



Bundesministerium  
des Innern

***2007 Implementation Plan***  
***E-Government 2.0 – The Programme of the Federal***  
***Government***



*efficient – secure – networked*  
**e-government 2.0**

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## **Foreword**

In Germany, we are facing fundamental changes in the organisation and orientation of administrative processes and structures. Citizens and businesses have certain expectations of the public administration: service-oriented staff, streamlined procedures and modern technology, allowing administrative business to be taken care of quickly and efficiently. In many cases, a single mouse click can replace a trip to a government office.

Efficient and effective communication, cooperation and coordination between the public administrations in our federal state determine the success of government action. Modern information and communications technologies offer a variety of options for better organizing the work of public administrations – at and between the federal, state and local levels. We must take advantage of these options.

It is not enough to follow general trends; government and the public administration must take the lead in applying innovative technologies, for example to ensure secure electronic communications or to develop electronic business processes in partnership with the private sector. Our public administrations, which are distinguished by their dependability and adherence to the rule of law, must also stand out for their service orientation, innovation and efficiency.

In order to make the most of the potential offered in particular by information and communications technologies, administrative processes and structures have to change. The managers within our public administrations are especially called on to initiate change, create a climate of innovation and encourage their staff to take an active role in modernisation.

We have to be open to good ideas and not afraid to try best practices and utilize them over the long term. The projects in the plan for implementing the government programme “Focused on the Future: Innovations for Administration” including the “E-Government 2.0” programme are intended to serve as a model.

Administrative modernisation is not an end in itself. It serves citizens and private sector and thereby plays an important part in guaranteeing our country's future.

Dr Wolfgang Schäuble MP  
Federal Minister of the Interior

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## Introduction

*efficient – secure – networked*  
**e-government 2.0**

On 13 September 2006 the Federal Government adopted the *Federal Government Programme E-Government 2.0* as one approach to modernize the federal administration. As such it is embedded in the programme *Focused on the Future: Innovations for Administration*.

**The E-Government programme 2.0<sup>1</sup> covers the following fields of action:**

- **Identification**
- **Communication**
- **Portfolio** and
- **Process chains.**

Further details will be provided by annual implementation plans. The present document implements the Federal Government's decision of 13 September 2006 for the year 2007.

Moreover, the 2007 Implementation Plan helps achieve the goal set at the National IT Summit on 18 December 2006, namely to turn Germany from a medium-ranking into a top European player in the field of e-government. The 12-point programme agreed at the IT Summit requires that transactions between the private and the public sector are conducted electronically from 2012.

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<sup>1</sup> The programme is available on the Internet at <http://www.egov2.de> or <http://www.verwaltung-innovativ.de>.

# 1 Portfolio

## 1.1 Objectives

The following objectives can be derived from the e-government programme for all e-government services:

- developing tailored online services and implementing uniform quality standards
- improving usability and involving target groups in the further development of online services
- simplifying important inter-agency procedures
- improving participation of businesses and citizens in political decision-making and administrative processes (e-participation)
- ensuring citizen inclusion in information society taking into account social and technical aspects (e-inclusion)

In 2010, processing times and costs to users of online services will be reduced by an average of 15 per cent. This will be achieved by completing all administrative procedures electronically on the Internet or by using online services along with other communication channels. There will be a significant increase in the usage of online services. Targets and indicators will be set and used for individual procedures to measure the agencies' target achievement. In consultation with lobbies and trade associations, agencies will review the targets and analyse additional user needs. To this end, the Federal Ministry of the Interior provides adequate methods and the Federal Office of Administration a summary of all online services.

Starting in 2007, the projects presented in this brochure will be implemented in cooperation with the Federal Ministry of the Interior, the federal agencies and the *Länder* involved. Whereas authorities carry out the projects, the overall management is incumbent on the responsible ministries.

## **1.2 Projects**

### **1.2.1 Client portal of the employment agency**

**Implemented by:** Federal Employment Agency (BA)

**Project description:**

In 2005 the Federal Employment Agency set up service centres across Germany to notably improve telephone availability and ensure high-quality responses to client requests.

The federal agency aims to continue on this course by further developing and enhancing its multi-channel strategy in 2007. Through the portal, clients will be able to contact employment agencies in various ways. For example, they can call the service centres, visit the agency in person or use online services. In future, clients will have more possibilities to make requests online. In this respect

- the online job fair will be upgraded to encourage more clients to use it, e.g. to enter application profiles within the framework of the Check-In project,
- the use of e-mail to respond to client requests is to be restructured and advertised just like the in-person visits and telephone contact, and
- projects are to be identified in the framework of the e-government strategy.

Clients should be able to choose the communication channel which is most suited and which allows for the most efficient communication. This means that electronic access should be the first priority in the client portal, followed by telephone access in the second place and in-person visits in the third.

**Major tasks in 2007:**

- extending e-mail access (routing, IT-based processing)
- further encouraging clients to enter their application profiles (Check-In)
- preliminary study on e-government (identifying processes that could be put online)

**Prospects and priorities to 2010 (or throughout the entire project):**

Gradually implementing further projects: The BA's online services should be available by 2010.

## **1.2.2 Extending the e-service of Germany's pension insurance**

**Implemented by:** German pension insurance (DRV)

**Project description:**

Signature cards are needed to electronically communicate with the German pension insurance. At the moment, they are issued only to insured persons. In future, this service is to be extended to other users including pension advisers and health insurance funds. The group of authorized third parties encompasses authorized representatives (e.g. pension advisers, associations, health insurance funds and other commissioned persons) and family members (parents for their children and surviving dependants).

Enhancing electronic communication in both ways (applicant/agency) reduces the time needed to examine applications, increases efficiency due to better data quality and reduces expenses for consumables and logistics.

Authorized third parties should be able to use all DRV services online by 2010.

