

Bringing e-government to state residents (US)

Access Indiana

The Access Indiana Information Network (AIIN) is a self-funding, state-owned, state-regulated network operated by a private partner, Indiana Interactive, Inc. The private partner provided the initial startup capital as well as a consumer-oriented, market-driven approach which was instrumental to the success of the network. Access Indiana's policies, design, and interactive services were determined by task forces comprised of state agencies, professional associations, businesses and citizens. Access Indiana contains approximately 100,000 pages of government information from more than 75 state agencies, departments, and commissions, the judiciary, and the legislative branch. Most of the information and services on the network are available to the public at no cost. Only those services that have a commercial value, such as drivers' records, vehicle titles, or health professional licenses include a fee. These fees are the source of revenue that supports the network.

Securing a common platform for governmental transactions (Germany)

Bremen Online Services

Financed by the federal government in Germany, Bremen Online Services aims to develop and implement e-government by developing a secure technology platform for transactions and payments. Through a public-private partnership, the Hanseatic Free City of Bremen is collaborating with regional and national partners from private industry including financial institutions and technology providers. The success of this project is due to an interdisciplinary problem solving approach that brings publicly and privately managed firms together as full partners.

Innovations in tax mapping and parcel information (Canada)

Quebec Cadastre

In 1992 Quebec established the statutory authority for digital cadastre information. The term "cadastre" refers to an official register of the description, value, and ownership of real property used in apportioning taxes. The cadastre reengineering project involves developing and installing information and management systems that combine cadastral data with graphic representation. This kind of data integration represents dramatic change in information management as well as a technological innovation. Overseen by the Ministry of Natural Resources (MNR), the project is being implemented by a private partner, the DMR Consulting Group, which is integrating products and services, providing the technological infrastructure, and developing geospatial reference information systems.

A nationwide portal to information and services (US)

FirstGov.gov

The official US federal government Web portal enables information access and transactions for citizens and businesses. Launched in 2000, FirstGov.gov offers about 200 million pages of government information, services, and online transactions. Initiated through a public-private partnership involving the loan of powerful search engine, FirstGov development was supported by a cross-agency board and carried out by the US General Services Administration. It provides a topical index to content that covers federal and state governments, some local governments, and U.S. territories. It was initiated as a public-private partnership.

Consolidating employment opportunities across communities (Belgium)

Hotjob.be

Hotjob.be is an Internet portal for employers and job-seekers. It is a jointly managed public service with easy access to over 500 job and training sites. The program involved not only the creation of an employment service portal. It also rested on a total reorganization of work processes and information flows across multiple levels of government. The process of setting up the portal platform was assigned to a private partnership that also conducted the reengineering necessary for its implementation. Since its initial implementation, the Hotjob service has been enhanced by two new international partnerships with ANPE (France's public employment service) and APEC (an agency specializing in executive jobs in France and Europe).

Making it easier to file and pay taxes (US)

RS e-file

Electronic filing of US Federal government income tax returns began with a partnership between the US Internal Revenue Service (IRS) and H&R Block in 1985. It has since grown to include a large number of private tax preparation companies and individual and business taxpayers. Citizens can use the services of a private tax preparer who can submit the tax return electronically or they can file electronically from their home computers using commercial software or the services of private contractor that has established electronic links directly to the IRS mainframe computers. IRS e-file speeds up the tax filing process guaranteeing faster processing, fewer errors, and quicker refunds.

Public-private partnership to serve businesses (Canada)

Ontario Business Connect

In 1994, in response to business community pressure, Ontario enacted business regulation reforms and developed a strategy to modernize services for the business community. Ontario Business Connect was created to provide registration services for new businesses at multiple access points. Users can access OBC directly or through sites that bundle government and commercial services together. Sponsored by the Ontario Ministry of Consumer and Business Services, the main partners are the government departments and agencies involved with new businesses at the provincial and federal level, IT firms, point-of-service partners, and three private service wholesalers.

Reengineering human services (Canada)

Partners in Change

An overhaul of the New Brunswick Department of Human Resources Development (NBHRD) aimed to eliminate the Department's budget deficits as part of a broad economic restructuring policy. Lacking the financial resources and know-how to make the necessary changes, the Department established an innovative public-private partnership. The private partner, Accenture, provided not only technological infrastructure and project-management expertise, but also financed the entire \$21 million project. The project successfully developed new service strategies, including an automated case management system and reengineered work processes, geared to the needs of clients and focused on results.