



e-Government – HP best Practices in CEE

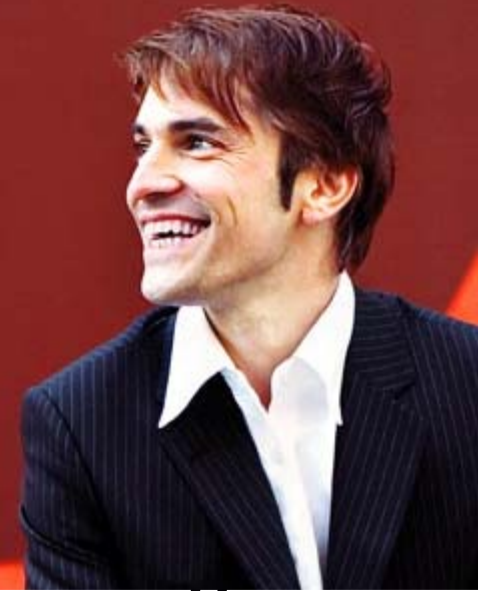
Annette Trawnicek, HP EEM Sales Manager
31.3.2010, Chisinau



HP Restricted

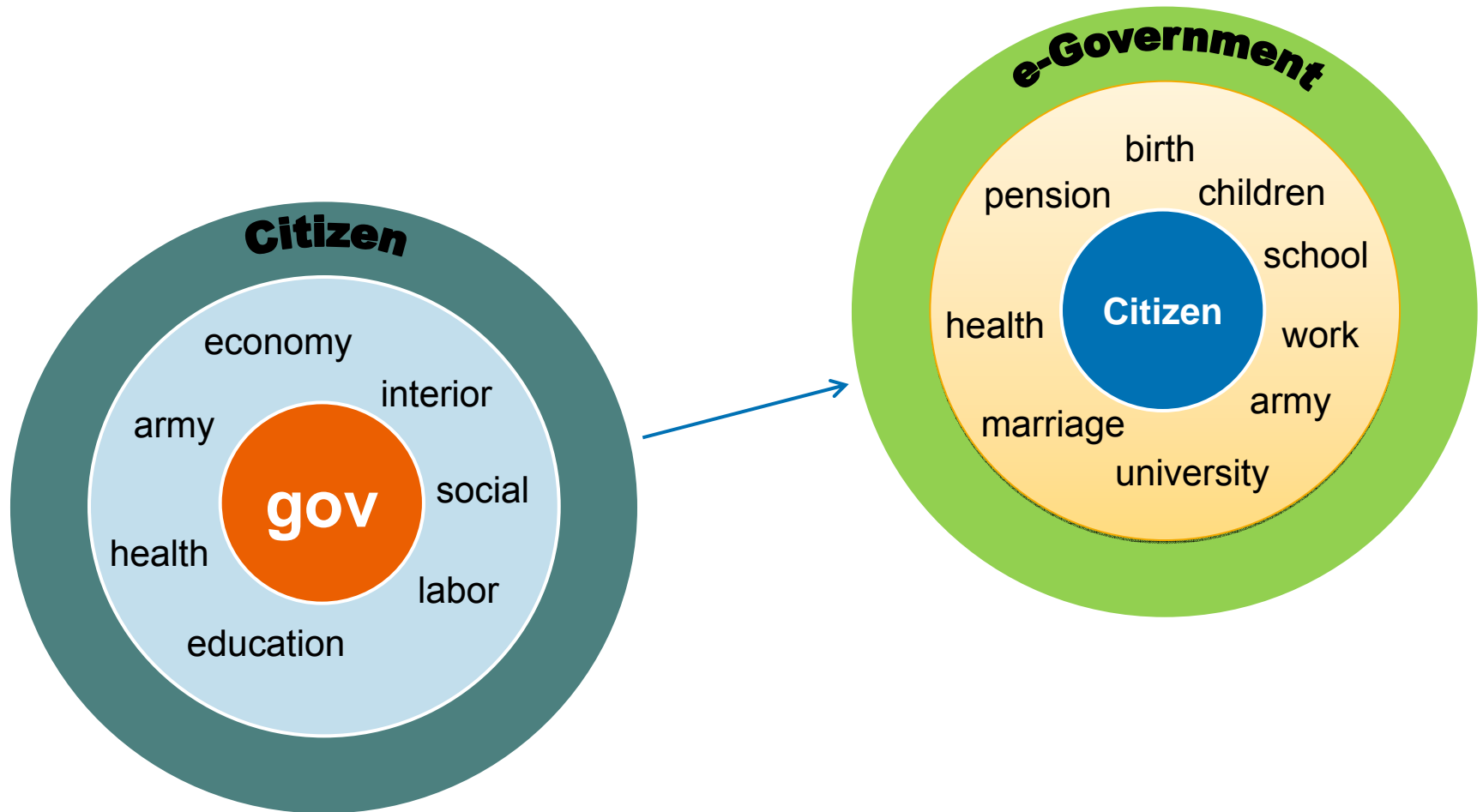
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Governments around the world are confronted by many common challenges, from the cost of government to the need for citizen-centric services and many more



