Austrian Business Service Portal

Connecting the Public and Private Sector with one Portal

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Federal Ministry
Republic of Austria
Digital and
Economic Affairs

Agenda

About the **Ministry for Digital and Economic Affairs**

About the Austrian **Business Service Portal**

About the **Once Only Principle**

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Ministry for Digital and Economic Affairs

Primary Goals:

- improvement of existing framework conditions to enable digital innovation and technology transfer in the business sector

- coordination and implementation of e-government solutions for citizens, business and industry

Acceleration of Digitization:

- **appropriate strategy** for Austria

- **policy plan for gradual implementation**

- nationwide **coordination and pooling of all IT-resources**

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Ministry for Digital and Economic Affairs

Organizational Priorities:

– Federal Ministry for Digital and Economic Affairs as coordinator of digitalisation in Austria

– installation of one Chief-Digital-Officer (CDO) per ministry

– establishement of a digitalisation agency

Selected Projects:

– **„oesterreich.gv.at":** New Citizen Portal with Access to frequently used online governmental platforms

– **„Mobile first":** from e-government to m-government

– **„Once Only Principle":** Implementing the Once Only Principle in Austria

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Business Service Portal - Overview

The Austrian Business Service Portal was launched in 2010 as a **one-stop-shop** for businesses (www.usp.gv.at). The portal aims to serve as a single entry point for businesses to public authorities. By offering **information** and **transaction** services, it intends to help businesses to fulfil their legal obligations and to reduce their administrative burdens.

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Business Service Portal – Core Features

220.000 registered businesses

information structured in life events

5.000 + content pages

11 Mio. + page hits /a.

35 integrated services

17 new connected services in 2019

Intelligent electronic form system

Identity & access management

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Transforming the Business Service Portal

SME-Focus

> The USP focusses on servicing SME´s

> It contributes strongly to the digitization of the communication between SME´s and public authorities

> It acts as an enablers of digitization for SME´s

New Strategy for 2023

> Transformation from a static service platform to a dynamic, bi-directional platform for businesses and authorities.

> The method:

– Using a user centric approach, new services are developed and integrated and existing services are reviewed.

– Iterations in rapid prototyping foster dynamic and adaptability

Vision

„Connecting all companies to public authorities via an intuitive, proactive platform, that helps to minimize administrative burden and offers relevant services by one click.“

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Selected Projects & further Development

„Starting a Business"

- Companies can be founded online
- free of charge & time efficient in a one-stop-shop manner

„E-Delivery- MyMailbox"

- electronic mailbox service, businesses/citizens receive all electronic deliveries from public agencies in MyMailbox

„e-procurement"

- collection of all calls for public tenders in Austria
- All public tenders can be found in one portal, which is free to use

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Selected Projects & further Development

„Relocation"

- Companies will be able to announce the relocatoin of a site of business online
- Optimized process, that reduces multiple reporting of same information for a company

„Portal Workspace"

- A Dashboard will ensure an efficient and personalized use of the portal
- All relevant services can be accessed via the dashboard

„User Experience"

- Development of a dynamic platform, adaptable to ones needs.
- Modern and intuitive look-and-feel with highest technical standards

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UNTERNEHMENS**SERVICE**
PORTAL

Formulare
Online Verfahren
Behörden

Gesetzliche
Neuerungen
Experteninformation

Alle Themen
News

Lexikon
Hilfe / Sitemap
Impressum

RSS-Feeds
Gebärdensprache
English

Home

Über das Unternehmensserviceportal – USP

Das Unternehmensserviceportal (USP) ist das zentrale
Internetportal der Republik Österreich für Unternehmen und
bietet direkten Zugang zu zahlreichen E-Government-
Anwendungen sowie unternehmensrelevante Informationen.

> mehr

Neu im USP: Ausschreibungssuche

Ab 1. März 2019 steht allen Unternehmen das neue Service
"Ausschreibungssuche" direkt im Unternehmensserviceportal
(USP) kostenlos zur Verfügung.

