THE E-GOVERNMENT ACTION PLAN (P2AE)

2004-2007

Ministry for the Civil Service, State Reform and Spatial Planning
Office of the Secretary of State for State Reform

CONTENTS

**THE E-GOVERNMENT ACTION PLAN
FOR THE PERIOD 2004-2007**

FOREWORD

The e-government action plan provides details of projects to be completed by 2007 in relation to each of the decisions taken within the framework of the e-government strategic plan, by:

- Government Departments,
- Regional Authorities,
- Organisations in the Health and Welfare sector.

For reasons of clarity, because of the large number of actions involved, only new measures or services which have been greatly improved are mentioned. These in turn have been broken down on the basis of two aims set by the Government for building the administration of services:

I- *To offer a greater number of services, which will be user-friendly, and accessible to everyone at all times, while creating a climate of trust.*

II- *To contribute to the modernisation of the public services in synergy with our European partners, and steer the development of e-government*

Details are given for each aspect of the action plan covering its aims, the beneficiaries, the lead body and its partners, and the economics and timescales of the project.

I.   TO OFFER A GREATER NUMBER OF SERVICES, WHICH WILL BE USER-FRIENDLY, AND ACCESSIBLE TO EVERYONE AT ALL TIMES

Many new or improved services are going to be gradually opened up by Government Departments, Regional Authorities and organisations in the Health and Welfare sector during the period 2004-2007.
These services will be developed for citizens, businesses, associations, and local authorities.
For each category of beneficiary, the services are presented according to theme and are numbered, referring to the details attached to this document.

A. Services designed for the public

In accordance with the guidelines presented in the e-government strategic plan, the new services offered to the public, focusing on the most immediate needs, must be easy to use and accessible to everyone, over the counter, on the internet, by phone or by post.
These procedures, which are present and necessary throughout life, are designed to make it easier to find or process information relating to occupational and family events and the exercise of rights of citizenship. Some services will make it possible to carry out procedures on line, thus cutting out the need to go to government offices.
Whether child, adolescent or adult, father of a family or bachelor, salaried, freelance or a job-seeker, male or female, of French nationality or foreign, regardless of situation, everyone must be able to benefit from services meeting their expectations.

1. Life-long training and employment

In our country, as in the wider area of the European Union, the information society is taking part in economic, social and cultural development. More particularly, <u>employment</u> is the core concern of all public policies, and information technologies can be a major factor in improving the present conditions of job-seeking and the processing of job-seekers' situations. A survey, using the existing gateways, will determine the conditions for setting up a two-fold service, comprising
  -   on one hand, the possibility for citizens to access their own files regarding their positions in relation to the ANPE[1], ASSEDIC[2], partial unemployment pay, etc.;
  -   and on the other, the possibility of citizens being alerted to relevant offers relating to the profiles they have set up themselves

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[1] The National Employment Agency
[2] Unemployment contributions agency

ADELE1. Gateway to employment *Description:* A survey aimed at improving services for job-seekers.

Survey : 2004
Implementation : 2005 - 2006

With regard to <u>professional training</u>, a project involving the ministry for welfare matters (employment sector), the committee coordinating regional apprenticeship programmes (CCPRA), the national employment agency (ANPE), unemployment insurance (UNEDIC), the national committee for local operations, the adult professional training association (AFPA), the centre for the development of information on continuous training (Centre Inffo) and the regional councils, will aim at developing access to e-training for the citizens, while making information available to them to seek professional training or distance learning:

> **ADELE2. Gateway to promote life-long training**
> *Description:*   Seeking professional training or distance learning.
> *Implementation*   :   2005 - 2006

Finally, with a view to the rationalisation and mutualisation of means, the three arms of the civil service (State, Regional, and Hospitals) will create a common service providing information on, and registration with, <u>civil service entry competitions</u>, <u>job vacancies</u> and the <u>courses</u> provided by the public services:

> **ADELE3. Gateway for Competitions, Jobs and offers of Courses in the Civil Service**
> *Description*:   Provision on line of timetables, entry methods and special conditions of access to the different areas and jobs.
> Entry to the Civil Service Entry Competitions.
> Service offering jobs and courses in the Civil Service.
> *Implementation*   :   2005

2. Family, health, retirement

In addition to being simple to use, the new services will provide an opportunity for overhauling the procedures required in terms of both data input by users and documentation to be provided. In particular, <u>declaration procedures</u> will be simplified:

> **ADELE4. Change of address**
> *Description*:   Simplification of the process of notifying the civil service and even private bodies (such as banks and insurance companies) of a change of address.
> *Implementation*   :   2004

> **ADELE5. Change of family situation**
> *Description*:   Declaration to the authorities of any change taking place in family life. Using the identification procedure set up within the framework of the personalised service "mon service-public", this service, which is accessible via the internet, will be based on the input of the users, who will themselves list the bodies they wish to inform.
> *Implementation*   :   2006
> **ADELE6. Monitoring and questions on retirement rights**

Description: Access by wage-earners to their contribution accounts (for their whole working life, regardless of the basic system) and simulations of pension rights.
Implementation   :   2004 - 2008

In the welfare area, the new services will be prepared with an approach which will gradually be spread to all areas of administration: the State, regional authorities, and organisations in the welfare sector.
Procedures requiring firm identification of citizens will be based on <u>specific tools</u>:

ADELE7. Development of the Vitale card
Description: Making the Vitale card evolve to incorporate functional, storage and security functions (firm authentication, encryption, digital signature) adapted to the development requirements of SESAM-Vitale and the possible new uses of the card.
Implementation   :   2004 - 2007

ADELE8. The Administrative Services ID Card
Description: Offering users a bundle of local public services which are easy to access using an Administrative Services ID Card .
Implementation   :   2004 – 2007

<u>User services</u> will be improved by means of the following actions:

ADELE9. Health and Welfare gateway "securite-sociale.fr"
Description: Offering information on old age and sickness benefits, family benefits, and accidents at work, regardless of the funds or systems involved, on the basis of a very simple set of questions.
Implementation   :   2004

ADELE10. Extension of online services offered by social security offices
Description: On line registration for the child benefit registration system (PAJE) which will replace the existing services on 1st January 2004. Extension to all users of online housing allocation applications.
Implementation   :   2004

ADELE11. Extension of online services offered by the health insurance funds
Description: Issue of attestations of rights, declaration of theft or loss of Carte Vitale, modification of personal and administrative situation and statements sent by e-mail.
Implementation   :   2004

ADELE12. Applications for council accommodation and home improvement grants
Description: Allocation of registration numbers to all applicants for council housing (2005).

Examination of home improvement grant applications (2007).
Implementation : 2005 - 2007

3. Education

The development of e-government permits personalised processing, centred on the individual needs of each user, as part of a special relationship with the public services. With regard to education, various authorities have e-services projects in hand, in particular, the Ministry for Youth, National Education, and Research, which offers, or will be offering in the near future, <u>services for those involved in the education system</u>:

- *services for students:* registration for examinations and competitions, and applications for grants, via the internet,

- *services for parents of pupils:* access to the information on their children: marks, absences, timetables, information on the school,

- *services for teachers:* access to their dossiers through I-Prof, digital signature and management of graduations, marking by boards of examiners.

Other projects (overhauling HRM systems, receipt of applications for university positions) will lead to increased administrative productivity.

All these projects are on a significant scale, and most will provide considerable improvements for citizens, pupils and students (12 million people) as well as to teachers (800,000 people). They are described below:

ADELE13. Digital workspaces for pupils and students
Description: Offering every school pupil and every student a personalised set of digital services to assist them throughout their studies (teacher monitoring, teamwork, access to teaching aids, school and university life).
Implementation : 2004 - 2007

ADELE14. Opening up the schools to the parents
Description: Giving parents easy, personalised access to all the items in the records of their children at school. They can be informed via everyday tools, such as mobile phones (SMS) or e-mail. Parents will be able to talk to teaching and administrative teams, check the timetables, marks and absences of pupils. Access to the registration file, boarders' directory and other administrative forms will be offered.
Implementation : 2004 - 2006

ADELE15. National debate on the future of schools

Description: The website on the "national debate on the future of schools" allows every citizen to express an opinion on the state of schools and their future, make proposals, look up the work of the national committee, and follow all the discussions.

Implementation : End of 2003

ADELE16. Gateways for registering for examinations in education

Description: On the basis of the services developed within the national education system, in particular registrations for the baccalauréat, registration gateways will be set up and referenced for all certificate examinations.

Implementation : 2004 - 2005

ADELE17. Gateways for applications and registrations in higher education

Description: Integrated management of applications and registrations for post-baccalauréat education in universities, university institutes of technology, preparatory classes for entrance to the "grandes écoles", the "grandes écoles" themselves, and the qualified technicians' sections, combined with management of grants and accommodation.

