Module Introduction to E-Government
Summer term 2025
Portals as access point to e-government services

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Basic concepts and typical e-government solutions:
Portals as access point to e-government services

Agenda

❖ Portals as access point to e-government services

❖ One-stop government and multi-channel access

❖ Requirements and functionalities of portals

❖ EU Service Directive and the Point of single contact (PSC)

❖ Examples of one-stop government portals

In the Information Society …

Portals as a key component of e-government information infrastructures

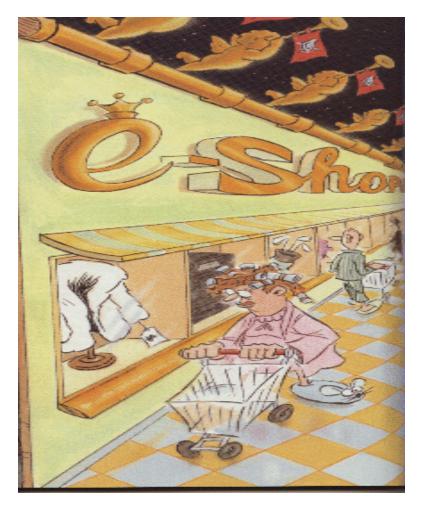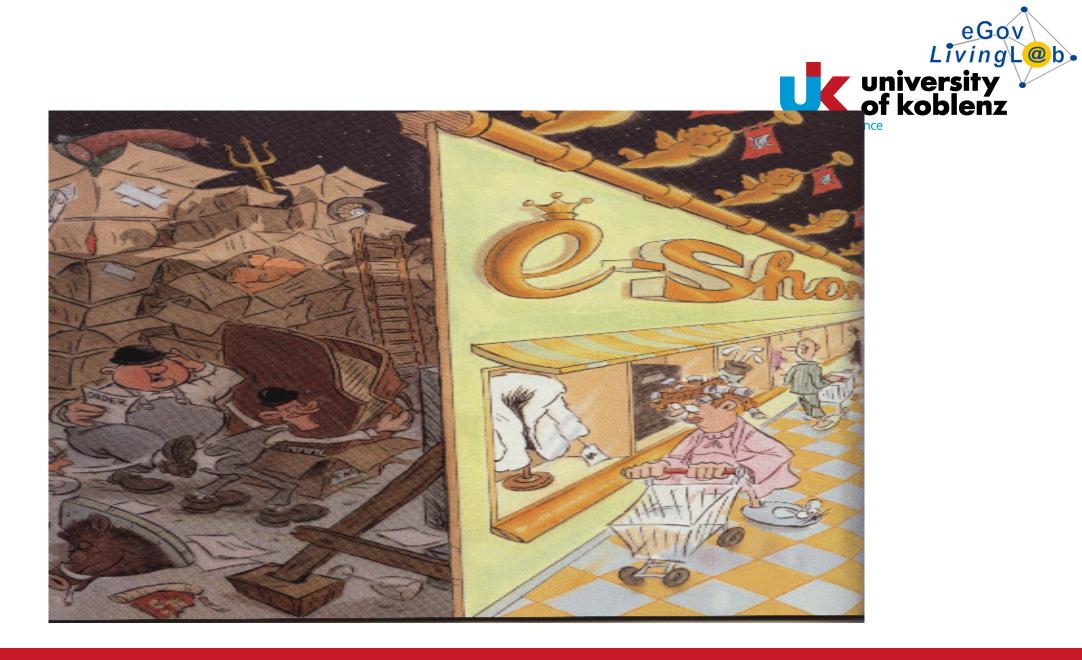# The trap ...

… obstacles of interconnectivity in current portals.

Evolution of e-government portals since about 25 years

Complexity, level of service offers, maturity ↑

Seamless Government

Comprehensive and smooth execution of public services, mobile access, standards, ubiquity, etc.

Advanced transaction portals

Online performance (incl. service delivery, one-stop government portal)

First transaction portals

Possibility of online application of services

Information portals

Information provision and forms download

Web sites
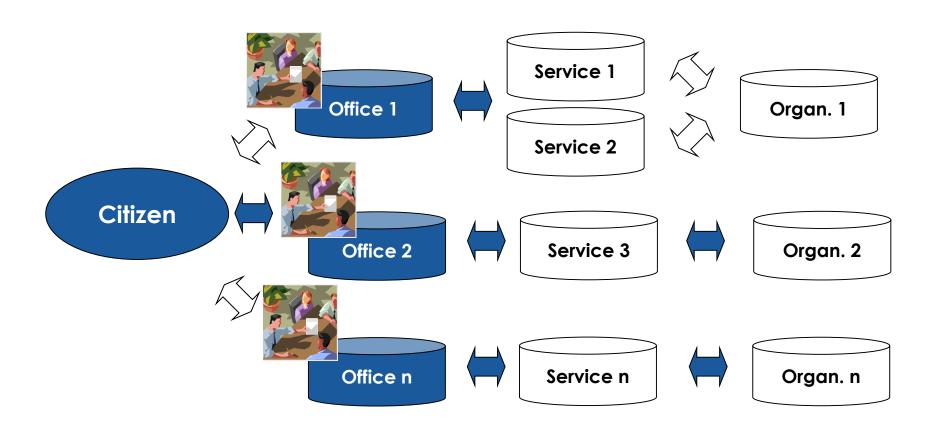
Simple web site presence of a few public authorities

(adapted from Tambouris and Wimmer, 2004)

1990 1995 2000 2005 2010 2015   **Time** →

Government services traditionally

Basic concepts and typical e-government solutions:
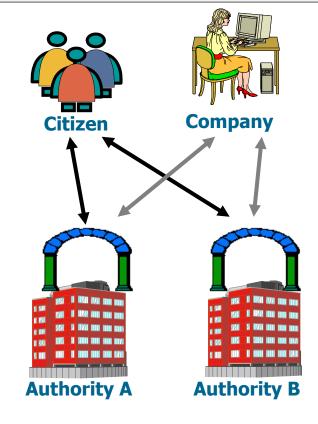# Portals as access point to e-government services

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- ❖ Portals as access point to e-government services

- ❖ One-stop government and multi-channel access

- ❖ Requirements and functionalities of portals

- ❖ EU Service Directive and the Point of single contact (PSC)
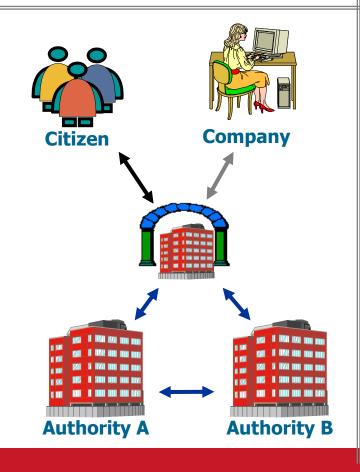
- ❖ Examples of one-stop government portals

From traditional to one-stop access

Traditional access via service counters or local portals of public administr.