**Major tasks in 2007:**

- identifying and analysing user requirements
- developing the process for authorizing and registering relevant signature cards
- developing rules for matching authorized representatives to the correct insured person's account
- initiating and evaluating pilot projects

**Prospects and priorities to 2010 (or throughout the entire project):**

- making all e-services available to authorized third parties by 2010

### **1.2.3 REACH helpdesk on the new EU chemicals law for producers and supervisors**

**Implemented by:** Federal Institute for Occupational Safety and Health (BAuA)

**Project description:**

The amendment of European chemicals law through REACH (Registration, Evaluation, and Authorisation of Chemicals) requires Member States to establish a national helpdesk for producers, importers and users of chemical substances. It is intended to provide information and guidance in implementing REACH and advise in particular small and medium-sized enterprises in applying the REACH Regulation. To meet the requirements of fast, extensive and up-to-date advice, the German helpdesk will be based on modern Internet technologies.

The Federal Institute for Occupational Safety and Health is setting up the national REACH helpdesk. Important aims are to develop an information and guidance service in particular for small and medium-sized enterprises, extending the national expert network to include further public and private institutions and enhancing online information.

**Major tasks in 2007:**

- The BAuA is already operating a helpdesk for REACH. It is available via phone, fax, mail and e-mail. To be able to meet the expected number of requests in future, electronic interfaces will be set up between the parties involved.
- Target groups will be informed about the new helpdesk services.

**Prospects and priorities to 2010 (or throughout the entire project):**

- Setting up a network to include external experts.
- The Internet service will become the major source of information.
- Requests submitted to the helpdesk and the respective responses will be published in general terms on the Internet and serve as a quality-assured and growing knowledge base for users. The system software (knowledge management, CC software, telephone system) will be extended to meet demand.

## **1.2.4 Enhancing the Federal Government's e-tendering platform (eVergabe)**

**Implemented by:** Procurement Office of the Federal Ministry of the Interior (BeschA)

### **Project description:**

For both national and European tender procedures the e-tendering platform supports the entire public procurement process ranging from the publication of the procurement notice to the acceptance of a tender. The services are used by companies and contracting authorities (also at regional and local level). The contracting authorities involved use a central platform to complete tender procedures online. Building on the current solution, the tendering platform will be significantly enhanced and extended to increase the number of electronically conducted tender procedures and to reach more businesses.

Key features include a more sophisticated communication platform on the Internet for the exchange of documents and data and a solution for using electronic signatures. In future, i.e. when the EU provisions are implemented in national procurement law, new procedures such as electronic auctions and dynamic electronic procurement can be executed also via the e-tendering platform.

### **Major tasks in 2007:**

- upgrading the software (advanced signature, multiple languages, Linux-based client), planning and roll-out of future versions
- making modifications to meet the amended procurement law (competitive dialogue, electronic auction and dynamic procurement procedures)

### **Prospects and priorities to 2010 (or throughout the entire project):**

- increasing usability by integrating the basic components "virtual post room" and "forms management system"
- establishing interoperability between different e-tendering platforms used across Germany

## 1.2.5 Integrating statistics in e-business and XÖV processes – eStatistik.integration

**Implemented by:** Federal Statistical Office (StBA)

### **Project description:**

The Federal Statistical Office compiles some 390 different statistics in the fields of business, society and environment. The statistics' results are used by a broad public, but also by the public and private sector to take important decisions. The Federal Statistical Office has established different online procedures to collect data, especially for businesses. In 2006, the electronic reporting procedure (IDEV project) was used by almost fifty thousand respondents who submitted some 8.2 million individual reports per month. The possibilities of online data collection will be further improved. As part of the project, the functional and technical scope will be extended to allow for direct transfer of data from the respondents' existing applications. Interfaces and formats, collection processes and existing tools of the eSTATISTIK software will be further developed and integrated to meet the needs of businesses and statistical offices. It is intended to enhance the existing procedures for transferring statistical data (IDEV and eSTATISTIK.core) together with the *Länder* and to standardize and simplify reporting processes.

### **Target groups and participants:**

- private businesses required to submit statistical data, software providers (in particular of ERP software), statistical offices of the *Länder* and other institutions and citizens required to submit information

### **Major tasks in 2007:**

- conducting the European tender procedure
- preparing the conceptual and technical groundwork for an automated transfer of data (collection tool, form editor, format definitions)
- devising a "collection portal" for statistical online notifications and forwarding them to the collecting authority (at national or regional level)
- redesigning the web interface to achieve barrier-free access also to current web technologies (e.g. Web 2.0)

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- clearing individual modules for production
- extending the functional scope

**2009:**

- finalizing the IT procedure and the interfaces

## **1.2.6 Online tax service for bulk and individual applications**

**Implemented by:** Federal Central Tax Office (BZSt), Federal Ministry of Finance (BMF), Free State of Bavaria

### **Project description:**

The online tax service (Steuer-Online) will be enhanced by including an electronic application procedure with the possibility of authentication for

- VAT refund applications,
- statements pursuant to the EU Savings Directive, and
- summary statements.

All previous electronic reporting procedures will be assembled and integrated in the ELSTER technology. It is intended to achieve a standardized solution for an online portal and the basic component “forms server” together with the *Länder*.

The enhanced system will significantly simplify the tax procedure for businesses and reduce processing times. Through technical standardisation and pooling of procedures the number of participating businesses will notably increase.

The first new electronic application procedures will be ready for use already in 2007.

### **Major tasks in 2007:**

- providing the new online bulk application procedure
- providing an electronic procedure for individual applications
- developing an authorisation concept

### **Prospects and priorities to 2010 (or throughout the entire project):**

- regularly reviewing the electronic application and reporting channels on the basis of user demand and gradually upgrading procedures taking into account potential savings for businesses and administrations as well as legal requirements
- implementing the authorisation concept and initiating a pilot project

## **1.2.7 Electronic plant variety file – eAkte**

**Implemented by:** Federal Plant Variety Office (BSA)

**Project description:**

The current application procedure for plant variety protection and the authorisation of plant varieties is entirely paper-based. As of now, applicants download forms from the Internet and complete them on the computer. Then the applications, which may add up to some 30 pages, are printed out, signed and sent to the Federal Plant Variety Office. Fifteen per cent of filed applications contain errors, and the necessary further enquiries cause additional work. The plant variety file, comprising application and procedure documents, is maintained until deletion of the plant variety and then archived as a hard copy.

