

Interview eWBS – Geomatics – Banque carrefour d'échange de données

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eWBS : common to the “Fédération Wallonie-Bruxelles” and to the Walloon Region that focuses on ministries and OIPs.

Contact with other stakeholders

General remark : very hard in Belgium to have coordination among structures. Leadership is easier for them to handle in Wallonia where they are assigned to the “Fédération Wallonie Bruxelles” and the Walloon Region but it is harder when they deal with Brussels (too many signatures to have from the ministers, too much time to write specifications and risk that the software is in the end obsolete after the discussions). They also state that Digital Wallonia seems to take the lead in Belgium. They more and more consider that the citizens go to their region when they want to deal with government.

It is easier to have “soft” integration thanks to, for example, a “catalogue des démarches” developed by eWBS that can be integrated within any portal.

- With the European Commission

- Via permanent representation: there is information that is coming to them but no regular contacts (reason: trade off between operational functioning and the need for a more all-encompassing strategy/vision on the higher level – a recurrent element however).
- European Interoperability Framework : they partly follow this framework for signatures and for protection of personal data

- With the federal level

- Geomatic department: Cooperation through strategic committee of INSPIRE (that follows common ISO norms for metadata)
- BCED : Cooperation mostly with the BCSS but also with the Federal Service Bus. Also contact with the regional service integrator of brussels (FIDUS). There are mostly cooperation agreements and information exchange (re-use of the eID in order not to reinvent the wheel)
- At strategic level: lack of a common vision. The ICEG platform exists but is not active since 6 months (and anyway was more an information platform than a collaboration one). The FPS Economy stimulates internal discussions (e.g. on the Digital Agenda, but this is much broader than eGov). Very often there are also contact with their Flemish counter partners, but no real cooperation.
- They were not included in the discussions about the Digital Transformation Office or the G-Cloud and find this a step in the wrong direction.
- They really want to be involved with FEDICT to co-manage some services that they offer. They regret but understand the reflex from the federal that does not include all stakeholders in the reflection.

- With the local communities

- eWBS does not interact with the local communities but tries that their actions are coordinated with actors such as iMio or CIVADIS so that their offering in services are aligned.
- For the exchange of data: they should interact with the local communities in the future but this project is set aside for now.

Vision on e-services and geodata

Location based data are more and more important. They work in collaboration with their IT department (DTIC) so that an interface layer (with cartographic information) is included in their online services. They also work on a geo-referential with data with an unique reference in order to interact with databases.

Open Data

There is a reflex anti Open Data in administrations because it means that there are more procedures. If data goes out of the administrations, it means it is de-facto an authentic source of data. The problem is that the potential users of these data don't often check the metadata (on which eWBS reused the French standard) that states the update rate and the quality of the data.

User Oriented Approach

They use the company ACEMIS (<http://www.acemis.fr/>) that makes studies about user experiences. The administrations can order studies from this company.

eWBS mainly focuses on functional requirements for now but usability will definitely be a strong focus in the years to come.

The challenge of "Public IT" is to combine stability and agility. The civil servants must understand some agility/autonomy as long as it relies on steady standards. However, this architectural view is not shared among all levels in Belgium (Brussels has a traditional vertical approach whereas Wallonia applies a Service-Oriented Architecture)

Specific projects of the eWBS "My personal space"

The intelligent forms work very well, especially when they have a geospatial component, because the cadastral information (for instance) is better represented and easier to click on.

This video is out since 2013 but will have significant results before the future elections (especially for fiscal procedures). There are two main challenges that prevents this vision from happening : the IT maturity of the civil servants (IT is a domain that evolves very fast whereas administrations are slower. Few local communities handle their own IT and are too much focused on day-to-day operations to reflect on IT usage) and the alignment between stakeholders.

For example, for the projet "ICAR", eWBS had to go into each communities to show that their application was working. Furthermore, they were forced to integrate their web-services with the ones of iMio and CIVADIS. They also offer API's of geo-viewer in reuse (with ESRI licences).

The vision of « communities independance » is not shared in Flanders where the decrets forced them to cooperate (ex: the 'Centraal Referentieadressenbestand' CRAB)

Main accomplishments

- Catalogue des démarches that allows public management to become user oriented
- Intelligent Forms
- Personal Space based on strong identification (via the eID)
- An application that allows to access several authentic sources (for example cadaster of non-marketable employment)
- 370 projects of handling of data → They gain administrative costs (that must not be supported by the administration or the user).