One-stop access
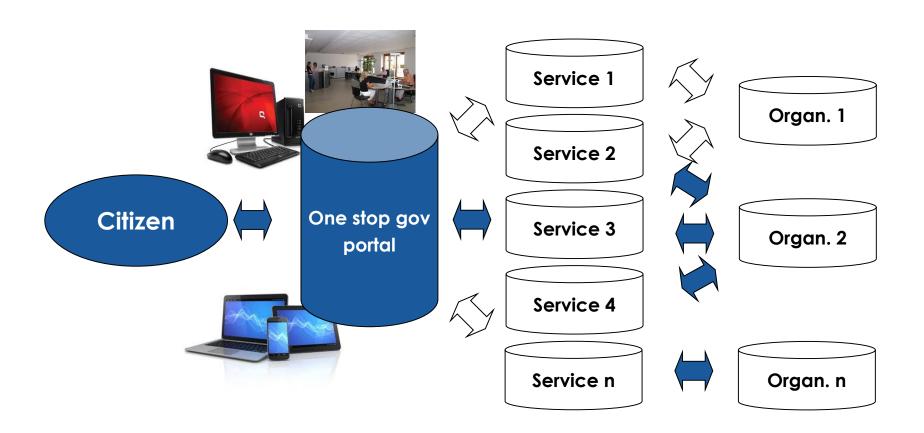
External customer of public administration

Citizen

Company

Authority A

Authority B

Portal and Front-office

Back-office

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

E-government portals, ideally one-stop portals

One-stop Government (1/2)

❖ Integration of public services from a citizen's - or customer of public services' - point of view

  ➢ Single point of access to electronic services and information offered by different public authorities
    ▪ independent of where the service production is effected
    ▪ independent of how many administrations are involved
    ▪ „customer" does not need specific knowledge about the fragmentation and production chain of the involved authorities

(Wimmer 2002, see also:
Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

One-stop Government (2/2)

❖ 24 hours access to electronic public services
   from customers' homes, libraries, schools,
   shopping malls or even on the move

❖ Multi-channel access
   ➢ physical presence at designated offices, call centres, Internet, mobile devices, satellite TV etc.

❖ Public services integrated

❖ Customers able to access services in a well-structured and well understandable manner meeting their perspectives and needs
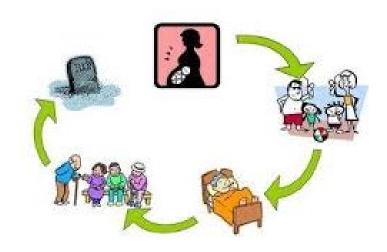
(Wimmer 2002, see also:
Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

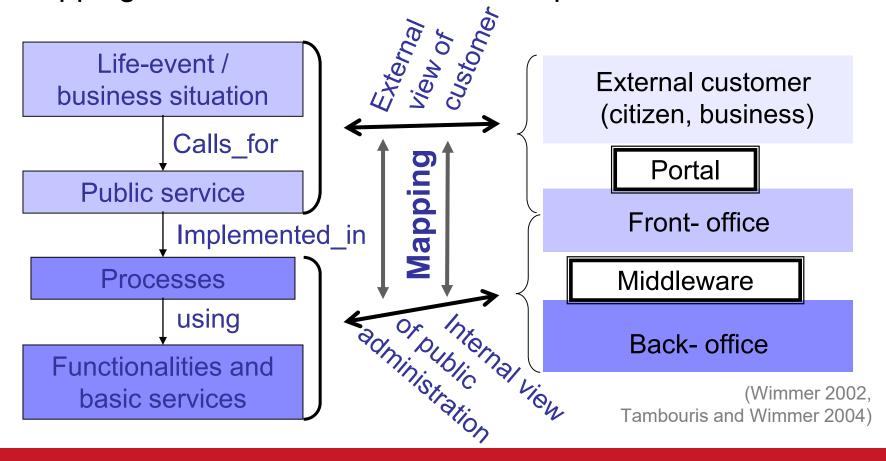# Concept of Life-events:
'from the cradle to the grave'

❖ Life events to structure content on the one-stop government portal

❖ Entry point for citizens in portals to find respective public services easily

Concept of Life-events for One-stop Government

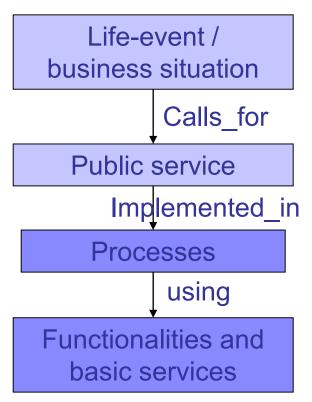Mapping external and internal view of public administrations

(Wimmer 2002, Tambouris and Wimmer 2004)

Definitions in Life-events concept

```
┌─────────────────────────┐
│   Life-event /          │
│   business situation    │
└─────────────────────────┘
            │ Calls_for
            ▼
┌─────────────────────────┐
│   Public service        │
└─────────────────────────┘
            │ Implemented_in
            ▼
┌─────────────────────────┐
│   Processes             │
└─────────────────────────┘
            │ using
            ▼
┌─────────────────────────┐
│   Functionalities and   │
│   basic services        │
└─────────────────────────┘
```

(Wimmer 2002,
Tambouris and Wimmer 2004)

Life-event: Life episodes of a citizen, where public services may become necessary: birth, school, death, etc.