> zur Ausschreibungssuche

News

Neue Funktionen in MeinPostkorb verfügbar!
**E-Mobilität: Einreichung von Förderanträgen ab 1. März
2019**
**Im Fokus: Datenverarbeitungsregister-Online (DVR-
Online)**

> Alle News anzeigen

Suche

Gründung
Steuern & Finanzen
Mitarbeiter
Laufender Betrieb
Gesundheit & Sicherheit
Umwelt & Verkehr
Außenwirtschaft
IT & Geistiges Eigentum
Förderungen & Ausschreibungen
Übernahme & Auflösung
Brancheninformationen

Über das USP
Das USP ist das **zentrale
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Informationen. mehr

USP Service Center

> Datenschutzerklärung
> Antworten auf häufige Fragen
> Kontakt

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Once Only Principle (OOP)- national project

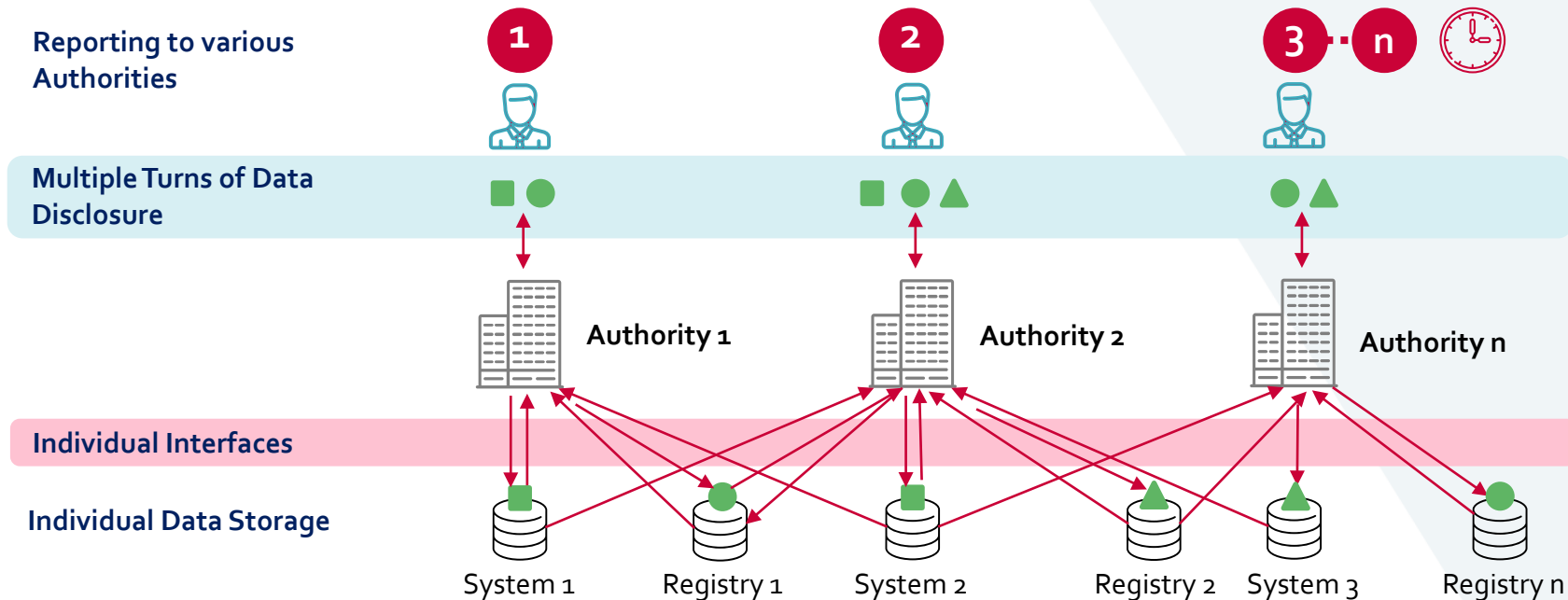„Data is collected and provided only one single time"

