

Annex E: Policy statement of the Flemish Government 2009-14 – Administrative Affairs

Working on a Flemish public administration which combines efficiency and effectiveness with a well-performing and high-quality service is more than ever a priority. This poses a huge challenge for the horizontal policy areas, and most certainly for the administrative affairs policy area.

I intend to shape my policy on the basis of 10 strategic objectives. A number of key concepts serve as connecting threads throughout this policy: efficiency and effectiveness, market economy reflexes, quality work, good governance and value-driven management, co-operation and openness, sustainability, burden reduction, optimal implementation of Flemish competences and an approach which extends beyond policy areas and levels of government.

With ICT and e-Government towards integrated solutions

Through the ICT and e-Government policy I wish to give the Flemish administration and local authorities the support they need to develop into vigorous organisations. My goal is to offer joint ICT services that guarantee efficiency, high-quality performance, integrated work methods, reliability and sustainability. The development of ICT reference architecture for each of the authorities in Flanders and the use of authentic sources should contribute to substantial burden reductions. This will allow other policy areas and local authorities to better focus on their core tasks.

Towards customer-oriented policy support instruments for administrative simplification, high-quality regulation, and process and information management

I will continue to focus fully on administrative simplification with a view to actually reducing burdens for citizens, companies, organisations and administrations. Also, when new regulations are drawn up, the impact thereof must be monitored. To this end the regulatory impact assessment (RIA) will be transformed into a more pragmatic and effective instrument and European regulations will be proactively monitored.

Our goal will be to optimise cross-entity processes from the customer's perspective. Appropriate measures in this respect may be to reduce the number of levels of government involved to a maximum of two as well as to create a one-stop shop within the framework of the European Services Directive.

The efficiency of an authority stands or falls with the management and quality of its information. I intend to organise information sources and flows as optimally as possible in order to allow the administration to easily share, gather, understand, consult and publish data.



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