



PROJECT NEWSLETTER



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Content:

- Introduction
- One Stop Shops facilitating the interaction between enterprises and public administrations
- The European directive Bolkestein: voting in the European parliament in February
- The role of ICT
- Short news



Introduction

Dear reader,

the ICHNOS project has been running for about 11 months and has entered in a new phase. The analysis of the social, economical and legal context within the respective regions has involved, aside of the desk research activities, numerous meetings with stakeholders of the public sector and with representatives of the entrepreneurs. This has led to a profound knowledge of various innovative projects and policies, which is strategic. This is strategic for defining a model for the regional centres of competence for One Stop Shops, the main objective of the project which will be elaborated in the coming months.

This newsletter includes a short summary on the state of the art on how OSS facilitate the interaction between enterprises and public administrations. A second article explains the importance of the directive Bolkestein and why it is to be considered a driving force for the OSS concept. The directive also states that the role of ICT, being the heart of all e-government actions, plays a key-role for the OSS of the future: an OSS where the entrepreneur will be able to complete all administrative obligations on-line. This is why a third article discusses some opportunities of implementing ICT innovations to support OSS.

The newsletter concludes with some short news items coming from the three partner regions.

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One Stop Shops facilitating the interaction between enterprises and public administrations

Analyzing the European directive (cfr. next article), the Italian, the Spanish and the Czech situation, it seems appropriate to divide the functions of the OSS into three branches.

- a) Territorial Marketing
- b) Consultancy on specific business ideas and/or regarding specific administrative issues
- c) Forwarding & managing of the documentation and emanate the unique procedure

Territorial marketing

Within the definition “marketing” are covered all the initiatives within the territory to attract the entrepreneur. The entrepreneur needs to be oriented regarding the possibilities of financing, the available resources and infrastructure; he needs to know about the mean duration and costs of the procedures, the existence of eventual fiscal deductions and/or special terms, the administrative problems, the existence of business incubators, the available support for developing a business plan, etc.

In the three countries/regions participating in the project (Italy, Spain and the Czech Rep.) there are various organizations covering this function. It would however be useful to coordinate these better.

Consultancy on specific business ideas and/or regarding specific administrative issues

Once the entrepreneur has defined precisely his business idea, he needs to know which are the administrative obligations to realize this idea and how to fulfil these.

The idea of the OSS is to simplify the life of the entrepreneur offering him all the information (legal requirements, documentation to present, fees to pay, duration of procedures, etc.) in a single physical or virtual spot avoiding as such a large number of visits to different Public Administrations.

In Italy and Spain, the OSS already cover this function and there is no legal problem in the Czech Rep. that an existing organization that covers the first function would include this second function.

Forwarding & managing of the documentation and emanate the unique procedure

It is important, in order to lighten the weight of the bureaucracy that an entrepreneur bears, to enable him to go to a single spot/office also for submitting the administrative documentation/information required and to receive from this single office the final authorization/permission.

The proposed directive of the European Commission, the Italian and Spanish law consider this function as the main objective of the OSS.





The European directive Bolkestein: voting in the European parliament in February

The European Commission approved on 13-1-2004 a proposal directive on services in the internal market (also known as Bolkestein directive), and presented it on 6-2-2004 to the European Parliament and Council.

The directive's proposal is part of the process of economic reform launched by the Lisbon European Council which aims to make the EU the most competitive and dynamic knowledge-based economy in the world by 2010. To achieve this goal, the establishment of a genuine internal market in services is indispensable.

The objective of the proposal for a Directive is to provide a legal framework that will eliminate the obstacles to the freedom of establishment for service providers and the free movement of services between the Member States, giving both the providers and recipients of services the legal certainty they need in order to exercise these two fundamental freedoms enshrined in the Treaty. The proposal covers a wide variety of economic service activities – excluding however financial services – and applies only to service providers established in one of the Member States.

In order to eliminate the obstacles to the freedom of establishment, the proposal among other measures provides for administrative simplification measures, as the establishment of "single points of contact" (one stop shops) at which service providers can complete the administrative procedures relevant to their activities, and foresees the obligation to make it possible to complete these procedures by electronic means.

Each Member State should create within three years after the entry into force of this Directive a single point of contact to complete all procedure and formalities needed for a service activity. The Commission will coordinate the single points of contact by establishing a European single point of contact.

The directive states that when the jurisdiction belongs to different authorities on the regional and local level one of them should become responsible for the One Stop Shop and coordinate the activities of all authorities. It is added that public as well as a private bodies (as the chamber of commerce) can take up the roll of One Stop Shop. The proposal details also that the establishment of the single point of contact shall be without prejudice to the allocation of functions and powers among the authorities within national systems.

