

Benefits

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- Improvement of quality of public services for citizens and business
- Achievement of more openness and accessibility of local government processes
- Integration of the SEE Municipalities in the networks of EU Municipalities

Calendar of Events 2003

Pilot implementation and demonstration

February 2003

City of Skopje: e-Municipality
(back office applications)

March 2003

City of Sofia: e-Services
(front office applications)

April 2003

City of Sofia: Public Internet Access Point

Dissemination Workshops in June and July in

- Sofia
- Skopje
- Valladolid
- Rijeka
- Further Cities will be scheduled

Final Workshop

- Sofia, 23. - 24. October 2003

Partner

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- Fraunhofer Institute Secure Telecooperation SIT, research area IBE, Germany (Project Coordinator)
- ARS NOVA, Spain
- Elisa Consult Co., Bulgaria (Project Office)
- Geographical Information Systems International Group - GISIG, Italy
- Informatics and Telematics Institute CERTH/ITI, Greece
- Projects For South East Europe PE UGI, Bulgaria
- VirTech Ltd., Bulgaria
- Zuendel & Partner Unternehmensberatung GmbH, Germany
- City of Bonn, Germany
- City of Rijeka, Croatia
- City of Skopje, FYRo Macedonia
- City of Sofia, Bulgaria
- Municipality Valladolid, Spain

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E-MUNIS

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Electronic Municipal Information Service

Best Practice Transfer and Improvement Project for
Municipalities in the European Union and in South
East Europe

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The project is funded by the European
Commission within the IST Programme

Project Duration: November 2001 until October 2003



Problem

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Everywhere citizens are affected very much by the quality of public services

- They have to go in person to the municipality during restricted opening times.
- They have to wait in long queues in front of the busy administration office.
- They waste time and nerves.
- The administrative services procedure takes a lot of time.
- The municipal administration is not transparent (only 1% of South-East European Municipalities have a website).
- Characteristics of public administration: Enormous amount of paper work, procedural formalities and inefficient document flow



Solution

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Project Objective

E-MuniS adapts the best practices of EU municipalities' IT applications for administrative work and services to citizens, and transfers these practices to South-East European (SEE) municipalities in order to:

- facilitate the work of the municipal employees, and
- make citizens' life easier

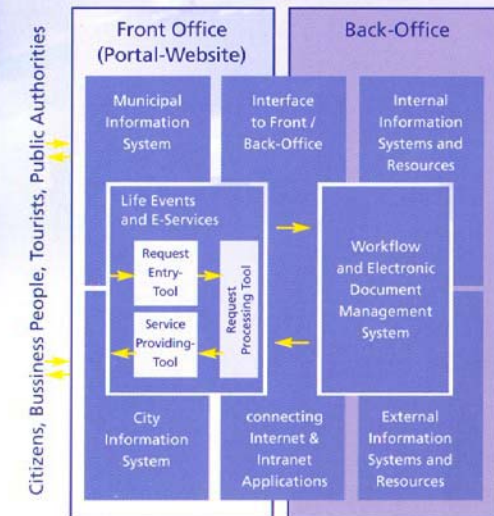
Project Scope

- study and analysis of the EU best practice and SEE Municipal IT Infrastructure
- transfer, adaptation and pilot development of software applications for the e-municipality office and for e-services to citizens
- dissemination and exploitation of the project outcomes



Outcomes

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The E-Munis Information, Communication and Transaction System-Architecture

Front Office Applications prototypes for one-stop-shop local e-government

- Municipal and City Web-Sites (City Portal)
- e-Services
- Public Internet Access Points

Back Office Application Prototypes

- Electronic Document Management System
- Mayor's Office Information Network
- Interface to municipal and external Information Resources

Toolset prototypes for Application Development