Business situation: Themes or situations in businesses, where public services may become necessary: setting up a company, employment of staff, winding up a company, etc.

Public Service: Official services, where the citizen or company interacts with public administration to achieve a concrete outcome (service, product).
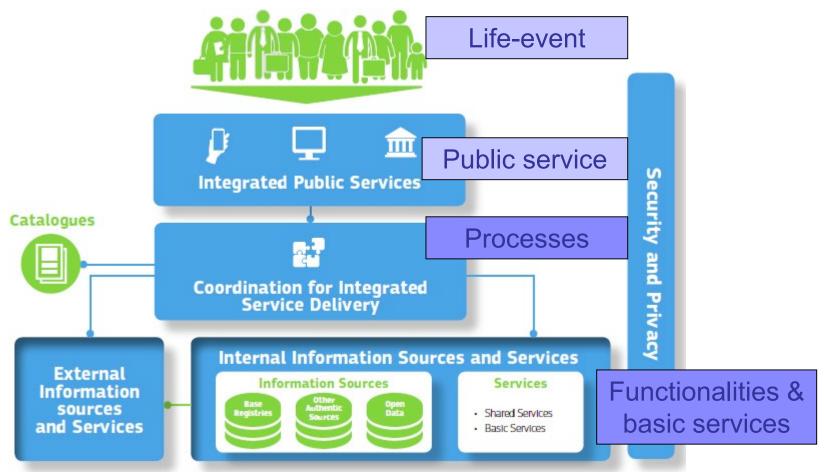
Process: individual process chains (set of interconnected activities) in government environments to produce the product or service.

Functionalities: functional units that contribute to the execution of a process
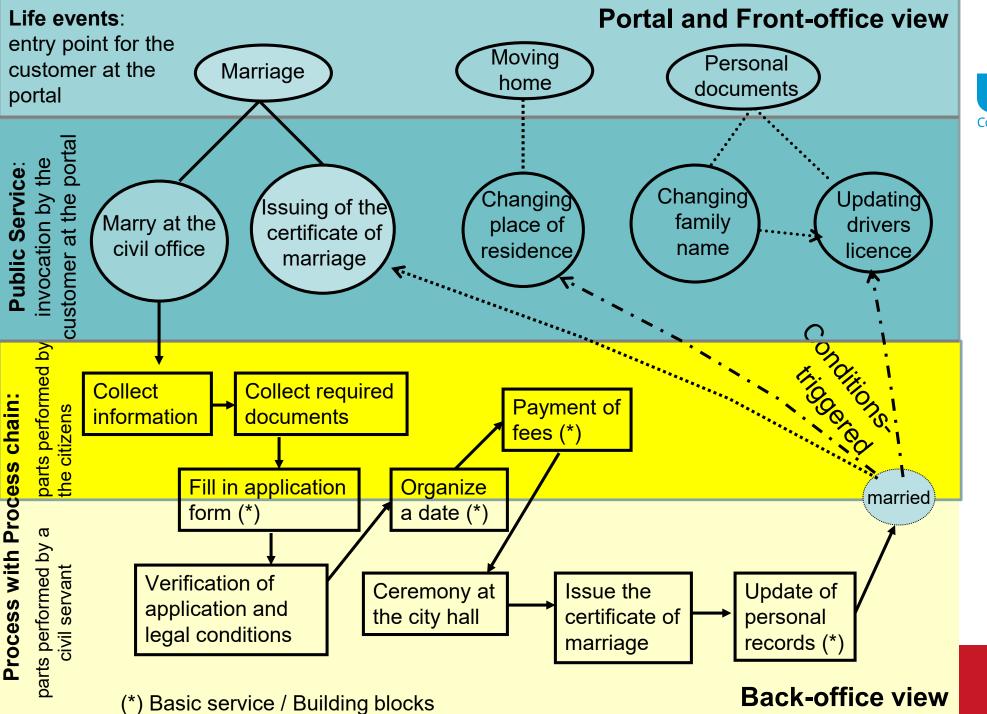
Basic services: Building blocks that provide specific functionality over the portal to serve in processes: payment module, signature module, forms module, etc.

EIF conceptual model for public services (Rep.)

Life-event

Public service

Processes

Functionalities & basic services

(European Commission (2016): European Interoperability Framework, https://ec.europa.eu/isa2/eif_en)

Portal and Front-office view

Life events: entry point for the customer at the portal

Marriage

Moving home

Personal documents

Public Service: invocation by the customer at the portal

Marry at the civil office

Issuing of the certificate of marriage

Changing place of residence

Changing family name

Updating drivers licence

Process with Process chain: parts performed by the citizens

Collect information

Collect required documents

Fill in application form (*)

Organize a date (*)

Payment of fees (*)

Conditions-triggered

married

parts performed by a civil servant

Verification of application and legal conditions

Ceremony at the city hall

Issue the certificate of marriage

Update of personal records (*)

(*) Basic service / Building blocks

Back-office view

eGov LivingL@b

university of koblenz
Computer Science

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Basic concepts and typical e-government solutions:
Portals as access point to e-government services

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❖ Requirements and functionalities of portals

❖ EU Service Directive and the Point of single contact (PSC)

❖ Examples of one-stop government portals

Requirements for online one-stop Government (1/2)

❖ Public authorities are interconnected

❖ Customer is able to access public services by a single point (portal) even if the services are provided by different public authorities or private service providers

❖ For a broad user group of citizens, private enterprises as well as other public administrations

❖ Realising more complex procedures also with highly sensible data

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

Requirements for online one-stop Government (2/2)

❖ Services to be offered in a well structured
   and well understandable manner, meeting the customers' perspectives and needs
   ➢ Services customised for different user groups
   ➢ Dynamic adaptation to regional needs

❖ Administrative procedures with online transactions etc.

❖ Customers may approach and monitor different stages within a life-event or business-event

❖ Clarification and update of underlying legal and organisational issues, laws, prescriptions etc.

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

Portal requirements

❖ Provision of basic functionalities such as identification, authentication, multilinguality, tracing of process status, etc.

❖ Guaranteeing the necessary level of security, authenticity and privacy in communication and transactions via the Internet

❖ Portal and front-office as key elements

❖ Integration of back-office, i.e. intelligent middleware

❖ Multi-channel access via different devices

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

Process requirements

❖ Adaptation of traditional processes

❖ Adaptation of internal and external change requests for public activity
  ➢ workflow, databases, Intranets etc.
  ➢ information and communication services provided
    to the citizens and customers
  ➢ transactions of goods and services via the Internet
  ➢ smooth co-ordination of internal and external public activity
    to facilitate cross-organisational & -border operations

❖ Providing customer pre-information at various stages and in various depths

(Wimmer 2002, Tambouris and Wimmer 2004,
Traunmüller and Wimmer 2005)

Supporting online public service delivery with various levels of progress

❖ Simple what-is, what-is-required and where-to-go information on the service (information)

❖ Possibility to contact people and to get further information (communication)

❖ Downloading and handing in forms for applications of public services (interaction or contracting)

❖ Handling a complete service (transaction)
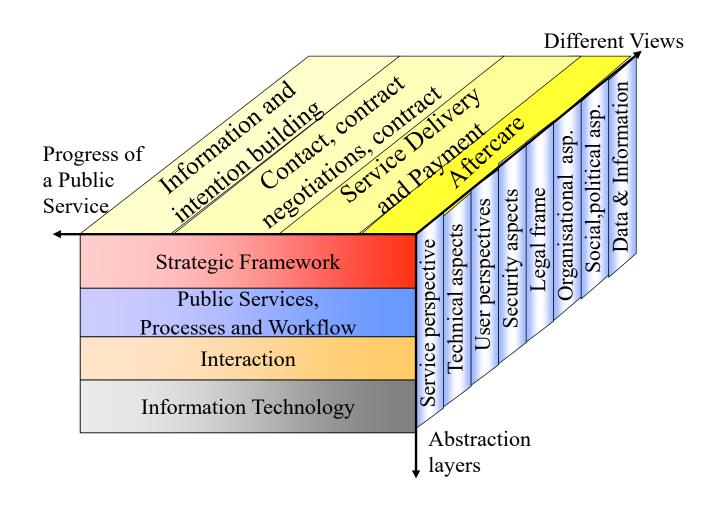
❖ Providing personalised services (personalisation)

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

Moving towards networked e-government services

❖ Citizens use many portals
- ➢ many portals provide services of participating organisations to citizens based on their access rights and presentation settings
- ➢ Citizens should have the choice to select their preferred portal as entry point

❖ Portal service infrastructure needed to interlink multiple portal service providers
- ➢ Syndication of content
- ➢ Networked service provision

(Wimmer 2002, Tambouris and Wimmer 2004, Traunmüller and Wimmer 2005)

Holistic Development Approach for One-stop Government Services

(Wimmer 2002, Wimmer 2001)

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EU Services Directive required "single point of contact"

❖ To help businesses provide services in other Member States, in line with the Services Directive, Member States have established Points of Single Contact (PSCs) – single entry points that businesses can access electronically in order to complete administrative procedures online, whether in their home country or in another EU country

❖ The PSCs provide information on the procedures and requirements for operating in that territory

❖ The development of PSCs has clear benefits for businesses

https://single-market-economy.ec.europa.eu/single-market/services/directive_en
https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32006L0123

Art. 8 of EU Service Directive

❖ "*Member States shall ensure that all procedures and formalities relating to access to a service activity and to the exercise thereof may be easily completed, at a distance and by electronic means, through the relevant point of single contact and with the relevant competent authorities.*"

Directive 2006/123/EC of 12 December 2006 on services in the internal market
http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32006L0123:EN:NOT

"Points of single contact" (PSC) across EU Member States

❖ Allow service providers to deal with and complete their administrative formalities electronically when they want to do business across Europe (cf. EU Services Directive)
  ➢ PSC also called "Single Point Of ContactS" (SPOCS)

❖ As requested by the EU Services Directive, the PSC shall provide one entry point to
  ➢ obtain all the information about the procedures needed to complete for specific services activity
  ➢ deal with all formalities needed to carry out your activities (without the need to approach various public bodies one by one)
  ➢ complete the necessary steps by electronic means

https://single-market-economy.ec.europa.eu/single-market/services/directive/points-single-contact_en

Four Facts about the PSC

1. Contact points for businesses, to be set up in each EU country
2. E-government portals accessible via the internet
3. Businesses can get clear and exhaustive information on administrative procedures and specific requirements
4. Businesses can complete the required procedures online
   - registration in commercial and professional registers
   - obtaining permits or licences
   - submitting notifications by filing requested information online
   - receiving decisions etc. online

https://single-market-economy.ec.europa.eu/single-market/services/directive/points-single-contact_en

Points of Single Contact (PSCs) are e-government portals that allow service providers to get the information they need and complete administrative procedures online. They are managed by the 'EUGO network' of national coordinators.

If you want to

- explore business opportunities or expand your services to another EU country
- set up a new business abroad
- find out about the rules and formalities that apply
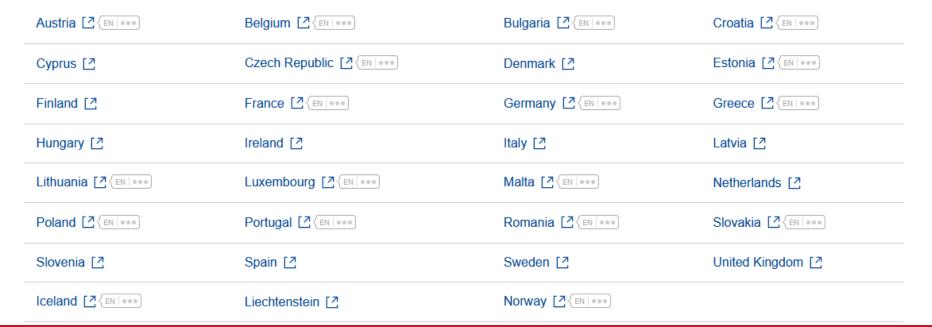- complete the administrative procedures online

Then the Points of Single Contact are for you.

