



Photo: TourismusMarketing Niedersachsen GmbH

CASE STUDY

Implementation of the European Services Directive;
Customised application for points of single contact based on
Fabasoft eGov-Suite

Germany

Public administration

Fabasoft eGov-Suite

LOWER SAXONY



Fabasoft[®]

1. TASK

The EU Services Directive had to be implemented by the end of 2009. The Directive specifies the provision of a contact point for service providers to simplify start-up procedures and the carrying out of their work. In Lower Saxony the requirement is dealt with at state level by the Federal Ministry of Economics and at municipal level by 55 points of single contact for rural districts, urban districts and large independent cities. The state was in search of a customised application to support employees of Lower Saxony in handling requests that could also be made available to employees of the points of single contact at municipal level as a further option.

2. SOLUTION

Several providers presented their solutions for the implementation of the required customised application in a market analysis process. Fabasoft presented a prototype based on the electronic file ("eAkte") of the state of Lower Saxony. This application is already based on Fabasoft eGov-Suite and has been in use since 2008. Fabasoft was awarded the contract by Lower Saxony to implement the specialist application.



Marianne Rohde,
*Project manager IT implementation
EU Services Directive, Lower Saxony
Ministry of the Interior, Sport and
Integration*

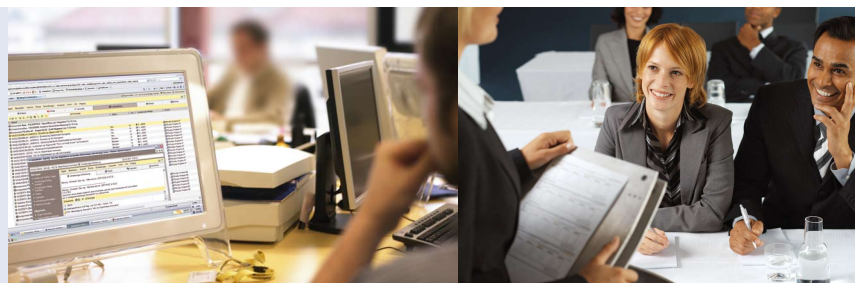
"Thanks to the quick implementation of the required specialist application we were able to fulfil the EU requirements and offer the service to schedule".



Lower Saxony service portal

CHRONOLOGY

The EU Service Directive specifies the provision of a single point of contact for service providers when starting up a business in the EU. The points of single contact application based on Fabasoft eGov-Suite acts as an interface between the service portal and the respective authorities.



Juli/August 2009
Market analysis

August/September 2009
Presentation of solution providers as part of the market analysis

3. IMPLEMENTATION

Once Fabasoft had been awarded the contract the specification was drawn up with the Ministry of the Interior, the Ministry for Economics, Labour and Transport and the Lower Saxony Institute for Statistics and Communication Technology. The existing requirement profile for Lower Saxony acted as a basis. An object model was created in the course of the realisation process to represent the intentions, services, the responsible offices and service providers.

Further to the future XEUDLR standard in Lower Saxony the interface was created on an XML basis. The XEUDLR standardisation planned for 2010 has the intention of making data available throughout Germany via the data exchange standard. The focus of the Lower Saxony IT solution for the implementation of the EU Services Directive is on creating the conditions for legally compliant communication between the systems involved.

- The Lower Saxony service portal provides the input interface for the service provider.
- The special application for the points of single contact acts as an intermediary between the service portal and the responsible authorities.
- Responsible authorities process the requests. The data is handed over in respect of the point of single contact and responsible authorities via an electronic court and administration mailbox, a special form of virtual mailroom originally developed for the German legal system.

The further planning envisages the integration of the Citizens and Business Service for the synchronisation of the authorities' master data and the Central Identity Management for the synchronisation of the service provider master data.

4. OBJECTIVES MET

After the contract was awarded in September 2009 specification acceptance followed at the beginning of October. The portal was then presented to the general public in a press conference on 21 December 2009. The system went into live operation, as scheduled, on 28 December 2009. The portal is available to the applicants on www.dienstleisterportal.niedersachsen.de and on the websites of the municipalities involved.

Facts and functionalities

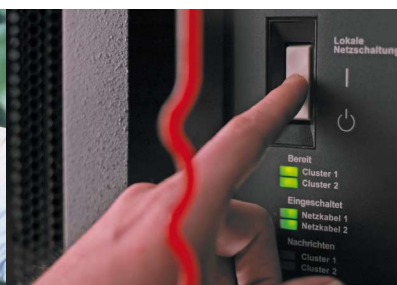
- Object model for planned ventures, services, queries and responsible bodies
- Template management for notifications (correspondence) and business cases (metadata)
- Interface to electronic court and administration mailbox
- Exchange of data via "XFall Niedersachsen" (in accordance with XEUDLR)



September 2009
Fabasoft appointed to implement the customised application



October 2009
Acceptance of specification and beginning of implementation



November 2009
Testing of customised application



28 December 2009
EU service provider portal goes into live operation

CASE STUDY OVERVIEW

Client: **Lower Saxony**
Country: **Germany**
Sector: **Public administration**

Task and objectives met

The EU Services Directive had to be implemented by the end of 2009. The Directive specifies the provision of a contact point for service providers to simplify start-up procedures and the carrying out of their work. The state was in search of a customised application to support employees of Lower Saxony in handling requests that could

also be made available to employees of the points of single contact at municipal level as a further option. The system went into live operation, as scheduled, on 28 December 2009. The portal is available on www.dienstleisterportal.niedersachsen.de and on the websites of the municipalities involved.

Solution

Several providers presented their solutions for the implementation of the required customised application in a market analysis process. Fabasoft presented a prototype based on the electronic file ("eAkte") of the state of Lower Saxony. This application is already based on Fabasoft eGov-Suite and has been in use since 2008.

Copyright © Fabasoft International Services GmbH, Linz, Austria, 2010.
All rights reserved. All used names of hard- and software are trade names and/or brands of the respective producers. Fabasoft does not assume neither implicit nor explicit responsibility in this document, especially not for its completeness or correctness.

This folder complies with the guidelines
of the Forest Stewardship Council, FSC (www.fsc.org).



Fabasoft

Fabasoft D Software GmbH, Hanauer Landstrasse 291b, 60314 Frankfurt/Main, Germany
Tel. +49 69 710475-170, Fax +49 69 710475-200
office@fabasoft.com, www.fabasoft.com