

Progress: going according to plan. The bill (a combined bill including the Key Register of Incomes) was submitted to the House of Representatives on 22 June 2007. ³² The PVKR will be operational in 2009.

A timetable for the three potential key registers below will be issued as soon as it has been definitively decided that they are to become key registers.

Non-Residents (RNR)

Ministerial client: Interior and Kingdom Relations

Aim: to create a key register of Non-Residents.

Progress: decisions need to be taken on the division of responsibilities within the RNR and the technical options weighed up, now that the MPRD Modernization Project has been delayed, before a timetable can be submitted to the House of Representatives. Once these two points have been addressed the House will be notified of the plans for the RNR in a letter.

Large-Scale Base Map of the Netherlands (LBMN)

Ministerial client: Housing, Planning & Environment

Aim: to create a Large-scale Base Map of the Netherlands key register, if it is decided to do so.

Progress: the Minister for Housing, Spatial Planning and the Environment discussed the general structural proposals for the LBMN National Partnership in April 2006 and considered that good progress had been made. The Minister formally undertook to designate the LBMN as a candidate for a key register, based on a satisfactory business case. The business case was presented to the Geo-Information Consultative Committee in September 2006, where there was a broad consensus on developing the LBMN into a key register. The issue of funding still needs to be resolved, however. This is taking more time than had



been anticipated, with the result that the declaration of intent and project agreement or covenant to develop the LBMN into a key register will be somewhat delayed. The aim is still to turn the LBMN into a key register by 2010.

Netherlands Geological Information Databank (NGID)

Ministerial client: Housing, Planning & Environment

Aim: to create a Netherlands Geological Information Databank, if it is decided to do so.

Progress: the feasibility study of designating the NGID (geological data) – possibly with the addition of soil data – as a key register is currently in progress, headed by the Minister of Housing, Spatial Planning and the Environment in consultation with the other ministries involved (Economic Affairs, Education, Culture & Science, Agriculture, Nature & Food Quality and Transport & Public Works). The study has produced a clearer picture of the principles upon which a key register of Netherlands Geological Information could be based. A more informed picture

of the social costs and benefits, based on these principles, has been outlined. It will be decided on the basis of the findings whether to create this key register, and if so, what criteria and general timetable to adopt.

E. Digital information exchange

Government Service Bus (GSB)

Ministerial client: Interior and Kingdom Relations

The Government Service Bus is a facility enabling government agencies to exchange information easily. The Government Services Platform programme unit is responsible for the work on developing the GSB, along with joint access to key registers and the feedback facility. The first version of the feedback facility is expected to be in place in April 2008. The GSB provides logistical standards for electronic message traffic between government agencies. The standards are currently being finalized and will be submitted to the Standardization Board and Forum. The GSB also supplies products to support its use, such as the GSB Services Register, testing facilities and the GSB Gateway. The GSB will make for efficient and effective message traffic, thus making a worthwhile contribution to the implementation of the Key Registers system.

Open Standards and Open Source Software

Ministerial clients: Economic Affairs/Interior and Kingdom Relations

The State Secretaries for Economic Affairs and the Interior sent their action plan 'The Netherlands in open

²⁶ TK 2005-2006, 30 544, Nos. 1-6 ²⁷ TK 2006-2007, 30 544, Nos. 7 and 8 ²⁸ EK (proceedings of the Senate) 2006-2007, 30 544, A and B ²⁹ Bulletin of Acts and Decrees 2007, 105 ³⁰ TK 2006-2007, 31 219

³¹ TK 2006-2007, 31 085 ³² TK 2006-2007, 31 085

connection' on the use of open standards and open source software in the public and semi-public sector to the House of Representatives on 17 September 2007.³³ The aims set out in the plan apply to central government, local and regional authorities and the public and semi-public sector:

- To improve interoperability between government agencies and the public and businesses, and among government agencies, by using open standards except where this is absolutely impossible ('Comply or explain')
- To reduce the dependence of suppliers when using ICT by speeding up the introduction of open standards and open source software
- To foster an even playing field in the software market and to promote innovation and economy by giving open source software equal opportunities with closed (proprietary) software



³³ TK 2006-2007, 26 643, No. 98

6 Management of the basic facilities

Government Shared Services for ICT is responsible for running and developing a number of basic facilities. We mention only those basic facilities where substantial developments have taken place.



Government Transaction Portal (GTP)

Ministerial client: Economic Affairs

Aim: to create a standard and a facility for data traffic between businesses and government agencies.

Progress: a new interface for the GTP became available at the end of 2006. It was taken into commission by GSSI (Government Shared Services for ICT) on 2 January 2007 but very limited use has been made of it so far. Various government agencies have said that more functions are needed before they can conduct data traffic with businesses via the GTP. The Netherlands Taxonomy Project (NTP) produced its own facility for financial data traffic between businesses and the government agencies involved in the NTP in mid-January. The Government Transaction Portal and the Netherlands Taxonomy Project are expected to converge on 7 January 2008.

DigiID

Ministerial client: Interior and Kingdom Relations

Aim: to create a facility for authenticating private individuals and businesses.

Progress: SMS authentication (at medium-level security) for private individuals was introduced in the third quarter of 2006. The Informatie Beheer Groep has incorporated the concept it developed for its own use in DigiID, so as to enable other government agencies to make use of it. The IBG is also its first user under the DigiID banner. Now that private DigiID is to be compulsory for income tax returns, the systems for both applications and authentication have been scaled up substantially. A few changes have been made so that people living at addresses with no postcode (e.g. houseboats) and people with no surnames (e.g. with a multiple word name) can also apply for DigiID log-in codes. A function for replacing lost passwords has also been added.

Business DigiID was evaluated at the end of 2006: the main conclusion is that the limited use of DigiID by businesses is due to the absence of an authorization and representation facility and the number problem for businesses. Organizations do not have uniform numbers that link up among the various authorities, and the authentication systems used do not make it clear whether a transaction is being carried out by a person on behalf of an organization or the organization itself. Another reason why government agencies are not connecting up to business DigiID is unfamiliarity with and lack of understanding of the system. Many SMEs are also unaware of, or do not understand, the difference between private and business DigiID.

Standards

Ministerial clients: Economic Affairs/Interior and Kingdom Relations

Aim: to promote the widespread use of open standards for electronic data interchange between businesses, the general public and government agencies and among the latter. Clarity is needed on the choice of standards if data are to be reusable, processes enhanced and government ICT facilities used.

Progress: the Forum submitted six recommendations to the Board in April. As a result, it was agreed that two of the standards would be implemented (the web guidelines and Digital Exchange in Planning Processes/Geographic Information Infrastructure); two recommendations were made on the further development of projects that are already under way (e-Invoicing and Netherlands Government Reference Architecture (NGRA)) and the launch of a new project (authentication); and the Forum's recommendation to State Secretary Heemskerk on the use of ODF in the public sector was noted. At the State Secretary's request the Forum published a recommendation on open standards and open source software in July.

The State Secretary used it for the Economic Affairs and Interior Ministries' action plan 'The Netherlands in open connection'. For the Board meeting on 21 November the Forum is preparing recommendations and reports on: the development of an interoperability framework; the further development of the NGRA; formulating a decision on a standard for e-Invoicing; formulating an agreement to use the GSB and Public Sector Linking Network (PSLN) government-wide; and the progress being made with identification and authentication programmes. A fact-finding study of interoperability in education is complete and will be submitted to the Secretary General of the Education Ministry.

