eTEN

FINAL REPORT

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Project Co-ordinator

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Note:

Because there is no information that should be kept confidential, the CIDRE consortium decided to omit a confidential final report. Hence, there is no deliverable D 1.8. This procedure (to deliver only a Public Final Report) is in accordance with the guidelines in the eTEN Final Report Template.

1 PROJECT SUMMARY

CIDRE aimed at investigating to what extent the German prototype mobile citizen service "MoBüD", which had been successfully tested in Berlin, can be replicated and rolled out in other European countries. That was accomplished by carrying out a market analysis and by conducting field trials on mobile citizen services in Sweden, Estonia, and the Netherlands. Based on the results of the market analysis and the evaluation of the field trials, a business plan was developed. The business plan includes statements about promising business items and offers and makes suggestions on the organisation of further deployments. It turned out that the administrational structures in the various European countries are less consistent than expected. Hence, a rollout has to consider carefully the local conditions. An integration of citizen services both in technical terms and in terms of the expertise of the civil servants ("one-stop shop") is essential for the success of mobile citizen services.

2 PROJECT OBJECTIVES AND RATIONALE

CIDRE aimed at investigating how mobile government (mGovernment) services that are similar to the German mobile citizen prototype service MoBüD[1] can be launched into the trans-European market. The rationale of MoBüD has been to take eGovernment services directly to the citizens by means of mobile technology, e.g. to shopping malls, libraries, homes for the elderly, recreational facilities, etc. Citizens can use public services at more convenient places than public buildings, access barriers are lower and administrative burden is reduced. This leads to a more "citizen-friendly" public administration (motto "taking the service to the citizens").

Based on that rationale, CIDRE's objectives were the following:

- To analyse the conditions for the deployment of mobile citizen services in Europe, focussing on Sweden, Estonia, and the Netherlands – those analyses comprised the commonalities and differences of conditions between those countries and between them and the conditions in Germany, the country in which the prototype service was developed.
- To demonstrate the feasibility and technical functioning of CIDRE services at the test regions in Sweden, Estonia, and the Netherlands
- To gain empirical data about the acceptance of CIDRE services by all relevant stakeholders, i.e. administrations, civil servants as users of the technology and citizens as beneficiaries of the offered services
- To develop a protection profile with recommendations about how to set up secure mobile citizen services
- To create a business plan for the rollout of mGovernment services in Europe.

3 MAIN ACHIEVEMENTS

3.1 Market Analysis

The CIDRE market analysis revealed the following results which can considered relevant for the success of mobile citizen services in Europe:

[1] see also http://www.mobued.de/home/index_en.html.

- A one-to-one transfer of the services used in the German pilot trials is not easy. The mobile citizen services that are currently offered in various cities and municipalities in Germany (e.g. Hamburg, Berlin, Bergisch Gladbach) cannot simply be duplicated in Sweden, Estonia and the Netherlands. In Sweden many public services are based on post, telephone and electronic contact channels, not requiring a show-up of the citizen at the public administration. In Estonia, tax wage cards are managed by employers. Driving licenses requires the involvement of the Estonian Ministry of Economics and Communication under whose jurisdiction the Estonian Motor Vehicle Registration Centre is operating. Hence, it would require an integration of local and national services for offering it within the framework of mobile citizen services. In the Netherlands the services are more similar to the German "MoBüD" services.
- The candidates for promising mobile citizen services in the three CIDRE pilot trial countries are partly different ones. It can be expected that there will be also different candidates for mobile citizen services in the other European countries, at least in the short and medium run.
- However, there are some services that are similar in the countries which ran pilot trials. As an example, services where the civil servants help the citizens with becoming familiar with self-service of eGovernment services already available via the Internet. In that case, the civil servant is a general help in areas such as downloading forms, online tax declarations, etc. Mobile citizen services can act as some kind of help or introduction to lower the access barrier for people to start using online services.
- Even if more people use eGovernment services in a “do-it-yourself mode” directly via the Internet in the future, there will always be circumstances (e.g. moves, unfamiliar events in life, working in a foreign country, etc.) in which help by a human expert is desirable. For those cases, mobile citizen services will be useful, even in the long run.
- One can expect that there will be always a (perhaps decreasing) part of the population that simply prefer personal contact to civil servants over eGovernment services via the Internet. As an example, that can apply to the elderly or the handicapped. For those groups, a demand for mobile citizen services will exist even in the long run.
- Mobile citizen services should be considered as an add-on to other eGovernment services, a supplement rather than a substitute.
- There are structural changes in public administrations that should be considered in the future, in order to improve mobile public services. Among those is the integration of public administrations that are separated today, at least on the service level. There should be efforts on making it more tempting and beneficiary for public administrations to cooperate in the mobile context. The integration between the various authority systems and the lack of one-stop offices of citizen services seem to be a problem in some European countries.
- In the future, a more pan-European perspective would be useful for public administrations.

Based on the results of the market analysis, the following mGovernment services can be considered promising:

- Advice and information on a wide variety of civil services at one-stop mobile offices of citizen services. This service will be especially necessary and useful when citizens face situations and conditions that are new and uncommon in their normal life
- Helping and “coaching” citizens in terms of using eGovernment services which are already available and usable via the Internet (helping with “learning by doing”, filling in forms, showing how to use electronic signature, etc.). This service will be especially useful for citizens who are not so familiar with using the Internet.

3.2 Field Trials

Objectives of the Field Trials

Field trials were carried out in Sweden, Estonia, and the Netherlands in order to investigate

- the structural, legal, and technical conditions for mobile citizen services in those countries
- if and to what extent the German prototype service or the experiences gained with it can be replicated and
- if citizen-friendly mobile citizen services can be implemented.

In particular, the following questions should be answered for each test site:

- Is there a need for mobile citizen services?
- Which services are the most desired ones?
- How, where and when should the services be offered?
- Which are the technical, organisational, legal or financial constraints and how can they be overcome?
- To what extent are the services accepted by citizens, civil servants and other stakeholders?
- How can/should the mobile services be improved?
- What are the consequences in terms of the rollout and the business plan?

General Approach

The general methodological approach adopted for the CIDRE field trials was in accordance with the human-centred design process approach (see ISO 13407) and can be classified as formative evaluation.

The major principles are:

- Understand and specify the context of use.
- Specify the user and the organisational requirements.
- Produce technical solutions.
- Evaluate the solutions against requirements.

Field Trial Designs

Based on a template that considered the experiences from the German field trials and consists of almost 50 relevant questions and checkpoints (concerning site details, services, target groups, equipment, persons in charge, etc.) the Swedish, Estonian and Dutch partners designed the field trials at their sites.

The most important details are listed in the following:

Örnsköldsvik (Sweden)

Location(s)	supermarket, shopping malls, preschools, library
Services	child care, social services, buildings, taxes, social insurances
Target group	all citizens (especially parents)
Terminal equipment	laptop computer, mobile printer
Networks	GSM/GPRS and UMTS/3G
Data collection	Swedish version of CIDRE questionnaire
Announcing the trial	newspaper articles, flyers, word-of-mouth advertising at preschools

Ragunda (Sweden)

Location(s)	homes of the citizens
Services	healthcare
Target group	elderly citizens with diseases
Terminal equipment	laptop computer
Networks	GSM/GPRS and UMTS/3G
Data collection	special questionnaire, customized to the service and user group
Announcing the trial	websites (e.g. www.ragunda.se and newspaper articles)

Tartu (Estonia)

Location(s)	shopping mall
Services	first phases: registration, assisting citizens with tax services and other municipality services last phase: processing of fines of bus fare dodgers
Target group	first phases: retired people, students (registration), busy working people, others last phase: fare dodgers
Terminal equipment	laptop computer, mobile printer, payment terminal, smartcard reader
Networks	UMTS/3G, HSDPA, WLAN/WiFi, Bluetooth
Data collection	CIDRE questionnaire, modified to local conditions
Announcing the trial	Websites (e.g. www.tartu.ee), newspaper articles, and press releases sent to national agencies by the municipality.