The future procedure will be entirely electronic and avoid duplicate entries. In this respect, the applicant's qualified digital signature and an electronic documentation through a document and workflow management system (DMS/VBS) are important prerequisites. The signed document and all its appendices will be electronically submitted to the Federal Plant Variety Office and included in the file with the relevant records. Via a barcode which can be printed together with the document, also applications filed on paper can be processed electronically.

**The following results are to be achieved:**

- reducing processing time and improving cooperation with applicants
- significantly reducing the workload of the Federal Plant Variety Office by avoiding having to re-enter data and introducing electronic workflows

**Major tasks in 2007:**

- introducing electronic application procedures and using qualified digital signatures in daily operations

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 - 2010:**

- replacing old application forms
- introducing complementary new forms (new grower)
- introducing an archiving solution

## 1.2.8 Electronic procedures to monitor foodstuffs and feed

**Implemented by:** Federal Office of Consumer Protection and Food Safety (BVL)

**Project description:**

The BVL analyses data submitted by *Länder* authorities responsible for foodstuff oversight and draws up documentation and reports. The BVL is already now managing submitted data electronically.

Data transfer of *Länder* authorities and data management at the BVL are to become more flexible, thus reducing costs. The changes were necessary to meet future reporting requirements along the entire food chain (cf. IT FoodTrace process chain). To this end, the current catalogue management (food encoding) between the national and regional levels is being further optimized. In addition, an Internet portal will ensure access for all parties involved in the data transfer.

**The following results are to be achieved in the different areas of foodstuffs monitoring:**

- harmonizing and standardizing used data structures and modernizing and adapting data transfer procedures between the national and regional levels
- creating interfaces for data transfer with third parties (businesses and citizens)
- significantly improving the BVL's early risk detection and risk management by optimizing data transfer

**Major tasks in 2007:**

- inviting tenders for developing catalogue management and maintenance and providing an Internet portal
- developing and reviewing catalogue management (encoding catalogues)

**Prospects and priorities to 2010 (or throughout the entire project):**

- consulting on the new encoding catalogues with the *Länder*, other federal agencies, EU institutions and business representatives
- integrating the necessary functions in the Internet portal and developing a user administration
- adopting the new general administrative regulation on data transfer

- carrying out a pilot project in selected *Länder*
- starting operations in all *Länder*
- integrating further areas of oversight into the system

## 1.2.9 Online image library of the Federal Archives

**Implemented by:** Federal Archives (BArch)

**Project description:**

In addition to some 300km of documents, the Federal Archives keep about 10 million images. These images can be bought and used by the press and other companies. Digital images are already being provided in a database. In future, selected images and assets of the Federal Archives will be digitized and provided via the webshop of a bilingual online library (German/English). To search for images available online a standardized procedure using uniform criteria (metadata based on the IPTC-NAA standard) will be applied.

Through the image database, national and international users (press, research, business and administration) can access the sought images more easily. Moreover, new groups of users, e.g. the press, will benefit from the assets of the Federal Archives due to accelerated access. Furthermore, the Federal Archives' staff will be released from repetitive work and can thus focus on digitizing existing assets.

The service will be available already in 2007.

**Major tasks in 2007:**

- digitizing 140,000 images of the collection "Bild 183 Allgemeiner deutscher Nachrichtendienst – Zentralbild"
- implementing the webshop and an interface to the budgeting and accounting system MACH; publishing the content of some 200,000 images online

**Prospects and priorities to 2010 (or throughout the entire project):**

- digitizing and publishing online some 15,000 images (user orders) annually
- digitizing and publishing online the aerial views collection "Bild 198 Hamburger Aero-Lloyd" (2008)
- cooperating with other public records offices (hosting and sale via the Federal Archives' platform, if needed)

## 1.2.10 Registration

**Implemented by:** Federal Ministry of the Interior

**Project description:**

In the framework of reorganizing the identity registration system, this Deutschland-Online project aims at simplifying registration procedures, consolidating registration data, increasing data accuracy, facilitating data use for public and private bodies, and providing central online access to the register. The Deutschland-Online office provides support in the form of programme management. This includes organisational assistance for the Deutschland-Online bodies, programme management and controlling, and the management of central tasks.

**Major tasks in 2007:**

- setting up working groups on individual topics (law, technology, financing/business model)
- devising a concept for setting up the Federal Identity Register (necessary amendments to existing law, architecture and standards, technical specifications and data model, data protection, business model and financing, migration and implementation plan)
- appointing an agency to be responsible for the Federal Identity Register

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- drafting a Federal Identity Register Act and ordinances on data transfer, to be announced in 2008
- taking up work to establish new structures at national and regional level in line with the combined model agreed by the Federal Government and the *Länder*

**from 2009 onwards:**

- setting up a central identity register at federal level
- implementing new structures at federal and regional level
- launching the central Federal Identity Register

## 1.2.11 Civil status

**Implemented by:** Free State of Bavaria, Federal Ministry of the Interior representing the Federal Government

**Project description:**

The Federal Ministry of the Interior supports the Deutschland-Online project on civil status implemented by the Free State of Bavaria to prepare the groundwork for future decisions on civil status structures. For example, this includes automated notification between civil status registers and requesting authorities, and local access to the central *Land* database. An important basis of the project is the Act to Reform the Law on Civil Status (PStRG). Support includes organisational assistance of the Deutschland-Online bodies, programme management and controlling, and the management of central tasks.