Implementation : 2004 - 2005

ADELE18. Protection of pupils against inappropriate Internet content

Description: Setting up a set of measures based on access controls, content filters, and user awareness and training systems designed to support and facilitate the educational use of the Internet by teachers and to protect pupils.

Implementation : 2004 - 2005

And, last but not least, specific services, linked with the development of the internet, will improve the circulation of information in the agricultural education sector:

ADELE19. Gateways to agricultural technical education

Description: Pre-registration for agricultural technical education examinations, entering grant application documentation.

Implementation : 2004 - 2005

4. The Environment:

In matters linked with <u>nature policy and natural resources</u>, <u>risk prevention</u> and <u>sustainable development</u>, e-government can provide more specifically targeted, operational services in the form of general information or alarm systems, for the good of the environment:

ADELE20. Information on the environment
Description: Réseau Natura 2000: contributing to setting up sustainable development, reconciling the ecological needs of natural habitats and species with economic, social, and cultural needs.
Information on the websites of the DIREN, and access to data on underground waters.
Implementation : 2004

ADELE21. Support for flood forecasting
Description: Improvement of the organisation of information systems for flood monitoring and warnings.
Implementation : 2004

5. Travel information

In another area, also allied with environmental concerns, road users can optimise their travelling arrangements by means of real time information on <u>road traffic conditions</u>:

ADELE22. Information on the interurban road network
Description: Real time user information on the interurban road network (traffic, driving conditions, works, disruptions).
Implementation : 2007

6. Sports

The information on the internet regarding sports is at present uncoordinated and disorganised. The aim is to make coordinated information more accessible to the "sports movement", to assist with decision-making and achievement of their aims. The Sports Ministry wishes to set up a reference site making it possible to put one-stop information on line, originating from its central office, bringing together all the information from the decentralised departments, establishments and, possibly, some partners of the Ministry, by providing access through a gateway:

ADELE23. Sports gateway

Description: Listing all useful sports sites designed for managers, volunteers and professionals in the association sports structures ("sports movement") dealing with problems of management or regulations, and for young users and parents looking for information on specific disciplines.
Online procedure for pre-registration for examinations and training.

Implementation   :   2005 - 2007

7. Administrative formalities

In order to simplify the most traditional administrative formalities and reduce administrative response times, the following services will be made available to the public in the next few years:

ADELE24. Service-public.fr, the civil service gateway – Developments in the service offered to the individual

Description: Setting up a new search engine. Setting up and testing geographical personalisation. Development of the News function. Development of targeted spaces to provide homogenous user groups with information on their rights, formalities and obligations. Development of practical "Changing your Life" dossiers. Integration in the home page of service-public.fr of access to the personalised service "Mon service- public"

Implementation   :   2004 - 2005

ADELE25. Civil Register

Description: Initially, putting the online applications for birth certificates service into general use. Subsequently, as the law develops, dematerialisation of the transmission of official documents.

Implementation : 2004 - 2007

ADELE26. The French abroad

Description: Move towards a centralisation of the management of the French abroad, making it possible to handle their requests universally, with dematerialisation of applications for documents (ID cards, passports, etc.).

Implementation : 2005

ADELE27. Driving licences and navigational permits

Description: Registration to pass the driving test. Making available to users their driving licence points account. Online registration for examinations for permits for inland waterways navigation, pleasure boating and the various maritime permits.

Implementation : 2005 - 2006

ADELE28. Requests for legal assistance

Description: Gateway for submitting applications for legal assistance on the Internet.

Implementation : 2005

ADELE29. Requests for police records

Description: The gateway for applying for police records.

Implementation : 2001 - 2006

The relationship between <u>the citizen and the national defence and the world at arms</u> will also be modernised:

ADELE30. Applications for certificates

Description: Enabling citizens to obtain proof of participation or exemption from call-up, and census.
Enabling citizens and civilian and military officials to obtain their service records.

Implementation : 2004

ADELE31. Military archives

Description: Online procedure for obtaining specific data from military records, meeting the challenges of promotion in political matters of the

archives held by the Ministry of Defence memory, heritage and archives department.

Implementation : 2003 - 2006

8. Elections

Following the example of other countries which have already put <u>electronic voting</u> into practice, proposals will be made for introducing this procedure in France. Professional elections and consultations (referenda, public enquiries) are potential areas for the use of electronic voting or online consultation, either remotely or in the poll booths:

ADELE32. Development of e-voting
Description : Survey regarding the general implementation of electronic voting
Survey : 2004

9. Relationships with the administration

One of the great steps forward permitted by the development of e-government will be that users will not have to supply different government departments with the same information and documentation time and time again. This has two implications:

- recurring data (name, address, marital status, etc.) must be held in a suitable storage location,

- users must have complete control over this space and their privacy must be fully guaranteed.

To meet this expectation, a "personal space" can be used for <u>storage of dematerialised official documents</u> (diplomas, civil register certificates, etc.) which the user can obtain from the civil service and submit to the authorities to complete other procedures:

ADELE33. Personal space
Description : Creation of the personal space.
Pilot : 2004
Implementation : 2006

Simplifying the various procedures also means providing a <u>single, personalised point of entry</u> so that every citizen can select the administrative information of interest to him or her, access the personalised service she or she may have selected and receive directly personal notices or information. This service will be provided with the implementation of the service "mon service-public":

ADELE34. Mon service-public

Description: The personalised service "mon service-public" will be accessible from the service-public.fr. portal. This will enable every citizen to set up his or her own home page to access all the online public services of concern to him or her. Users will thus be able to access all their official paperwork. "Mon service-public" will incorporate the services developed by the administrations (taxes account, family benefits, etc.) and those developed the ADAE (change of address, applications for certificates from the civil register, etc.).

Pilot : 2004
Implementation : 2006

In order to guarantee that these services provide the optimum conditions of security and confidentiality, e-government can only be developed by making available to the users <u>reliable, user-friendly identification and authentication tools</u>. The national identity card will be replaced by an electronic national identity card which, from 2006, will make it possible to identify oneself and sign digitally:

ADELE35. Electronic national identity card (CNIE)

Description : The national identity card (CNI), will develop into an electronic national identity card (CNIE). In addition to the basic services of the CNI (attestation of civil status and nationality), the CNIE, via the basic document procedure, will make it easier to obtain other documents, in particular the European passport, and may enable its holders to identify themselves and sign electronically.

Implementation : 2006

<u>Finally, the relationships of foreign nationals with the administration</u> will be improved with the development of the following actions:

ADELE36. Improvement of services for foreign nationals

Description: Developments of the present information system to assist in the relationships of foreign nationals with the authorities.
Improved system of declarations and examination of naturalisation applications.

Implementation : 2004 - 2006

Finally, relationships with the authorities will also include <u>assistance for citizens in the event of problems or queries</u>:

ADELE37. The one-stop telephone number "39 39, Allo, Service Public"

Description: Setting up a one-stop telephone number for administrative information**,** "39 39, Allo, Service Public" Initially on trial in the Rhône Alpes region, it will be spread to the rest of the country in 2004.

Implementation   :   2003 - 2004

10. Taxation

Several actions will be undertaken to assist with <u>the completion of tax obligations</u> by individuals. Initially, the methods of submitting online tax returns will be improved (possibility of making changes on line to information on civil status, availability to the taxpayer of a self-assessment tool, for example). The authorities will then provide the taxpayer with a return form with the details already filled in. The improvement of the personal tax account will continue with the possibility of checking previous returns on line, as well as direct tax notices and payments made, and to monitor the progress of procedures:

ADELE38. Individual tax records
Description: Development of online procedures and improvement of processing tools.
Online payment, improved ergonomics of procedures (income tax, CSG[3], CRDS, housing tax, property tax).
Implementation   :   2004 – 2005

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[3] Supplementary social security contributions.

B. Services for business

The information and communications technologies are an essential tool for the revitalisation and modernisation of the relationship of the authorities with business. In this domain, the development of e-government is a national issue, both to facilitate existing procedures and formalities and to provide new exchanges between business and the authorities. E-government must work for business and be a factor in allowing their productivity to be improved. It will also make France more attractive to foreign businesses.

1. The life of the business

If e-government is to develop, it must be easy for the users to handle. In the same way as the "personal space" for the private user, it will be possible to create <u>a professional space containing the business's information and documentation in dematerialised format.</u> For example, when replying to an invitation to tender, a bidder may provide documents attesting to the company's legal capacity to apply in dematerialised format:

ADELE39. Business space
Description   :   Creation of a professional space.
Implementation   :   2006

<u>Simplification of procedures</u> is essential for the smooth running of businesses. New services will simplify the formalities when setting up businesses and throughout the trading existence:

ADELE40. Business online identification number
Description: Supply of SIRENE number on-line by INSEE. On this basis, the business formalities centres (CFE) will be able to issue business creation receipts (RCE) containing the SIRENE number as soon as the entrepreneur submits a complete business creation dossier.
Implementation   :   2004

ADELE41. Professional tax accounts
Description: Consultation of returns, notice of taxation and payment of the main taxes sent online or not.
Enabling all businesses to pay companies tax and payroll tax on line.
Implementation   :   2004

ADELE42. Online requests for payment orders
Description: Making it possible to apply to the court for an injunction to pay using dematerialised documents and to forward the injunction to a bailiff for service.
Implementation   :   2005

ADELE43. Domiciled customs clearance procedure

Description: Service for businesses approved for the domiciled customs clearance procedure (PDI).

Implementation : 2004

2. Administrative formalities and economic development

The agency for the development of e-government will set up working parties to study the conditions of production of gateways to simplify certain administrative procedures and formalities.

The first interministerial initiative will cover declaration obligations involved in obtaining authorisation or permits to operate. The study, based on an inventory of the present procedures, should make it possible to define the conditions for setting up a single portal. The aim of this action is to federate present or future ministerial projects, and to mutualise the means. It will be headed by the Ministry of Agriculture, Food, Fisheries, and Rural Affairs, and the Ministry of Ecology and Sustainable Development, who, in partnership with other ministers, will carry out a functional and technical survey:

ADELE44. Approvals and authorisations gateway

Description: Enabling professionals and businesses to obtain approvals and authorisations linked with their activities.

Implementation : 2005 - 2006

According to the same methodological principles, the agency for the development of e-government proposes to set up a gateway permitting examination on line of public statistics and enquiries, whether optional or obligatory. The purpose of the study of this service is to simplify declaration procedures. It will be headed by the Ministry of Economy, Finance and Industry in partnership with the other ministries and regional authorities.

ADELE45. Gateway for online information on public statistical enquiries

Description: Opening of a gateway for online information on public statistical enquiries.

Implementation : 2005 - 2006

Finally, individual services and information will be offered to businesses:

ADELE46. Economic information for businesses

Description: Offering information and services of use to businesses for their economic development.

Implementation : 2004

ADELE47. Service-public.fr, the gateway of the administration – Development of access designed for businesses and the self-employed

Description: Developing and coordinating service-public.fr "pro". Trials, evaluation of the service provided. Development of content, resources, and access. Integration of a specific search engine in the "Professionals" part. Development of the News function by integration of news lines thanks to syndication technologies. Development of the audience, promotion, referencing, study of distribution partnerships to reach the professional public (CDC, CCIP, Management Centres, etc.). Integration in the home page of service-public.fr "Pro" of access to the personalised service "Mon service- public"

Implementation : 2004

3. The sectors: health, welfare, and the environment

Welfare declarations

The welfare section is one of the most advanced in terms of e-government and mutualisation as can be seen from the example of the simplified agricultural employment qualification service (TESA) started in July 2003 on the gateway net-entreprises.fr. The work will be extended with the implementation of new services:

ADELE48. Creation of an online "contributions" file
Description: Enabling employers to consult the position of their accounts with the URSSAF.
Implementation : 2004 - 2007

ADELE49. Business Employment Service
Description: Modernisation and simplification of welfare declarations for SMEs with fewer than ten employees:
- for small businesses connected to the Internet: joint declaration of individual welfare contributions - DUCS-i,
- creation on paper of the business employment certificate (TEE) for small businesses not connected to the Internet.

Implementation : 2004 - 2007

ADELE50. Monthly declaration of labour movements
Description: Filling in the Monthly Declaration of Labour Movements (DMMO) directly on a gateway.
Implementation : 2005

<u>Exchanges with social insurance funds</u>

Exchanges between social insurance funds and health professionals, suppliers and businesses, will be simplified by the provision of the following services:

ADELE51. Continuation of the dematerialisation of exchanges between health insurance funds, health professionals, suppliers and business

Description: Setting up new services:

- extension of digital claim forms (FSE) via the Carte Vitale to health transporters, suppliers, and for services linked with occupational accidents and diseases,
- online consultation by the practitioner of his individual activity record and prescription, as well as payment records,
- dematerialisation of salary declarations for paternity/maternity/sickness benefits,
- online consultation of business accounts for monitoring reimbursement of expenses,
- dematerialisation of declarations of occupational accidents, the return to work, and requests for medical insurance approval.

Implementation :   2004 - 2007

For health professionals:

ADELE52. One-stop shop for health professionals

Description: Dematerialisation of procedures:
- elimination of registration procedures so as to enable professionals not to repeat identical administrative procedures,
- electronic exchanges of information between all the partners by means of a shared inventory of professional information to permit pooling of the data gathered,
- setting up a one-stop counter for health professionals.

Implementation :   2004 - 2008

Management of health and welfare establishments

The management of health and welfare establishments will be improved by:

- providing interoperability of the information systems of the various partners by means of an identification list common to establishments in the health and welfare sector associated with the INSEE SIRENE list and the corresponding simplified nomenclatures.
- setting up a common tool to manage health and welfare authorisation dossiers with the State and regional authorities enabling promoters to submit their paperwork and follow its progress on the Internet.
- permitting promoters and establishments to modify their own declarations so as to have better information for the general public and thus eliminate the need for multiple enquiries.

ADELE53. Management of health and welfare establishments

Description: Actions to modernise the management of health and welfare establishments.

Implementation :   2004 - 2007

Phytosanitary information

The Ministry of Agriculture, Food, Fisheries, and Rural Affairs will also offer the following services:

ADELE54. Information on medical veterinarians, analysis laboratories and establishments subject to control by the State veterinary services

Description: Enabling self-employed vets acting on behalf of the State to access health information regarding stocks they are monitoring and to report on line on certain actions carried out at the request of the administration.
Enabling the various heads of establishments subject to controls by the veterinary services departments under the heading of regulations on animal health, protection of animals, food health

security and environmental protection to access information regarding them.

Implementation : 2004 - 2005

ADELE55. Agricultural notices, Preliminary Declarations of regional knowledge trials, officially recognised tests

Description : Enabling farmers and agricultural engineers to input reports on the phytosanitary condition of their crops within the framework of monitoring the land.

Enabling phytosanitary companies to declare their regional knowledge tests and research trials (micro-plots) on line.

Enabling phytosanitary companies to declare their Officially Recognised Trials (COLEOR) on line.

Implementation : 2003 - 2005

4. Services for professionals

For regulated professions

ADELE56. Secure communication regarding civil cases

Description: Making it possible to consult the court roles, file reports and exchange documents and information with the clerk of a court.

Implementation : 2004 - 2007

ADELE57. Mortgage registries

Description: Télé@ctes: transmission and return to the notaries in dematerialised form of deeds deposited in the mortgage registries

Implementation : 2005

ADELE58. Online procedure for taking a census of transport companies and building and civil engineering works in the context of their defence obligations (PARADES)

Description: Providing the firms involved (BTP and road transport) with an online service for answering the annual survey of their listing and up-dating of their hardware stock within the framework of their defence obligations.

Implementation : 2006

<u>For professional mariners</u>

ADELE59. Management of the certificates, qualifications and services of professional sailors

Description: Permitting employers (mainly ship-owners) worldwide to verify the qualifications of crew members.
Declaration for each vessel of the list of sailors embarking and the embarkation and debarkation dates.

Implementation : 2005 - 2006

ADELE60. One-stop shop for the arrival of ships in port (Trafic 2000)

Description: Handling the procedures with the different administrations on arrival of a ship in port (taxes, port logistics, declaration of cargo, etc.).

Implementation : 2005 - 2006

<u>For highways professionals:</u>

ADELE61. Registration and issuing of certificates for road transport companies (GRECO)

Description: Supplying a set of online services to road transport firms carrying passengers and goods.

Implementation : 2005

ADELE62. Hazardous goods and special consignments

Description: Supplying the firms involved with an online service to enable them to make declarations to the safety advisers for the transport of hazardous goods and accidents during the transport of hazardous goods.
Filing and monitoring of applications for authorisation for special consignments

Implementation : 2004 - 2006

ADELE63. Vehicle registration

Description: - online payment for professionals;
- registration of vehicle transfers for professionals;
- extension of these services to individuals

Implementation : 2004 - 2005

ADELE64. Driving schools: modernisation of the driving licence data system

Description: Overhaul of the monitoring and management of the public service activity of driving tests.

Implementation : 2005

C. Services designed for associations

The e-government action plan has the ambition of revitalising the associations sector by offering services designed to improve the most frequent procedures.