Access today online via the „Your Europe" portal

Austria ↗ EN •••	Belgium ↗ EN •••	Bulgaria ↗ EN •••	Croatia ↗ EN •••
Cyprus ↗	Czech Republic ↗ EN •••	Denmark ↗	Estonia ↗ EN •••
Finland ↗	France ↗ EN •••	Germany ↗ EN •••	Greece ↗ EN •••
Hungary ↗	Ireland ↗	Italy ↗	Latvia ↗
Lithuania ↗ EN •••	Luxembourg ↗ EN •••	Malta ↗ EN •••	Netherlands ↗
Poland ↗ EN •••	Portugal ↗ EN •••	Romania ↗ EN •••	Slovakia ↗ EN •••
Slovenia ↗	Spain ↗	Sweden ↗	United Kingdom ↗
Iceland ↗ EN •••	Liechtenstein ↗	Norway ↗ EN •••	

https://single-market-economy.ec.europa.eu/single-market/services/directive/points-single-contact_en

PSCs in Germany

Point of Single Contact

❖ Central web site for overview:
https://www.bmwi.de/Redaktion/EN/Artikel/SME-Sector/points-of-single-contact.html

❖ 16 Federal States ultimately responsible for PSCs
  ➢ based on the unique situation of each individual State
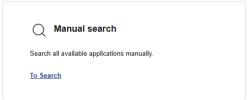 ➢ PSCs either at state, county or chamber level

SCHLESWIG-HOLSTEIN
HAMBURG
BREMEN
MECKLENBURG-VORPOMMERN
LOWER SAXONY
BERLIN
BRANDENBURG
SAXONY-ANHALT
NORTH RHINE-WESTPHALIA
SAXONY
HESSE
THURINGIA
RHINELAND-PALATINATE
SAARLAND
BAVARIA
BADEN-WÜRTTEMBERG

EAP in Northrhine-Westphalia

https://service.wirtschaft.nrw/en/

Peculiarities with PSCs in Germany

❖ Advice provided by the PSC legally binding
  ➢ accessible from distance (i.e.: via internet)

❖ PSCs additionally simplifying the administrative processes
  ➢ acting as case manager for each company's activities

❖ Services of PSCs are optional
  ➢ Direct contact to relevant authorities still possible

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❖ **Examples of one-stop government portals**

oesterreich.gv.at

http://www.help.gv.at/

**@mtshelfer online:
The Austrian one-stop government portal as one of the first one-stop government portals (Renamed into Digitales Österreich - Austria's digital Agency)**

https://www.oesterreich.gv.at/public.html

Austria's digital Agency (1)

Life events: Starting point for online public services

oesterreich.gv.at   EN   ID Austria   eAusweise   **Topics**   Services   EN ⌄

Building and living	Environment and climate	Online security, internet and new media	Receiving help and (financial) support
Care	EU and international	People from other countries	Tax and finance
Education and training	Family and partnership	People with disabilities	Transparency and participation in democracy
E-Government (modern administration)	Health	Personal documents and confirmations	Travel and leisure
Emergencies, accidents and crime	Laws and justice	Providing help	Work, career and retirement
	Mobility		

Austria's digital Agency (2)

https://www.oesterreich.gv.at/public.html

Services

New digital government agency services

You can use these services directly here on oesterreich.gv.at:

Please note: The linked pages are only available in German.

Change residence
Registration of a new residence, deregistration or change of status of the previous one

Request voting card
This service is within the application deadlines available

Request certificate
Ordering extracts from the ZPR (central civil status register), e.g. in case of loss of your birth certificate

Pregnancy & Birth
Create to-do list and apply for initial issuance of certificates for your child

Passport file
Secure deposit and automatic reminder

PDF Signature – A service of the "Digitales Amt" app
Create and verify digital signatures directly on your smartphone

PDF Signature – Services
Sign and check PDFs online

Further services

You can use these services - if you are already logged in to oesterreich.gv.at - without identifying yourself again.

Austria's digital Agency (3)

oesterreich.gv.at

Further services

You can use these services - if you are already logged in to oesterreich.gv.at - without identifying yourself again.

Please note: The linked pages are only available in German.

Formularservice	Bundesschatz.at	My inbox	Confirmation of registration
Residence registration information	Criminal record certificate	Current petitions for referendums	Gross Net Calculator (incl. Family Bonus Plus)
Justice Forms	Theft report	ZVR E-Gov-Commissioner	Commuter calculator
Birth notification / Death notification	Central weapons registry	Online appointment (BMI)	
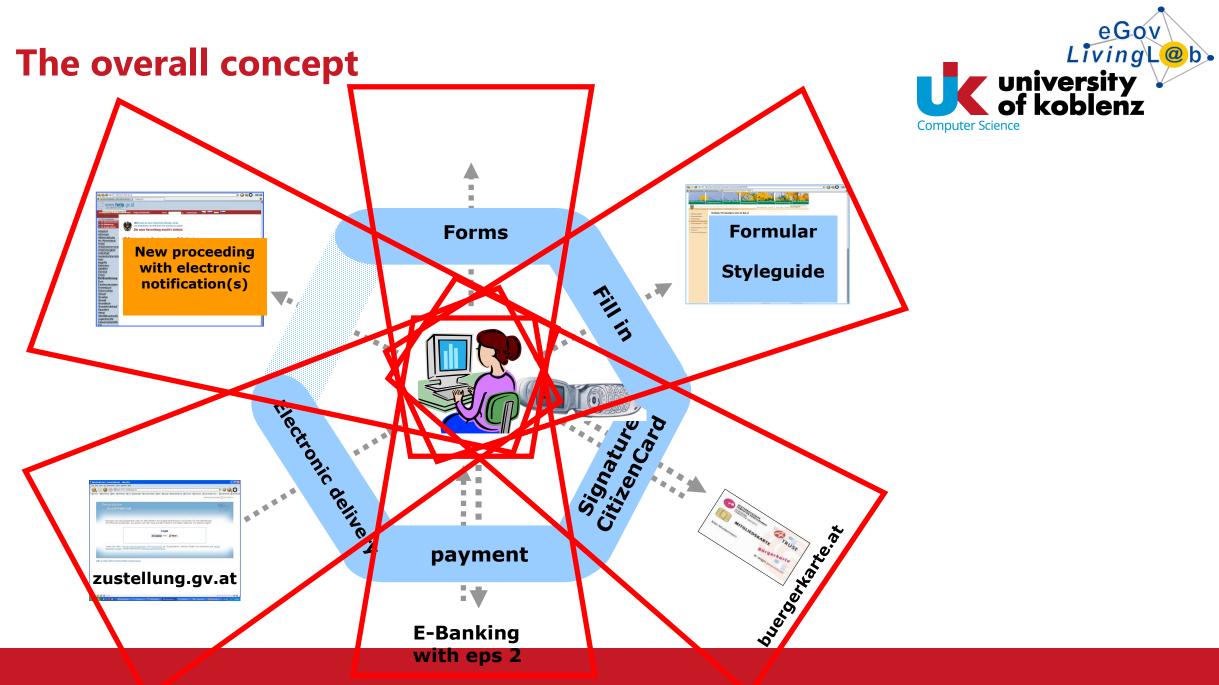
Other platforms of the administration

