

## Smart Services for Citizens

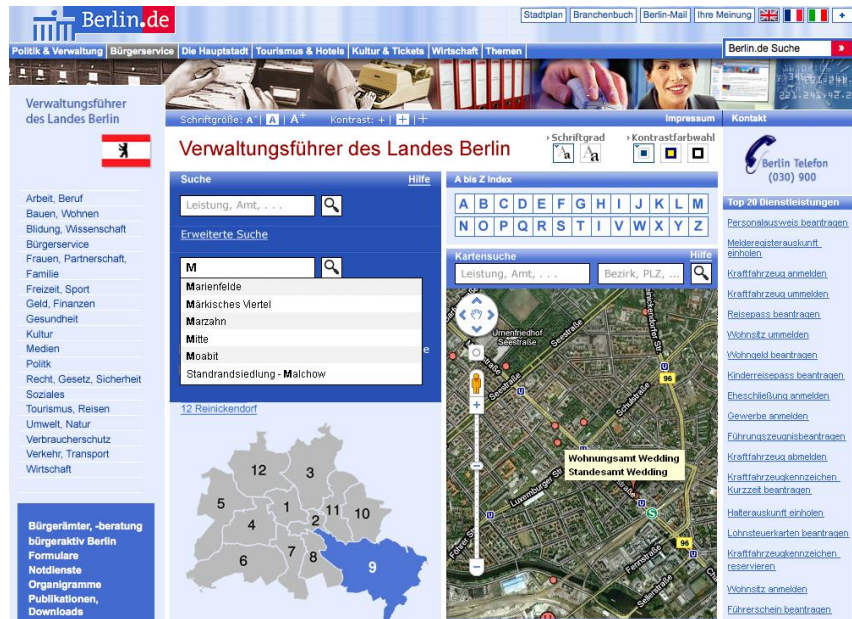
### Project Description

In cooperation with the IT-Service Center Berlin (ITDZ Berlin), the DAI-Labor is developing a system that supports users in finding the correct answer to their requests using current technologies. The ITDZ Berlin is an innovative specialist in public administration and already provides the Berlin phone for citizens as a key access route to government agencies. This service is made available independently of which agency or office is responsible for the request.

To facilitate access to government agencies for citizens, an online portal was developed in conjunction with the DAI-Labor to support citizens to identify the relevant authorities and services for their personal concerns – around the clock, on the go using their smart phone or from the comfort of their home PC. The found agency locations and further information (fees, waiting periods, required documents, notices, etc.) are visualized on a map.

For the purposes of the *Open Data* initiative, our goal is to make existing and newly added public sector information from the Berlin government available in a common machine-readable format. This common format will make it possible to link the previously distributed data with one another and to create an easily searchable central knowledge base. According to the Open Data principle this knowledge base will be available for everyone, so it is a foundation for new ideas and innovative applications in various fields. The citizens of Berlin as users of these applications benefit from being able to quickly and accurately find search results. In addition, the conveyed information helps citizens and politicians alike to

make better decisions in the future. After the completion of the project the product development has the highest priority.



### Overview

The DAI-Labor and the ITDZ Berlin work together to develop a system that supports the Berlin administration in collecting new data in a common machine-readable format and transforming their existing data into this format. For the purposes of the Open Data initiative, this data will be linked together and made available as a large knowledge base to the citizens of Berlin.

#### Partner:

- IT-Service Center Berlin (ITDZ Berlin)

#### Contact:

- <http://www.smart-government.eu/>