

Number	Questions
1	Please name and describe the three key functions of government, which are the basis of separating public sector action, and explain the role of the main actors in each of these actions.
2	What evolutions can be observed since the mid of the 20th Century that had influence on public sector modernization and e-government?
3	Please explain the understanding of Gov 1.0, Gov 2.0 and Gov 3.0, and highlight the main differences. Please also give examples of implementations for each of these evolutions.
4	Please define e-government as discussed in the class, and demarcate it from e-governance.
5	Please describe and depict the holistic view on public sector information systems as introduced in the lecture. What are the main learnings / aspects that this concept communicates?
6	Which distinct aspects does the holistic view on e-government research and implementation accommodate? Please name at least six and explain what these concepts mean with regard to e-government?
7	Please explain the multidisciplinary of e-government research? Which disciplines? What do these deliver towards e-government and why is multidisciplinary important?
8	Which different directions do we need to consider in an integrative and holistic view in order to implement whole of government?
9	What challenges would you see (and have we discussed in class) that governments have to face along digital transformation?
10	Please elaborate how e-government can be described as a research discipline. What are the main aspects to consider and what are main research questions to tackle?
11	Please define e-government as discussed in the class, and demarcate it from e-democracy and e-participation.
12	Please explain what is meant by public policy, and what is meant by strategy, and how these two concepts can be differentiated?
13	How are policies and strategies translated into operative actions? Please explain the terminology presented in class.
14	What are main aspects of current European strategies - and which of these aspects are relevant for the public sector?
15	Please name and explain the seven principles of the EU e-government action plan 2016-2020. Please give examples of projects how these principles can be realized
16	What are the main objectives of the Digital SingleMarket Strategy (DSM) of the European Union? How does this influence the public sector and what are major requirements for the public sector modernization resulting from the DSM?
17	Please explain the main approach of the eGovRTD2020 roadmapping methodology.
18	How would you methodically develop a strategy of public service digitalisation for a country of your choice?
19	Please name the major eGovernment strategies in Germany since around 2000 and what are the three focal areas of the current digitalization strategy of the German Government?
20	Please explain the most important aspects of one-stop access, One-stop portals and One-Stop-Government.
21	What requirements and functionalities are needed to offer and use public services in a one-stop-shop? Please also give examples of one-stop government portals.
22	Please explain the concept of "Single Point of Contact" and give some example.
23	Please describe the main aspects of online portals in public service provisioning and what the concept "portals" mean with respect to public service provisioning. Reflect the evolution of online portals and also name some examples we have learned about in class.
24	Please explain what the concept of life events means and why it is important for One-Stop Government and online Portals? What does it serve for? Please also provide an example of life event for citizens and one for businesses.

25	Please depict and explain the mapping between external and internal view in the public service provisioning as needed in public service provisioning, and how does this overlap with the conceptual model of the European Interoperability Framework?
26	Please depict and explain the Holistic Development Approach for One-stop Government Services as introduced in class. What is the main message of this approach?
27	What does the EU service directive require legally and what does this mean for implementing online public service provisioning? What key functionality do MS countries need to provide in order to implement the directive?
28	What does the Single Digital Gateway Regulation require with regard to Portals? Please explain the main concepts required for the SDGR and give examples of how the SDGR is to be implemented European-wide and in the Member States.
29	Please define interoperability in e-government and demarcate it from other related concepts (Integration, Compatibility, Adaptability).
30	Why is interoperability needed in public service provisioning? How does interoperability contribute to realize the once only principle ?
31	Why is interoperability needed in public service provisioning? How does interoperability contribute to realize the one-stop or no-stop government concept ?
32	What is the aim of the European Interoperability Framework? What does it cover and describe? Elaborate each of the components briefly.
33	Please explain the four levels of interoperability in the European Interoperability Framework? Exemplify each level with an example of enable and artefact.
34	Please name three interoperability principles of the EIF and explain these principles along a project of your choice.
35	Please explain the main objectives and components the Interoperable Europe Act provides.
36	Please explain along the public procurement case or along one of your projects from your exercise, how the interoperability levels work and how these guide implementers in ensuring cross-border interoperability in public service provisioning.
37	What is the main role of Government Enterprise Architectures (GEA) in securing interoperability? What do such GEA serve for? Pls give also some example of GEA.
38	What is the objective of the European Interoperability Reference Architecture (EIRA) and how does it support interoperability in public service provisioning?
39	Please explain the main understanding of the Once-Only-Principle. Please take the example of child registration or education or one of your projects from the exercise to explain how the OOP ideally works.
40	Please explain the main understanding of the Once-Only-Principle. Please take the example of moving or healthcare or one of your projects from the exercise to explain how the OOP ideally works.
41	Please name enablers and barriers to realize the OOP. Select an example of your choice to explain your argumentation.
42	Please categorize enablers to realize the OOP and give examples the SCOOP4C project has studied - or select another project of your choice to exemplify the different enablers needed for successful OOP implementation.
43	Please explain the main roles different actors may take along the OOP implementation using the terminology of the Stakeholder model introduced in class and give some example of your choice.
44	What are the main benefits and value added of introducing OOP in public service provisioning? Take an example along which the benefits are explained for different stakeholders.
45	Please depict an ideal scenario of the OOP from the slides of the lecture or the SCOOP4C study or of your exercise projects and outline the main procedure and where the OOP comes in. Also highlight the main enabling building blocks that are needed to realize the scenario.
46	Please name three areas of action for leveraging the benefits of cross-border OOP implementation by policymakers, which are put forward in the SCOOP4C project and exemplify two relevant actions for each of these areas.
47	Please explain the overall concept of the TOOP federated architecture and the main roles involved in order to implement the OOP across borders.

