

A stylized map of the Netherlands, colored in shades of green and blue, set against a background of a blue sky with white clouds. The map includes a compass rose in the upper left corner with the letters N, E, and W. The map is decorated with several small icons of Dutch cities and buildings. The text "Goal oriented integrated services in Dutch (local) Government" is overlaid in white. The acronym "VIAG" is written in blue on the map. The words "North Sea", "Belgium", and "Germany" are written in a cursive font near the map's edges.

**Goal oriented
integrated services
in
Dutch (local) Government**

VIAG

Germany

Belgium

A birds eye view

- **16 million+ citizens**
- **41258 sq km**
- **800.000 businesses of which 60% with fewer than 10 employees**
- **High level of (broadband) internet penetration**
- **Fragmentation of government services:**
- **Local (447 municipalities, 12 provinces, 25 water authorities)**
- **Federal/central (many independent government agencies):**
- **Low unemployment rate (5-6%)**



Local initiatives accross the Netherlands and the connection with Central Government

**Program Different Government (PAO in Dutch) launched 2004,
for two reasons:**

- Growing gap between government and citizens**
- Increased complexity of the society**

The program has 4 ambitions

- 1. The government will improve its service provision to the citizen**
- 2. The government will regulate less and differently**
- 3. Central Government will organise itself better**
- 4. Central government will reform its relations with provinces and municipalities**



Dutch social security

- **Several organizations involved in operational processes**
- **CWI (Centre for Work and Income), UWV (social security payments) and municipalities**
- **One central department but 447 local ‘governments’**
- **Municipalities are active in every silo**
- **To many people unemployed, depending on welfare**
- **Organizations forced to work together (Suwi law)**
- **Not one aim, shared goals (and penalties)**
- **Not one culture**
- **Not one set of shared processes**
- **Hardly any shared systems, lots of legacy**
- **Lots of politics**



Digital Customer Dossier

- **Customer should give information only once (Law by Jan 2008)**
- **Virtual digital customer dossier: ‘presenting information in chain context’ (different sources)**
- **Register information in database ‘owner’ (= authentic registration)**
- **‘Owner’ is responsible for the quality of the information**
- **‘Owner’ must allow and facilitate use of their information by other authorized users**



What is our Digital Customer Dossier?

- a shared virtual dossier
- based on existing databases
- used in processes regarding Work and Income (and more)
- with information of several parties (CWI, UWV, municipalities and third parties)
- of customers, and the service to the customers (and documents)
- to be used by the customer, the partners and third parties
- by different kind of functionalities, e-forms, primary applications, E-portal, prototype (Curam) ...

