

SUMMARY

ACHIEVEMENTS OF THE DEPARTMENTS AND AGENCIES OF THE GOVERNMENT OF QUÉBEC OVERVIEW OF THE 2004-2005 FISCAL YEAR

The deployment of online government is made possible through the advent of new information technologies. Its goal is to improve the delivery of services for citizens and businesses, to facilitate the participation of citizens in democratic life and to provide tools to the Public Administration so that it can enhance its performance and better meet the coming challenges. The result is a direct improvement of the services to citizens and businesses with an online service offer easy to find, understand, use and even more integrated.

Between April 1, 2004 and March 31, 2005, almost 70 initiatives planned by the departments and agencies were completed. Following are a few of the initiatives presented in the Overview of the 2004-2005 Fiscal Year.

INCREASINGLY INTEGRATED SERVICES

The governmental portal of services (www.gouv.qc.ca) simplifies access to government information and services. A first delivery of the new business services portal was launched in June 2004. Other areas for individuals and international clients were delivered in December 2004. Espace Jeunesse was officially launched on April 28, 2005. The number of visitors on the governmental portal of services is growing and reached 466,000 visitors in February 2005.

The change of address by Internet (www.adresse.info.gouv.qc.ca) saw the light of day in June 2004. In ten months of operations, this service has enabled more than 150,000 individuals (36% of Internet users that moved) to provide their address change to six departments and agencies in a single step.

Clic Revenu (www.revenu.gouv.qc.ca) now offers individuals the possibility to obtain confirmation of the amount of their accelerated refund and their notice of assessment online. From a taxation standpoint, businesses also benefit from a wider range of services. These electronic services makes it easier and more efficient for them to fulfil their various tax obligations, consult their file and take advantage of reduced processing time.

NUMEROUS WEB SITES IMPROVED

During the 2004-2005 fiscal year, substantial improvements were made to most department and agency web sites, particularly with respect to ergonomics, accessibility and content, which indicates an approach that is more and more oriented towards the needs of clients.

SERVICES ACCESSIBLE THROUGHOUT QUÉBEC

The Villages branchés du Québec Program received the amount of \$75 million to pursue its implementation, which increases its total budget to \$150 million. This program aims to accelerate the installation of private large band telecommunication networks where the infrastructures are inadequate. This program has enabled the connection of 44 school boards,

67 MRCs and 863 local municipalities, covering an overall territory with almost three million individuals.

Other projects favouring the accessibility of online services were realized through the financial contribution of the Fonds de la société de l'information. Among the eight projects supported during the 2004-2005 fiscal year are those of Avenue and Communautique, two community organizations that contribute to the reduction of the digital fracture, and the École éloignée en réseau Project, piloted by the Centre francophone en informatisation des organisations (CEFRIO).

NEEDS AND EXPECTATIONS OF CITIZENS AND BUSINESSES

In order to respond as adequately as possible to the needs of citizens and businesses, a consultation was held to determine their needs (NETgouv). Another consultation (NETendancies) helped to better determine their habits for using online services.

MORE ACTIVE PARTICIPATION IN DEMOCRATIC LIFE

Several actions were taken by the government to facilitate their involvement in democratic life. The governmental portal of services has set up a Public Consultations Section. Some of the online consultations that took place in 2004-2005 include the consultation on prescription drug insurance, reconciliation of work and family, the future of CEGEPS and the full participation of seniors in the development of our society.

ONLINE GOVERNMENT IS MORE THAN A TECHNOLOGICAL PROJECT, MORE THAN A GOVERNMENTAL PROJECT, IT'S A SOCIETY PROJECT

As shown by the 2004-2007 Modernization Plan and the Vers un Québec branché pour ses citoyens Report (June 2004), the development of online government relies mainly on the willingness to improve services to individuals and businesses.

The realization of this large-scale project has been given to a minister responsible for online government who assists the ministre des Services gouvernementaux for the promotion, implementation and secure and optimal deployment of online government.

Moreover, the implementation of Services Québec, a multiservice and multimode service window constitutes one of the key elements of the new way to offer services to make them more accessible. Services Québec will oversee the harmonious integration of all service delivery modes: Internet, e-mail, over the counter and telephone.

By applying the best practices in the field of electronic delivery of services, the departments and agencies have carried out projects meeting the targeted needs of individuals and businesses and placing Québec in an advantageous position in the information society.

In the long-term, online government will help to reduce administrative overlaps, facilitate sharing of information between public agencies, exploit new technologies in a client approach and maximize technological investments. Finally, it will offer the citizens of Québec a new method for interacting with its government.

To find out more, consult the Overview of the 2004-2005 Fiscal Year, achievements of Government of Québec departments and agencies as well as the document presenting all initiatives related to the development of online government at www.services.gouv.qc.ca