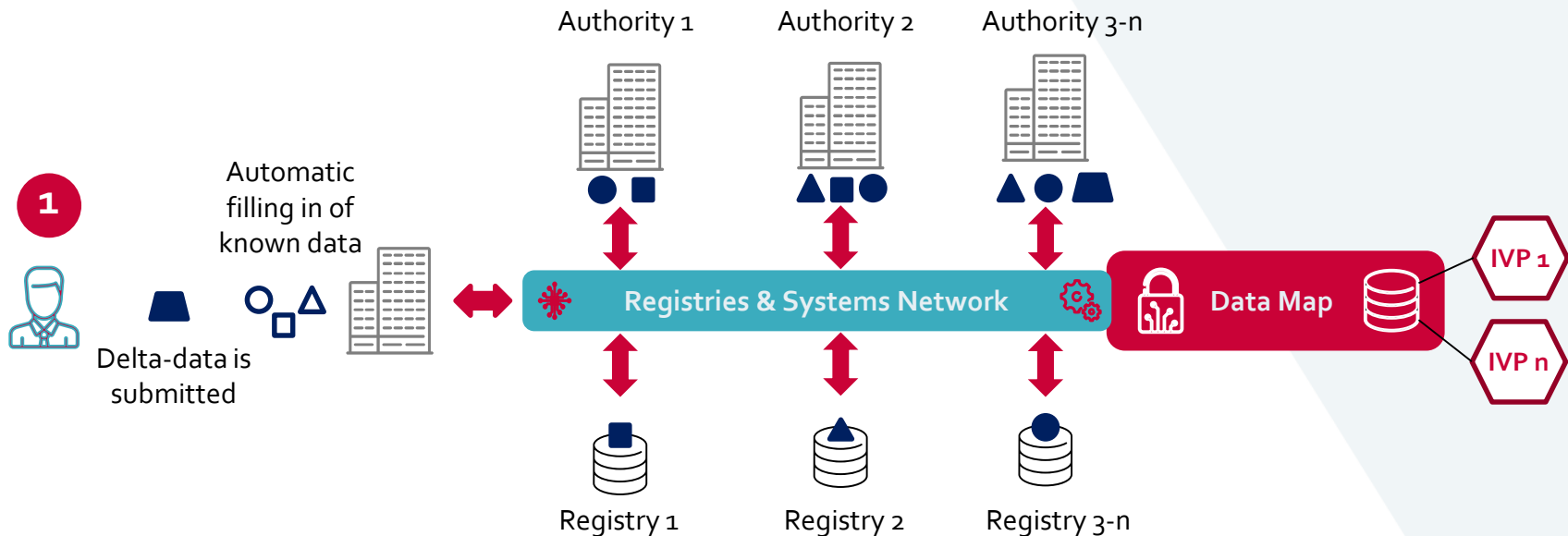„ Citizens and businesses provide diverse data only once "

„Austrian public administration bodies take actions to internally share and reuse these data – even across borders"

Current Situation

Reporting to various Authorities

Multiple Turns of Data Disclosure

Authority 1

Authority 2

Authority n

Individual Interfaces

Individual Data Storage

System 1

Registry 1

System 2

Registry 2

System 3

Registry n

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Once Only Process Flow

Collection of Meta data

Data Analysis

Assesssment of Capabilities
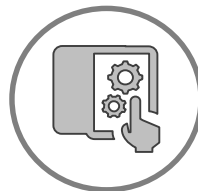
Once Only Implementation

Coordination & Planning of Implementation

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Overview of analyzed use cases

MY FIRST BUSINESS YEAR

APPRENTICESHIP SUPPORT

MOTOR VEHICLE LIFECYCLE

EMPLOYMENT AUTHORIZATION

TOURISM FUNDING

BUSINESS PREMISES AUTHORIZATION

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Once Only Benefits for Companies

Soft Facts
Reduced time spent on reporting
Less contact to public authorities
Digitization of needed physical contact with public authorities

Hard Facts
up to 200 Mio.€/ year cost reduction for companies long term
Frequency reduction of information obligations
Consolidation or Elimination of information obligations

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