Rakvere (Estonia)

Location(s)	shopping mall
Services	registration, subsistence benefit application
Target group	people who reside in Rakvere but are not registered there, low income people (subsistence benefit), busy working people, others

Terminal equipment	laptop computer, mobile printer, smartcard reader
Networks	UMTS/3G, HSDPA, WLAN/WiFi, Bluetooth
Data collection	CIDRE questionnaire, modified to local conditions
Announcing the trial	Websites (e.g. www.rakvere.ee), newspaper articles, and press releases sent to national agencies by the municipality.

Aa en Hunze

Location(s)	public library, cultural centre, service and information centres
Services	general information, certificates, driving license, etc.
Target group	all citizens, especially elderly and immobile people
Terminal equipment	laptop computer, mobile printer, payment terminal
Networks	start with stationary network, later wireless
Data collection	Dutch version of the CIDRE questionnaire (partly modified)
Announcing the trial	websites (e.g. www.aaenhunze.nl), newspaper articles, Placards on several locations in the municipality, word-of-mouth advertising at Wegwiezers (local citizen information centres)

Data Collection

Data were collected

a) from the citizens who used the mobile services at the various "mobile offices" and
b) from the civil servants who offered the services.

The data collection was mainly accomplished by questionnaires, in some cases by interviews.

The questionnaires for collecting those data were translated and partly adapted versions of the questionnaires used in the German field trials of mobile citizen services (see CIDRE Deliverable 5.1: Localized questionnaires and interview guidelines).

The *citizen questionnaire* contained up to 23 items, dealing with the fulfilment of citizens' requests, waiting time, attractiveness and pros and cons of the service and future use of it, etc.

Most items were 5-point agreement / Likert scales, i.e. respondents have to indicate their degree of agreement to a giving statement (from "strongly agree" to "strongly disagree"). In addition, the Kunin facial expression scale was used for measuring overall satisfaction with the mobile service.

After (s)he had used the services, each citizen was asked to fill in the questionnaire.

The *civil servant questionnaire* contained almost 50 items, dealing with network aspects, ergonomics and usability of the mobile workplace, efficiency, feedback from citizens, etc.

Each civil servant was asked to fill in the questionnaire after each day the mobile citizen services were offered.

Realization of the Field Trials

The first phase of the field trials started in January 2008 with a trial in a supermarket in Rakvere (Estonia), the last phase in October 2008 with the trial on mobile processing of bus fee dodgers fines, also in Estonia. The test in the Netherlands is still running.

Table 1 gives an overview on the test sites and some important data concerning the realization of the trials.

Municipality / Site	**Country**	**Location**	**Periods (all in 2008)**	**No. of citizens**	**Most frequently used services**
Örnsköldsvik	Sweden	supermarket, shopping mall, library, preschool etc.	Jan – Feb. Sept. – Dec.	> 50	tax services, social insurances
Ragunda		home service for the elderly and disabled	March – April Sept. – Oct.	40	health service
Tartu	Estonia	supermarket mini van	January – April Since Oct. (still running)	> 50	introduction to citizen portal, registration, ID card, tax, child care, etc. fare dodgers fines
Rakvere		supermarket, homes of the elderly	January – April	38	environmental services, construction, allowances, registrations , social services
Aa en Hunze	The Netherlands	local information centres	Since March (still running)	> 500	driving licenses, various information services, tax declarations, certificates, parking cards

