

## **Access Egov - Pilot Field Test Results And Project Progression**

*By Kareem Monem*

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Project: ACCESS EGOV

### **ACCESS eGov - PILOT FIELD TEST RESULTS AND PROJECT PROGRESSION**

‘Access-eGov is an EC-funded research and development project that aims at developing and validating a platform for the composition of government services into process definitions, enabling semantic interoperability of particular e-Government services. Adopting a citizen-centric approach, Access-eGov customises the workflow of electronic and traditional services according to the personal needs of each citizen ’

The Access-eGov project has been moving ahead smoothly over the past few months, with the project being disseminated in a number of conferences and workshops, and the completion of the first pilot trial cycle and the release of the successful results from three pilot sites.

The project ran three test pilots, in Germany, Slovakia and Poland. Each pilot took on an area to test. Germany focused on services related to the life event marriage, Slovakia addressed ‘obtaining a building permit’ (for residential homes, services related to land use planning and the approvals procedures) and Poland targeted the ‘establishing of an enterprise’.

The feedback for all three pilots was positive, with some real benefits being highlighted, however also some constructive criticism being received that will be used as input for the second development cycle. The German pilot had eleven local administrations (Schleswig-Holstein) involved in testing the tool and provided feedback on the application in both a workshop environment (thirteen attendees), a think-aloud session including short interviews (four participants) and an online questionnaire (64 questionnaires completed).

In addition to this, the other two pilots relied on feedback directly taken from the trial users, via surveys. Overall a similar pattern was appearing, as most users described the tools as ‘easy to use’, ‘useful’ and also ‘time efficient’.

Constructive comments were received relating to the layout of some of the tools, however this did not seem to affect the overall opinions received.

These results are a great reflection to how well the project is progressing and we are in the process of promoting the project, in order to generate more interest from outside parties.

If you wish to receive more information please contact [kareem@e-isotis.org](mailto:kareem@e-isotis.org) or visit [www.accessegov.org](http://www.accessegov.org)

Category	Education, Government, Non Profit
Email	<a href="mailto:kareem@e-isotis.org">Click to email author</a>
Website	<a href="http://www.e-isotis.org">http://www.e-isotis.org</a>

Phone +302102693760  
Fax +302102693775  
Address 40 Klitaimnistras  
City/Town Athens  
State/Province Ilion  
Zip 13122  
Country Greece