

France

General Aspects

France covers a surface of 550.000 sq. Km and has 60 millions inhabitants.

Diffusion of ICT in the country

PC penetration in the country (number of PCs/population) is estimated to be 29%. There are 15 access to internet each 100 persons.

Telephone services are diffused in almost 100% of population; while users of mobile telephones represent, instead, 50% of the population.

Application of ICT to Public Administration

60% of Central and Local Public Administration's employees uses a PC in its work environment. Internet diffusion (number of employees with access to e-mail and Internet in their work environment/ number of civil servants) is estimated 35%.

The governmental offices of Central and Local Public Administration can communicate each other through Intranet/Extranet networks.

Public Administration on line

Approximately 90% of governmental bodies of Central Public Administration has its own internet web site (among them, the Executive and Legislative body); the percentage decreases to the 70% for Local Public Administrations.

Government's principal web sites generally include press release, speeches and statement of the Head of Government, official documents, transcription of parliamentary debates, government and legislative acts. Here, it is possible to carry out transactions and to send requests for information through e-mail.

There is also a specific portal for citizens (www.service-public.fr).

E-government issues

French Public Administration offers to the citizens public Internet access points. Many are services provided: it is possible to download 700 different forms, to get information about laws and regulations, to use teleservices in fiscal and labour area. Companies can use teleservices for fiscal declarations, customs, etc.

Government has started an action program (described in a specific *Action Plan*) to enhance services to users and to improve the internal efficiency of Public Administration. Two central funds have been instituted to finance the program; several structures have been instituted to lead the activities: the *Comité interministériel pour la société de l'information* and the *Comité interministériel de la réforme de l'Etat*, the *DIRE* and the *MTIC*.

The e-government program is formalized in an *Action Plan*, available at the address www.internet.gouv.fr.

The e-government strategy focuses on specific projects: generalisation of web sites for local branches of the Government (prefectures); provision of twenty new teleservices for citizens and companies; creation of 7000 public internet access points.

Future issues

Government is committed in the development of public on-line consultation of citizens (forums) and in the diffusion of e-procurement across public services.