You can use these platforms - if you are already logged in to oesterreich.gv.at - without identifying yourself again.

Please note: The linked pages are mostly only available in German.

JustizOnline	FinanzOnline	Meine SV	Transparenzportal
Business Service Portal			

The overall concept

Forms

Formular Styleguide

New proceeding with electronic notification(s)

Fill in

Electronic delivery

Signature CitizenCard

payment

zustellung.gv.at

E-Banking with eps 2

buergerkarte.at

One-stop portal Baden-Württemberg

Service-bw.de

Life-events in service-bw

Life Event "Elterngeld benatragen" (apply for parental allowance)

https://www.service-bw.de/zufi/leistungen/1224

Apply for parental allowance

Online application

Forms and other offers

Responsible office

Prerequisite

Procedure

Deadlines

Required documents

Costs

Miscellaneous

Appeal

Apply for parental allowance

You are there for your child after the birth? To do so, you interrupt your career or do not work full-time. Replace part of your lost income with parental allowance.

Apply for basic parental allowance or parental allowance plus - or combine both. Both parents will benefit. Decide which parent wants the parental allowance for which period. State this for both parents in your application. You will receive parental allowance retroactively for the last three months of your life before your application was received.

- You receive basic parental allowance for the first 14 months of your child's life.
- You will also receive ElterngeldPlus after that.

You can apply for additional parental allowance months for children born particularly early. You also receive parental allowance if you did not work before the birth of your child. You will then receive at least 300 euros basic parental allowance per month. If you opt for Elterngeld Plus, you will receive at least 150 euros per month. In return, you will receive Elterngeld Plus for twice as long.

Online application

Antrag auf Elterngeld für Geburten/Adoptionen ab 01.09.2021 ⧉

Zu meinen zwischengespeicherten Elterngeldanträgen ⧉

Forms and other offers

→ Arbeitgeber-Bescheinigung bei nichtselbständiger Tätigkeit für Geburten und Adoptionen ab 01.09.21 (PDF) ⧉

→ Arbeitgeber-Bescheinigung bei nichtselbständiger Tätigkeit für Geburten und Adoptionen bis 31.08.21 (PDF) ⧉

Responsible office
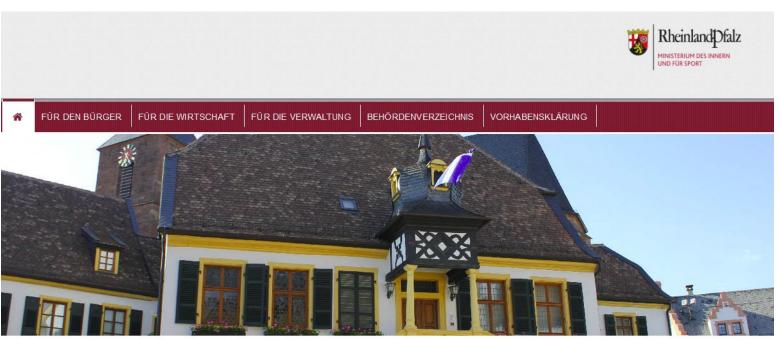
L-Bank - Familienförderung [Landeskreditbank Baden-Württemberg - Förderbank]

Street address
Schlossplatz 12
76131 Karlsruhe

Email
familienfoerderung@l-bank.de

Fax

One-stop portal Rheinland-Palatinate

https://bus.rlp.de/

Tabs with Links to most important topics

https://bus.rlp.de/

RheinlandPfalz
MINISTERIUM DES INNERN UND FÜR SPORT

FÜR BÜRGER | FÜR WIRTSCHAFT | FÜR DIE VERWALTUNG | BEHÖRDENVERZEICHNIS | VORHABENSKLÄRUNG

© Julie Sponholz / Rheinland-Pfalz Tourismus GmbH

Bürger- und Unternehmensservice Rheinland-Pfalz

Leistungen von A-Z

Wir benötigen nur zwei Informationen von Ihnen.

Wo? Für alle Auskünfte ist es wichtig, den richtigen Ort zu kennen. Bitte geben Sie in das Suchfeld einen Ortsnamen oder eine Postleitzahl ein. Wir ermitteln dann für Sie die zuständige Region.

Ihr Ort, Ortsteil oder PLZ   Weiter

Sie können sich alle Verwaltungsleistungen von A bis Z alphabetisch auflisten lassen.

Klicken Sie einfach auf den gewünschten Buchstaben:

0-9	A-B	C-D	E-F	G-H
I-J	K-L	M-N	O-P	Q-R
S-T	U-V	W-X	Y-Z	

Was? Bitte geben Sie in das Suchfeld die gesuchte Information bzw. ein Schlagwort ein.