Table 1.: Overview CIDRE test sites and number of participants

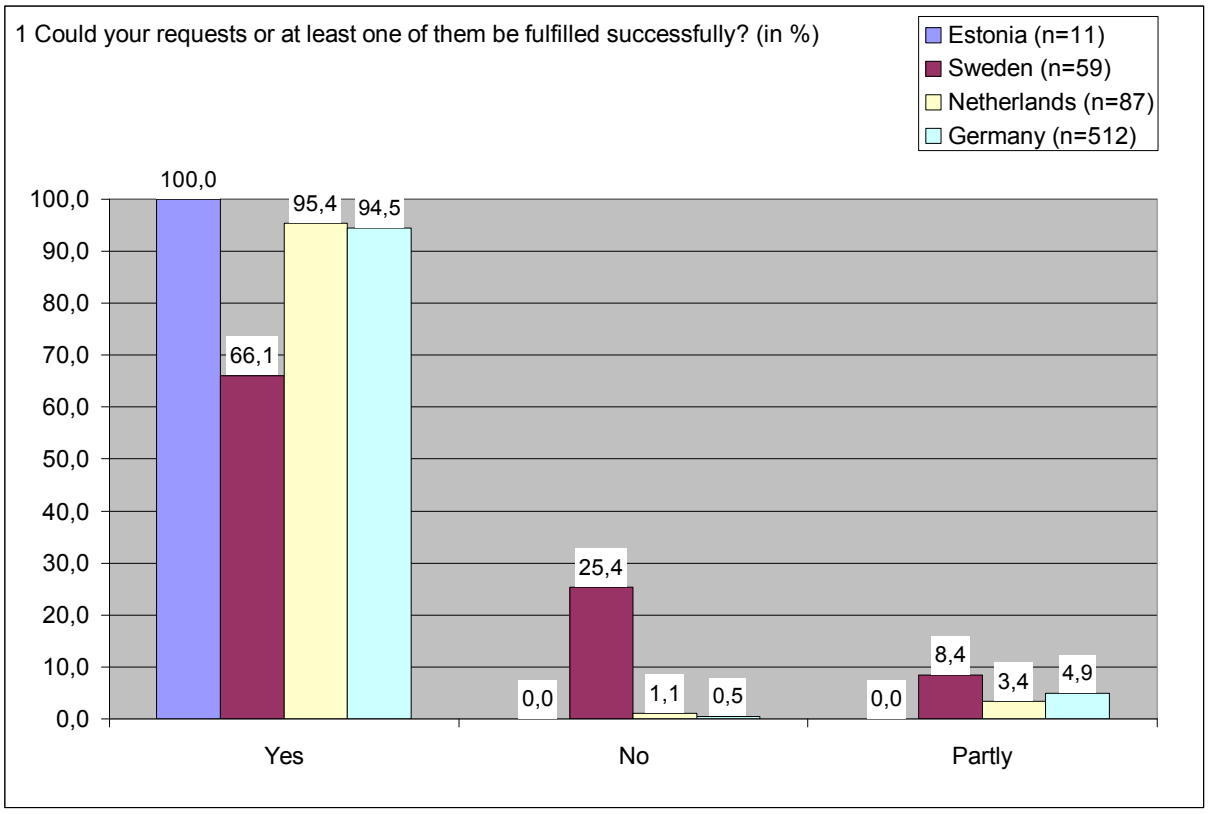
Results

Citizen Questionnaires

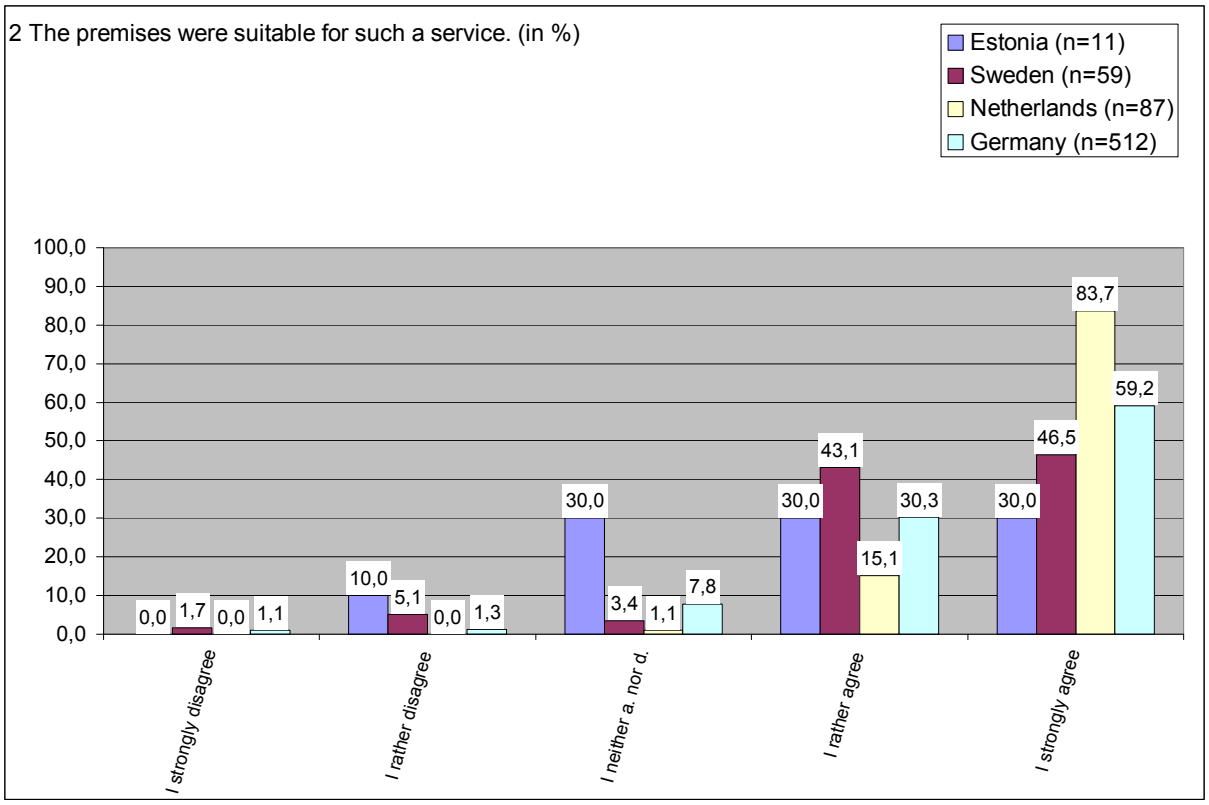
The figures presented in the following are based on 157 citizen questionnaires (87 in The Netherlands [*Annen: 27, Rolde: 60*], 59 in Sweden [*Örnsköldsvik: 19, Ragunda: 40*], 11 in Estonia [*Rakvere: 11*]). As a comparison the 2005 MoBüD field trial data from Germany [Berlin: 512] have been added as a baseline.

Here are some of the most important results:

Almost all citizens reported that their request could be fulfilled successfully at the field trial locations in The Netherlands and in Estonia. In Sweden only two third of the requests (of the asked citizens) could be fulfilled successfully. If you split the Swedish results to the two locations you get a more detailed impression: In Örnsköldsvik 73,6% and in Ragunda 62,5% of the requests could be completed. On the other hand only 2 requests (10,5%) in Örnsköldsvik, but 13 requests (32,5%) in Ragunda could not be completed. The reason for that difference could be that health services differ from civil services in that way, that medical treatment usually takes more than one application in order to be correctly named "successfully fulfilled".



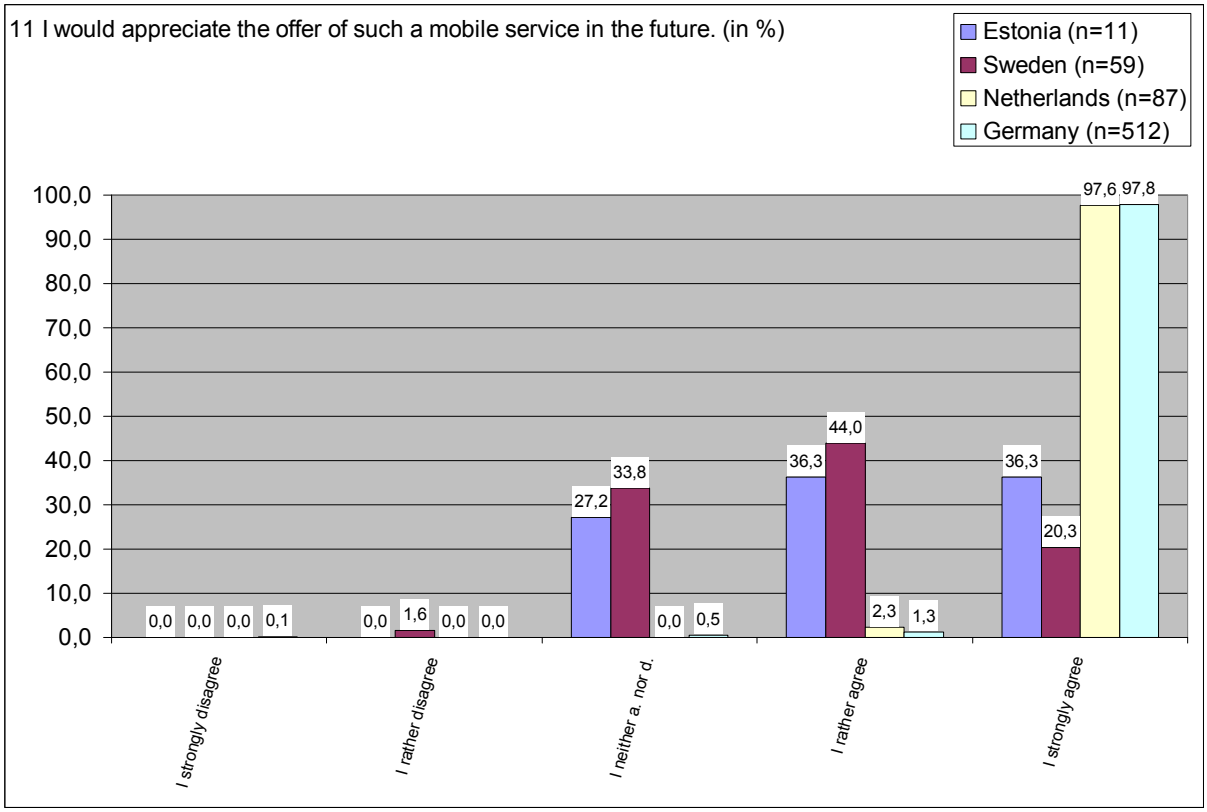
Most citizens agreed that the locations were suitable for such a service[2].