**Major tasks in 2007:**

- carrying out a feasibility study (Bavaria)

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 – 2010:**

- Depending on the result of the feasibility study, Bavaria will draw up and implement a pilot solution for a central civil status register.

## **1.2.12 Vehicle registration**

### **Implemented by:**

Federal Ministry of Transport, Building and Urban Development (BMVBS), Federal Motor Transport Authority (KBA)

DOL vehicle registration: Free and Hanseatic City of Hamburg in cooperation with the Federal Ministry of the Interior

### **Project description:**

The central vehicle register (ZFZR) maintained by the Federal Motor Transport Authority (KBA) is the main basis for vehicle registration. It will be extended to include also data so far stored only in local vehicle registers. Thus it will no longer be necessary to store these redundant data in local vehicle registers and the central access to information can be extended. Moreover, registration authorities, in consultation with one another, will enter data into the ZFZR directly. The online service is to ensure that data are up-to-date and of high quality, speed up processing and cut administrative costs. Proof of car liability insurance will be registered electronically through an online procedure.

At the same time, the Deutschland-Online project on vehicle registration implemented by Hamburg aims at restructuring vehicle registration processes using the central vehicle register at the KBA. This is to enable individual clients and businesses to conduct the registration processes (registration, deregistration, and re-registration) online wherever possible. It will noticeably benefit citizens and will help increase administrative efficiency and significantly reduce costs. The Federal Government supports the Deutschland-Online project by providing overall programme management.

### **Major tasks in 2007:**

#### **Central vehicle register:**

- finalizing user requests, the software concept and the system architecture for the extended ZFZR (KBA)
- initiating the implementation of connecting registration authorities to the ZFZR and agreeing on the procedure with the registration authorities

#### **Deutschland-Online project on vehicle registration:**

- developing a basic plan for restructuring vehicle registration processes in a working group (Hamburg) composed of national, regional and local representatives

- organizing project forums/information events with participants from public administration, the private sector and research (Hamburg)

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 – 2010:**

- from 1 September 2008 the ZFZR will be gradually introduced, and registration authorities will start entering data directly into the ZFZR (KBA)
- pilot projects will be initiated and the basic plan for vehicle registration processes (Hamburg) will be implemented

### **1.2.13 Internet network of administration portals**

**Implemented by:** Federal Office of Administration (BVA)

**Project description:**

The Federal Government supports the Internet network of administration portals of federal, regional and local administrations to provide easy access to all administrative services and to promote the popularity and use of online services. In this context, the federal portal “bund.de – Verwaltung Online” will be a core element of the network of e-government portals in Germany. Agencies and Internet users participate in managing content and functionalities of bund.de using the modern Web 2.0 technology as a form of “social computing”. The bund.de portal can be used to easily access information on the responsibilities of all administrative levels and to find and introduce e-government and administrative services.

**Major tasks in 2007:**

- devising a concept to adapt the bund.de portal to the portal network
- implementing a feedback strategy for user participation
- extending added-value services (job portal, tenders, sales, agency directory)
- launching pilot projects on modern brokering services for bund.de using new solutions in line with the Web 2.0 philosophy (e.g. accepted and tested search engines and wiki solutions for directories) at all national, regional and local authorities.

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 – 2010:**

- finding a common solution for service and agency searches on the federal, regional and local administration portals
- modernizing the bund.de portal by gradually adding further Web 2.0 components

## **1.2.14 Usability and accessibility**

**Implemented by:** Federal Office of Administration (BVA) and Federal Ministry for Labour and Social Affairs (BMAS) regarding the ordinance on accessibility (BITV)

### **Project description:**

To increase the usability and number of federal e-government services and to ensure the accessibility of online services, the BVA is developing and implementing uniform quality criteria (internal and external).

The BMAS pools existing and relevant e-government services for people with disabilities on an Internet platform in the form of a “one-stop shop”. On the basis of this central access further barrier-free e-government services will be developed.

### **Major tasks in 2007:**

- harmonizing existing standards (BundOnline-ContentGuide, SAGA, BITV, etc.) and further developing uniform criteria for assessing the quality of e-government services
- providing and testing a tool box with quality criteria for e-government services to be used by ministries and authorities (tool box of methods and self-analysis tools)
- developing a strategy for gradually building an information and communication platform for people with disabilities in cooperation with the target groups and taking into account international best practices
- implementing the first stage of the federal e-government one-stop shop for people with disabilities

### **Prospects and priorities to 2010 (or throughout the entire project):**

#### **2008 – 2010:**

- applying the defined quality criteria, and further developing them together with clients/users
- extending the federal e-government one-stop shop for people with disabilities by adding further services

## 2 Process chains

### 2.1 Objectives

Together with the private sector, federal administration will have optimized at least ten process chains by late 2010. Taking into account user needs, cooperation between the federal administration, businesses and associations will be strengthened in this field of action. New forms of cooperation will be developed.

The projects will serve as beacons for improving coordination of cross-organisational processes and IT procedures or for enhancing them until the systems are fully implemented. The results and experience gained through the projects can then be used for other process chains.

An important aim is to increase the level of interaction with businesses. Given the number and regularity of transactions between the administration and businesses, this approach is very promising. By improving unsatisfactory procedures along the supply chains due to redundancies in data processing and management, costs could be significantly reduced on both sides.

#### **The following operational targets are to be achieved:**

- Administrative procedures are to be significantly and measurably accelerated (15 to 30 per cent).
- In the process chains implemented by 2009, processing times and costs for businesses are to be effectively reduced by 15 per cent. Administrations could cut costs by the same amount.
- In 2010, 80 per cent of administrative procedures in the process chains will be fully electronic.
- The process chains will be certified in accordance with the ISO 27001 standard (basic IT protection) by 2010.
- From 2012, all transactions between businesses and administrations should be conducted electronically, thus fulfilling the promise made to business at the first national IT summit.