Example: Marriage in Koblenz

↩ Heirat

Bürger- und Unternehmensservice Rheinland-Pfalz

Wo? Sie haben **Koblenz (560...)** als Ort festgelegt. (ändern löschen)

Was? Sie haben **"Heirat"** gewählt. (ändern)
Es gibt eine Leistung für Heirat

Heirat

Leistungen:

Beglaubigung von Dokumenten oder Unterschriften

Beglaubigt werden können Dokumente (Abschriften, Vervielfältigungen, Negative, elektronische Dokumente und Ausdrucke elektronischer Dokumente) sowie Unterschriften und...
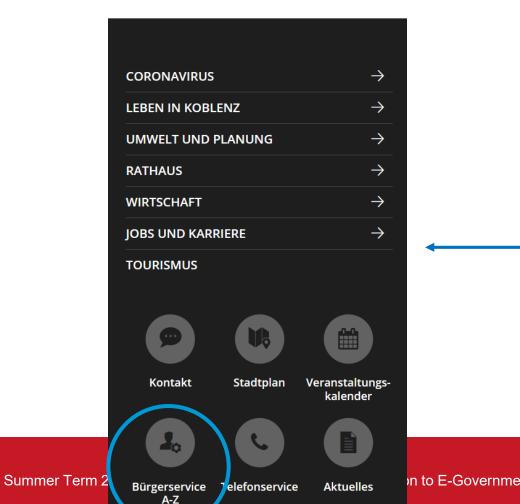
hier ansehen

https://bus.rlp.de/

Description of Service

Portal City Koblenz

https://www.koblenz.de/

KOBLENZ VERBINDET.

CORONAVIRUS →

LEBEN IN KOBLENZ →

UMWELT UND PLANUNG →

RATHAUS →

WIRTSCHAFT →

JOBS UND KARRIERE →

TOURISMUS

Kontakt

Stadtplan

Veranstaltungs-kalender

Bürgerservice A-Z

Telefonservice

Aktuelles

Eheschließung Anmeldung

Quelle: BUS Rheinland-Pfalz (Linie6PLus)

∧ | **Leistungsbeschreibung**

Bevor Sie heiraten können, müssen Sie die Eheschließung anmelden. Früher sagte man dazu auch "das Aufgebot bestellen". Die Eheschließenden sollen die beabsichtigte Eheschließung persönlich bei dem Standesamt anmelden, an dem einer der Eheschließenden seinen Wohnsitz oder gewöhnlichen Aufenthalt hat.

Zur Verfahrensbeschleunigung können Sie dem Standesamt sowohl Ihren Wunschtermin für die Eheschließung, als auch die Daten, die für die Prüfung der Ehefähigkeit erforderlich sind, bereits durch eine Voranmeldung übermitteln.

Der Ort, an dem Sie die Eheschließung anmelden, muss nicht gleichzeitig der Ort sein, an dem Ihre Ehe geschlossen werden soll. Ihre Ehe können Sie grundsätzlich in jedem Standesamt in Deutschland schließen.

Die standesamtliche Eheschließung und eine kirchliche Hochzeit sind voneinander unabhängig.

Bei der standesamtlichen Eheschließung müssen keine Trauzeugen anwesend sein. Wenn Sie dies jedoch wünschen, können Sie eine oder zwei Personen zu Trauzeugen bestimmen.

Ob Sie in der Ehe einen gemeinsamen oder getrennte Familiennamen führen wollen, kann bei der Eheschließung oder auch zu einem späteren Zeitpunkt festgelegt werden.

Spezielle Hinweise für - kreisfreie Stadt Koblenz

Stadt Koblenz - Eheschließungen

Adresse:
Willi-Hörter-Platz 1
56068 Koblenz

Öffnungszeiten:
Mo., Di., Do.: 08:30 -12:00 Uhr
Mi.: 08:30 -16:00 Uhr
Fr.: geschlossen

Terminvereinbarungen auch außerhalb der Öffnungszeiten möglich.

Weitere Daten:
Ein Formular gefunden mehr

Alle Informationen anzeigen

Stadt Koblenz - Anmeldung Eheschließung

Adresse:
Willi-Hörter-Platz 1
56068 Koblenz

WWW:
https://www.koblenz.de

Öffnungszeiten:
Mo., Di., Do.: 08:30 -12:00 Uhr
Mi.: 08:30 -16:00 Uhr
Fr.: geschlossen

Terminvereinbarungen auch außerhalb der Öffnungszeiten möglich.

Weitere Daten:
Ein Formular gefunden mehr

Alle Informationen anzeigen

EHESCHLIESSUNG ANMELDUNG

KOBLENZ VERBINDET.

Bitte beachten Sie insbesondere unsere Informationen unter:

> Leistungsbeschreibung
> Verfahrensablauf
> Welche Unterlagen werden benötigt?
> Welche Gebühren fallen an?
> Welche Fristen muss ich beachten?
> Was sollte ich noch wissen?

Leistungsbeschreibung

Bevor Sie heiraten können, müssen Sie die Eheschließung anmelden. Früher sagte man dazu auch "das Aufgebot bestellen". Die Eheschließenden sollen die beabsichtigte Eheschließung persönlich bei dem Standesamt anmelden, an dem einer der Eheschließenden seinen Wohnsitz oder gewöhnlichen Aufenthalt hat.

Zur Verfahrensbeschleunigung können Sie dem Standesamt sowohl Ihren Wunschtermin für die Eheschließung, als auch die Daten, die für die Prüfung der Ehefähigkeit erforderlich sind, bereits durch eine Voranmeldung übermitteln.

Der Ort, an dem Sie die Eheschließung anmelden, muss nicht gleichzeitig der Ort sein, an dem Ihre Ehe geschlossen werden soll. Ihre Ehe können Sie grundsätzlich in jedem Standesamt in Deutschland schließen.

Die standesamtliche Eheschließung und eine kirchliche Hochzeit sind voneinander unabhängig.

Bei der standesamtlichen Eheschließung müssen keine Trauzeugen anwesend sein. Wenn Sie dies jedoch wünschen, können Sie eine oder zwei Personen zu Trauzeugen bestimmen.

Ob Sie in der Ehe einen gemeinsamen oder getrennte Familiennamen führen wollen, kann bei der Eheschließung oder auch zu einem späteren Zeitpunkt festgelegt werden.

