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Kingdom Relations

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Dutch Digital Government Policy

results and challenges



Outline

- Introduction to the Netherlands
- Context digital government
- Policy history
- Overall results
- GDI and usage
- Open government data
- Challenges



Introduction to the Netherlands

- Population: \pm 17 mln
- Area: 41,543 km²
- Constitutional monarchy;
decentralized unitary state
- National government:
 - 11 ministries
 - Over 100 autonomous administrative authorities
- Regional government:
 - 12 provinces
 - 25 water boards
- Local government:
 - 388 municipalities





Context digital government policy

- Well developed information society
 - Rank 6 (WEF, network readiness index 2016)
 - Rank 4 (EU, Digital Economy and Society Index 2017)
 - Rank 8 (ITU, ICT development index 2016)
- Government to be responsive to technological developments and their adaption in society.





Policy history

- 20 years (as of 1998)
- User centric approach: less administrative burdens, no wrong door, once only
- Infrastructure approach : User centric approach requires common infrastructure, e.g. authentication , base registries
- Policy alternating from broader modernisation programmes and specific e-government programmes (e.g. NUP , digital government 2017).
- High level study group prepared advice for new government





Overall results

- Infrastructure largely implemented and used, enabling service providers to improve their services (e.g. prefilled forms)
- Intergovernmental governance in place for the management and further development
- An agency for the management of the infrastructure services: Logius
- Improved services and large use of digital services of national agencies already a reality
- Culture of re-use of data





Common infrastructure (GDI)

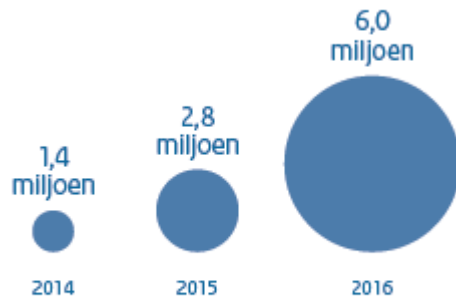
- Service delivery
 - Portals: overheid.nl, ondernemersplein.nl and catalogue of services
 - Personalised environments: mijn.overheid.nl, secure messagebox, 'ondernemingsdossier'
 - Standardised messages: e-invoicing, Standard Business Reporting.
- Authentication
 - DigiD (for citizens)
 - eHerkenning (standard for business)

The screenshot shows the homepage of overheid.nl. The header includes the site name, navigation links (Home, Particulieren, Ondernemers, Overheidsinformatie), and utility links (Over deze site, Contact, English, Help, Sitemap, Zoeken). A search bar is located in the top right corner. The main content area is divided into several sections: 'Producten' (Products, services and contact information), 'Bij u in de buurt' (Near you) with a map of the Netherlands and a search for local information, 'mijnOverheid' (myOverheid) for personalized services, and 'Overheidsinformatie' (Government information) for policy and legislation. A central navigation menu lists 'Particulieren', 'Ondernemers', and 'Direct naar' (Direct to) with various sub-links. A 'Blijf op de hoogte!' (Stay up to date!) box offers email newsletters. The footer contains accessibility and service quality information.

