PHASE III: INTERVIEW WITH THE PERSON OF THE ORGANIZATION IN CHARGE OF THE TARGET WEBSITE OR AUTHORIZED PERSON

OBJECTIVE

The main objective of this questionnaire is to evaluate eGovernment Websites performance just as political, legal and social key elements of its environment.

INSTRUCTIONS

- Read carefully all the questions.

- Explore the target Website, insisting on the proposed questions..

- You must contact with the person in charge or authorized person and consult the complementary sources shown in the questions. The complementary information should be add, if possible, in a digital format

- Be brief.

- Whenever a question would not be applicable to the target Website, point out it with a NA (Not Applicable) answer.

- Make the appropriate observations in the corresponding section. In some cases, those observations are compulsory, as is indicated.

- The expressions (Y, N, N/A, X) means (YES, NO, NO ANSWER, No applicable to the target Website).

PHASE III: INTERVIEW WITH THE PERSON OF THE ORGANIZATION IN CHARGE OF THE TARGET WEBSITE OR AUTHORIZED PERSON

I.- INPUT INDICATORS

I.1 AREA: LEADERSHIP

INDICATOR I.1.1: Existence of a strategic plan about eGovernment
Question: Is there a strategic plan about eGovernment?
Sources: Person of the organization in charge of the Target Website or authorized person, if this information is not found in the Website
Answer: Y/N
Observations: 1.- (compulsory) Document name, date, version, attach a copy (if possible) 2.- If there exist a document with specific actuation lines about eGovernment, althought it does not reach the level of strategic plan, it will be consider strategic plan for the purposes of this question

INDICATOR I.1.2: Existence of specific actuation lines about eGovernment in a general strategic plan
Question: Is there a general strategic plan with specific actuation lines about eGovernment?
Sources: Person of the organization in charge of the Target Website or authorized person, if this information is not found in the Website
Answer: Y/N
Observations: 1.- (compulsory) Document name, date, version, attach a copy (if possible) 2.- If there exist a document with specific actuation lines about eGovernment, although it does not reach the level of strategic plan, it will be consider strategic plan for the purposes of this question

I.2 AREA: POLICY

INDICATOR I.2.1: Existence of specific political documents: Number of items
Question: How many national, autonomic, regional or local political documents related to eGovernment there exist?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- Political documents are White Books, studies and reports, like Action Plan eEurope 2010

INDICATOR I.2.4: Reference to eGoverment in laws and rules to regulate other matters: Number of items

Question: How many national, autonomic, regional or local laws or rules to regulate other matters, but with referentes to eGoverment there exist?

Sources: Official Gazettes, Legislation databases, person of the organization in charge of the Target Website or authorized person

Answer: 0,1,2,...

Observations:
1.- (compulsory) List of existing laws or rules and specific articles; attach a copy (if possible)

INDICATOR I.2.6: Number of interventions in government collegiate bodies related to eGovernemnt per year: Number of items

Question: How many of interventions in government collegiate bodies related to eGovernemnt there exist?

Sources: Collegiate bodies records, person of the organization in charge of the Target Website or authorized person

Answer: 0,1,2,...

Observations:
1.- (compulsory) List of interventions; attach a copy (if possible)

I.3 AREA: ALLIANCES

INDICATOR I.3.1: Number of memberships in national and international eGovernemnt bodies and committees

Question: How many persons in the organization participate or have participated in national and international eGovernemnt bodies and committees?

Sources: Person of the organization in charge of the Target Website or authorized person

Answer: 0,1,2,...

Observations:
1.- (compulsory) List of person names, position, where, starting date, ending date

INDICATOR I.3.2: Number of eGovernment projects with other governmental institutions

Question: How many eGovernment projects develops or have developed with other governmental institutions?

Sources: Person of the organization in charge of the Target Website or authorized person

Answer: 0,1,2,...

Observations:
1.- (compulsory) List of project titles, responsible person, participant entities, financing, starting date, ending date

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INDICATOR I.3.3: Number of eGovernment projects with private partners
Question: How many eGovernment projects develops or have developed with private partners?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- (compulsory) List of project titles, responsible person, participant entities, financing, starting date, ending date

INDICATOR I.3.4: Number of eGovernment projects with non governmental organizations
Question: How many eGovernment projects develops or have developed with non governmental organizations?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- (compulsory) List of project titles, responsible person, participant entities, financing, starting date, ending date

I.4 AREA: PEOPLE

INDICATOR I.4.1: Number of civil servants involved in eGovernment projects
Question: How many civil servants are or have been involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- (compulsory) List of person names, position, where, starting date, ending date