For more than 40 years HP has helped governments serve their citizens. From the very beginning of our work with the public sector, HP has regarded government as a cornerstone of HP's clients

e-Government transformation



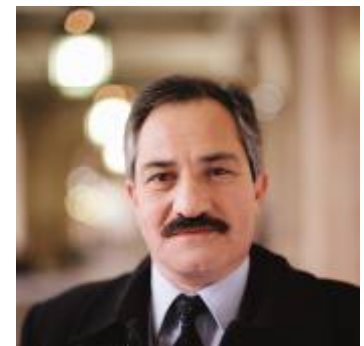
e-Government - not an option, necessity

- It is the fundamental tool for modernizing the public administration to:
 - provide better services
 - more quickly
 - at lower cost
- It requires innovation:
 - in the organization
 - as well as the technology
- Its main challenges are:
 - complexity, scale and scope

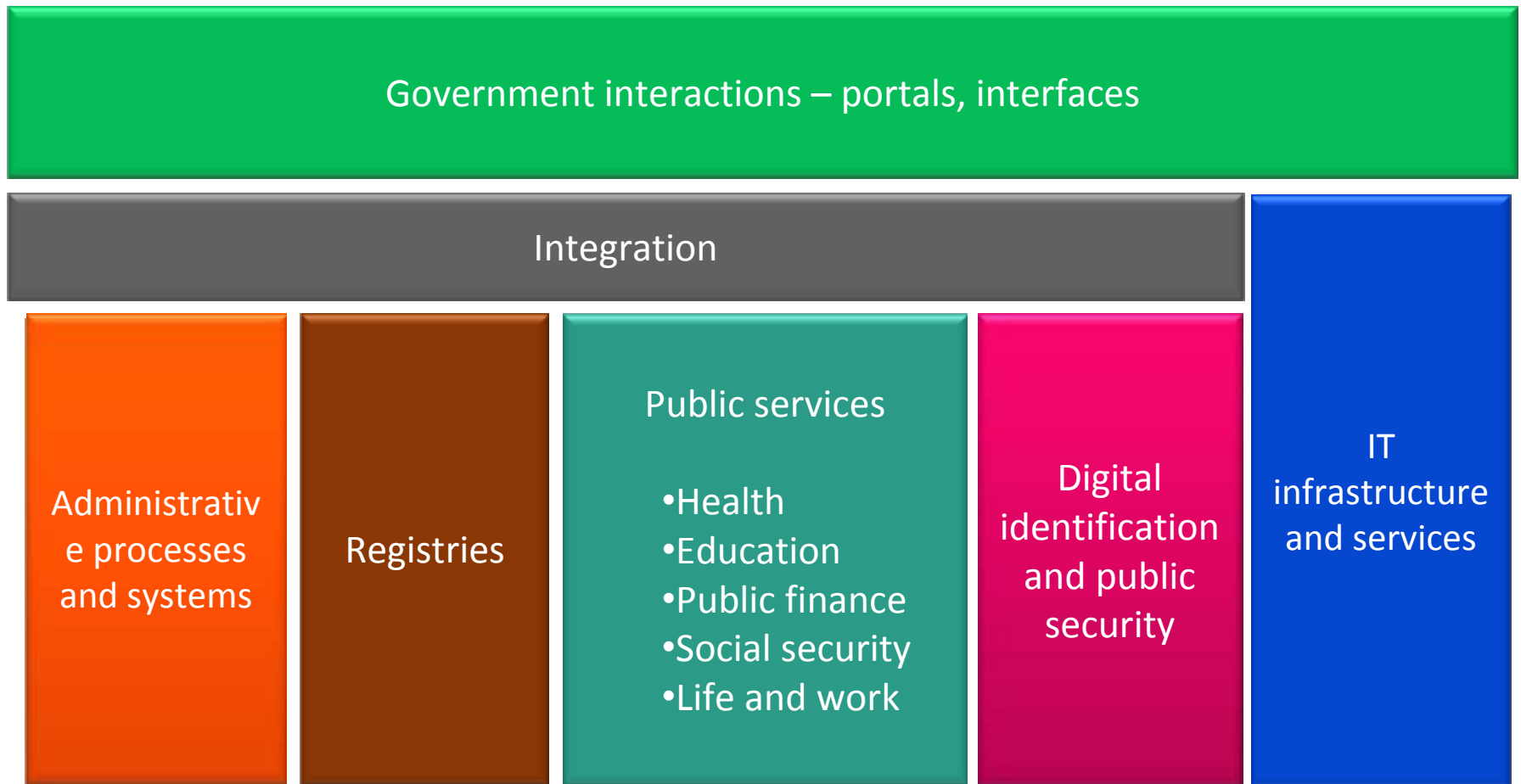


e-Government - Benefits

- Drives change
- Allows the alignment to modern processes and standards
- Helps in cost reduction
- Improves service quality
- Bridges to all citizens (remote, minorities, challenged)
- Develops the economy and its competitiveness
- Advances the democratic participation
- Enhances transparency and accountability



