



B u n d e s  
rechnungshof

EUROSAI Prague Post-Congress 2022

# Auditing e-Gov Projects

Simone Kneifl, German SAI

Contact: [BRH.PG-VII3@brh.bund.de](mailto:BRH.PG-VII3@brh.bund.de)



# Agenda

- Digitising Public Services – Situation in Germany
- De-Mail and OZG (Online Access Act): Audits and Main Findings
- Challenges and Approaches



# Digitising Public Services – Situation in Germany

# Online Access Act („Onlinezugangsgesetz“ - OZG) Act to improve online access to administrative services



## 575 OZG Services

> 7000  
Public Services

- Law & Enforcement Federal Level
- Law Federal Level - Enforcement States/Municipalities
- Law & Enforcement States/Municipalities

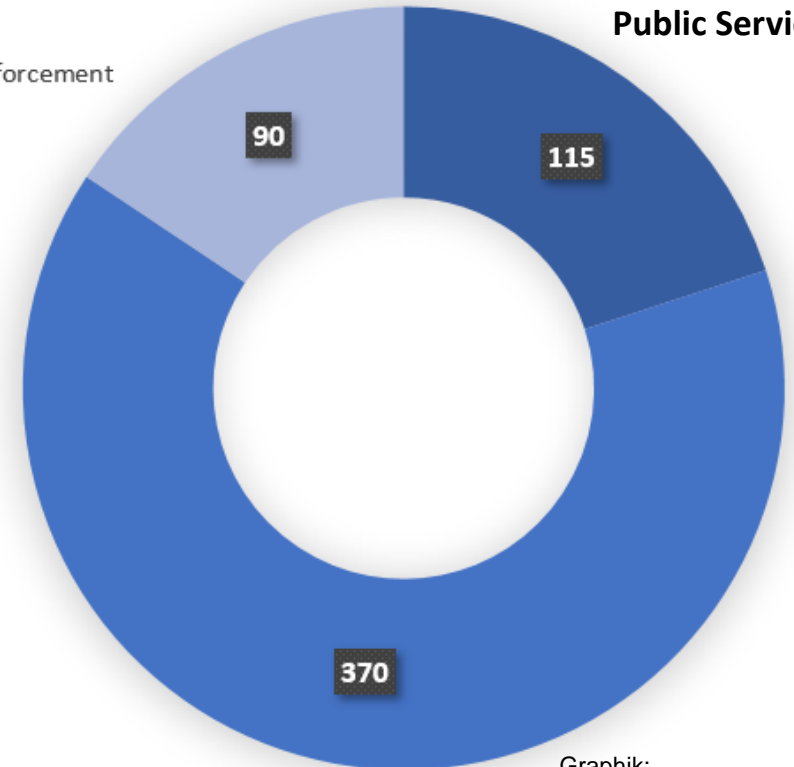
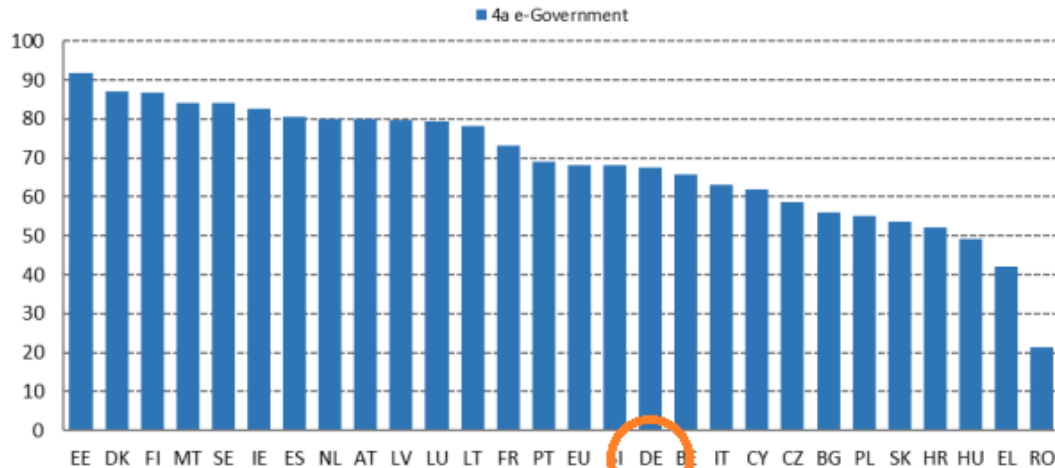


Figure 1 Digital Economy and Society Index (DESI) 2021, Digital public services



Source: DESI 2021, European Commission.



