



CIDRE **Citizen-Friendly Trans-European mGovernment Services**

CIDRE aims at introducing "mobile citizen services" - already existing in several regions of Germany - in the trans-European market. Mobile citizen services may be provided at locations like neighbourhood centres, libraries, hospitals or shopping malls by civil servants, using mobile equipment with wireless networks. Taking into consideration local conditions and requirements, pilot trials with mobile equipment will be carried out in various test regions in Sweden, Estonia, and the Netherlands.

Citizen services are usually offered at stationary offices. Citizens have to go to the town hall or the local municipality to apply for individual documents and services that are exclusively offered by public administrations. Stationary offices imply long waiting times for citizens and are often hardly accessible for some groups of citizens (e.g. elderly, disabled, and people from rural areas). Due to the business hours of the civil office they are often citizen-unfriendly, especially for working people.

With "mobile citizen services" CIDRE provides a service to the public, which respects individual circumstances and prevents "digital exclusion", while access barriers to public services will be reduced. Civil servants provide so-called "Mobile Citizen Offices" at locations like neighbourhood centres, libraries, hospitals or shopping malls equipped with a mobile terminal system. At these locations the civil servant offers entirely the same range of services; from information and consulting to recording applications, payments as well as handing out documents. The mobile case of the civil servant is based on wireless connections and consists of a notebook, mobile printer and scanner, smartcard reader, electronic cash terminal and a desktop box with components like hubs, converters and power supplies.

CIDRE is based on the „Mobile Citizen Services“, initiated in Berlin and later implemented in Cologne and Bremen. CIDRE aims at validating and rolling-out the existing prototype for mobile citizen services in the trans-European market. The project's objectives are the following:

- accomplishing a market validation of mobile citizen services
- reaching lower access barriers to public services for citizens
- reducing the administrative burden
- leading to a more "citizen-friendly" public administration
- developing a business plan for the trans-European roll-out of the service
- preparing protection profiles for parts of the mobile system for certification

Within CIDRE, a market validation with field trials will be accomplished in the Swedish regions Örnköldsvik, Solleftea and Ragunda, the Estonian regions Tartu and Rakvere as well as in the Dutch region Aa en Hunze to test mobile citizen services. It will be evaluated, whether citizen services (in general) and what kind of citizen services can be offered mobile in these countries. A business plan will be developed for the possible trans-European roll-out of the service. If verified, a new company could be established to roll-out the service by acquiring customers in form of local authorities and administrations, consulting and training the civil servants.

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