

916 825 981

Belgium

B 361460



Table of Contents

Assessment and Proposals for Action	11
Notes	28
Chapter 1. Introduction	31
Country profile	32
Public governance structure	34
Approaches to e-government	36
Key drivers for e-government	42
E-Government vision and strategies	46
Notes	49
Chapter 2. Challenges to E-Government	51
Legislative/regulatory challenges	53
Budgetary challenges	61
Public sector infrastructure challenges	67
Digital divide challenges	70
Notes	82
Chapter 3. E-Government Leadership	85
Collaboration and co-ordination	86
Informal leadership practices and political support	93
Approaches to e-government leadership	95
Inter-governmental co-ordination	102
Co-ordination with municipalities	106
Notes	112
Chapter 4. Implementation of E-Government	115
Monitoring and evaluation frameworks	117
Service delivery mechanisms and contract management	126
E-Government skills and competencies in the public sector	134
Notes	140
Chapter 5. Collaboration Frameworks	143
Common business processes	145

Data standards	151
Enterprise architecture	154
ICT Security	157
Interconnectivity	160
Multi-channel strategies	165
Notes	169
Chapter 6. Outputs and Outcomes	173
Impact assessment of e-government policy	174
User knowledge	180
Marketing and promotion of e-government services	185
E-Democracy and participatory government in Belgium	190
Notes	196
Case Study 1. National Digital Inclusion Framework in Belgium	197
Case Study 2. The Crossroads Bank for Social Security (CBSS)	203
Case Study 3. Administrative Burden Reduction in the Governments of Belgium	210
Case Study 4. Electronic Identity Card	216
Annex A. Belgian E-Government Indicators	223
Annex B. Belgium's Political and Administrative System	227
Annex C. Methodology	234
Annex D. Glossary	241
Selected Bibliography	243
List of Boxes	
1.1. Overview of Belgian socio-economic facts	32
2.1. Legal key success factors for the Crossroads Bank for Social Security	60
3.1. International examples of strong e-government leadership	101
3.2. Best practice in Belgium: The Crossroads Bank for Social Security	104
3.3. The Flemish-Brabant Extranet: VERA	108
3.4. The Flemish Association for ICT responsables in local government: V-ICT-OR	108
3.5. Cross-border/International learning experiences: Aalter	110
3.6. International examples of agreed inter-governmental e-government strategies	110
4.1. Balanced scorecard approach of Fedict	119
4.2. Monitoring ICT projects at the Ministry of Finance	120