

A life-event oriented framework
and platform for

one-stop government

www.onestopgov-project.org

FP6-2004-IST-4-26965

A multi-national pan-European project
co-funded by the European Commission
under the IST programme



Information Society
Technologies

Citizen-centric eGovernment in an Enlarged Europe

Online One-Stop Government

Online one-stop government enables 24 hour, single-point access to public services that are integrated around citizens needs (usually life events).

Aim

The main aim of the OneStopGov project is to create an approach to public-service provision for citizens which is centred on **citizens' needs** rather than on the bewildering array of services offered by public administrations. Using what is termed as a "life-event" approach, **citizens** will be able to access government services using a **web portal** to **select their desired life event**, such as "I want to get married" or "I want to drive a car", without having to worry about the services, organisations or processes involved underneath.

The project will result in a life-event framework which will be supported by a prototype platform. By means of **active dialogues** with the citizen, to ascertain the services required, the system will be able to determine the customised services necessary to meet their needs in a timely and efficient manner.

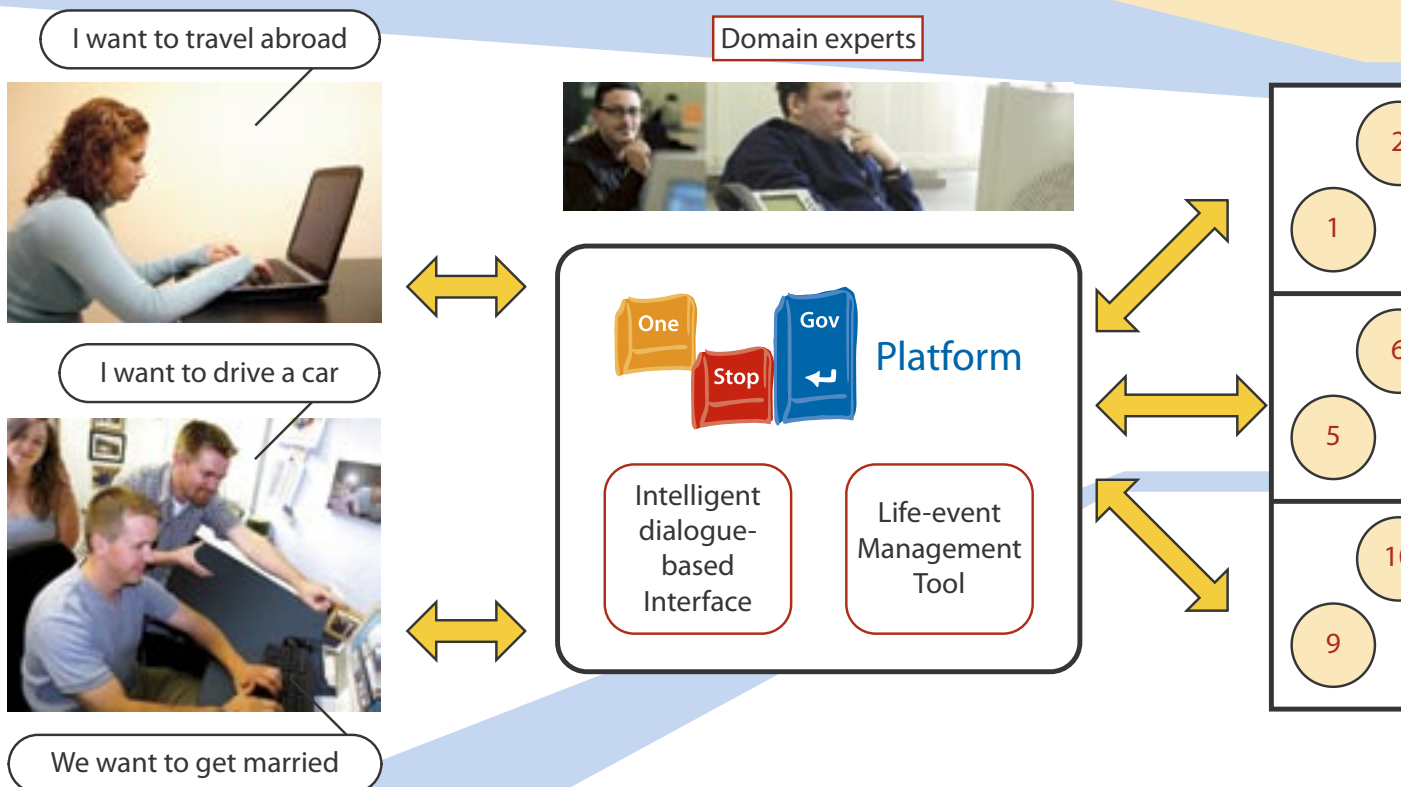
Objectives

The objectives of the project include:

- To specify a complete set of **life event reference models** that will be suitable for modeling virtually any life-event;
- To specify and develop the **OneStopGov platform** that includes the **active life-event portal** and the **life-event generic workflows and middleware**.
- To propose an all-inclusive **framework** for one-stop government;
- To prove the framework in terms of concept and architecture by means of prototype developments and installations at different government levels (national, regional and municipal) using different life events.

Impact