INDICATOR I.4.2: Percentage of civil servants involved in eGovernment projects
Question: How many civil servants are there in the organization, by position?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0-100
Observations: 1.- Calculate the percentage NumOfCivilServant*100/I.4.1 as Indicator I.4.2 value 2.- (compulsory) List of civil servant position range

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INDICATOR I.4.3: Qualification of civil servants involved in eGovernment projects
Question: Which is the qualification of the civil servants involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: N1, N2, N3, N4, N5, N6; each in the range 0,1,2,... N1 = number of Doctorate degree N2 = number of Graduates N3 = number of Job training N4 = number of Bachelorship N5 = number of Secondary education N6= number of Primary education
Observations: 1.- (compulsory) List of person names, qualification

INDICATOR I.4.4: Administrative level of civil servants involved in eGovernment projects
Question: Which is the administrative level of the civil servants involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: N1, N2, N3, N4,... (as much as levels); each in the range 0,1,2,... Ni = number of level i civil servants
Observations: 1.- (compulsory) List of person names, administrative level

INDICATOR I.4.5: Number of external personnel involved in eGovernment projects
Question: How many persons from other companies or external organizations are involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- (compulsory) List of person names, company or external organization

INDICATOR I.4.6: Qualification of external personnel involved in eGovernment projects
Question: Which is the qualification of the external personnel involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: N1, N2, N3, N4, N5, N6; each in the range 0,1,2,... N1 = number of Doctorate degree N2 = number of Graduates N3 = number of Job training N4 = number of Bachelorship N5 = number of Secondary education N6= number of Primary education
Observations: 1.- (compulsory) List of person names, qualification

INDICATOR I.4.7: Organization units involved in eGovernment projects
Question: How many organization units are involved in eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations: 1.- (compulsory) List of units

I.5 AREA: FINANCIAL RESOURCES

INDICATOR I.5.1: Total amount in euros of eGovernment allocations by area, level and relations
Question: Wich amount in euros (or dollars) is budgetted eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: ≥ 0
Observations: 1.- (compulsory) List concepts, amounts

INDICATOR I.5.2: Total amount in euros of eGovernment expenses by area, level and relations
Question: Wich amount in euros (or dollars) has been spent for eGovernment projects?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: ≥ 0
Observations: 1.- (compulsory) List concepts, amounts

I.6 AREA: APPLICATION DEVELOPMENT POLICIES

INDICATOR I.6.1: Observance of data protection rules
Question: Are data protection rules followed?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: Y/N
Observations: 1.- (compulsory) List of data protection rules in force; attach a copy

INDICATOR I.6.2: Observance of computer security rules
Question: Are computer security rules followed?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: Y/N
Observations: 1.- (compulsory) List of computer security rules in force; attach a copy 2.- There will be in some countries industrial standards instead of rules

INDICATOR I.6.3: Observance of interoperability and open systems standards
Question: Are interoperability and open systems standards followed?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: Y/N
Observations: 1.- (compulsory) List of interoperability and open systems standards in force; attach a copy

INDICATOR I.6.4: Dispute solution rules
Question: Are there rules for dispute solutions?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: Y/N
Observations: 1.- (compulsory) List of rules for dispute solutions; attach a copy

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II.- OUTPUT INDICATORS

II.14 AREA: AVAILABILITY

INDICATOR II.14.1: Availability per year
Question: How many hours did the service stopped working during the last year?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0-100
Observations: 1.- Calculate $\dfrac{(365 \times 24 - \text{H}) \times 100}{365 \times 24}$ where H is the number of failure hours during the last year

II.15 AREA: FEED BACK AND QUALITY POLITICS

INDICATOR II.15.3: Questions answer time
Question: How long does the service take to answer users' questions?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0-5

Observations:
 1.- Range:
     ➢ 0: no answer
     ➢ 1: 3 months
     ➢ 2: 1 month
     ➢ 3: 1 week
     ➢ 4: 48 hours
     ➢ 5: 24 hours
 2.- Justify a different scale application, depending on the kind of procedure

III.- OUTCOME INDICATORS

III.1 AREA: USE OF SERVICES

INDICATOR III.1.1: Number of sessions by year
Question: How many sessions did the service support during the last year?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0,1,2,...
Observations:

INDICATOR III.1.2: Citizens percentage using on-line service, over citizens using the service
Question: Which is the citizens percentage using on-line service, over citizens using the service?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer: 0-100
Observations:

III.2 AREA: USER SATISFACTION OF EACH SERVICE

INDICATOR III.2.1: Percentage of satisfactory sessions in a year
Question: Which percentage of last year sessions were satisfactory?
Sources: Person of the organization in charge of the Target Website or authorized person
Answer:0-100
Observations: