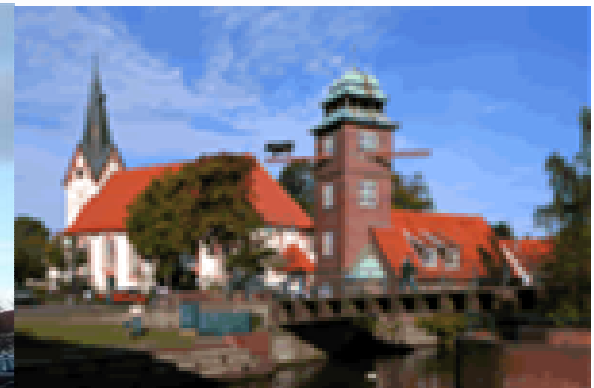


City of Osterholz-Scharmbeck Germany



Location



- State Lower Saxony, Germany
- Area 147 km² (56.8 sq mi)
- Population 32.588



WP3 – Customer Services and Service Platform

- Build up a completely new system to inbound new services
- Identify new workgroups with members from the administration and from citizens side
- Implementation of a process mapping tool
- Development of a new city portal

Targets for Osterholz

- Development and conversion of a new city portal
- Development of new services of the city administration on the portal
- Improvement of the own processes in connection with new services
- Identification of public-friendliness by High Tech e.g. a video consulting hour with the mayor
- Implementation of Geocoded systems and maybe a set up of the whole portal as GI System

How we want to reach these targets?

- Working groups with SMEs, citizens, elderly people, children etc. about city development
- Future working groups with new staff members on the city portal
- Reorganization of the processes regarding to a city portal e.g. citizen office
- Integration of local partners

- Production of target-group-specific questionnaires, distribution and analysis by students
- Breakdown of needs of citizens, SMEs and stakeholders
- Production of a first multi-conception of levels for the conversion
- Examination of the feasibility of individual measures and detailing
- Introduction from mechanisms to the permanent evaluation (in multiyear cycles)
- Build up a new methodology for involvement
- Build up a study defining the target groups and how to get them involved in developing e-services

- The first target-group-specific questionnaires are produced – divided into the sectors SMEs, citizen, elderly people and administration
- Implementation of a Smart Cities Project Office in the city hall
- Discussions between students and the mayor
- Activation of students and contentwise concept work