48	Please explain how the cross-border data exchange in TOOP should work. Depict the main architecture and its components on a sheet and explain their functioning.
49	What are identifiers and how are these used in the TOOP Solution Architecture?
50	What is the aim of the Single Digital Gateway Regulation and what does it regulate? Exemplify the main requirements with building blocks of the Once-only Technical System (OOTS).
51	What are the main aspects of the single digital gateway regulation? What does SDGR aim to achieve?
52	Select an example of public service from the SDGR of your choice and describe which building blocks, application and technology components need to be provided to fulfil a public service compliant to the SDGR.
53	Give an example of procedure of public services for citizens from annex 2 of the SDGR, which need to be implemented and explain what does this mean for the member state countries? I.e.: What do they need to implement in order to provide the service legally compliant to SDGR? What level of legal binding is embodied in the SDGR?
54	Give an example of procedure of public services for businesses from annex 2 of the SDGR, which need to be implemented and explain what does this mean for the member state countries? I.e.: What do they need to implement in order to provide the service legally compliant to SDGR? What level of legal binding is embodied in the SDGR?
55	Identification through digital means is crucial in digital public service provisioning. Please explain why it is important and what regulations exist for digital identification across Europe. What regulation is it? Also explain how the European Digital Identity Wallet comes into play in public service provisioning.
56	What is the scope of the E-Government Act (eGovG) in Germany at the Federal Level? What does it regulate? To what extent does the German eGovG differ from the Austrian eGov Act?
57	What is the scope of the E-Government Act (E-GovG) in Austria and what does it regulate? To what extent does the Austrian E-GovG differ from the German eGovG at the federal level?
58	What is the scope of the German federal eGovG, i.e. where does it apply and what is the situation in the Federal States of Germany with regard to the eGovG?
59	Which other laws within the EU have a major connection to e-government implementation? Please select a project of public service provisioning from your exercise or from the class and explain, which regulations have an influence on the implementation of the project.
60	How is the eGovG in Germany diffused in the federal system? Please give insights into Federal States and what this means for public service provisioning in Germany in the federal system.
61	What is the objective of the Online Access Act in Germany and how is the implementation thereof going ?
62	What does a portal network mean and what prerequisites must be created for this?
63	What is the meaning of the one-for-all principle? Please explain the implementation with an example
63	What does the Register Modernization in Germany mean and why is it necessary?
64	What are the main focal directions introduced in the OZG amendment act (OZGÄndG) of 2024?
64	What is benchmarking and why is it relevant for e-government?
65	What benchmarking initiatives exist and what are core measures in these initiatives?
66	How is the EU benchmarking method in 2024 and what key areas are used to measure successful e-government implementations?
67	Please summarize the performances of public services and e-government success of countries in the 2024 EU benchmarking and how did countries perform since ?
68	Please explain the DESI and what are the main areas of measurement? How do countries perform in the DESI? Where is it applied?
69	What does the E-Government Monitor of Initiative D21 measure? Where is it applied and what methods are used? What are the main findings from the measure in 2023?

70	What does the E-Government Monitor of Initiative D21 measure? Where is it applied and what methods are used? What are the main findings from the measure in 2024?
71	What are the differences among the E-Government Monitor and other EU- and global benchmarkings?
72	Please explain the e-government competition in Germany? In which categories were the projects of the year 2024 evaluated? Find an example of your choice and please explain if and why the project would be worthy of an award?
73	Please depict and explain the overarching framework for e-government developments and explain the role of evaluation in this framework ? How can this framework be operationalized?