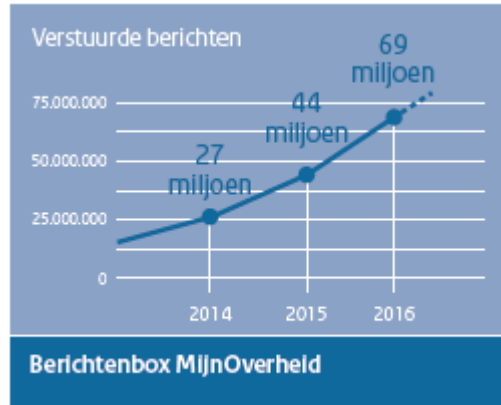




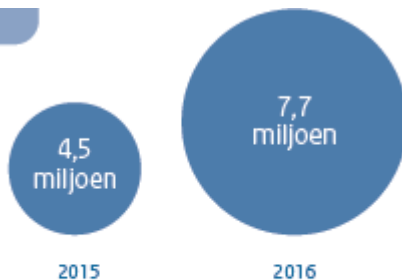
Usage GDI building blocks



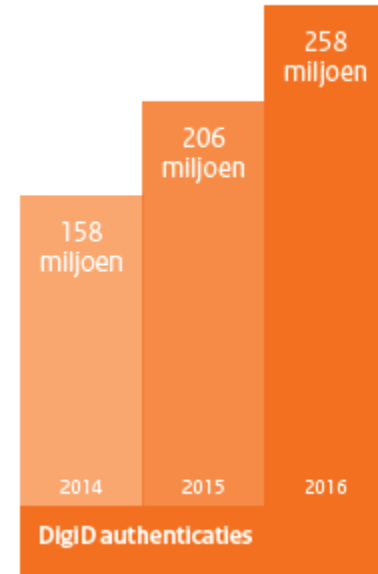
Accounts MijnOverheid



Berichtenbox MijnOverheid



Raadplegingen persoonlijke gegevens
MijnOverheid

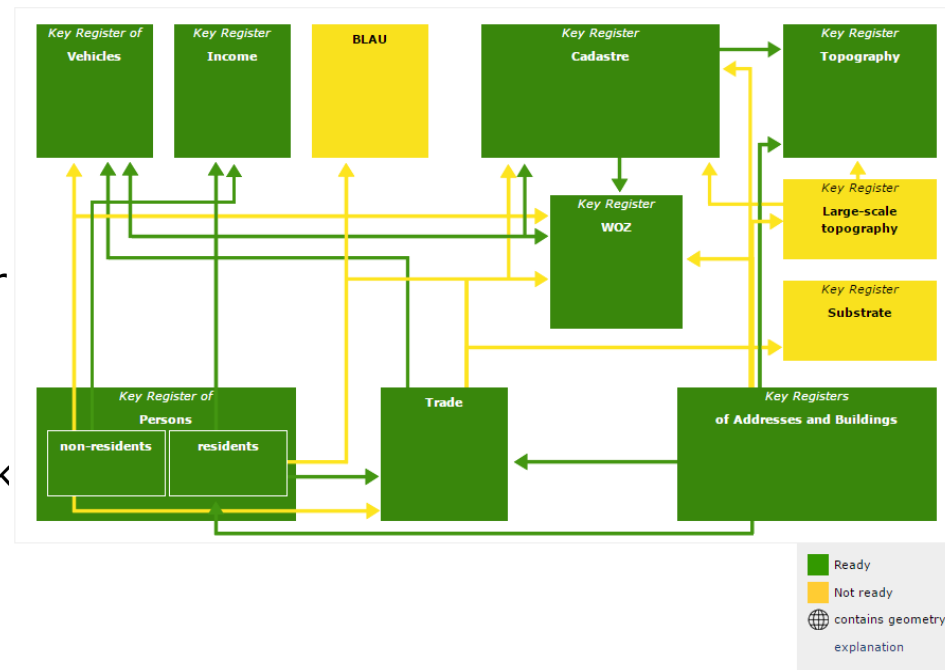


DigiD authenticaties



Common infrastructure (GDI)

- Data
 - System of Base Registries
 - 12 registries/12 requirements
 - Standards/services for data exchange ('digikoppeling', 'digilevering', 'digimelding')
 - Catalogue of data
 - Facility for the Citizen Service Number management
- Interconnectivity
 - Networks and standards: 'diginetwerk' 'digipoort'
 - Certification/PKI overhead scheme
 - Open standards list
 - Reference architecture NORA





Usage base registers

Base Registry	connected organisations	Number of messages	Δ 2015
Registry of Persons (BRP)	100%*	337 mln messages	+5%
Vehicle Registry (BRV)	100%	4,4 bln consultations, messages and file transfers	+16%
Business Registry (HR)	100%	1,8 mln messages (digilevering)	-26%
Land Registry - Cadastre (BRK)	642	2,5 mln information products, 106 mln objects, 31 mln parcels	+31% -5% 0
Registry of Addresses and Buildings (BAG)	1417 registered users of national BAG gateway (666 gov)	661 active subscriptions, 1265 single deliveries, 997 mln consultations through PDOK.	+12 % -13% +232%
Topography Registry (BRT)	Fully open data	2,1 bln consultations through PDOK	+156%
Income Registry (BRI)	4	128,8 mln signals	+331%
Registry of Valuation of Immovable Property (WOZ)	207 gov use national gateway WOZ	8,7 mln WOZ decisions (of which 50% in gateway)	+1%
Registry Large Scale Topography (BGT)	319 (source owners)	100 mln views and downloads through PDOK	+800%



Open government data

- Open by default
- 11,446 data sets available
- 3 main sources:
 - data.overheid.nl
 - CBS (Statistics)
 - National Georegister
- 2,8 mln visits Q1 2017
- Most consulted data sets
 - Buildings and addresses
 - Vehicles
 - Water management
 - childcare





Challenges

- Sustainability and further development GDI
- User centricity
- Broadening re-use of data
- Increasing public value
- Personal data management
- Ethics and datafication





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<http://www.digitaleoverheid.nl>

<http://www.government.nl>