In the "internet-era", an era of electronic transactions and e-government, the idea of creating aside of a physical OSS also a virtual OSS is quite obvious. The proposal of the European Directive foresees at article 8, that it should be possible to complete all procedures related to the creation or running of an enterprise online.

Independently from when and with which modifications the directive will be adopted, the value of the OSS as one of the main tools for the simplification of the bureaucracy – oriented towards the enterprises – remains intact. Europe seems to be decided to push the OSS as a solution to be pursuit.

The text of the directive was emendated (on various issues on November 22nd) and will be discussed during in the European parliament in the sessions of 14, 16 February 2006.



The role of ICT

The information society and ICT has brought novel opportunities for advanced and improved services. The capacity to optimise, categorize and manage information flows is crucial to the success in e-Government and related electronic public services.

The objectives of any government should be symbolised by the notion of the '24/7 agency'. This term refers to the services provided by public administration and its contacts with private individuals and businesses. This objective is a matter not only of individual agencies but also of the public administration (National, Regional and Local) as a whole. An overall objective should be the modernisation of the public administration in a long-term, structural and functional way.

This article is not tackling the organizational issues but only touches some key ICT innovations/issues which could be used to support the activities within a OSS or within a regional centre of competence for OSS: DataBase Management Systems, Content Management Systems, Electronic Identification and the Semantic Web.

A database management system (DBMS) is a computer program (or more typically, a suite of them) designed to manage a database (a large set of structured data), and run operations on the data requested by numerous consumers. Typical examples of DBMS use, include accounting, human



resources and customer support systems. Originally found only in large organizations with the computer hardware needed to support large data sets, DBMS have more recently emerged as a fairly standard part of any company back office. Considering the large quantity of information to be managed by a OSS (local, regional, national and community legislation; procedural flows; forms ...) a DBMS will have without doubt a central role within any ICT solution for OSS.

Considering the goal of completing the procedures on-line in a "virtual OSS", additional ICT

components should be set in place as (i) an efficient tool to manage online information and (ii) a way to identify the online end-user. A content management system (CMS) is a computer software system for organizing and facilitating collaborative creation of documents and other content. CMS (frequently web applications) are used for managing websites and web content. As far as the identification regards, many European countries have developed and introduced digital means of identification. Many of these are based upon the technology provided by "smartcards" (eID card, services card, ..).

To conclude this short list of innovations, the Semantic Web is to be mentioned. The concept is to create a universal medium for information exchange by giving semantics (meaning), in a manner understandable by machines, to the content of documents on the Web. The machine-readable



descriptions allow content managers to add meaning to the content, thereby facilitating automated information gathering and research by computers.

The main objective of these applied technologies is to improve the business logic and administrative procedures. With this help, the time consumed for managing procedures and the related costs should decrease drastically.

Short news

Interreg3C lead partner days

On the 28th -29th November 2005 the INTERREG IIC Forum and Lead Partner Days were held in Brussels, Belgium.

Over 400 people representing regions and municipalities from all over Europe gathered in Brussels on 28 November 2005 to appreciate some of the achievements of the INTERREG IIC programme and its benefits. This Forum also aimed to provide a platform for debate on the future programming period. The second day was a more practical event, which aimed at helping lead partners and partners of INTERREG IIC operations to use their results to the full bringing lasting improvements to regional development both within and outside the partnership. They also had a chance to meet people sharing specialised interests to discuss future projects. (for more info <http://www.interreg3c.net/>)

Workshop Sorgono

The Sardinian team organized a workshop in Sorgono on December 13th to discuss with the local stakeholders the state of the art of the OSS. The active participation of the political representatives of the mountain community Barbagia Mandrolisai, of the province of Nuoro and of the Autonomous Region of Sardinia, of representatives of the enterprises (APISarda) and of several civil servants responsible for a OSS made the event a success.

National meeting of Italian Municipalities

The yearly national meeting of the Italian municipalities, organized by ANCI, was held from 19 till 22 October in Cagliari. Many of the mayors of the >8000 Italian municipalities participated in this important event for the local authorities. ICHNOS was there (picture)

News from Galicia

Galician ICHNOS team goes on with the interviews to different stakeholders of one-stop shop Spanish projects. Their latest meetings took place in Vigo with the Chamber of Commerce and in Madrid, with the Ventanilla





Única Empresarial of Madrid and the Spanish Superior Council of the Chambers of Commerce.

News from Vysocina

The project team is concluding a detailed analysis of the legal and economical context. The results of this analysis will lead to the definition of specific activities which will clarify and - in some cases - change the role of the local stakeholders. Numerous interviews have been organized with representatives of the local business incubator and of the Chambers of Commerce. An meeting organized in Jihlava, attended by 10 ICT specialists from the regional authority, analyzed the usage of ICT for the process administration in one-stop shops. In November the project was promoted at the Czech national eGovernment Conference.

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