In the same way as for citizens and businesses, an association space will be set up for them:

ADELE65. Association Space
Description: Creating an association space containing the information and dematerialised documents handled by a user within the association framework.
Implementation :   2006

The Ministry of the Interior, Internal Security and Local Freedoms WALDEC (Web of Freely Declared Associations) project has the aim of creating a national inventory of associations under the "Law of 1901" on the basis of data registered in the present files handled at arrondissement level. In the longer term, an extract from this inventory will be published on the internet to inform the general public, and will enable those in charge of the association to declare changes (in statutes, executive) on line:

ADELE66. WALDEC (Web of freely declared associations) project
Description: Creating a national inventory of "Law of 1901" associations.
Implementation :   2004 - 2006

In order to improve the procedures for providing associations with grants, a single grant application dossier will be produced. This will make it possible to harmonise the methods of processing the dossiers and monitoring their examination up to payment.

ADELE67. One-stop shop for grants to associations and professionals
Description: Examination of procedures regarding applications by associations and professionals for grants through a single point of access on the internet.
Implementation :   2004 - 2005

Finally, the short term development prospects for dematerialised procedures (online declarations and services) offered by the recoveries branch of the general social security system on behalf of associations are as follows:

ADELE68. Association employment cheque
Description: setting up an online version of the "association employment cheque"
Implementation :   2004

D. Services designed for regional authorities

Regional authorities are the vital and privileged partners in the development of e-government. Under this heading, they will take part in the design, development and production of many services. As agents of change, they will also benefit from the interministerial work to be carried out within the e-government action plan.

Regional authorities are a natural interface between citizens and the administration. In order to offer the public high value added services, they must be able to dematerialise their exchanges with the authorities, thus speeding up processing and transparency of procedures while optimising the services provided.

Services designed for regional authorities will relate to the distribution of information and the exchange of documentation, with a constant eye to mutualisation.

Making information available

ADELE69. Deployment of co-branding with service-public.fr
Description: Deployment of co-branding to the benefit of regional authorities and prefectures and mutualisation of local information thanks to the Service-Public Local platform and the direct membership entered into with Documentation Française.
Implementation : 2004

ADELE70. Territorial information systems (SIT)
Description: The territorial information system is a cooperative online tool, whose vocation is the sharing and exchanging of information between the prefecture and the decentralised State services within a département, region or zone.
The Ministry of the Interior, Internal Security and Local Freedoms wishes to open up the SITs more to regional authorities for:
- digital distribution of circulars to local councils,
- consultation of administrative documents on line,
- a legal question and answer service,
- consultation and up-dating of emergency plans.
Implementation : 2004 - 2006

Exchanges of documents

The Ministry of Economy, Finance and Industry public accounting department is preparing, as part of the Helios project, the future application of the accounting and financial management of local public establishments and authorities. This application, built according to Internet standard, will facilitate the interoperability of the information systems used by the accountants and decision makers in the local public sector. It will be open to decision makers who want to consult budget, financial and accounts information held on their behalf by accountants, in real time and in secure mode.

Helios will also evaluate management data (financial analysis, monitoring capital), offer new services to officials with power to authorise payments (treasury management, consolidation), provide internal inspection tools (traceability of operations) and measure activity (indicators of activity and results).

The Ministry of Economy, Finance and Industry Public Accounts Department has also defined a five-fold action plan as part of its guideline scheme for dematerialisation in the local public sector and in association with its partners (the ACTES project, local public establishments and authorities and regional accounts chambers in particular):

- preparation of a national framework for the acceptance of the various dematerialisation solutions: definition and implementation of the methods of acceptance of the new experiments, formalisation of a document classifying dematerialisation according to type of flow, setting up of a national dematerialisation centre;
- definition of new methods of design and transmission of the dematerialised management account to the accounts judge;
- elimination of the dual paper/digital flows by improving the Hélios application and the Standard Exchange Protocol (PES): adoption of legal prerequisites making it possible to give full local value to the dematerialised flows, design and management of the links integrated in the PES to access the relevant documentation, implementation of digital signature functions, extracting and making available of data provided by Hélios;
- simplification of certain working processes and monitoring of dematerialisation solutions by complementary legal developments (finding the transmission threshold of documentation on current accounts, formalisation of archiving conditions);
- collaboration on the project for the online transmission of the actions of authorities subject to legal control, known as ACTES.

This ACTES project is headed by the Minister of the Interior, Internal Security and Local Freedoms. It is designed to modernise, simplify and rationalise exchanges between the State and regional authorities. The dematerialisation of the actions of local authorities subject to a check on legality responds to this modernisation aim.

ACTES will be developed in consultation with the Ministry of Economy, Finance and Industry, as budget control has to be intermeshed with control of legality as such and many documents required for accounting are usually those which have already been presented for a legality check.

ADELE71. Dematerialisation in the local public sector
Description: Dematerialisation of the accounting circuits and accounting and financial assessment tools (Hélios project).
    Dematerialisation of the legality check: Ministry of the Interior, Internal Security and Local Freedoms ACTES (Assistance with dematerialised legality checking) project.
    Study of the dematerialisation of building permits.
Implementation :   2004 - 2007

ADELE72. Transmission of statistics on civil status and electoral notices in town halls to INSEE

Description: Automation of secure transmission by the town halls to INSEE of civil register statistical notices and electoral notices.

Implementation : 2004 - 2006

Mutualisation

The e-government strategic plan provides for developing the practice of local trials of national devices. Thus the agency for the development of e-government will help the local agents of regional agencies so that the regional authorities can master the new e-government tools and develop, in partnership, services for their users and for their own needs.

The regional authorities must be able to offer advanced e-government services (personalised services, access to personal data and accounts). They must also be able to provide access through their websites to all the local and national resources of the online government. The conditions of setting up the necessary infrastructures will be studied to offer a package of services to their citizens more cheaply.

For this purpose, the State is entrusting to the Burgundy region the trial of a local online services platform designed for citizens and businesses. This platform will be designed in the long term to provide the services provided by all the bodies in charge of public services present in Burgundy:

ADELE73. Burgundy

Description: Based on the developments of "mon service-public.fr", it will be a question of developing in the Burgundy region infrastructures available to local authorities, making it possible to manage, for example:
- the unique identifier (identifying oneself once on a local site and accessing all the services),
- management of personal data (exchange controlled by the individual),
- the setting up of a bundle of "turnkey" online services.

Regional authorities must mutualise infrastructures in order not to multiply replication costs. The conditions of setting up these infrastructures are being studied, in particular in Yvelines, where the ACTES project for the dematerialisation of legality checks is being tested (see above: ADELE71. Dematerialisation in the local public sector).

The spread of the use of an infrastructure of this nature requires, in particular, the development of a platform of secure exchanges using the main European standards and the accompaniment of the authorities in the setting up of these new tools (training, registration tools, coordination with other parties - Certification Authorities, etc.).

The trials in Burgundy will initially cover the following services:
- the dematerialisation of public contracts,
- the change of address and other matters of everyday life,

- relationships with local authorities, and, in particular, the dematerialisation of legality checks,
- guidance on access to training,
- assistance for business.

The results of the trial will then be used for an extension to other regions.

Implementation : 2004 - 2006

ADELE74. Setting up a trust infrastructure permitting dematerialisation of exchanges between local authorities and government departments

Description: Extension of the FAST (transactional secure access supplier) project being tested with regard to legality checks in Yvelines.

Implementation : 2004

II. TO CONTRIBUTE TO THE MODERNISATION OF THE PUBLIC SERVICES IN SYNERGY WITH OUR EUROPEAN PARTNERS AND STEER THE DEVELOPMENT OF E-GOVERNMENT WHILE CREATING CONDITIONS OF CONFIDENCE

The implementation of the various services available to citizens, businesses, associations and regional authorities will revolutionise the organisation and quality of work of the administrations.

E-government is in effect an essential instrument for the modernisation of public services. It must improve the work of the civil servants, for whom a certain number of services have been specifically developed, and will play a driving role in the transformation and renewal of the information systems of the administrations. It is in fact essential for the implementation of e-government to review the current procedures and processes from scratch in order to optimise them and only keep those which are still relevant. In addition, within the framework of the guidelines laid down in the strategic plan, specific actions must be undertaken at European level.

These actions for the public or civil service can, however, only succeed if there is a coordinated procedure steered by the ADAE in partnership with all those involved. This coordination presupposes the implementation of special means in terms of methods and tools in order to be able to steer the various operations, organise the management of change and training, and construct the software and technical infrastructure necessary for the development of online services.

A. The improvement of the civil service and e-government

1. Services for public employees

The administration, as an employer, must provide for the priority needs of its agents and improve their space and working tools. The civil servant's working environment will consist of:

- one <u>gateway</u>, through which he will be able to access personalised and personal services (career, holidays, etc.) as well as professional services (applications relating to the workstation and the networked document base);

- a <u>personalised space</u> which will store his information;

- a <u>civil service card</u> which he can use to identify himself and authenticate his actions.

