



Newsletter # 4

Finland

New person hired, Raino Könönen is now starting as our project manager. He will first read through the material that is available on the project and then take over as the person in charge of the WP2.

Poland

The short description of our work from previous weeks:

1. Last days we prepare document titled "eService Survey in Poland". This document provides a description of several ICT projects developed in Poland during the last ten years. It aims at setting out services and products co-financed by the European Commission and national government. The projects described in this document have been selected with the aim to illustrate the administrative division of the Polish administrative system. We decided to present projects that have an impact on municipality, metropolitan areas, regions and the whole country. Such an approach will enable to illustrate in a clear way services that are implemented and realised in Poland.
2. We also prepared general report with joint questionnaires results from Polish local partner - Klembow municipality. This report is summarizing all results from joint questionnaires.
3. Last but not least, we prepare first User panel report. This report is recapitulation of user panel groups meeting, organised at Klembow Municipality office. On this meeting users at panel groups described in general problems and they needs which should be fix/satisfied by potential system. Base on that we can defined four main goals which should be fixed by expected system.

Denmark

Userpanel meeting, meeting

...

The Danish part of the project consists of a pilot project that partly should cover the need for information, when and how (a questionnaire), partly test a e-service system, that offer this information.

The way to offer the information shall be new (it doesn't necessarily has to be new technology). A dialogue-based model is wanted. The pilot project shall cover Aalborg - Region Nordjylland.

The pilot project shall carry on for one year and shall therefore be ready for evaluation October 2007. The user panel shall meet 3-4 times continuative within this period of time.

3. The discussion continued with clarification of the project and with good ideas to a e-service.

Address:
Municipality of Svenljunga
Boråsvägen 13
S-512 80 Svenljunga
SWEDEN

Tel:
+46(0)325 180 00
Fax:
+46(0)325 180 01

E-mail:

Homepage:
www.i-coin.net



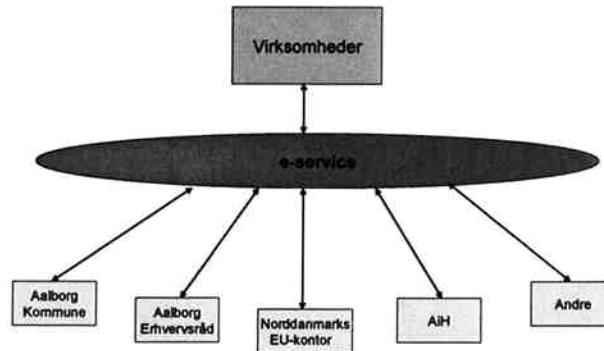


The i-COIN Project

Project part-financed by the European Union



- If an e-service shall run through out the pilot period the demands for internal resources shall be clear.
- Everybody shall have in mind the users wishes for information.
- There are different wishes from the users concerning information: find out or dialogue.
- There is a tendency in the market for “custom made” offers that also apply for information. Choose areas that are interesting and these areas could be offered, for example Google Alert.
- E-service can be an “umbrella” where the users chosen areas of interest collect information from the partner who supplies the information of e-service. Below you find an example.



- The partners own sites is not changed, instead there will be a link to the e-service.
- Users/Activities can through the e-service put material from their intranet sites for disposal.
- How detailed shall the material be? In the end a contact person want to be at the best service!
- An e-service system can be based on a standard system, a common system for the partners.

To note:

- The users expect to get something back when they get involved – utility value!
- We have to be able to keep our promises!
- Investigate if Metal Supply’s business model can secure the future for this projects e-service.

“Other information”

- Be observant on all medias.
- The essential is relevant information at the right moment!
- The target group’s needs are the most essential, not the needs of the user panels!
- Find out what the activities want.

The questionnaire shall be there to delimit what the e-service system shall offer.

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Germany

Last weeks we were very busy with getting ready the user panel reports with connection to the joint questionnaires. It was not quit simple to do so. It was a bit preasure to get everything done in time.

Therefore after having translated the joint questionnaires into german, we have contacted other municipalities, citizens, technical departments in other municipalities and departments developing eGov services as well. So we had a bit of exchange about that and got response from some of these institutions respectively citizens.

Finally we were able to finish the user panel report and send it to Mats and Malou for further editing.

At the moment we are in contact with "Modellregion Westmecklenburg", the pathbreaking eGov development institution in our region / federal state of "Mecklenburg Vorpommern" to go a bit deeper in the i-COIN perspectives concerning us.

Also we are discussing next steps about our investments and in order to find out, how we can handle our needs with using the i-COIN project. Here we will focus on our "front office" (Bürgerbüro).

Therefore we will have meetings in our workgroup in the Municipality of Rehna again and information exchanges with "Modellregion Westmecklenburg".

Also we have not that much investments so far we are working on that.
(as we were told during the meeting in Aalborg, we are not the only partner with this "problem")

Sweden

University College of Borås

Since last time we have been working with the reporting to WP1 and leading partner. We have continued the work with analysing the data material from interviews and questionnaires. We have done transcribe of the group interviews we did with the leading staff in the municipality of Svenljunga in May.

We have received a student from the school to do a school essay for I-coin, there will also be one more person from the Department for Educational and Behavioral Studies involved in the project, start 070101.

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Municipality of Svenljunga

The last period after the meeting in Aalborg, we have had several discussions to compile the information from the workshops we had concerning the website. We have made some new adjustments on the site and we also have introduced more people to get involved in the project. We have had the opportunity to be out in the internal organisation and talk about the progress in the I-coin project. We have visited the Social department and the human resource department in our municipality. We have done some training in the fact to be more updated on the website, we have tried to implement the changes on the website we decided in the workshops, this is in progress. We have been producing Newsletter #4, and we are working with the first edition of the English brochure.

Tamsalu

In Tamsalu we have done these things in i-COIN during the second period since now: The research of e-services and panel groups' needs; Developing the list - finding the new members of the list; Analyzing the existing website; Developing the website of Tamsalu Municipality: the first plan for developing website, collecting the information, making the system for the website, the training for the members of the board and council and other local authorities inside Tamsalu Municipality about different kind of information channels, target groups and usefulness.

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