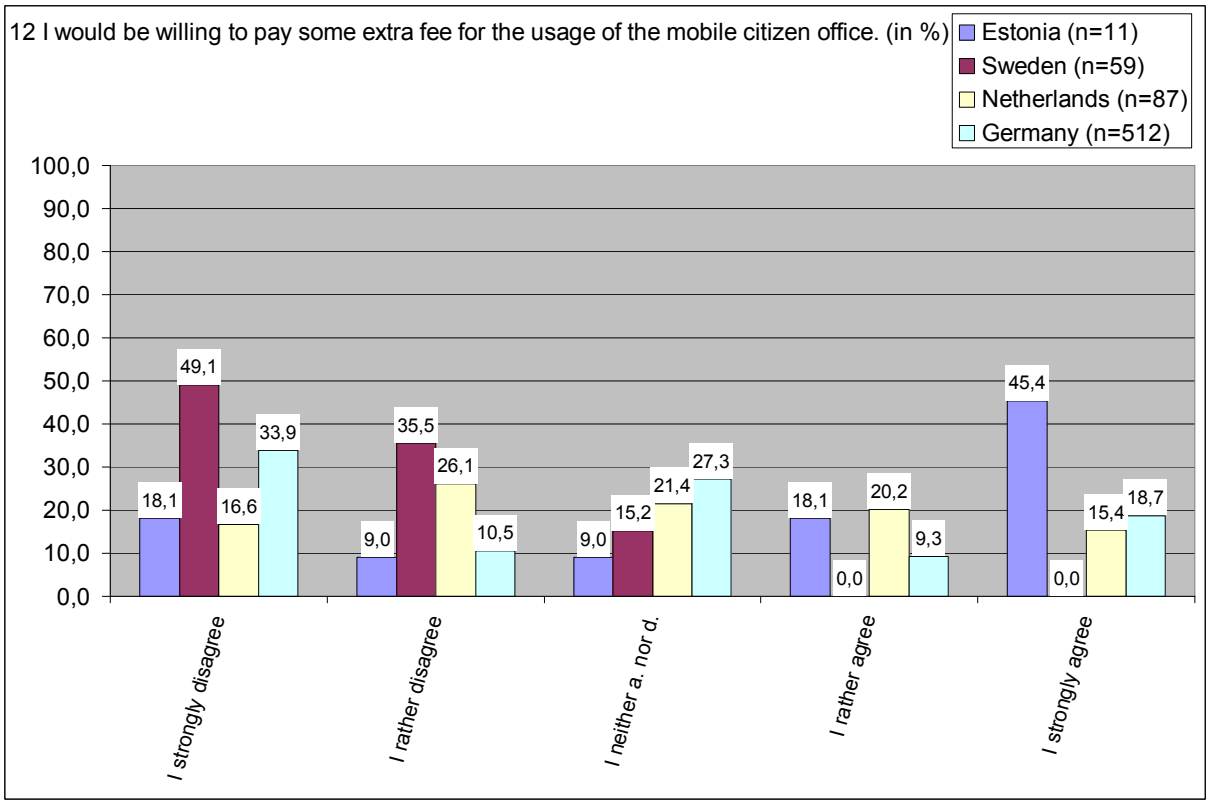
A few Swedish citizens suggested that there should be more offers at one place and not so much moving-around of the "mobile offices". Some comments referred to privacy: the places for the mobile desk at the locations (e.g. in supermarkets) should be more separated from other people[3].

About two thirds of the Swedish and Estonian citizens and nearly all of the Dutch citizens would appreciate the offering of mobile citizen services also in the future.

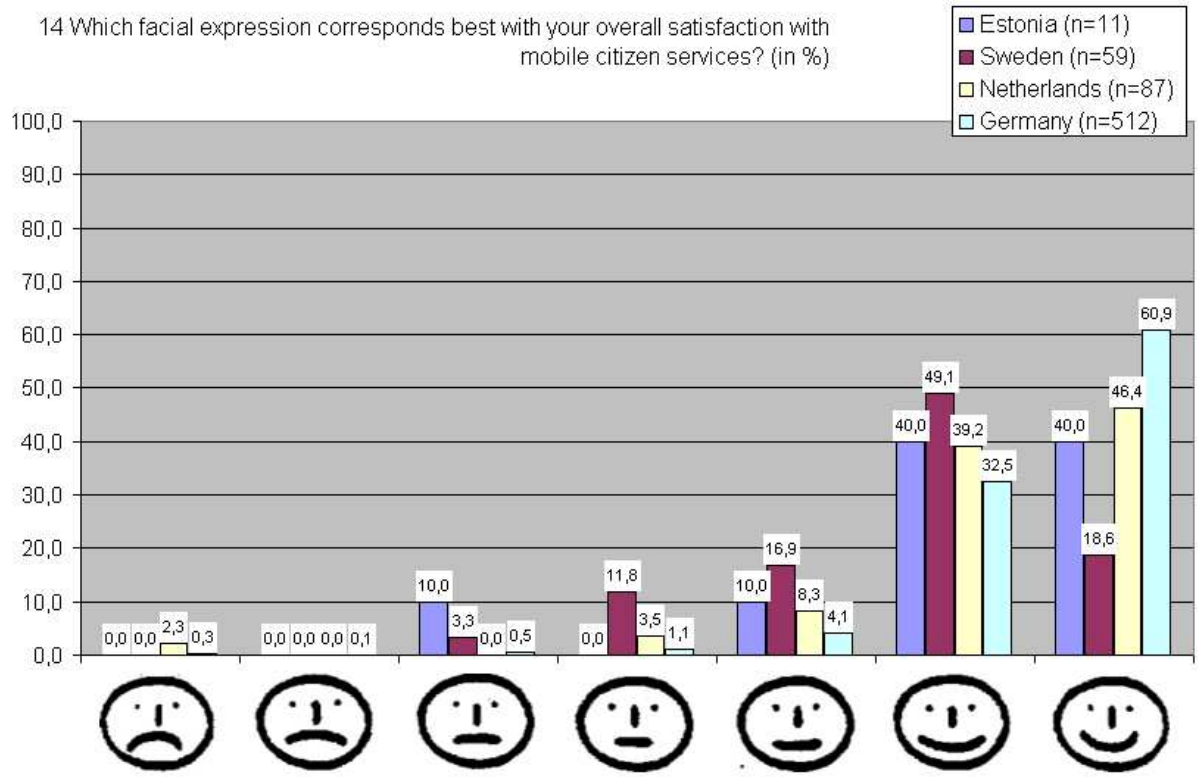
[2] This assessment applies of course only to the locations that were visited by citizens.
[3] However, one should find a good compromise between private places on the one hand and accessibility and noticeability on the other hand.



Some citizens stated that they would be willing to pay some extra fee. It turned out, that the Swedes liked that idea less than participants from the other test countries.