## **2.2 Projects**

### **2.2.1 E-solution – pension insurance**

**Implemented by:** German pension insurance (DRV-Bund)

**Project description:**

The project will provide a central transaction platform which employers may use to fulfil their information and reporting obligations. Through the platform businesses and administrations can communicate and settle all their pension affairs electronically.

The necessary technical solutions such as interface standards, web services and OSCI will be implemented in the portal. The first pilot phase will start in 2007. To this end, specific services and procedures were selected in consultation with the two pilot participants – a company health insurance fund and a customs authority.

To all requests submitted through the portal an automated reply is to be sent via the company portal. Ideally, it will no longer be necessary to involve a desk officer. If an automated procedure through the portal is not applicable, the electronic file will be electronically forwarded to the responsible desk officer. Should there be changes in the legal basis or the explanatory information for businesses, these changes will be centrally implemented in the electronic procedures. Thus, invalid forms will no longer have to be exchanged, for example.

**The following results are to be achieved:**

- Communication between businesses and the DRV-Bund will be simplified and accelerated, and client satisfaction increases.
- The simplification will significantly reduce the workload of the DRV-Bund.

**Target groups and participants:**

- During the pilot phase, one company health insurance fund and one superior customs authority are involved. Later, the portal will be available to private businesses in their capacity as employers, lawyers, health institutions and public administrations at federal, regional and local level in connection with their tasks or their capacity as employers.

**Major tasks in 2007:**

- The technical platform will be used by a pilot client.

**Prospects and priorities to 2010 (or throughout the entire project):**

- On the basis of the pilot services, further services and procedures will be implemented, and the number of participants in the electronic procedure will be expanded.

## 2.2.2 Authorisation procedure for the chemical industry

**Implemented by:** Electronic biocide procedure:  
Federal Institute for Occupational Safety and Health (BAuA)  
E-Application for pesticides (eAntrag Pflanzenschutzmittel):  
Federal Office of Consumer Protection and Food Safety (BVL)

### **Project description:**

Authorisation procedures of the chemical industry are currently being replaced by electronic procedures. Projects to implement the process chain include the electronic biocide procedure and the electronic application for authorizing pesticides (e-application for pesticides).

Many of the same companies use both procedures. For each procedure there is one responsible management authority (BAuA or BVL) which coordinates the procedure with five and four evaluation agencies, respectively, which are often the same. For example, stakeholders involved in the biocide procedure include producers, external evaluation agencies (UBA, BfR, RKI, BAM, BBA), *Land* authorities, EU Commission services and authorisation authorities of the EU Member States.

Applicants are enabled to file their applications electronically and with an electronic signature, if applicable. The administrations process applications using electronic workflow management systems.

Both projects aim at realizing a fully electronic procedure along the entire process chain so that products can be authorized within the specified period of time. At the same time, common standards can be developed and used for all processes.

### **The following results are to be achieved:**

- The applicant companies will be informed of the status of their application as soon as possible – via extranet – so they can devise an adequate marketing strategy for the products, for example.
- The responsible *Land* authorities should become more efficient in using electronic information for supervision.
- The decision on granting authorisation will be taken within the period specified by the EU.
- Costs and administrative burdens will be reduced by electronically processing and filing authorisation documents.

### **Target groups and participants:**

- producers, external evaluation agencies and *Land* authorities, the EU Commission and authorities of other EU Member States

### **Major tasks in 2007:**

#### **Electronic biocide procedure:**

- In 2007 the workflow management system is to be evaluated and modified accordingly.
- Also starting in 2007, the electronic interfaces will be defined (on the basis of XDOMEA, XÖV) and a procedure to introduce a qualified electronic signature along the entire process chain will be planned. Moreover, a concept will be developed to include the virtual post room and to set up a business and administration portal, with private-sector participation.

#### **E-Application for pesticides:**

- The system is being made available to all applicants.
- After the pilot phase has ended (June 2007) all new applications will be processed via the workflow management system.
- Electronic application and processing will be extended to include authorisation applications pursuant to Section 18 of the Plant Protection Act (authorisation to use certain substances).
- Electronic application and processing will be extended to include applications to fix maximum levels for pesticide residues.

### **Prospects and priorities to 2010 (or throughout the entire project):**

#### **Electronic biocide procedure:**

##### **2008:**

- testing communication with individual external partners through a web portal for the “authorisation application” procedure; testing the qualified electronic signature; testing the virtual post room; setting up an “expert database”; planning to connect the expert database to the workflow management system; establishing secure connections with national authorities via secure networks

**2009:**

- all communication with external partners will be accomplished electronically via the web portal for authorisation procedures; qualified electronic signatures will be used by all external partners; for the implemented procedures a status request will be provided to applicants; electronic communication will be extended to the remaining eight application types in the biocide procedure; the expert database will be finalized and connected to the workflow management procedure

**2010:**

- implementing the entire electronic process chains for all new application types in the biocide procedure

**E-Application for pesticides:****2008 – 2010:**

- By late 2010, the electronic application and processing will be extended to all application procedures (e.g. applications pursuant to Section 11 of the Plant Protection Act [authorisation application], Section 18 [authorisation to use a certain substance], the listing procedure and the EC evaluation of active substances).

**2010:**

- After 2010 information and knowledge management functions will be added to the system.

### **2.2.3 Electronic suspicious transaction report – eVA**

**Implemented by:** Federal Criminal Police Office (BKA)

**Project description:**

In future, reports on suspicious transactions pursuant to the Money Laundering Act (GwG) will be processed electronically. Thus, the Federal Criminal Police Office is responding to a request by the parties which pursuant to the GwG are obliged to report suspected money laundering and terrorist financing and currently do so in paper form. The BKA and the private sector are jointly developing a procedure which takes into account the concerns of small and medium-sized companies as well as large banks and financial service providers with the necessary IT equipment and which builds on existing IT systems in the banking and financial services sector. Further federal and *Land* authorities will be involved in the further development of the process chain.