HP – integrated view on e-Government



Critical success factors

- **Time to service**: have something to show to the public fast and get their support
- **Citizen access**: make sure that the “digital divide” is bridged early on
- **Security**: ensure you’re considering security from the infrastructure layer all the way through to the citizen, so that privacy and scalability are preserved
- **Adoption and satisfaction**: be deliberate about the governance model to help manage buy-in from government agencies
- **Stay open**: use an open platform to allow flexibility in legacy integration, deployment models
- **Implementation teams**: gather competent and capable team from suppliers and government agencies to drive the implementation

Learnings from HP projects

Successful e-Government implementation:

- Requires a structured approach
 - Strategy
 - Framework
 - Standardization
 - Roadmap
 - Organization capacity
- Considers and involves all stakeholders
- Takes into account country specifics



HP Solutions for the Public Sector



HP Solutions for public services

- Integrated e-Government and e-Administration platform
- State treasury and public finance management systems
- Integrated Agriculture Administration and Control Systems
- Secure document management systems
- Cadastre and land registration systems
- Customs and tax systems



HP National security solutions

- National Identification and Personal registration Systems
- National registries
- Integrated Border Management – Schengen/VIS/Frontex
- Integrated command & control and mobile police systems
- Emergency Response Management Systems
- Mission Critical Infrastructures
- Integrated Criminal Justice Systems



Healthcare, social care and life sciences

- Electronic Patient Records and Healthcare Information Systems
- National health insurance and social care systems
- Authentication and authorization systems
- Digital Hospital Infrastructure
- Medical Archiving Systems – Information Lifecycle Management
- PACS solutions
- Social care information systems

HP success stories



HP in e-government and public services

- Baden Württemberg Ministry of Finance, Germany – electronic document management system, 2002-2004
- Bulgarian Ministry of State Administration – e-Government integration platform, 2006-2007
- Bulgarian Ministry of State Administration – interoperability registers and electronic administrative services, start 2007
- Catalanian Regional Government, Spain - Administrative Collaboration and Integration Platform, start 2007
- Italian municipality (local government) portals,
- Pilsen region, Czech, local e-Government solution – start 2007
- Hong Kong Office of the Government Chief Information Officer - Life Event Portal, 2003



HP in State Treasury and Public Finance

- Slovakia Min of Finance [accounting, budget execution, debt & liquidity mgt, consolidation] (start 2002)
- Czech Republic Min of Finance [state accounts consolidation and MIS] (start 2008)
- Hungary Min of Finance [budget preparation and execution, debt & liquidity mgt, accounting] (start 2008) – (EU funding)
- Kazakhstan Min of Finance [accounting and budget execution] (end 2004) (World Bank)
- Serbia Min of Finance [accounting, budget preparation and execution, debt & liquidity mgt] (start 2006) – (EU funding)
- UK Her Majesty's Revenue and Customs [tax payer compliance risk scoring] (end 2008)
- USA, Commonwealth of Kentucky [comprehensive tax system] (start 2007)
- Uganda Min of Finance [accounting and budget execution] (end 2006) – (World Bank)



HP in registration and identification systems



Slovak National Personalisation Centre for driving licenses, identity cards, foreign residents cards and e-passports with primary and secondary biometrics



Poland national identity card, passport & drivers license and vehicle registration systems



Bulgaria National Identity card, passport & drivers license system



Italy national electronic identity card system, security infrastructure and biometric system, Italian e-passport system



Automation of Portuguese Immigration Authority business processes covering the complete legal lifecycle of incoming foreigners wanting to live and/or work in the country



Israel national civil registry supporting passport, drivers license, voters card, arms license, birth, marriage & death certificate and other agendas. Israel national electronic identity card



New Zealand biometric passport issuance system with primary and secondary biometrics and ICAO compliant PKI implementation



Hong Kong e-Government Electronic Service Delivery platform and its authentication system based on e-ID



HP in Schengen / Visa

- Supplier for NS-SIS infrastructure in Spain by HP Spain – awarded on 11/2004
- Supplier for NS-SIS infrastructure in Portugal by HP Portugal – awarded on 12/2005
- Contract for CS-SIS and CS-VIS central Schengen & Visa systems for EU awarded to HP and Steria on 04/2005
- Subcontractor for NS-SIS development in Latvia by HP Latvia – awarded on 08/2006



HP in Schengen / Visa in CEE

- Prime contractor for NS-SIS, SIRENE development in Hungary by HP Hungary – awarded on 09/2006
- Prime contractor for NS-SIS, NS-VIS development in Lithuania by HP Lithuania – awarded on 09/2006
- Prime contractor for NS-SIS development in Czech Republic by HP Czech Republic – awarded on 10/2006, additional contract for SISone4ALL in 2007
- Prime contractor for NS-SIS, NS-VIS, SIRENE development in Slovakia by HP Slovakia – awarded on 05/2006, additional contract for SISone4ALL in 2007
- Prime contractor on NS-SIS / NS-VIS development in Poland for HP Poland – awarded on 03/2003, and on SISone4ALL awarded in 02/2007