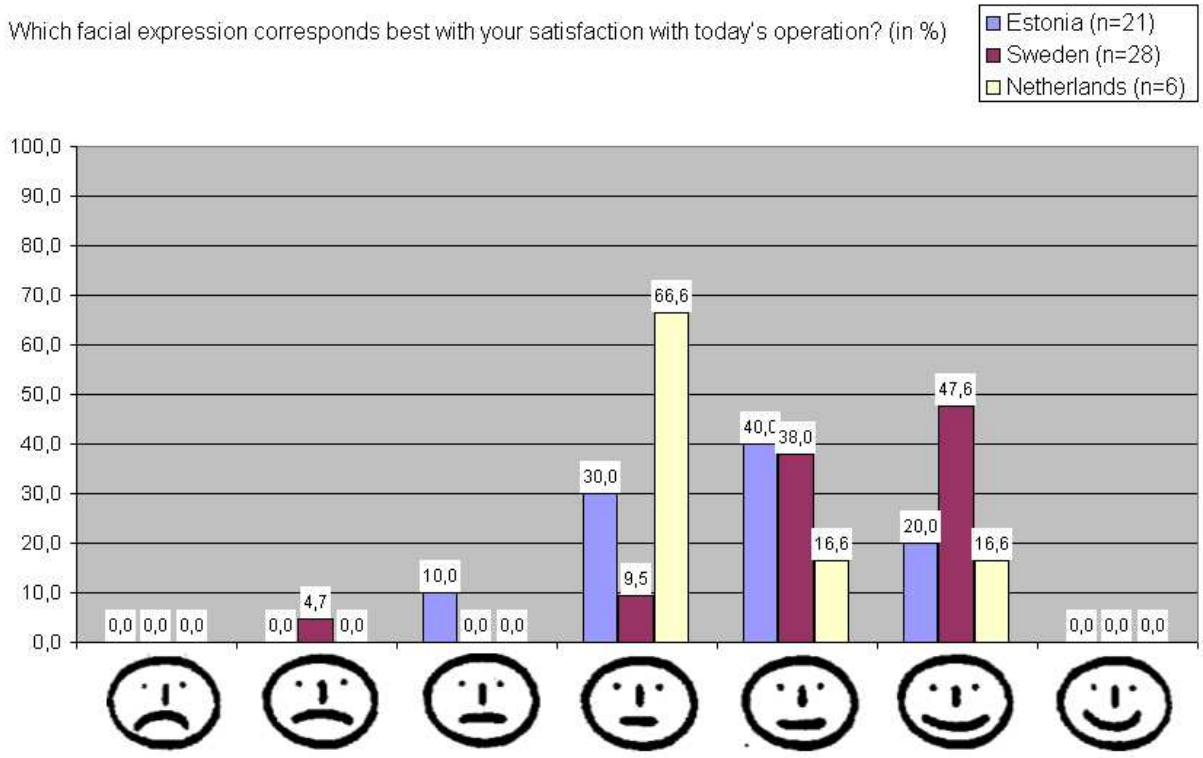


The mainly positive rating of the various aspects the questionnaire deals with let to a positive overall satisfaction rating.

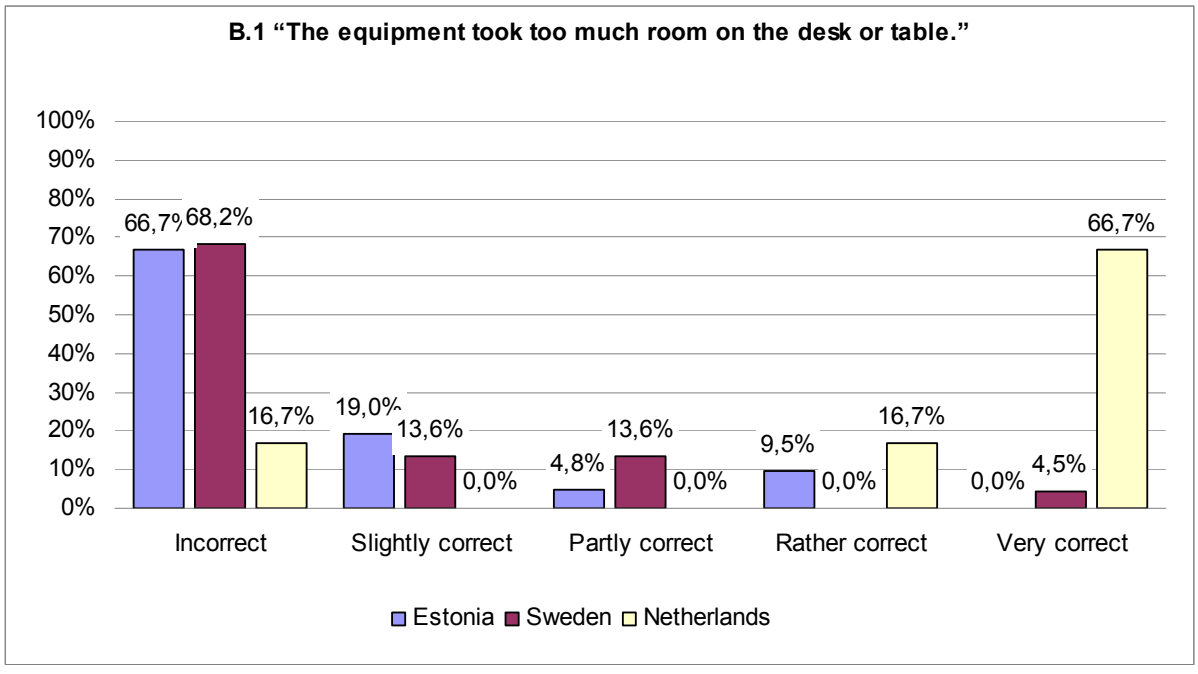


Civil Servant Questionnaires

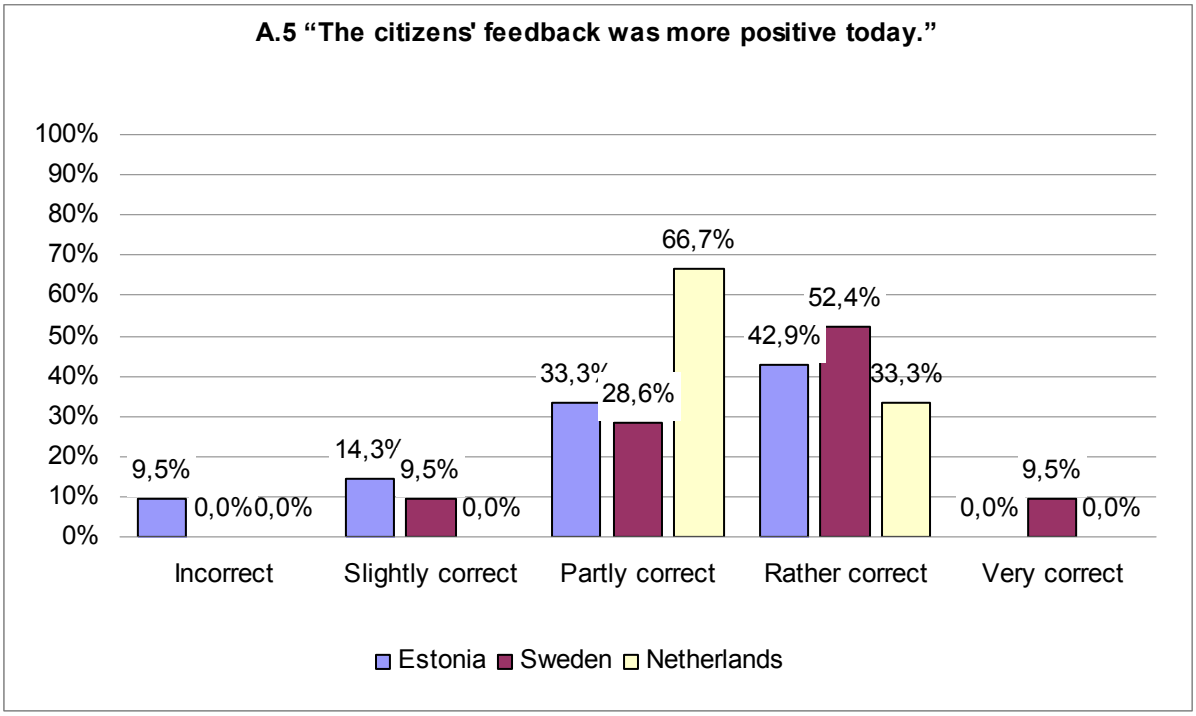
The figures presented in the following are based on 55 civil servant questionnaires (6 in The Netherlands [*Annen: 3, Rolde: 3*], 28 in Sweden [*Örnsköldsvik: 21, Ragunda: 7*] and 21 in Estonia [*Rakvere and Tartu*]).