The strategic impact of the OneStopGov project lies in its ambition to facilitate the provision of citizen-centric online public services, to provide sixteen life events in four European counties and to enable the creation of a single European market of online one-stop government platforms with inherent support for life events.



Benefits for Citizens

At the level of the citizen, we expect that the OneStopGov paradigm will strongly influence the way in which European public administrations operate to supply the right “product-services” to the European citizen at the right time. Concrete benefits for citizens include:

- Saving time – citizen does everything in one stop
- Saving money – citizen does not have to travel between public administrations
- Reducing effort – citizen doesn't have to understand how public administrations work

Benefits for Public Authorities

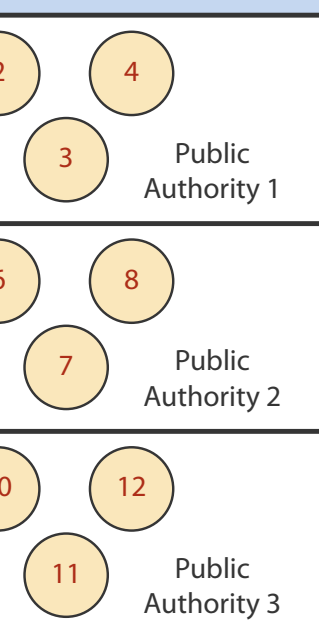
In this rapidly-evolving context, public administrations will be confronted with new challenges and opportunities, derived from *new business dynamics and paradigms*, which will impact both competitiveness and sustainability. Concrete benefits for public authorities include:

- Saving time – less interactions with citizens
- Saving money – no need for paper-based documents
- Reducing effort – queries answered by platform instead of employees
- Enhancing efficiency and effectiveness in providing services to citizens

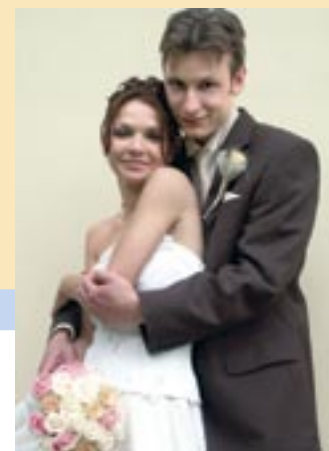
Trials

The OneStopGov framework and platform will be deployed and evaluated for modeling 16 life events by four authorities in Slovenia, Hungary, Poland and Romania. The trials will include:

- utilising and assessing the OneStopGov framework,
- deploying the OneStopGov platform,
- using the platform to model and implement **16 life events**, and
- conducting trials, where citizens and domain experts will be able to access the portal and evaluate its functionality and use.



- List of Services by PAs
1. Issuing a driving licence
 2. Issuing a passport
 3. Issuing a marriage licence
 4. Issuing a marriage certificate
 5. Registering a new address
 6. Providing housing benefit



Project full title: A life-event oriented framework and platform for one-stop government

Project acronym: OneStopGov

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