

**HOW TO MEASURE THE QUALITY OF DIGITAL GOVERNMENT IN AN
INNOVATIVE WAY?**

ABOUT IVPK

By implementing innovative IT solutions, the Information Society Development Committee (IVPK) seeks to increase the speed of data exchange in the state by implementing horizontal platforms and establishing procedures. One of these platforms is "E-government gateway" www.epaslaugos.lt portal, which helps to increase efficiency, effectiveness, convenience, accessibility and usability of electronic public and administrative services.

CURRENT SITUATION

- Statistical information on electronic public and administrative services (e-services) is stored in separate databases/forms;
- There are no automated methods used for the collection, storage, analysis and visual presentation of statistical information about e-services (i.e. quantitative and qualitative indicators);
- There is no system for measuring e-service quality and efficiency (in terms of costs / benefits);
- While creating e-service, project promoters often limit themselves to their goals and needs without delving into a general e-service context. Therefore, information on existing and related e-services is insufficiently taken into account. As a result, similar services emerge and this affects the usability of e-services.

WHY IS THIS A PROBLEM

- The above factors affect the quality of e-services. E-services are fragmented and not customised.
- There is a lack of clarity in evaluation methods, we lack quantitative and qualitative e-service evaluation criteria model (blueprint). After evaluating the collected data, we could decide at what stage of the life cycle is currently provided service. The model would help to identify how and which services need to be improved, which services need to be repealed or new ones developed, all based on user feedback and user experience and the data collected and processed.
- Statistical information on e-services is recorded in separate forms and published in activity reports. There is no centralized data. Only a small part of the data is displayed.
- We do not have the possibility to automatically obtain data on the services provided by the public sector, therefore it is impossible to analyse either quantitative or qualitative parameters.

There are about 600 e-services published in E-government portal. The integration of two systems is currently being planned - the Public and Administrative Services Monitoring and Analysis Information System (PASIS) and the State Information Resources Interoperability Platform (VIISP).

SOLUTION

In order to improve the quality of e-services, shorten the time of service provision and reduce the costs, there is a need to develop an innovative digital analytical model (methodology) and tools to automate e-services delivery monitoring. In the current situation, an analysis is performed manually. We hope to receive suggestions on how to use the current system to collect data on the services provided.

The solution should contain:

- Good practice of foreign countries used in the analysis of e-services;
- The current generic process of providing the e-service, depicted in the diagrams, including possible innovative scenarios (according to the ongoing IVPK projects);
- Proposed blueprints and methodology;
- The automated process of data collection, storage, transmission, analysis and display;
- E-service usability analysis model, indicators (quantitative and qualitative) – what data needs to be collected, how to analyse and evaluate it and make appropriate decisions, taking into account the service's life cycle;
- Proposed visual display of e-services statistical information for users, e-services reports must be presented in various sections.

The solution must not require complicated maintenance, be convenient and easy to administer.

SUITABILITY OF THE SOLUTION

The new solution will contribute to the implementation of the state information society development policy and the promotion of the use of digital services:

- Encouraging the institutional digitization processes related to the development, provision and modernization of e-services;
- Faster service delivery process (user receives e-service in the shortest possible time);
- Dissemination of statistical information on the provided e-services will contribute to initiative of opening data;
- Transparency and accountability of the public sector;
- Positive change in the quality of public sector services;
- E-services will become more convenient and more adapted to the needs of the users, there will be increased motivation to use these services.

ADDITIONAL INFORMATION

Examples of foreign countries:

- [GOV.UK Performance](#)
- [Web Analytics italia](#)

Legislation:

- Methodology for assessing the quality of electronic services, approved by the Minister of Transport and Communications of the Republic of Lithuania on 7th of October 2015 by order no. 3-416 (1.5 E) "On Approval of Methodological Documents".