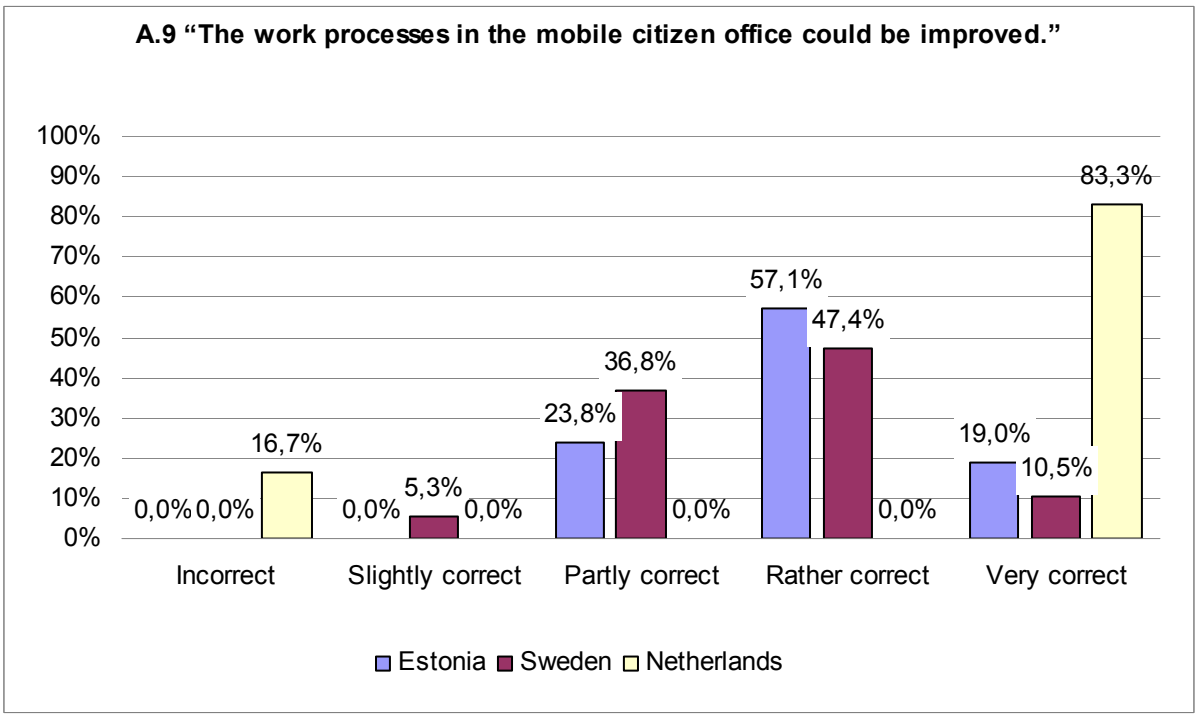
The mobile equipment apparently did not occupy too much space on the (usually small) tables in Estonia and Sweden, but in The Netherlands it did in over two third of the (documented) cases.



In general, the civil servants received quite a positive feedback from the citizens (which is in accordance with the citizens' own ratings, see above). Only in the Netherlands, the civil servants were more undecided about this topic.



However, most civil servants thought that the work processes could be improved.



One reason for that assessment might be, that there were a few occasions where the civil servant could not sufficiently answer the citizen's question or fulfil his/her request because it was outside of his/her field of responsibility.

Advantages and Disadvantages of Mobile Citizen Services from the Citizens' Point of View

During the interviews and discussions, the citizens mentioned the following advantages and disadvantages:

Advantages	Disadvantages
• Saving of time • High accessibility • Near to the home • Easier to fit in into the private schedule • Quick service • Kind service • Good for elderly people	• Some questions could not be answered • Not sure when the services are available • Sometimes low privacy • Limited opening hours

Evaluation

Acceptance by the citizens and the civil servants

Citizens

- The citizens' feedback was mainly very positive, they rated the service as being useful, advantages were mentioned more often than disadvantages.
  Conclusion: mobile citizen services have got a high degree of acceptance
- Fewer citizens than expected used the service (especially in Sweden).
  Conclusion: The implementation of new forms of public services needs some time. Sound marketing and advertising is vital.
- Partly, locations were not suitable.
  Conclusion: Locations have to be explored and tested a sufficient time. If they turn out to be not suitable others should be tested.
- Some of citizens' questions and requests not sufficiently covered.
  Conclusion: A high integration of citizen services is essential, both in technical terms and in terms of the civil servants' expertise ("one-stop office").

Civil servants

Civil servants generally liked the idea and enjoyed the fact that the citizens reacted very positive. Problems occurred in a few cases, where the citizens demanded very specific services or answers to very specific questions that were not in the competence area of the particular civil servant.

3.3 Security

Some mobile citizen services deal with sensitive personal data. Hence, data protection is important—not only for legal reasons but also for the reason of services' trustworthiness in the citizens' opinion. In CIDRE it was evaluated what kind of personal data are dealt with and it was ensured, that only authorized people have access to these data by technical and organisational means. Security threats were identified and the vulnerability of the network and terminals were rated. Then counter measures

were derived. The results of those activities were documented in various (Workpackage 7) deliverables. For the practitioner, the "Security Guidelines for Administrations4" is recommended as a handbook.

Whereas in Sweden and Estonia the security requirements for the tested services were low or fulfilled, special means were necessary for the Netherlands. Here, a VPN5-based security concept for wireless communications between the municipality servers and the mobile terminals was developed and approved by the municipality bodies in charge. This concept can serve as a prototype solution for a lot of Dutch municipalities.

3.4 Lessons Learned

The project has analysed the legal, organizational and technical conditions in Sweden, Estonia, and the Netherlands and compared them with each other and with the conditions in Germany. In legal and security terms there are already (due to European regulations) lots of similarities. However, in terms of structure, organisation and responsibility of public administration entities and departments there are lots of differences.

Those analyses suggested that a replication of the German prototype service is possible only to a certain extent, in particular due to the conditions in Sweden and Estonia, which differ to those in Germany especially in terms of the necessity for the citizen to meet the civil servant face-to-face. It turned out that each European country needs to analyse in detail its special national conditions for the deployment of mobile citizen services.

All those results were considered in the business plan for the rollout of mGovernment services.

4 BUSINESS ISSUES

4.1 Business Proposition

The business of CIDRE is to support public administrations in terms of offering and running mobile citizen services.