# De-Mail and OZG (Online Access Act) – Audits and Main Findings



## For details on our audit work go to: [www.Bundesrechnungshof.de](http://www.Bundesrechnungshof.de)

- [De-Mail, the scarcely used electronic equivalent to letter mail, caused costs of €6.5 million \(2021/11/30\).](#)
- [Implementation of the Online Access Act \(OZG\) in the federal administration \(2021/09/17\).](#)
- [Digitisation of public services: Federal Ministry of the Interior \(BMI\) overstates progress \(2022/04/05\).](#)
- [Digitisation programme and portal network \(part 2\): Steering in the Federal Ministry of the Interior \(BMI\) \(2020/11/05\).](#)
- [Digitisation programme and portal network \(part 1\): Digitisation programme and implementation of the Online Access Act \(OZG\) \(2020/01/22\).](#)



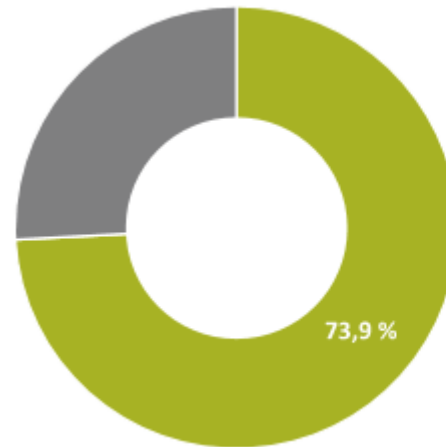
# De-Mail: High Costs – Little Use

- Alternative for letter mail in order to establish easier, user friendly and efficient electronic services.
- The facts:
  - Expected use (2016 – 2019): 6 million De-Mails to be exchanged in the federal administration and with citizens and businesses (only at federal level).
  - Actual use (2016 – 2019): 6,000 De-Mails (0.1 %).
  - Expected savings (2016 – 2019): €3.5 million Euros.
  - Costs (2011 – 2020): > €6.5 million Euros.
- Neither efficient nor effective.
- Insufficient evaluation of project results, insufficient consequences.
- Not clear, how De-Mail will be integrated in Online Access Act (OZG) infrastructure.
- Resolution: Federal Ministry of the Interior (BMI) has to report to parliament in September 2022 on how it plans to proceed  
-> investigate reasons and propose alternative options

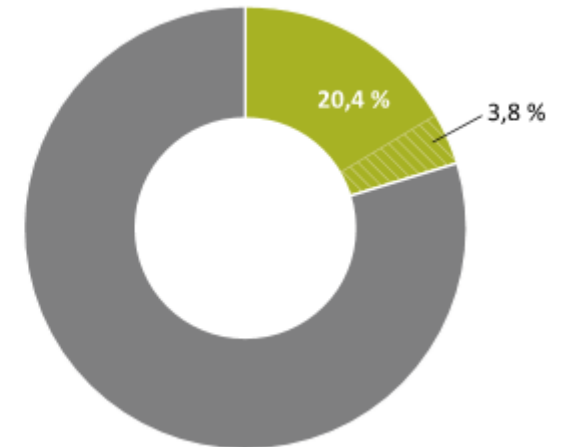


# Online Access Act (OZG): Federal Ministry of the Interior (BMI) overstates progress

- Lack of transparency, lack of valid basis for steering and resource planning.
- User expectations difficult to meet.



BMI



Realistic Projection

Graphik:  
Bundesrechnungshof  
Source: BMI





# Online Access Act (OZG): Time is running out – make (better) plans for the future

- Programme management started late with little increase in HR and poor programme structures and concepts.
  - A lot of effort is still required for the last year to be taken → not realistic to comply with the law in time.
- Most government departments and agencies did not prioritise the Online Access Act.
  - Digitisation is a permanent challenge!
- Money alone does not help, if you have no one to spend it.
- External resources cannot substitute internal resources.



# Challenges and Approaches



Real-time auditing– moving, changing and adapting...

What is the auditing standard?

Complexity and  
many  
stakeholders.

User friendly and  
used?

Do they spend the  
money (right)?

What about the  
backend?

...