Digitale
Verwaltung
2020

Digital Administration 2020 - Summary

Government programme of the 18th legislative term

In brief: Government programme "Digital Administration 2020"

On 17 September 2014, the Federal Cabinet adopted "Digital Administration 2020" as a government programme for administrative modernization in the 18th legislative term. This programme is part of the Digital Agenda 2014–2017, which provides the framework for Federal Government action in the process of digitizing all areas of society and the economy (Agenda Cabinet Decision 20 August 2014).

Background

The federal E-Government Act (EGovG) entered into force on 1 August 2013, setting the regulatory framework for digitization in the federal administration. The Act provides for deadlines for adapting electronic access for individuals, businesses and the public administration, which the federal administration will follow in successively implementing the programme.

Federal legislation and planned state-level legislation on e-government is intended to prevent isolated solutions and redundant projects. Further standardization is necessary to ensure greater interoperability.

The Coalition Agreement of the governing CDU/CSU and SPD, "Shaping Germany's Future", reads:

"We want a 'digital Germany' that is responsive to citizens' needs. To this end, we intend to launch the programme 'Digital Public Administration 2020' to set out binding standards for nationwide digitization of the public administration."

Aims

The Federal Government programme "Digital Administration 2020" creates the framework for the federal administration of the future, which will take advantage of the potential offered by digitization, is effective, transparent, efficient, accessible and responsive to the needs of individual citizens and businesses. The programme aims to ensure that the administration remains agile and affordable and that its information technology is secure.

Success depends on powerful and cost-effective federal IT. To meet this requirement, IT at federal level is being bundled.

The programme "Digital Administration 2020" pays attention to modern technologies, makes legal and organizational changes and listens to ideas and suggestions for improvement made by staff, businesses and individuals. It will be possible to successfully transform the administration only if everything works together. Paper-based technology offers only limited advantages. Lean, non-redundant, connected, IT-aided processes and clearly assigned accountability create the necessary conditions to meet increasingly complex challenges. This process of change can succeed only with the support of staff members: They have the skills, knowledge and ideas to make innovation possible. The leadership has a special responsibility to set the course for the future, identify needs for change and seek solutions together with employees. The aim is good work in the digital administration that is secure and healthy and has a positive impact on staff employability. Administration is not an end in itself. It serves the state, especially individual citizens and businesses, and takes their perspective into account, relieving them and public administration itself from excessive bureaucracy.

Also important: Public administration must continue to be an attractive employer. The workplace of the future is digital. Electronic (and increasingly also mobile) working and new forms of cooperation are increasingly being used. Knowledge must be shared. This is the basis for a networked division of tasks, which includes sharing data, information and services at the interfaces of those involved in the process. Process-oriented work reinforces holistic thinking, learning from others and applying tried and tested solutions. That saves time and results in more interaction. It is possible to change habits and a culture if doing so creates advantages for those involved.

Management

Shaping e-government in the 18th legislative term is an executive responsibility.

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

Overview of the programme's objectives:
- *coordinated, collaborative action*
- *networked processes which divide tasks among staff*
- *harmonized, standardized, interoperable IT*

Active information and knowledge management will improve cooperation within the federal administration. Targeted human resources development will enable staff to meet changing requirements.

The IT Planning Council will strengthen cooperation among the federal, state and local levels. This will ensure that the process of transforming public administration is coordinated and effective.

The programme bundles only selected projects. Infrastructure and basic services have initial priority. But while the programme is under way, the intention is to determine what other activities the federal administration may need in addition to those already identified. The measures are constantly being monitored and the portfolio will be updated annually.

Overview of the programme content

- *Shared infrastructures:*

  eID, De-Mail, e-files, FMS, ePayBL

- *Knowledge sharing:*

  (process) advising, information management

- *Digitization of horizontal processes:*

  e-procurement, e-invoicing

- *Reducing formal requirements (written form)*

  Digital declarations project (review of laws)

- *Model local authorities*

- *E-legislation*

- *Federal editing*

- *Transparency:*

  G8 action plan on open data, geocoding

- *E-government services:*

  mobile Web, student loan repayment; online application for criminal record checks

Examples of specific projects within the programme

Digital declarations project (review of laws)

- Delete and replace requirement of written form, enable simpler procedures

- Each of the more than 3,500 requirements for written form in federal administrative law will be reviewed.