Spezielle Hinweise für - Stadt Koblenz

An wen muss ich mich wenden?
Spezielle Hinweise für - Stadt Koblenz
Zuständige Mitarbeiter beim Standesamt Koblenz

Eva Hermann
Standesbeamtin
Tel.: 0261/129 1779

Astrid Dawirs
Standesbeamtin
Tel.: 0261/129 1770

Annegret Waldorf
Standesbeamtin
0261/129 1780

Rainer Adamy
Standesbeamter
0261/129 1751

Zuständige Abteilungen
> Anmeldung Eheschließung
> Eheschließungen

https://www.koblenz.de/buergerservice/leistungen/RLP:entry:64816:ANLR-VLR/eheschliessung-anmeldung/

Services in alphabetical order

Bürger- und Unternehmensservice Rheinland-Pfalz

Wo? Sie haben **Koblenz** als Ort festgelegt. (ändern löschen)

Leistungen A bis Z

0-9 A-B C-D E-F G-H I-J K-L M-N O-P Q-R S-T U-V W-X Y-Z

A (349 Treffer)

- Aalbesatz melden
- Aal-Register: Aalfischer löschen
- Aal-Register: Fangtätigkeiten registrieren
- Aal-Register: Fischereifahrzeug löschen
- Aal-Register: Fischereifahrzeuge registrieren
- Abendgymnasium anmelden
- Abfall-ABC
- Abfallbehandlungsanlage genehmigen
- Abfälle Verbrennung kontinuierlich messen
- Abfälle Verbrennung einzeln messen
- Abfallentsorgernummer beantragen
- Abfallentsorgung
- Abfallentsorgung der gelben Liste Verbringung in Deutschland und Europa zustimmen
- Abfallentsorgung der grünen Liste Verbringung in Deutschland und Europa zustimmen
- Abfallentsorgung zustimmen zur Verbringung in Deutschland und Europa
- Abfallentsorgungsanlage zulassen

B (191 Treffer)

- Badegewässerqualität
- BAFöG Zusatzleistungen bewilligen
- BAföG-Darlehen zurückzahlen
- Bankverbindung
- Barrierefreiheit
- Bauaufsicht
- Bauaufsichtliche Zustimmung
- Bauaufsichtliche Zustimmung Erteilung
- Baubeginn anzeigen für genehmigungspflichtiger Luftfahrthindernisse
- Bauberatung erhalten
- Baudenkmalpflege
- Baugenehmigung: Freistellungsverfahren
- Baugenehmigung: vereinfachtes Genehmigungsverfahren
- Baugenehmigung/ Bauantrag
- Baukindergeld Bewilligung
- Baulandkataster Informationen erhalten
- Baulasten/ Baulastenverzeichnis
- Bauleitplanung

Leistungen von A-Z

Sie können sich alle Verwaltungsleistungen von A bis Z alphabetisch auflisten lassen.

Klicken Sie einfach auf den gewünschten Buchstaben:

0-9	A-B	C-D	E-F	G-H
I-J	K-L	M-N	O-P	Q-R
S-T	U-V	W-X	Y-Z	

Weitere Links

Impressum

Datenschutz

www.rlp.de

E-Bundesanzeiger

https://www.bundesanzeiger.de/

Official German Federal Gazette

https://www.bundesanzeiger.de/

❖ The official German Federal Gazette online: eBundesanzeiger
  ➢ Provided by the Federal Ministry of Justice
  ➢ Publishing the official announcements by the Federal Government

Evidenzwesen

Bundesanzeiger ↗	LexView ↗	Deutsches Vergabeportal (DTVP)
Unternehmensregister ↗	BtM Formulare und Karteikarten	European Business Register (EBR)
Transparenzregister ↗	eBilanz-Online	Gesetz zur Umsetzung der Digitalisierungsrichtlinie (DiRUG)
Legal Entity Identifier Register (LEIReg)	ESEF-Manager	Hinweisgeberportal
Bundesgesetzblatt	Europäische Plattform für Aktionärsidentifikation und -information (DPAii)	Veranstaltungsforum
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Questions & Answers

Public administration portal of the federal government to implement the online access act (OZG)

Homepage > **The Online Access Act**

Source: Tomáš Novák / Pixabay

ARTICLE

What is the Online Access Act?

https://www.onlinezugangsgesetz.de/Webs/OZG/EN/ozg/ozg-node.html

Implementation of the online access act

Motivation: Fast, convenient and easy to understand – private citizens and companies would use services offered by the public administration more often if they could access them easily on the internet from their home computer or mobile device. And businesses hope that digital administration will reduce costs and bureaucratic burdens.

The Online Access Act (Onlinezugangsgesetz – OZG) requires the federal, state and local governments to provide their services in a digital version via their own portals along with the classical formats by the end of 2022. The outline for this large-scale digital project is the OZG Implementation Catalogue, which was initially launched in 2017 with hundreds of administrative services and benefits. Due to the agile and dynamic nature of the OZG implementation, the total number of OZG services is not static and continues to increase.

The services are assessed according to their digital compatibility and their digital potential and are then grouped by category and further divided by life and business events. Arrangeing administrative services and benefits by topic offers users an easier approach compared to listing them by their affiliation to governmental agencies, which was previously the case.

https://www.onlinezugangsgesetz.de/Webs/OZG/EN/ozg/ozg-node.html

Europe-wide Single Digital Gateway

Source: BMI

https://www.onlinezugangsgesetz.de/Webs/OZG/EN/sdg/sdg-node.html
https://europa.eu/youreurope/index_en.htm

Single Digital Gateway

https://www.youtube.com/watch?v=Znkoz0-P3sc

References

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❖ Maria A. Wimmer. Integrated service modeling for online one-stop Government. EM - Electronic Markets, special issue on e-Government, Vol. 12, No. 3, 2002b, pp. 1-8

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❖ Traunmüller, Roland; Wimmer, Maria A. (2005): Online one-stop Government. In: Wirtschaftsinformatik. Bd. 47. Nr. 5. S. 383-386.

❖ Wimmer, Maria A. (2001): European Development towards Online One-stop Government: The 'eGOV' Project. In: ICEC2001 Conference.

Thank you for your attention and good success with the module!

... your questions!

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