Key Elements of the Programme

"Digital Administration 2020"

Cabinet Decision of April 8th 2014

The Federal Government is pursuing the aim of creating a "digital Germany" at the service of its citizens. Public administration is contributing to this aim with its government programme "Digital Administration 2020" intended to set binding standards for nation-wide digitization and the use of the necessary innovative secure technical solutions. The programme constitutes the common framework for the federal administration's e-government activities in the 18th legislative term.

The plans of the programme "Digital Administration 2020" are based on the following elements:

A. Aims

1. The programme aims at ensuring efficient electronic administrative work at federal level and seamless, barrier-free digital administrative procedures which take the needs of citizens and businesses into account and not only the responsibilities of the authorities concerned. Such digital administrative procedures serve not only all citizens, but also public service staff.

   The intention is to ensure that in future public administration is generally electronically accessible for all citizens. Federal administrative laws will be examined to find out which administrative procedures can do without applications made in writing or the personal appearance of citizens (regulatory screening). In these cases electronic procedures that are easier to perform and more user-friendly can be used. As of 2020 it should no longer be necessary for citizens to go to public authorities, if they do not wish to and personal appearance is not required.

2. The principles of data protection and information security must be observed for electronic communication with citizens.

3. Using innovative technical solutions in the administration will reduce red tape and cut costs in the medium term.

4. For reasons of standardization and efficiency new e-government solutions should generally be developed and implemented across all ministries.

B. Content

Federal Government:

5.   The programme "Digital Administration 2020" is intended to coordinate the implementation of the E-Government Act (EGovG) across all federal ministries. An important measure is to support the introduction of electronic filing in the federal administration with an interministerial action plan on electronic filing. The action plan on electronic filing will include organizational and specialist aspects as well as technical services and proposals for measures to create a more citizen-friendly and efficient digital administration. The programme "Joint Federal Information Technology" will draw up key technical elements for the creation of the electronic filing system.

6.   This programme will centrally develop and provide necessary basic services for all federal ministries (federal IT framework strategy) to implement the E-Government Act. This concerns not only the electronic filing system, but also the central DE-Mail gateway, the central eID service, an extended payment platform and an enhanced form server. Ensuring the full functionality of the Federal Government's Networks (NdB) at the earliest opportunity will be a major contribution to the planned digitization of the federal administration. The programmes "Digital Administration 2020" and "Joint Federal Information Technology" will be closely coordinated.

7.   The federal administration is increasingly improving its own expertise in IT and process consulting to support selected projects in the ministries, particularly regarding the introduction of electronic filing. In this way the need for external consulting can be reduced and the administration's expertise maintained.

8.   The new project on e-procurement is intended to standardize and digitize important procurement processes for the Federal Government. The ministries' procurement processes will be designed to be interoperable to the greatest extent possible. This will generate synergy effects on the basis of standardized and digitized procedures already introduced by a number of ministries. In this context European procurement law, which explicitly underlines the importance of barrier-free services, must also be taken into account.

9.   The project "Electronic Legislation" will provide a modular and interoperable platform to ensure a consistent digital legislative procedure from a draft bill to the promulgation of a law. One module of this platform is the existing software "eNorm" whose functions will be further developed and whose user-friendliness will be considerably improved. This will benefit all users, particularly the Bundestag and the Bundesrat.

10. To provide electronic administrative services efficiently and seamlessly it is necessary to standardize process steps and forms and apply common standards across the board when describing and developing them. The necessary standardization will be supported by a federal editorial team with great methodological skills and including the various ministries.

11. Federal authorities should become role models for providing open data in Germany. The G8 Open Data Charter adopted by the G8 countries in June 2013 requires the implementation of relevant measures, which will be included in the Federal Government's national action plan for the implementation of the G8 Open Data Charter.

Federal *Länder*:

12. To create a modern geoinformation system, a national geodata infrastructure and georeferencing of electronic registers in line with data protection standards are being developed.

13. To fulfil European business and administrative requirements the electronic invoice is intended to ensure a consistent, fully digital process from awarding a contract to payment.

14. The main idea of the programme is to implement the first steps to offer the most important administrative services from all areas and all federal levels online for the benefit of citizens and businesses. Access to all electronic administrative services will generally be available via an Internet portal.

15. Cooperation with the federal *Länder* will be intensified. The IT Planning Council will support these projects in a federal context to provide online public services for relevant situations for citizens and businesses as completely and seamlessly as possible.

C. Staff and resources

16. The know-how of federal administration staff in the fields of digitization, data protection, IT, information security and e-government will be strengthened. The necessary training will be accompanied by active change management and measures to bring about a change of mentality.

17. **Funding**

   Subject to the relevant authorization in the federal budget the following applies:

In 2014 the Federal Ministry of the Interior will fund central support services to fulfil the obligations of the E-Government Act subject to deadlines. From 2015 to 2018 the Federal Ministry of the Interior will pay a basic rate for central support services for the programme "Digital Administration 2020" amounting to the funds earmarked in the federal budget. The ministries will pay for their own specific measures (e.g. using central support services). If ministries need additional central support, they have to provide an appropriate amount to fund it. The individual requirements of every support measure need to be arranged with these ministries.

D. Management

18. A committee of state secretaries chaired by the Federal Government Commissioner for Information Technology manages the programme "Digital Administration 2020".

19. The Federal Ministry of the Interior coordinates and supports the management of projects within the framework of the programme "Digital Administration 2020" with the participation of the ministries.

20. A central information and knowledge management system will provide all users the possibility of studying the experience gained by other projects and identify solutions they can use for themselves.