More specifically, focusing directly on the civil servant, the setting up of the "civil servant space" will enable him to benefit form a personalised service. This space will contain the agent's dossier with all the information on his career (grade, scale, development of career, marks, possibility of promotion, etc.) and may also be used to store dematerialised declarations and documents (for example diplomas and civil status documents):

ADELE75. Civil Servants' Space

Description: On the I-prof model, being developed in the Ministry for Youth, National Education and Research (800,000 teachers), personalised services will be created for civil servants, enabling them to consult their official records on line, talk to their handling correspondents, find out about the possibilities of change or notify changes in their personal or administrative situations.

Implementation   :   2004 - 2007

In addition, the information systems made available to civil servants will open up possibilities of actions and access to data and make it vital to have identification of the agents using them in order to be able to make sure of their status and rights. Similarly, the dematerialisation of certain procedures will require documents to be signed by the agents. In response to this dual need, a civil service card is going to be implemented:

ADELE76. Civil Service Card

Description   :   Creation of the civil service card

Implementation   :   2006 - 2007

In addition to creating a space and distributing a "civil service" card, a special gateway will be set up and will become the point of entry to all the services for civil servants (this gateway is not designed to replace the gateway of each of the ministries):

ADELE77. Civil servant access to online services

Description: This access will be a point of entry to the services designed for civil servants (employment exchange, competitions, statutory information, ministerial intranets, etc.). Subsequently, capitalisation on the work carried out on "mon service-public" will make it possible to design an extension to the personalisation field of this gateway to the personalised services for civil servants.

Implementation   :   2006 - 2007

The civil servants themselves must enjoy the benefits provided by e-government. A large part of the effects perceived by the users will come from improved comfort of the work of civil servants. This change will be achieve through targeted actions:

ADELE78. Developments in e-mail

Description: Handling of internal messages. Modernisation of mail management tools. Response to parliamentary questions and written questions.

Implementation   :   2004 - 2007

ADELE79. Dolce / Vitamin

Description: Setting up skills and knowledge networks:

- providing better circulation of the available information, offering spaces for management of personalised data, reducing information and data transmission times, providing possibilities of management of these spaces under the direct responsibility of the functional users.
- tools to assist with identifying knowledge and work on networks.

Implementation : 2004 - 2007

2. *The modernisation of departmental data systems*

The e-government strategic plan and action plan are designed to set up a coherent, seamless approach to public services and to promote <u>mutualisation of resources, to modernise civil service information systems</u>. For this purpose, certain projects regarding the structuring actions of the authorities will be carried out in interministerial partnership and with regional authorities:

ADELE80. Demateralisation and modernisation of public procurement procedures
Description: Three stages:
- carrying out on line procedures relating to the publication of invitations to submit applications, publication of business consultancy dossiers, receipt of applications and bids, and opening of bids in a commission (2004);
- extranet for all the bodies subject to the public contracts law designed to share specifications, selection criteria, documentation, feedback with regard to the dematerialisation of government procurement (2004);
- permitting 100% end to end dematerialisation of public procurement: placing contracts, inspections, execution of the order (2007).

Implementation : 2004 - 2007

ADELE81. SOLON 1 and 2 (regulatory operations online organisation system)
Description: Dematerialisation of the whole chain of preparation of documents for publication in the *Journal Officiel* (laws, decrees and regulatory texts) and providing the Government General Secretariat with a reliable tool for monitoring the production of standards and supervision of government work.

Implementation : 2004 - 2006

ADELE82. General implementation of the ACCORD application
Description: In particular, to implement in 2006 the organic law of 1st August 2001 regarding the finance laws, for all those involved in the State budget at central level and in the decentralised departments.

Implementation : 2004

ADELE83. Civil air transport processed electronically (TACITE project)

Description: Information system for the management of Ministry of Defence air transport expenditure:
- personnel transport on civil airlines,
- airfreight on civil airlines,
- airborne services of all kinds to assist French Government aircraft.

Implementation : 2004

ADELE84. Vehicle fleet management

Description: Online procedure for entering applications for land vehicles or their maintenance. Enabling a Ministry of Defence official to enter applications via a form, centralised management and storage of entries.

Implementation : 2004

ADELE85. Overhaul of the information system of the official journals department

Description: Improvement of the customer relations management system. Rewriting of the website.

Implementation : 2004 - 2005

The action plan also proposes that civil servants to <u>mutualise the investments linked with surveys, tools and services developed in relation to human resources management</u>:

ADELE86. Human resources information systems (SIRH)

Description: Mutualisation of procedures regarding modernisation of human resources information systems (management, career, jobs, mobility, training, civil service salaries) based on current ministerial projects.

Implementation : 2004 - 2007

E-government must also make it possible to improve the information and knowledge systems of all public servants. The <u>use of geographical information,</u> for example, must be a privileged instrument for use in the State reform policy and the civil service in general, in terms of improvement to both the decision-making process (reactivity, reliability) and the services provided for users:

ADELE87. Geographic information systems (GIS)

Description: Proposing the construction of professional GISs, based on jointly-defined frames of reference.
Defining the perimeter of a first level digital cartographic base, to be based on the specifications of the large scale referential (RGE).

Implementation : 2004 - 2005

Better understanding of the terrain and sharing of information between those involved will contribute to strengthening the reactivity of the civil service:

- with regard to risk handling and prevention:

ADELE88. Crisis management

Description: Providing the authorities in charge of emergency operations with tools to enable them to act and to coordinate their actions more effectively, with the aim of optimum protection of the citizens from the consequences (victims, destruction, etc.) of events endangering themselves or their goods (injuries, natural disasters, etc.).

Implementation : 2004 - 2005

ADELE89. Major technological and natural hazards

Description: Providing access to risk mapping on the Internet for the production of risk status reports.
Information on industrial plants classified as "SEVESO" type, and on industrial accidents and industrial waste.
Creation of a natural catalogue of water data gathering devices.

Implementation : 2000 - 2005

ADELE90. Management of establishments open to the public

Description: Mutualisation of information between the parties involved: town halls, Préfets, Sous-préfets, fire brigade, other State services.

Implementation : 2005

ADELE91. Collaborative database on the security of French communities abroad

Description: Information chart, kept up-to-date by the French consular and diplomatic offices, of the risks existing for French communities abroad.

Implementation : 2004

- for management of State and regional authority property holdings:

ADELE92. Management of the housing stock

Description: Providing an application for national management of built and unbuilt property holdings.

Implementation : 2005

ADELE93. Management of welfare housing

Description: Council housing knowledge and exchange tool. Examination of applications for investment subsidies benefiting welfare housing organisations and local authorities.

Implementation : 2005 - 2006

- by making local information available:

ADELE94. Gateways of the Préfectures and State departments
Description: Providing préfectures with an application system enabling them to have a gateway to the préfecture and State services within their départements or regions.
Implementation : 2004 - 2005

ADELE95. Territorial Infocentre
Description: Enabling préfectures to set up and enter their own files on State regional projects within a national database which can be consulted by other préfectures and central administration. This consultation feature will be extended to services outside the State and to other authorities.
Implementation : 2004 - 2005

ADELE96. Database of French cultural events abroad
Description: Setting up a database of French cultural events abroad, with input from Embassies and cultural institutions.
Implementation : 2004

ADELE97. Common system of management of health risks linked with the home (unhealthy conditions, lead, asbestos, radon, carbon monoxide, etc.) and associated procedures
Description: The SISE-Habitat project aims to build a common information system for the management of health risks linked with the home.
Implementation : 2004 - 2005

ADELE98. Creation of a database of federal sporting life and sports facilities and renewal of the inventory of sports licences
Description: Producing an overall view of the actions carried out, improving exchanges with partners, providing better gathering of the data processed in the decentralised departments, returning to these departments information on administrative decisions on their work, informing users and partners of the progress of procedures regarding them.
 Overhaul of the information system and inventory of sports licences.
Implementation : 2004 - 2007

E-government will make it possible to improve the distribution of information, share knowledge, and improve reaction times. For the benefit of the citizens as well as those in charge of implementing public policy at national and local level, the development of the new technologies will speed up this change and support the setting up of new tools:

ADELE99. COPERIA (networked coproduction of administrative data)

Description: Support tool for the production of a reference database on rights and procedures and for heading the service-public.fr coordination with government departments. These data are redistributed on service-public.fr, on the local sites which have signed a joint branding agreement, on sectoral national public sites, and on private sites within the framework of ad hoc partnerships.

Implementation : 2004

ADELE100. Driving online procedures and software engineering workshop

Description: Speeding up the development of single form online procedures by means of online procedures management and taking over those which are not processed by computer.
Modernising the work of the developers by making a software engineering workshop available.

Implementation : 2004 - 2005

ADELE101. Development of video conferencing over IP

Description: Setting up new means of communication between civil servants.

Implementation : 2004 - 2007

ADELE102. Public multi-service terminals

Description: Defining minimum common specifications for public terminals, defining how they are distributed, as widely as possible, throughout the country.

Implementation : 2005 - 2007

The main features of the strategic plan include the need to have a structure for the <u>preservation of digital documents</u>. E-government needs a good memory to be fully efficient.

In view of the importance of this aspect, a medium-term action plan (2004-2007) for e-storage, defining realistic actions and aims, is the most operational means of implementing this policy and being able to evaluate its results. This plan is based on the following actions:

ADELE103. Evidence storage and server

Description: Raising the awareness of the need for archiving in those involved in e-government; Preparation of a standardised frame of reference for the storage of existing and future data arising from e-government, carried out jointly by the ADAE and the management of Archives de France. Reinforcing the e-archiving platform of the national archives.
Making available e-archiving tools (normative frame of reference and archiving platform) for, and in close cooperation with, regional authorities.

Implementation : 2004 – 2007

ADELE104. Making available e-archiving tools

Description: Making available e-archiving tools (normative frame of reference and archiving platform) for, and in close cooperation with, regional authorities.

Implementation : 2004 – 2007

Finally, by means of an intensive creation of new services for citizens and businesses, <u>France will play a full part in the e-Europe 2005 strategy</u> approved by the heads of State and the Government in 2002. The development of online services, which will be personalised and more interactive, will enable France to improve its performance considerably in terms of European benchmarking on putting public services on line, in particular in the matter of random procedures which are particularly sensitive and urgent for the users.

In the context of the e-government action plan, France will engage in the following action:

ADELE105. Creation of a European committee for e-government

Description: Meeting of a European committee headed by the ADAE to improve coordination of the State departments involved in the European e-government development programmes and back the actions of bilateral cooperation with the European Union member States. This committee will be able to contribute to the preparation of the French positions on the Community dossiers within the framework of the interministerial consultations carried out by SGCI.

Implementation : 2004 - 2007

Within the organisations coordinating and steering the e-Europe 2005 action plan, France will ensure that a more <u>judicious, best-targeted use of the various European programmes</u>, dedicated to e-government, contributes to the implementation in the country of the major objectives with regard to online services and infrastructures:

ADELE106. European Structural Fund gateway

Description: Creating a local financial engineering counter enabling the State services, regional authorities and originators of projects to know in detail about community funding opportunities and submit loan application dossiers on line.

Implementation : 2004

Beyond Europe, France will also aim to improve, through the use of information and communication technologies, the efficiency of the administrations of the countries in the priority solidarity zone (ZSP) to promote better governance and thus respond to the expectations of their populations:

ADELE107. Support for development of e-government for democratic governance

Description: Support for the national steering structures in charge of the promotion of e-government.

Training action to benefit trainers in national administration institutions and government executives, which will relate essentially to the legal framework of the ICT.

Support for the setting up or enlargement of the content of government portals designed to develop user services by putting regulatory texts and administrative forms on line.

Implementation : 2004 - 2005

3. *The modernisation of the management of the education system*

National education represents more than on million civil servants, including some 800,000 teachers. This vast workforce is increasingly being managed in conjunction with the regional authorities, whose prerogatives in this area have been extended by the decentralisation laws. They are now directly involved in the management of schools: regional councils for the lycées, département councils for the colleges, town councils for the schools. In the same spirit, the information systems must be oriented towards greater independence of secondary education establishments. Adaptation to this new context will require the education system administration to be oriented towards a generous pooling of data and management actions. The Ministry for Youth, Education and Research will adapt its information systems to these new constraints:

ADELE108. EPLE information system (for lycées and colleges)

Description: Meeting the need for autonomy of lycées and colleges: development in web technology of management applications covering staff (teaching and non-teaching) and pupils, building a system of exchanges enabling the different management applications and teaching tools to communicate with each other, supply to the EPLE management team of the steering tools meeting their needs.

Implementation : 2005-2006

ADELE109. 1st level information system (elementary and nursery schools)

Description: Setting up a 1st level information system: development of the application of management and monitoring of pupils registered in elementary and nursery schools (public and private) integrating the possibility of interfacing with software already existing in town halls and making this information available to all those involved in the education system to assist with the preparation for the start of the school year and the area distribution of 1st level schools.

Implementation : 2004-2006

ADELE110. ACCADEMIA

Description: Implementing within the National Education Ministry and in the long term for all those involved in the education system, a decision-

making information system centralising all the information of use for the process of assisting with decision-making, in the form of indicators and analysis axes. This will start with the indicators set up for monitoring the LOLF experiment in two academies.

Implementation : 2004-2006

ADELE111. Competition jury gateway

Description: Offering each member of a competition jury a working environment consisting of personalised means of communications and tools. The services offered and the type of information accessible will be adapted to each specific user according to his role in the competition process. Correctors, directors and managers of the DPE will be able to dialogue, harmonise marks, give or receive recommendations regarding particular tests. An automatic archiving service will make it possible to enlarge the historic base over the years and open up the possibility of statistical studies.

Implementation : Phase I: 2004 - Phase II: 2005

4. Training and the management of change

In order to succeed in the development of e-government, which sometimes requires reorganisation of procedures, work in partnership and in networks, and making new tools available to civil servants, <u>four types of training action</u> will be promoted:

- training in project management and backing contracts management;
- training in the management of change for the supervisory staff, managers and sub-managers of these projects,
- training in the design of online services, the organisation of procedures and process engineering in the case of both new procedures and the improvement of existing procedures. This training must pay special attention to the simplification of applications for documentation, compliance with deadlines, evaluation of the quality of the service provided, etc.
- training in the use of information systems and networking, to assist officials coming into contact with users with taking on board the new tools and services gradually made available to them so that they can work more efficiently.
- training in the development of the law linked with the development of e-government.

ADELE112. E-government training plan

Description: The agency for the development of e-government will design a general e-government training plan to be implemented in the ministries in particular.

Implementation : 2004 - 2007

In addition, any project relating to the development of e-government must have <u>a training section</u> enabling the officials in charge of its application and execution to ensure that it is implemented properly:

ADELE113. Training and management of change
Description: Once the training plan is drawn up, each department will set up training actions in line with its needs.

Implementation   :   2004 - 2007

In particular, this training may be based on the resources offered by the information and communication technologies, <u>e-training</u>:

ADELE114. e-training
Description: Benefiting the development of training based on the information and communication technologies for all the professional skills to be developed in the civil service for the State, the regions and the hospitals.

Implementation   :   2004 - 2007

B. The implementation or strengthening of the security of information systems

In the security area, the deployment of online services means that a certain number of operations will have to be launched or continued. These consist of:
- gradually implementing measures in line with the plan for the strengthening of the security of information systems (PRSSI): these measures will relate to organisational and operational aspects, human resources management (in particular skills development) and resources (acquisition of priority equipment in particular);
- developing the intersectoral security referencing policy (PRIS) and implementing related actions to obtain the necessary products and services;
- The setting up of the administrative certification authorities required to strengthen the security, interoperability and mutualisation of services;
- implementing access management: identifying users and authenticating documents, harmonising rights management.

1. The contributions of the plan to strengthen the security of data systems (PRSSI)

While the security of civil service information systems is one of the aims of the strengthening programme prepared by the interministerial commission on the security of information systems (CISSI), the measures it involves all contribute to establishing security and trust in the services presented in the e-government action plan.

Security is never an acquired situation; it is the result of a continuous process, which requires the setting up of an organisation and skilled human resources. In view of the scarcity of resources and the aim of reducing public expenditure, mutualisation of services is recommended:

ADELE115. Mutualising secure information systems services
Description: Strengthening the organisation of information system security within European institutions and administrations. Ensuring continuity of operation in the event of application of the Piranet and/or Vigipirate plans. Adapting regulatory texts on the security of information systems to the new context.
Implementation :   2004 - 2007

Security is achieved by the involvement and behaviour of all those involved; it requires the availability of experts, plus enlightened action by decision-makers and users:

ADELE116. Developing information system security skills within government departments
Description: The lack of competent information system security experts within the civil service has become particularly alarming. The acquisition of new skills and continuous up-grading of those available is therefore a vital necessity for all departments. This means considerable training and awareness requirements.

Implementation : 2004 – 2007

The strategic independence of the country requires <u>control over the development of security hardware and software</u> for data and communications. In a market where the supply is very inadequate in relation to the needs, the development of products to the specifications required by the needs of State security and critical infrastructures must be stimulated:

ADELE117. Providing access to security products developed by trusted parties

Description: Setting up a unified organisation to develop security products with an interministerial remit. Increasing the number of qualified security products speedily. Guaranteeing the diversity of supply of qualified security products. Adapting the evaluation and certification capacities in line with requirements. Qualifying the private information system security service providers.