**The following results are to be achieved:**

- By implementing electronic suspicious transaction reports such reports can be submitted faster, safer and with a higher quality to the BKA and central specialized services of the *Land* Criminal Police Offices.
- Electronic data transfer relieves authorities, and improves data availability and analysis.
- Furthermore, reducing reporting burdens will increase the number of reports due to the improved and fully electronic procedure.

**Target groups and participants:**

- financial service providers and banks, providers of analysis software for financial institutions and banks, the Federal Criminal Police Office, the *Land* Criminal Police Offices and other federal supervisory authorities as necessary

**Major tasks in 2007:**

- implementing the pilot system

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- testing and, if necessary, adjusting the pilot system
- introducing the data processing system

**2009:**

- evaluation and adaptation, if necessary

## 2.2.4 Electronic record procedure for waste recovery and disposal – eANV

**Implemented by:** Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU)

### **Project description:**

The disposal of hazardous and non-hazardous waste will be recorded and registered electronically. The electronic procedure for hazardous waste disposal will be binding for all parties involved. Some 250,000 companies (waste producers, carriers, waste disposal companies) file up to 150,000 disposal reports annually. At the same time they additionally handle three million consignment notes and 14 million handover certificates. The electronic procedure will be introduced across Germany by 2010.

### **The following results are to be achieved:**

- It will be much easier for companies to draw up, submit, review and store records and registers on the disposal of hazardous and non-hazardous waste.
- Also the *Land* supervisory authorities will significantly benefit because a availability of records will be improved and they can be better analysed. This contributes to national cooperation among agencies and notably improves the overall efficiency of supervision.

### **Target groups and participants:**

- waste producers, carriers, disposal companies and supervisory authorities at regional and local level

### **Major tasks in 2007:**

- There will be a tender procedure for implementing the electronic recording by the *Länder* (Central Coordination Office of the *Länder*, or ZKS). Implementation will be accompanied and supported by the BMU.
- The BMU will inform the public and private parties involved about the necessary communication interfaces, which are yet to be defined, and accompany the development of the application by the appointed agency.
- For the transitional period until 2010, the *Länder* will develop assistance schemes for electronic recording and registering. The Federal Government will advise and support the *Länder*.

- Rules on electronic record-keeping taking into account the handling by the ZKS will be compiled in IT guidelines which will be regularly updated on the basis of new experience gained.

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 – 2009:**

- To ensure nation-wide electronic communication among and between businesses and agencies, the IT procedure will be introduced and tested by the ZKS.
- Businesses and supervisory authorities concerned will be connected to the coordination office's IT procedure.

**2010 - 2011:**

- Parties involved will be obliged to use the electronic recording procedure and signature.

## 2.2.5 IT FoodTrace – secure food chain

**Implemented by:** Life Science Centre of Hohenheim University and IBM Germany,  
Federal Ministry of Food, Agriculture and Consumer Protection

### **Project description:**

Consistent documentation along the entire supply chain ranging from the producer to the consumer is to ensure the traceability and quality of meat and meat products.

The closely related EU Regulations and Directives, numerous federal and *Land* laws and the multistage process of food production require an integrated approach.

Against this background, some 40 partners from business, research and administration are developing the Agro Technical Solution Model (ATSM), an IT platform facilitating a standardized and encoded data transfer.

### **The following results are to be achieved:**

- enhancing consumer trust by ensuring complete and rapid traceability of meat products
- making effective use of available data and information and keeping extensive information requirements to a minimum
- increasing the availability of reporting data to reduce the authorities' workload and enable a targeted response in the event of a crisis

### **Target groups and participants:**

- The project is being implemented in cooperation with 40 partners from the private sector (producers, trade), associations, federal and *Land* authorities (supervisory authorities) and research institutions.

### **Major tasks in 2007:**

- Launching a pilot project on livestock registration and product tracing on the basis of the Agro Technical Solution Model (ATSM), the IT platform for comprehensive data sharing.

### **Prospects and priorities to 2010 (or throughout the entire project):**

#### **2008:**

- The IT platform (ATSM) will be expanded to include additional companies along the production chain, as well as public authorities and their applications.

**2009 (end of project period):**

- The final version of the IT platform (ATSM) will be completed.

## **2.2.6 Reducing administrative costs by providing information electronically**

**Implemented by:** Federal Ministry of the Interior (BMI)

**Project description:**

With the programme “Bureaucracy Reduction and Better Regulation” the Federal Government undertook to notably reduce businesses’ administrative costs arising from reporting obligations and to avoid new reporting obligations.

By using the electronic procedure to meet their reporting obligations, businesses can significantly reduce their administrative expenses. Initial e-government checks of proposed legislation or regulatory impact assessments identify possibilities to improve administrative procedures related to reporting obligations and point out specific approaches for ministries’ e-government projects.

Benefits for businesses include:

- Procedures to meet reporting obligations are simplified and sped up.
- Related administrative costs are reduced.

**Major tasks in 2007:**

- drawing up practical guidelines taking into account the potential for introducing electronic procedures
- calculating administrative costs (Federal Statistical Office) on the basis of the Standard Cost Model
- developing proposals to reduce administrative costs
- implementing initial measures

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 - 2010:**

Constantly identifying e-government potentials through regulatory impact assessments.

## **3 Identification**

### **3.1 Objectives**

The overall goal in this field of action is to provide citizens, businesses and administrations with a unique and mobile solution for electronic identification and a possibility to make a legally binding electronic declaration of intent.

This solution allows citizens and businesses to reliably use public and private online services also outside Germany and to apply electronic identification solutions also to their own business processes. Encryption procedures are used to protect the exchange of sensitive data from unauthorized access.

Authentication solutions using smart card technology grant maximum protection against the disclosure of user data, e.g. by phishing attacks. Thus, citizens can authenticate safely and conveniently both at home and abroad. Electronic identification mechanisms must be easy to use and accepted by businesses and individual users to be implemented in practice. In addition to enhancing security, electronic identification contributes to effective business processes and the modernisation of public administration.

Finally, identification procedures provide a new level of convenience because even if security requirements are very high, identification processes can in future be conducted online. As a rule, this will help all business partners to save time and money.

To achieve these objectives in the field of identification, the following projects will be organized and implemented by the Federal Ministry of the Interior as of 2007.

## **3.2 Projects**

### **3.2.1 The electronic identity card**

**Implemented by:** Federal Ministry of the Interior

**Project description:**

The project encompasses the development, introduction and roll-out of the electronic identity card. In addition to its current functions it will also be used for secure and convenient online authentication between individuals, businesses and administrations with e-government and e-business services. This will increase the level of identification security. At the same time, it will boost the modernisation of the public sector.

**Major tasks in 2007:**

- developing a detailed concept and implementation plan for introducing the electronic identity card
- preparing the legal basis for the electronic identity card including a concept for legal adjustment, examining the constitutionality of the project, drawing up and agreeing on a ministry draft act on electronic identity cards and a government draft, preparing adoption by the Cabinet
- developing interface components for potential applications of the electronic identity card

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- finalizing the legislative process
- carrying out pilot projects
- introducing the electronic identity card

**2009 and onwards:**

- using the electronic identity card for e-government and e-business services

### **3.2.2 Applications for the electronic identity card**

**Implemented by:** Federal Ministry of the Interior

**Project description:**

The project aims to identify and provide applications for the electronic identity card in the field of e-government and support the development of relevant e-business applications. In connection with suitable applications the electronic identity card's potential can be promoted to add value for citizens. An electronic identity card which can be used with many applications contributes to the security of these applications and thus of e-government and e-business.

**Major tasks in 2007:**

- drawing up a comprehensive list of existing and possible new applications for the electronic identity card
- identifying the top 20 applications for the electronic identity card in the field of e-government and e-business
- developing a business model for refinancing the electronic identity card through e-government and e-business applications

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- modifying applications so they can be used with the electronic identity card
- testing and launching pilot projects of applications in connection with the electronic identity card
- supporting private sector use of the electronic identity card for e-business processes by providing interface specifications and software components

**2009:**

- ensuring that the electronic identity card can be used with business and administrative applications across Germany

**2010:**

- continuing enhancement of the applications

### **3.2.3 The e-identity concept**

**Implemented by:** Federal Ministry of the Interior

**Project description:**

Within the project, a comprehensive e-identity concept will be developed for German public administration to increase efficiency and security when exchanging personal data and to improve the quality (accuracy) and speed of data allocation. Thus, the various public bodies will benefit from the high availability of more effective and modern registry services.

**Major tasks in 2007:**

Developing an e-identity concept for inter-agency cooperation in the field of e-government:

- compiling an inventory of the different e-ID approaches of the German public administration
- identifying deficiencies and a possible course of action and drawing conclusions regarding the legal and actual steps to take
- embedding e-ID projects of the Federal Ministry of the Interior in the European framework, in particular by participating in an EU-funded large-scale pilot to test the cross-border interoperability of national e-ID and authentication mechanisms

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008 - 2010:**

- implementing the developed e-identity concept

## **4 Communication**

### **4.1 Objectives**

Despite the manifold efforts that have been made, communication over the Internet is riskier today than ever before. Electronic mail boxes are inundated with spam, worms and phishing mails, which affects the secure and reliable communication via the Internet for e-government purposes.

Furthermore, there are no simple and cheap identification and security procedures for occasional users of e-government applications, or these procedures are not sufficiently accepted. Hence, the Internet offers less legal certainty and has less binding character than ordinary paper-based communication.

A lack of trust among citizens, businesses and public administrations in the security of Internet communications jeopardizes electronic markets and the social modernisation effects that go hand in hand with electronic communications. Officially certified citizens' portals seek to reverse this trend.

Moreover, setting up and enhancing a common communication infrastructure for the German administration ensures secure electronic communications with federal, regional and local agencies. The secure and efficient links between German public administrations and European structures will be safeguarded.

## **4.2 Projects**

### **4.2.1 Citizens' portals**

**Implemented by:** Federal Ministry of the Interior

**Project description:**

Citizens, businesses and administrations will be given a simple and secure possibility to communicate on the Internet without having to hide their identity. Personal data will be protected, and citizens can determine themselves who is to have access to their information. Citizens' portals will provide identity data to reliably authenticate both natural and legal persons on the Internet. The possibility of secure electronic communication gives innovative impetus to businesses and public administrations that will help to enhance e-government and e-business services.

To provide secure, electronic communication between citizens, businesses and public authorities, certified private and public providers are creating citizens' portals that are state-certified and hence meet defined security and confidentiality requirements. Citizens can create their own electronic citizen's address where they can be reached just as reliably as at their physical mailing address. In addition, personal documents and information can be stored securely on a long-term basis and can be made available to selected communication partners.

**Major tasks in 2007:**

- conducting a market analysis and tender procedures for a pilot project on citizens' portals
- developing a provider certification procedure

**Prospects and priorities to 2010 (or throughout the entire project):**

**2008:**

- developing software, testing and implementing citizens' portals by selected Internet providers in the framework of a pilot project
- adapting concepts and certification procedures on the basis of the experience gained during the pilot phase
- certifying citizens' portals for live operation

**2009 - 2010:**

- live operation of citizens' portals

## 4.2.2 Communications infrastructure for the public administration in Germany

**Implemented by:** Federal Ministry of the Interior and the *Land* of Hesse

### **Project description:**

The project Deutschland-Online Infrastructure jointly conducted by the Federal Government and Hesse was launched because of different network infrastructures at federal, regional and local level which often constitute isolated solutions. In order to enable the electronic implementation of special applications, these isolated networks must be connected. The connection of networks and the resulting development of central services is a challenge which will ultimately also determine the success of other Deutschland-Online projects.

