



Kuntaliitto
Kommunförbundet

**Interoperability and cost-effectiveness
of public services**

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Local and Regional Finland

Restructuring local government and the provision of welfare services

Finnish local government today

Local level

Regional level

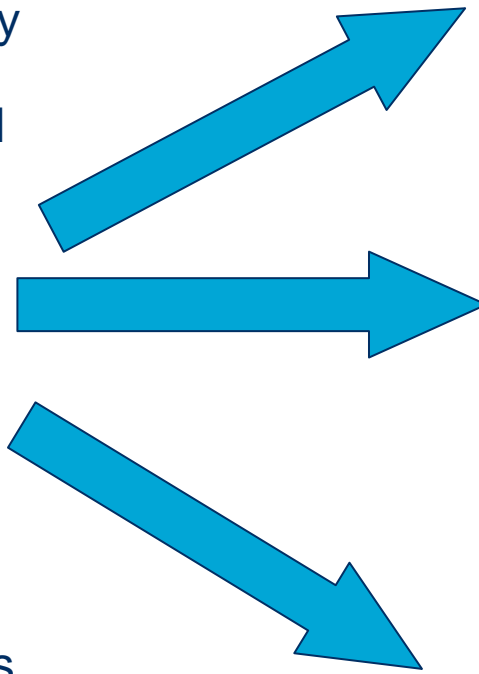
432 municipalities

350 joint municipal boards
(Regional councils, hospital districts, vocational education etc)

Problems:

- Aging
- Old-fashioned responsibilities
- Unequal availability of services
- Effectiveness
- Unused possibilities of ICT

Alternatives



20 regional municipalities

+ "432" communities

30-40 welfare service districts

+ less municipalities
+ less regional level

200 municipalities

+ less regional level

ICT and the new structure of local government and service provision

- The role of ICT in the provision of welfare services is already today crucial
- Because of lacking interoperability extra ICT investments costs needed for
 - Regional municipality model 1-1.5 billion euro
 - Welfare service district model 0.5-1 billion euro
 - Strong municipality model ?
- But what you get is organisation-oriented ICT instead of organisation-oriented ICT?
- How to get a public ICT that is not bound with structures and policies?

Elements of structure-free public ICT

- Customer should be the owner of his/her personal information and should have the right to decide what combination of this information is used in a certain single service situation (from all to nothing)
- Joint national information systems
- Integration of the public service policy and ICT development policies, including the political coordination
- Integration of self-service ICT and desk-service ICT

Joint national public information services

- Current services
 - Base registers; population, building, real estate and business registers
 - Road information system, G2G data transfer, environmental permissions, electronic receipt, agricultural supports etc
- Under construction
 - National customer relation management in the social and health care, including the private sector
 - Electronic archive(s)
 - Electronic procurement and invoice
 - Identification
 - Internet-payments handling

Benefits of joint services

- Are there any other ways to make 1.000 independent organisations interoperable?
- Public ICT costs reduce from 1,5 billion euro to 1 billion euro
- Less overlapping work
- Freedom and flexibility in the service provision
- One-stop-shops based on the customer's needs
- Better possibilities to make innovative solutions on the local level
- More equal service provision
 - Joint basic e-government services
 - Other tools for small municipalities

Problems of joint service

- Difficulty of co-operation
- No culture, no experience, no structures
- Existing red tapes, safeguarded by the constitution
- No joint funding tools, not even in the state budget
- No national level profit responsibility in the public government