As CIDRE customers, public administrations can offer their services at places more convenient to the citizen. Those places can be shopping malls, libraries, homes for the elderly, recreational centres, hospitals, etc.

In particular, CIDRE business can offer the following items and services:

- Consultancy for supporting public administrations in deciding if and how to introduce mobile citizen services. That can include demand analyses, testing of possible locations for offering the services, recommendations concerning suitable technology, developing security concepts, etc.
- Development of customized mobile terminal systems, considering legal and technological conditions and constraints
- Education and training for the mobile civil servants

[4] Deliverable 7.7
[5] VPN = Virtual Private Network

- Technical support during the run of mobile citizen services (hotline, help desk, on location support, etc.), etc.)

4.2 Benefits for the Customers

Offering citizen services wireless or via mobile networks have the following advantages for public administrations:

- Innovation potential: In implementing citizen services in a mobile way administrations can act as precursor in the field of mGovernment and activate an increasing of their attractiveness.

- Citizen-friendliness: The services are regarded as being citizen-friendly by the citizens, mainly due to saving of time, convenient locations (near to place of domicile and/ or work), and an informal and personal atmosphere. For the cities and municipalities, that advantage is mainly a political one.

- Flexibility: In various European countries, a re-structuring of municipalities is in progress. Very often small municipalities are consolidated in order to form bigger ones. That leads to the disadvantage for the citizens to have longer ways to the next county seat or district town. With mobile services flexible solutions can be found for reducing those disadvantages.

- Cost-savings: After amortization of the initial investments, costs can be saved. That applies especially to rental costs of stationary offices for citizen services, especially if public-private partnerships with operators and managers of shops, libraries, homes of the elderly, hobby clubs, etc. can be established. In the long run, it is even conceivable that some rooms in town halls are not needed anymore for citizen services (and can be rented out).

- Additional fee incomes for flexible services: There are cases where citizens, e. g. busy business people would pay an additional fee for the mobile services if the civil servant visits them in the office or at home. Even for employees it can be worth to spend money for this kind of services instead of loosing manpower for half to one day. Otherwise the administration can generate an additional income.

4.3 Market Potential

One result of CIDRE was the awareness of the different conditions for mobile citizen services in the various European countries. Due to that it is difficult to make detailed prognoses on the market potential.

However, the existing mobile citizen services in Germany can act as an indicator for the possibility of successful establishment and market potential, although, strictly speaking, that applies only to markets that are similar to the German one in terms of the structure of public administrations and the services they offer. During CIDRE it turned out that the possibility to offer various services via a "one-stop office" of citizen services is a vital success factor.

Since the end of the German trial "MoBüD[6]" in 2005 the German mobile citizen services developed from approx. 10 (changing) test locations in the cities of Berlin and Magdeburg to approx. 20 locations in 5 German cities at that the services are offered regularly. More than 30 "MoBüD cases" are in use.

From that development one can conclude that—although not explosively—there will be a stable market penetration with an approx. 25% growth per year.

[6] 'MoBüD' stands for "mobile Bürgerdienste", which means "mobile citizen services".

As for an estimate of the number of potential customers (i.e. public administrations) to be addressed one can use the following figures:

Number of administrative units in the EU target regions at the LAU[7] level (i.e. below regions, districts, counties etc.)	Approx. 1,500
Number of LAU units suitable for mobile citizen services	Approx. 1000
Number of service sites suitable for mobile citizen services per LAU unit	2 to 5 (mean: 3.5)
Total number of service sites in the EU target regions	3,500

4.4 Deployment and Rollout

According to the deployment plan (which is part of the CIDRE business plan) the following target markets should be addressed first:

Germany:

Considering the positive experiences from the last 5 years, expansions of the services to more cities and municipalities in Germany are possible. As in the past, the rollout can be expected to be stable but not very fast.

The Netherlands

Due to the fact that CIDRE has introduced the first mobile e-government application and thereby convinced the administration to go on even after the end of the project, the chances for a rollout are the best in the Netherlands. This is the most convenient market entry one can expect. It is close to the experiences with mobile services in Germany. The secure wireless solution developed for the municipality of Aa en Hunze can act as a prototype solution for the Netherlands.

Estonia

Due to the positive results in the last field trials in Estonia, it is also intended to continue the mobile services there. Although there is only a small place for mobile government application there are chances for additional services, such as the tested ticket control and fines service.

Sweden

The experiences from Sweden are an essential basis for the forthcoming improvements in the field of e-Government stated in the "Country Report 2008 Sweden for International Council for Information Technology in Government Administration". The positive experiences in the field of eHealth care should be improved in Sweden and new services should be developed.

The three large administrations (the tax-, social insurance-, and unemployment agencies) are planning to co-locate their local offices. This will start an integration of systems and processes and will be an

[7] LAU = Local Administrative Unit (in the EU, LAU are basic components of Nomenclature of Territorial Units for Statistics (NUTS) regions)

opportunity for mobile citizen services. However, before that integration has not reached a significant level, one cannot expect a fast rollout in Sweden.

Spain

Although there are for the time being only a few pieces of validated information, Spain seems to be the best market to target in addition to three countries mentioned above. Spain meets lots of the criteria that were identified in the CIDRE business plan as set to create a basis for future markets. The main objectives cover the extension of the mobile services and the winning of new partner authorities in these countries especially in the urban areas.

Further target markets

In the long term CIDRE will include the remaining countries of Europe to reach the main objective of the Trans-European rollout of mobile citizen services. In this connection a lot of experiences were made in the EU-project phase and implemented adaptations could lead into a successful business case.

4.5 Standards and Standardisation

In order to support IT service providers and administrations that plan to introduce CIDRE applications, a "security guideline for administrations" (D 7.7) was developed. This guideline serves as an add-on to existing security concepts relating to the access within the respective administration networks. It covers mobile terminal systems and their connections to the stationary citizen services and is based on the IT-Grundschutz Catalogues of the German Federal Office for Information Security (BSI), who offers certification in accordance with ISO 27001 on the basis of IT-Grundschutz. Instead of developing new solutions, well-known and accepted security standards are used. Naming convention was chosen according to the technical report ISO/IEC TR 15446 (Information Technology – Security Techniques – Guide for the production of Protection Profiles and Security Targets).

5 MANAGEMENT ASPECTS

The managerial work consisted mainly in coordinating the activities of the various partners and to report to the Project Officer.

A CIDRE partner mailing list was implemented and used regularly for exchanging information, coordinating activities and reviewing and developing documents and deliverables.

Six consortium meetings were organised and conducted in various countries.

6 DISSEMINATION ACTIVITIES

6.1 Participation at Exhibitions and Fairs

In February 2008, CIDRE representatives participated in the eGovernment Days held in Brdo, Slovenia. At the exhibition related to the conference, the CIDRE equipment (mobile terminal system with all components) was presented. In addition, a PPT presentation showed the project's objectives, approach, and main achievements.

