Dutch Digital Government Policy
results and challenges

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Outline

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

- Population: ± 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](http://overheid.nl), [ondernemersplein.nl](http://ondernemersplein.nl) and catalogue of services
  - Personalised environments: [mijn.overheid.nl](http://mijn.overheid.nl), secure messagebox, ‘ondernemingsdossier’

- **Authentication**
  - DigiD (for citizens)
  - eHerkenning (standard for business)
Usage GDI building blocks

Accounts MijnOverheid

- 2014: 1.4 miljoen
- 2015: 2.8 miljoen
- 2016: 6.0 miljoen

Berichtenbox MijnOverheid

- 2014: 27 miljoen
- 2015: 44 miljoen
- 2016: 69 miljoen

Raadplegingen persoonlijke gegevens MijnOverheid

- 2015: 4.5 miljoen
- 2016: 7.7 miljoen

DigiD authenticaties

- 2014: 158 miljoen
- 2015: 206 miljoen
- 2016: 258 miljoen
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 overheid scheme
  - Open standards list
  - Reference architecture NORA
## Usage base registers

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