The significance and benefits of the project:

- resolving compatibility issues of the IT infrastructure across Germany
- cutting costs by standardizing IT infrastructure and processes

In the first project phase the following tasks will be performed:

- taking stock of the networks, examining selected applications, analysing vulnerabilities, developing the overall Deutschland-Online Infrastructure strategy and design, general project planning and communication

### **Major tasks in 2007:**

- preparing the political decision on implementing the Deutschland-Online Infrastructure
- establishing rules, standards and basic architectures for an intranet of the German administration
- developing models for providing a comprehensive network at federal, regional and local level and for the necessary central services within this network

### **Prospects and priorities to 2010 (or throughout the entire project):**

#### **2008:**

- launching pilot projects in several *Länder* and at federal level

#### **2009 – 2010:**

- gradually enhancing the Deutschland-Online Infrastructure at all levels

## 5 Programme organisation

### 5.1 Programme and project management

In implementing the e-government programme, the Federal Ministry of the Interior is responsible for coordinating the measures and for managing the programme in the four fields of action, in partnership with the ministries, in particular with the contact persons at the ministries. Programme management tasks include:

- supporting cooperation through inter-agency communication
- holding ministry meetings
- ensuring ongoing communication between the parties involved in the four fields of action
- providing an annual update of the E-Government 2.0 programme in an implementation plan and a report to the Federal Cabinet

An e-government competence centre will be set up at the Federal Ministry of the Interior in 2007 that will first and foremost assist businesses and public authorities in questions related to e-government. The competence centre will act as a facilitator between public administrations and businesses in order to exchange mutual requirements for integrating business processes and identifying synergies in implementation. In particular, the e-government competence centre shall

- serve as a central point of contact for businesses to support them in adapting their business processes to administrative processes and play a mediating role between businesses and public administration,
- promote inter-agency knowledge transfer on e-government, among other things on a high-performance communication and knowledge platform based on innovative Internet solutions,
- set up a network of business and research representatives to promote a user-friendly implementation of E-Government 2.0 and the exchange of experience and solutions in the field of e-government,
- promote scientific research on the E-Government 2.0 programme to support the ministries and the four fields of action and to conduct regular scientific evaluations of the programme's progress from a scientific and economic point of view.

The responsible authorities provide project management and controlling within the framework of the implementation plan.

## **5.2 Marketing and public relations**

A marketing and PR campaign on the implementation of the e-government programme will improve the publicity and acceptance of e-government services. The marketing of e-government services and projects is handled by the individual agencies or ministries on the basis of communication strategies and demand analyses.

The Federal Ministry of the Interior provides other agencies with guidelines for a uniform presentation of the projects and their integration into PR work and explores new ways of online marketing for the whole application.

PR work is focusing on online and print media. Participation in expert forums, fairs and congresses will encourage national and international dialogue between administrations, businesses, associations, research institutions and media on e-government. The e-government programme and specific projects of the implementation plan were and will be presented at various events, e.g. the international conference "Advancing eGovernment" in Berlin on 1 March 2007, the CeBIT in Hanover from 15 to 21 March 2007, the IT Security Conference in Berlin on 4 and 5 June 2007 and also at the Modern State trade fair in Berlin on 27 and 28 November 2007.

## **5.3 Programme financing**

The objectives of the E-Government 2.0 programme will be reached through local projects conducted by the responsible ministries and agencies. The projects described in this implementation plan are financed within the framework of the applicable financial planning of the individual ministries. Further projects can be included in the annual implementation plan.

Before the individual projects start, the potential expenses need to be calculated as exactly as possible, the economic efficiency needs to be proved, and the potential savings and contributions to budget consolidation need to be specified in terms of amount and time.

The necessary funds for the projects conducted by the ministries will be introduced in the negotiations in the framework of the annual budget allocation procedure.

## List of abbreviations

Abbreviation	Full name or phrase
ATSM	Agro Technical Solution Model
BA	Federal Employment Agency
BAM	Federal Institute for Materials Research and Testing
BArch	Federal Archives
BAuA	Federal Institute for Occupational Safety and Health
BBA	Federal Biological Research Centre for Agriculture and Forestry
BeschA	Procurement Office of the Federal Ministry of the Interior
BfR	Federal Institute for Risk Assessment
BITV	Ordinance on Barrier-Free Information Technology
BKA	Federal Criminal Police Office
BSA	Federal Plant Variety Office
BVA	Federal Office of Administration
BVL	Federal Office of Consumer Protection and Food Safety
BZSt	Federal Central Tax Office
CC software	call centre software
DMS	document management system
DOL	Deutschland-Online
DOMEA	strategy for <b>document management</b> and <b>electronic archives</b> in IT-supported processes
DRV	Germany's pension insurance
eAkte	electronic file
eANV	electronic record procedure for waste recovery and disposal
e-business	electronic business
EC	European Community
e-government	electronic government
e-ID	electronic identity
ELSTER	electronic tax filing
ERP software	enterprise resource planning software
e-service	electronic service
IDEV	joint data collection via the Internet (Federal Statistical Office)
IPTC - NAA	International Press Telecommunications Council
ISO	International Organisation for Standardisation
IT	information technology
KBA	Federal Motor Transport Authority

<b>Abbreviation</b>	<b>Full name or phrase</b>
OSCI	Online Services Computer Interface
PC	personal computer
PflSchG	Plant Protection Act
PStRG	Act to Reform the Law on Civil Status
REACH	registration, evaluation and authorisation of chemicals
RKI	Robert Koch Institute
SAGA	Standards and Architectures for eGovernment Applications
StBA	Federal Statistical Office
UBA	Federal Environmental Agency
XDOMEA	XML standard for the DOMEA strategy
XÖV processes	XML in the public administration
ZFZR	Central vehicle register
ZKS	central coordinating office of the <i>Länder</i>