6.2 Presentations and Demonstrations

Date	Event
Feb. 24-26, 2008	Meeting with Chamber of commerce Timisoara and Ministry for ICT Romania in Timisoara and Bucharest, Romania
Oct. 2, 2008	Presentation of CIDRE at the "Grote dag van de kleine Gemeenten" in Breda, the Netherlands
Oct. 14-16, 2008	Presentation of CIDRE at the "Sundsvall 42" in Sundsvall, Sweden
Oct. 22-25, 2008	Presentation of CIDRE at the partnering day „Wireless application for medicine" in Lviv, Ukraine
Oct. 28, 2008	Presentation of CIDRE to a Rumanian delegation at LABO Berlin, Germany
Oct. 28, 2008	Presentation of CIDRE at the Symposium on telematic applications in Ekaterinburg, Russia
Oct. 31, 2008	Presentation of CIDRE at the NENO Yearly Meeting in Tallinn, Estonia
Nov. 26, 2008	Presentation of CIDRE at the "Second User Workshop for Mobile Administration Services" in Berlin, Germany
Dec. 1, 2008	Presentation of CIDRE at the "Symposium on Telematic applications" in Tel Aviv, Israel
Jan. 12, 2009	Presentation for a Chinese Delegation at the Senate of Economy of the City of Berlin, Germany

6.3 Promotional Material Produced

CIDRE produced various **press releases**. Those describing the entire project have been published at the CIDRE Website (www.cidremobile.eu) in English and German. In addition, press releases for announcing the times and locations of the field tests were published in Sweden, Estonia, and the Netherlands.

CIDRE produced also

- a **brochure** and
- a **leaflet**

outlining the CIDRE concept in English, German, Swedish, Estonian, and Dutch.

7 LIST OF DELIVERABLES

Deliverable No	Title	Type	Responsible
D 1.1	Quarterly management report 1	RE	HHI
D 1.2	Quarterly management report 2	RE	HHI
D 1.3	Quarterly management report 3	RE	HHI
D 1.4	Quarterly management report 4	RE	HHI
D 1.5	Quarterly management report 5	RE	HHI
(D 1.5a)	Quarterly management report 6	RE	HHI
D 1.6	CIDRE's Trans-European dimension	RE	HHI
D 1.7	Harmonisation, Interoperability and Standard	RE	HHI
D 1.8	Final Report – confidential	RE	HHI
D 1.9	Final Report – public	RE	HHI
D 2.1	Questionnaire and guideline for the market analysis	SP	MIUN
D 2.2	Results of the market analysis	RE	MIUN
D 3.1	Results of the legal and organizational analysis	RE	SenInn
D 4.1	Translation of manuals / documentation to national languages	OT	HHI
D 4.2	Specification sheet concerning adaptation to infrastructure and security requirements	SP	HHI
D 4.3	Configuration of localized mobile equipment	OT	HHI
D 5.1	Localized questionnaires and interview guidelines	OT	HHI
D 5.2	Results of the field trials comprising feedback from the users	RE	HHI
D 6.1	Evaluation of the pilot trials' results	SP	TK
D 6.2	Draft of the business plan for mobile citizen services	RE	TK
D 6.3	Deployment plan for mobile citizen services	RE	TK
D 6.4	Business plan for mobile citizen services	RE	TK
D 7.1	Draft of "Description of service and environment relevant for data protection issues"	SP	TK
D 7.2	Draft "Description of security vulnerabilities, threats and	RE	TK

Deliverable No	Title	Type	Responsible
	attackers"		
D 7.3	Draft "Protection profiles for parts of the mobile terminal systems"	RE	TK
D 7.4	Description of service and environment relevant for data protection issues	SP	TK
D 7.5	Description of security vulnerabilities, threats and attackers	RE	TK
D 7.6	Protection profile for parts of the mobile terminal system	RE	TK
D 7.7	Security Guidelines for Administrations[8]	RE	TK
D 8.1	Project website and project logo	OT	TK
D 8.2	Dissemination Strategy	RE	TK
D 8.3	Stakeholder workshops - one per test region	OT	TK
D 8.4	CIDRE brochure	SP	TK
D 8.5	CIDRE leaflets	SP	TK
D 8.6	Final stakeholder workshops - one per test region	OT	TK
D 8.7	National public event - one per test region	OT	TK
D 8.8	Final project presentation	OT	TK
MTPRR	Mid Term Project Review Report	RE	HHI

Notes

(a) PR = Prototype; RE = Report; SP = Specification, OT = Others.

[8] was " Basic protection profile (Handbook)" – Title changed according to reviewers' recommendations

8 SHOW CASE DESCRIPTION

8.1 Functionality

The functionality of the CIDRE services can be described best by referring to the German prototype service, which was developed within the framework of the project “Mobile Citizen Services” (German Acronym: MoBüD):

The project "Mobile Citizen Services" did research and development into novel possibilities for offering citizen services by exploiting mobile/wireless networks and terminals. In particular, it developed a wireless system that can offer the same services that are available in a stationary office of citizen services.

This system supports the entire work flow, from consultancy through application and payment to the final delivery of (hard) documents to the citizen.

A mobile office of citizen services

By means of the system, also sensitive personal data can be transferred via a wireless interface (GPRS, WLAN and UMTS). Hence, special emphasis was put on a secure connection (VPN based on IPsec).

Mobile offices of citizen services can be present in residential homes for the elderly, in hospitals, in shopping malls, at weekly markets, in recreational centres, etc. Besides being more citizen-friendly, those mobile (or "nomadic") offices are more efficient, as they do not require such high rental fees and maintenance costs as stationary offices. They also offer a new quality of public service by "taking the office/service to the citizen".

After the project had established and tested a secure wireless connection, a field/pilot trial was conducted at 11 test sites in Berlin. Within the framework of that trial, an "office for citizen services case" was used, which contained all components required for mobile citizen services (notebook computer, printer, network interface, etc.) in an ergonomically sound arrangement.

Components of the mobile office for citizen services case

Within the course of the one year lasting pilot trial more than 3,000 citizens used the mobile service. The results of the data collection (questionnaires and interviews) showed that citizens regard the service as being useful and highly citizen-friendly.

The system is now applicable as an all-purpose system for wireless citizen services.

In the city of Berlin there is now a regular operation of 19 mobile offices of citizen services in 6 boroughs.

Other German towns and municipalities (Hamburg, Bremen, Köln, Bergisch Gladbach, Magdeburg, Ludwigslust, etc.) have taken up the Berlin concept and are offering mobile citizen services as well.

The mobile services are offered at neighbourhood centres, sports and recreational centres, schools, libraries, homes of the elderly, job centres, hospitals, banks, etc. Most recently, a new site started in Berlin at the Tegel airport (e.g. serving travellers who realize only at the airport that their passport has to be renewed).

The most frequently requested services in Germany's mobile citizen services are identity cards, registrations certificates, driving licenses, and wage tax cards.

8.2 Potential Business Opportunities

As mentioned in the business plan and in Sec. 4.1 of this report, CIDRE's business opportunities lie in offering

- Consultancy for public administrations in deciding if and how to introduce mobile citizen services.
- Development of customized mobile terminal systems
- Education and training for the mobile civil servants
- Technical support during the run of mobile citizen services.

According to the business plan, a global payer would be the best actor for conducting that business. However, as long as a global player has not yet taken up that idea, at least the CIDRE partners HHI, TimeKontor, and Apprise can offer those items and services for local administrations in their countries.

9 ACRONYMS AND ABBREVIATIONS

CIDRE	Citizen-Friendly Trans-European mGovernment Services
GPRS	General Packet Radio Service
IPSec	Internet Protocol Security
MoBüD	Mobile Bürgerdienste (mobile citizen services)
SWOT	Strengths, Weaknesses, Opportunities, and Threats
UMTS	Universal Mobile Telecommunication System
VPN	Virtual Private Network
WLAN	Wireless Local Area Network