Implementation : 2004 - 2007

Finally, a major investment in <u>suitable technical resources</u> designed to make up for the present shortfall, in a fast-developing technological context, is proposed:

ADELE118. Acquiring a series of priority equipment
Description: The plan to reinforce the security of State information systems involves a major investment in acquiring infrastructures and technical resources in line with the new issues of information security.

Implementation : 2004 – 2007

A strong input into this security policy is required in view of the reported inadequacies. Its implementation will enable the administrative and economic structures to develop autonomously on stable foundations, with the civil service integrating security well upstream in the programming of its information systems, and industrialists and service-providers winning enlarged markets, especially in Europe, thanks to a renewed offer of products adjusted to demand and tested by experienced users.

2. The intersectoral security referencing policy

This consists above all of <u>establishing a frame of reference or table of recommendations</u> defining the level of requirements in terms of security of the services for which users must provide proof of identity:

ADELE119. Intersectoral security referencing policy (PRIS)

Description: Defining the level of identification required for each service offered by the administrations. The PRIS will also include a more global set of recommendations regarding security in general and certification in particular.

Implementation : 2004 - 2006

3. The setting up of the administrative certification authorities required to strengthen the security, interoperability and mutualisation of services

Development of e-government is based on setting up a set of infrastructures designed to build trust. All the administrations, in particular the ministries, must therefore work to build areas of trust.

The action to be carried out relates to <u>the deployment and management of code management infrastructures</u> at national and governmental level. This is structured round several initiatives:

- the Ministry of the Interior, Internal Security and Local Freedoms will deploy the necessary infrastructure for the electronic national identity card,
- as part of the implementation of a government infrastructure, the ADAE will set up a platform of mutualised certification services available to ministries and central administration,
- the Caisse des Dépôts et Consignations and the ADAE will support a mutualised initiative by the regional authorities, in particular with regard to the "Administrative Services ID Card" projects, aimed at the setting up of an infrastructure making it possible to respond to their needs.

The complexity of the implementation of infrastructures of this nature requires very special attention by the ADAE and the DCSSI as coordinators and experts on these subjects:

ADELE120. Administrative certification authorities

Description: Defining common guides, recommendations and terms of reference, in order to guarantee interoperability and homogeneity of solutions and their mutual recognition both technically and in terms of trust. Implementation of the infrastructural features necessary for interoperability of the whole (e.g. root authority provided by the IGC/A, etc.). Creating the consultation structures necessary to ensure that the documentary whole will be based on common agreements between the parties involved.

Implementation : 2004 - 2007

4. Management of access and authorisations

The set of problems linked with identity management which is simple (one user can be identified in various services), or reinforced (process where the user proves to one checking authority that he does have the identity he claims) and for authorisation (user rights of access to a given level of service) constitute a considerable obstacle to the development and use of online services.

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Each administration has to structure the management of access to its internal applications and to the online service it offers. It is therefore essential that they do not reinvent the same concepts, but pool their experiences to achieve a conceptual model of management of rights in a front office and back office common to all.

The definition of a common access management conceptual model will make it possible to:
-   go further into the different aspects of management of rights, thus making it possible to consider the wider picture before applying the principles to individual cases;
-   consider the matter exhaustively and leave room for future development in the implementation;
-   refer the specificities of each administrative to an applications parameter, as the technological tool and the infrastructures can be common.[4]

The device must therefore make it possible to mutualise initiatives in the area:

ADELE121. Management of authorisations
Description: Giving a general structure and specifications making it possible to separate the functions of the supplier of the identity from those of the supplier of the service. Modelling rights.
Implementation :   2004 - 2007

The uniqueness of the conceptual model will more especially facilitate the exchange of information between administrations in line with high security rules. Thus each civil servant will have an authorisation profile for the applications handled by the department to which he or she is attached, but may also, depending on current legislation and inter-departmental agreements, access or request information held by other departments. Thus the civil servant involved will be able to ensure processing of certain dossiers in optimum conditions.

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[4] Common doesn't mean unique; unless it wishes otherwise, each administration will have a tool to manage its rights under its sole control.

C. The e-government guidelines

The setting up of services and tools for users of the administration and civil service must be coordinated in terms of both implementation schedule and methods of execution.

The e-government guidelines will ensure <u>coherence of the different sites under consideration for developing e-government.</u>

Supported by the e-government strategic plan and action plan defining for the period 2004-2007 the framework within which the actions of the various authorities in relation to e-government must be incorporated, the e-government guidelines (SDAE) must on one hand define the building blocks of a target information system (federating the information systems of the ministerial departments and interconnecting with those of other departments), while on the other hand preparing the scheme for the execution, administration and deployment of the infrastructures and services including the programming of the various sites and invitations to tender:

ADELE122. E-government guidelines
Description: Frame of reference and instrument for steering the various e-government sites and projects. Application perimeter extended to all the online services defined in the action plan.
Implementation : 2004 - 2007

These guidelines will cover the programming and the legal, organisational and methodological aspects of all the technical and functional sites:

- the basic frame of reference: consisting in particular of the common interoperability framework (CCI) and the intersectoral security referencing policy (PRIS) required for setting up areas of trust,
- the resulting infrastructure projects: SETI for the transport network, key infrastructures for administrative certification authorities, middle office platforms, card issuing, etc.,
- preparation of a data frame of reference implementation methodology,
- preparation of standards,
- technical services backed with infrastructures, directories, management of identification, signatures, exchanges, etc.
- the tooling: methodological guides, collaborative development platform,
- functional work,
- commissioning and deployment operations,
- accompanying measures: promotion of the book, management of change, etc.

The agency for the development of e-government is, in particular, in charge of overall control of the operational services of interconnection and sharing of resources. These across-the-board projects must permit the preparation of common frames of reference between the administrations on structural subjects: security, technical architecture, legal aspects, the support function and data models.

These common frames of reference, defined by consensus, will be usable by all the administrative departments and regional authorities to help them to benefit fully and more cheaply from the advantages of e-government. They will also facilitate interoperability between information systems by helping them to converge, even if each department remains independent on its own account, the intermediary device initially absorbing the heterogeneity of the systems existing to date. In terms of method, these projects will be dealt with by theme groups headed by the ADAE.

The need for functional services and infrastructures from 2004 requires work to be done alongside the construction of the target system, which will be described in the e-government guidelines. Thus, the procedure of analysis, conception and execution adopted must give priority to subsequent re-use (in order to be able to standardise as many building blocks as possible). The breakdown which follows is designed to present the actions to be undertaken methodologically.

1. *The development of the law on e-government*

The development of e-government is accompanied by a simplification of the texts, the administrative organisation and the procedures. This simplification, which means greater efficiency in the civil service, can only be coherent in a context of trust, one of the major issues of e-government. This trust is based on two main factors: protection of personal data and security of exchanges.
The chapter "development of e-government" in the second bill empowering the government to simplify the law (PLH2) will make it possible to define an overall, coherent legal framework for the development of e-government and will provide its protagonists, civil service, citizens and businesses, with the necessary legal security. This chapter consists of four articles, which will make it possible to:

-   Give online services a legal framework. This legal framework provides for:

    ▪ secure exchanges between users and the administrations and between administrations (on the basis of the intersectoral security referencing policy);
    ▪ the validity of the online administrative procedures;
    ▪ the possibility of dematerialising control procedures by electronic means;
    ▪ making available to the users a device for storing their own data;
    ▪ the single change of address service

-   Guarantee the validity of the administrative digital signature. This measure relates on one hand to the signing and countersigning of administrative documents and on the other to acknowledgements of receipts issued digitally by the authorities.

-   Transpose Directive 2003/98/EC regarding the re-use of public sector information, set rules such as to benefit access and distribution of public data.

-   Permit the formation of GIP for the development of e-government.

In addition the draft ruling in application of Article 4 of the law empowering the government to simplify by means of rulings provides that publication in the *Journal officiel de la République française* will take place on the same day on paper and in digital format. The concomitance of these two forms of publication will be a condition for validity of the texts in relation to the citizens.