- All federal ministries, states, National Regulatory Control Council, associations, etc. will be involved in the project

- A database on the review of laws will be created for all participants to use

- A report on the review of laws will be submitted to the German Bundestag by 31 July 2016

Provision of central eID services for the use of eID and to integrate it in back-office IT applications

- To ensure secure communication with the chip in the national identity card: retrieved data forwarded to the relevant service; regular reference to authorization certificates and list of blocked ID cards

- Support for federal authorities by

- providing authorization certificates and eID services on favourable terms

- experts who offer process and IT support in connecting to the eID service and integrating the eID function in the various back-office IT applications

- Information on implementation (www.personalausweisportal.de)

Secure communication: Accessible via De-Mail

- Call for tender for federal De-Mail providers

  Federal agencies will be able to set up a De-Mail account and provide De-Mail services based on a framework contract.

- Central De-Mail gateway

E-Mail infrastructures and back-office IT applications of the different federal agencies will be connected via a central, federally operated De-Mail gateway. Each federal agency will have its own area to administer.

E-files action plan

- Under Section 6 of the E-Government Act, all federal agencies are supposed to use only electronic filing systems by 1 January 2020.

- To implement this goal efficiently and cost-effectively, agencies will have to work together and share infrastructure.

- Interministerial action plan on e-files: considering all e-files in the federal administration in order to make e-filing seamless and efficient.

- The aim is not a new application, but to change communication, cooperation and processes in the administration.

- Essential: gaining staff acceptance and working with them to find good solutions; empowering them to use the the new technology and procedures professionally.

- *Overview of the action plan's content:*
  - *organizational and subject-related aspects*
  - *technical services*
  - *measures to facilitate cultural change, skill development and user acceptance*

National Action Plan to implement the G8 Open Data Charter

- Appointing federal and ministerial coordinators for the publication of government data

- Publishing at least two datasets per agency by the end of the first quarter of 2015

- New or improved provision of specific datasets from different fields

- Closely involving data users in civil society, business, research, media

- Actively promoting the re-use of published data

For more information:

http://www.verwaltung-innovativ.de/DE/E_Government/Open_Government/Aktionsplan/Aktionsplan_node.html

E-procurement: Standardizing and digitizing processes

- Seamless digitization of procurement processes from the identification of needs to the call for tender and contract award through to invoicing

- Existing infrastructure such as the e-awarding and ordering platforms will be expanded; pooling demand will result in cost savings and higher quality in the areas of corruption prevention and secure procurement.

- In line with the new European procurement law, we plan to make electronic procurement binding for the federal administration by April 2016.

- Electronic procurement at national and international level can be implemented cost-effectively only if the existing e-awarding platforms (about 40 systems in Germany and more than 300 in Europe) can be linked via standard interfaces, or XVergabe. This standard is to be anchored in Germany and at EU level (e-SENS project).

Evaluation and future development

Part of the coordinated implementation of the E-Government Act is to measure progress in the federal administration in 2016, 2018 and 2020. The baseline will be the implementation status as identified by the Federal Ministry of the Interior at the start of the programme "Digital Administration 2020".

Even more than for its predecessors, the success of the current programme depends on its dynamic progress and the ministries' coordinated implementation of a common goal. The speed of innovation has increased significantly in the digital age. This applies to technological infrastructures and to organizational and subject-specific framework conditions. The ministries and their modernization projects must keep up. Budgetary consolidation creates additional constraints.

Coordinated and cost-effective action on the basis of interministerial solutions is necessary. For the targeted management and monitoring of the programme, dynamic processes are needed to constantly monitor the implementation status of ongoing projects and to recognize new trends, examine their relevance to the federal administration and integrate them into the ongoing programme as appropriate.

Significant improvements are sought, especially in the following measures:

- opening De-Mail gateways in the federal agencies

- introducing (standardized) electronic files as a leading system

- using an electronic awarding platform

- receiving, processing and sending electronic invoices

The status of efforts in the individual projects will be explained and available to the public, to be updated every six months. The start date is 31 December 2014 (www.verwaltung-innovativ.de).

www.bmi.bund.de

www.digitale-verwaltung2020.de