



*For immediate release*

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## **PRESS RELEASE**

### **Online public services through a single point-of-access make their second journey in Europe and set the stage for a unified approach on e-Government at a national and regional level.**

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Having one online point-of-access where a citizen can access and locate information about a specific event that requires liaison with public administrations has been a dream scenario so far. One-stop-government is now becoming a newborn reality that is making its second step in the European region. After the successful launch and first pilot of the Access-eGov public services platform, we launch the second pilot improved with the help of citizen feedback. Providing electronic and paper-based public services to citizens, through one web platform for all regions or municipalities of a country is our vision. The first pilot helped us trace the difficulties of users, areas for improvement and how we can enhance the e-shop approach to public services. In this second pilot we have improved the user experience by a more intuitive interface and a system accessible to people with special needs, for example the visually impaired. The pilots start their second public appearance in Germany, Poland and Slovakia.

The Slovak pilot will be implemented in the Kosice Self-Government Region and municipality of Michalovce. This specific scenario covers all steps needed for building a new family house in a municipality of the Košice region. The pilot is expected to enhance this procedure through the single entry point of the Access-eGov platform, since up to now, it is believed that most citizens find it difficult to make their way through the trap doors of bureaucratic processes for obtaining a building permission. As a result, our users shall be easily guided through all of the required procedures, by avoiding unnecessary additional questions or procedures.

The Polish pilot will be implemented in the Silesia Region in cooperation between the "Cities on Internet" and the City Hall of Gliwice. The scenario here features the establishment of an enterprise (i.e. registering one's own business). The four main tasks of this service are: registration in the local government, registration in the statistical office, registration in the tax office, and registration in the social insurance agency. They will be integrated into one single information package and delivered to our user through the Access-eGov platform.

The German State Government of Schleswig-Holstein will implement the German pilot and field test for the always-joyful event of marriage. The Access-eGov system through its single point of reference will help the honeymoon couple find out more about their options regarding the wedding location and the kind of legal preparations and documents that are necessary. Imagine, a German citizen is currently living in a rural municipality of Schleswig-Holstein. Her future husband is a Slovak citizen. They have decided to get married within the next four weeks. In case they are able to find

a special place for the wedding ceremony (like a ship or a light house) they are willing to wait a little bit longer and also travel for up to 100 km in Schleswig-Holstein. Access-eGov will guide the couple through all these steps.

Access-eGov is a project co-funded by the European Commission. Its aim is to allow citizens and businesses to gain access to public services, electronically or paper-based via the help of a “virtual personal assistant” interface. Our system guides users through a menu of choices for completing an enquiry they are seeking help with, or submitting all the necessary steps for completing the procedure of a public service.

For more Information, please visit the project website [www.accessegov.org](http://www.accessegov.org). You will also be able to find links to the Access-eGov pilot platforms.

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