This new legal device, which will be coming into force shortly, will make a free of charge version of the *Journal Officiel* in digital format available to the public. It requires the development of a procedure guaranteeing the integrity and authenticity of the document put on line:

> **ADELE123. Authentic dematerialised *Journal officiel***
> *Description*: Functionalities:
> - a specific space dedicated to the authentic digital *Journal officiel* on the official journals department website in order to prevent any confusion with the digital official journal, as accessible at present, directly by reference or document search (and as it will continue) on the legifrance site. This space will have a tool for making date searches through the official journals appearing after the coming into force of this device;
> - a system certifying that the information made available to the end user has not been modified.
> *Implementation* : 2004

2. The formation of frames of reference

The e-government strategic plan leaves ministries in charge of running their own policies on dematerialisation of services with their partners and users. It is, however, necessary to determine a set of standards and frames of reference guaranteeing the various parties that the exchange protocols and languages are homogenous and coherent:

> **ADELE124. Frames of reference and relevant directories**
> *Description*: Implementation of a common method of preparing frames of reference, in particular for data repositories.
> Implementation of the mutualised inter administrations meta-directory (MAIA2) and the digital resources register (ANTALIA): storage and making available of diagrams and nomenclatures, storage of digital applications access certificates, etc.
> *Implementation* : 2004 - 2005

In the global framework of preparation of these frames of reference, more targeted actions will make it possible to issue the first recommendations:

> **ADELE125. Common standard for electronic cards**
> *Description*: Definition of a common electronic card standard in the interests of economies of scale and to reinforce interoperability and security.
> *Implementation* : 2004

ADELE126. Graphic and ergonomic charters
Description: Drawing up a graphic charter, an ergonomic charter and a service function charter.
Implementation : 2004

The Government, through the intermediary of the ADAE, also wants to launch a debate on the mutualised preparation of "free" blocks of software on the standardisation model.

This debate will incorporate the legal aspects of licences, in order to assess the opportunity for defining licences in accordance with these principles and which are fully compatible with the laws of European Union countries:

The aim is thus to achieve a set of legal recommendations making it possible to form a plinth of freely reusable software:

ADELE127. Implementation of free software and collaborative development
Description: Achieving a set of legal recommendations permitting the formation of a plinth of freely reusable software.
Implementation : 2004

3. *The capitalisation of know-how and the mutualisation of initiatives*

The creation of a collaborative platform of services designed for public bodies will permit the development of reusable software components. It will consist of a store of information for circulation of knowledge regarding methods, charters and guides, and a space for collaborative development which will be a point of entry for <u>referencing software and components:</u>

ADELE128. Technical platform for collaborative development: Technical resource centre
Description: Capitalising and mutualising knowledge for development of information systems in the administrations.
Implementation : 2004

In addition, the use of the GPL (General Public Licence) will permit wide distribution of the AGORA tool, which <u>generates information gateways:</u>

ADELE129. AGORA
Description: Functional, technical architecture making it possible to parameter quickly, on a host architecture with few restrictions, internet, intranet and extranet sites providing a wide range of functions, as

well as developed interfaces permitting simple management of the whole architecture.

Implementation : 2004

The acquisition and up-dating of the basic software of the workstations (operating system, office suite, etc.) is an operation which is extremely expensive on the scale of civil service information systems. The supply of this software is now for the most part entrusted to a publisher in a dominant position which imposes its views and costs. Alternative solutions will be tried out, in particular migration to solutions based on free software.

A survey will be set up with the aims on one hand of listing and evaluating the trials carried out and on the other of offering <u>assistance with migration by means of a guide</u>:

ADELE130. Workstation migration
Description: Experimenting with alternative solutions based on free software.
Study : 2004

4. Deployment of the infrastructure prior to the setting up of functional services

The new services carried by the ADAE and involving several administrations (change of address, "mon service-public", applications for registry certificates, association grant applications) must be developed from scratch, initially in prototype form, outside the information systems existing within an external platform or middle office.

This infrastructure, which must be operational in the short term to permit the implementation of projects in pilot phase, will be structured round the execution of an initial version of the following mutualised "building blocks":

- management of access (identification/authorisation of users and civil servants);
- management of exchanges (transport, routing, processing, data exchanges/calls to services).

These building blocks, especially those regarding exchanges, will make it possible to absorb the complexity and heterogeneousness of the various system with which this middle office will be connected.

The building of this infrastructure, which acts as a prototype, making it possible to validate certain principles of architecture, prefigures the administration's target information system and, more specifically, the intermediate information system, where the programming of the works will be carried out in coherence with the e-government guidelines (SDAE):

ADELE131. "Middle Office" infrastructure
Description: Creating a functional and technical common services infrastructure.

Implementation : 2004 - 2006

The ADAE is considering implementing a centralised platform to host most of the new services. The main services which will be hosted gradually on this platform are:

- the new user-oriented services ("change of address request", "mon service-public.fr", "birth certificate application", "online grant with single access point for associations"),
- the new civil servant-oriented services ("MUTSI services platform", "civil service card gateway"),
- the present civil servant and administration-oriented services ("DEFI" (evaluation procedure for civil servants using the internet), the "SETI" transport services and its associated services within the framework of the AdER programme, "DOLCE", collaborative tools)
- and the ADAE's own services.

This host platform must provide all guarantees of availability, accessibility, quality of service, future potential and security:

ADELE132. Hosting and monitoring of operations
Description: Hosting new interministerial services on a centralised platform.
Implementation : 2004 - 2006

In addition, the setting up of a forms server will be an initial device in the service infrastructure to be set up within the framework of e-government:

ADELE133. Forms server
Description: Implementing a forms server backed on a web access gateway (of the same type as mon service public.fr).
Implementation : 2004 - 2007

5. *The improvement of transport infrastructures*

The interadministration transport system (SETI), the network interconnecting all the ministries, the office of the President of the Republic, the Council of State, the Court of Accounts, the Senate and the National assembly, will be modernised within the framework of the SETI Plus project. The aim of this action is to:

- overhaul the existing infrastructure,

- cover the new transport service requirements (security, nomadism, voice over IP, videoconferencing, etc.),
- open up the infrastructure to local authorities,
- build a mutualised transport infrastructure with the aim of reducing State data network costs.

ADELE134. SETI Plus
Description: Modernisation of the inter-administration transport service
Implementation   :   2004 - 2005

ADELE135. AdER - TESTA interconnection
Description: With the aim of strengthening the cooperation between the civil service and Union institutions, the production, in conjunction with the European Commission, of the interconnection between the French Government Intranet, AdER, and the European network, TESTA.
Implementation   :   2004

6. User assistance

Improved quality of the services provided by the information systems and the principle of mutualisation of investments and operating costs imply the definition of the resources required for the issuing of user assistance services for both subjects and civil servants. The production of a guide will contribute to this process:

ADELE136. User assistance
Description: Drawing up a guide designed to improve assistance for users, whether subjects or civil servants.
Implementation   :   2004

D. Communication and evaluation tools

1. The communication plan

A communication plan will be drawn up by the agency for the development of e-government and the government information service, in partnership with the ministries and regional authorities. In addition, piloting tools will accompany the development of e-government to give visibility to all those involved and evaluate the various actions both quantitatively and qualitatively.

ADELE137. Communication plan
Description   :   Implementing a communication plan
Implementation   :   2004

2. Monitoring and barometers

In order to ensure full administrative visibility, a common inventory of local and national projects will be set up. The various departments will state, for each of their e-government development projects, the nature of the project (theme, recipients, tool, organiser), its implementation schedule, its added value, and the nature of its innovation.

The projects inventory will result from the aggregation of the data put together by the institutional and association parties. The data from regional observatories can also be added. Regional participants and associations will thus be closely connected with the ministries for definitions of requirements, analysis tables, and enquiry procedures.

The results of this monitoring will be defined jointly by all the national, regional and association parties in the e-government domain in France. Under this heading, they may be legitimately integrated in the content of the observatories, the perimeter of which is European or international.

ADELE138. E-government observatory
Description: The e-government observatory in France will be a piloting tool and a promotional support. It will consist of an inventory of projects, qualified according to region and project category, a barometer of the quality of online services, an analysis of equipment levels of government departments, and an evaluation of the implementation of interministerial recommendations.
Implementation   :   2004

Measuring the audience for sites in detail and systematically makes it possible to know whether the information or services put on line actually correspond to what users are really looking for.

This will make it possible to provide a better adjustment of the online service to the requirements of the public:

ADELE139. Stat@Gouv government barometer

Description: Supplying each ministry with reliable, standardised information on the number of visits to their sites and obtaining across-the-board data on consultation of the whole government web.

Implementation : 2004

3. Managing networks

The creation of a collective dynamic bringing together all protagonists of e-government requires, in addition to good circulation of information, a real network leading procedure. In fact, the orientations taken by the State and the changes to come must be given visibility, consultation must be promoted, the coherency of the various systems and organisations must be made possible, and the mutualisation of tools and good practices must be encouraged.

This action will be supported by three initiatives:

- setting up a proactive device of relevant, targeted circulation of all ADAE information to the sectors of the public concerned, and circulation of information between them;
- setting up within the ADAE a point of entry and relationship frame to collect comments and suggestions, facilitate access to information, and organise the pooling of good practice;
- setting up a frame of reference for the heading of networks, as well as a methodology for working in a multi-disciplinary network in the service of administrative production, integrating evaluation of "professional" learning for civil servants.

ADELE140. Managing networks

Description: Promoting consultation, enabling coherency of the various systems and organisations, encouraging mutualisation of tools and good practices.

Implementation : 2004