

Mobile Citizen Services

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Starting Point:

**Project: Mobile Citizen Services
(Mobile Bürgerdienste: MoBüD)**

Project period: October 2002 till February 2005

Funding: German Ministry of Economics and Labor

Project partners:

- **Fraunhofer HHI (project leader since Oct. 2004)**
- **ivu Traffic Technologies AG (till Sept. 2004)**
- **Senate of the Interior of the city of Berlin**

Cooperation with the Berlin civil registry (LABO)

Motto: Taking the services to the citizens

Civil servants go with mobile terminals to...

... markets



**...libraries,
neighbourhood
centres**



...shopping malls

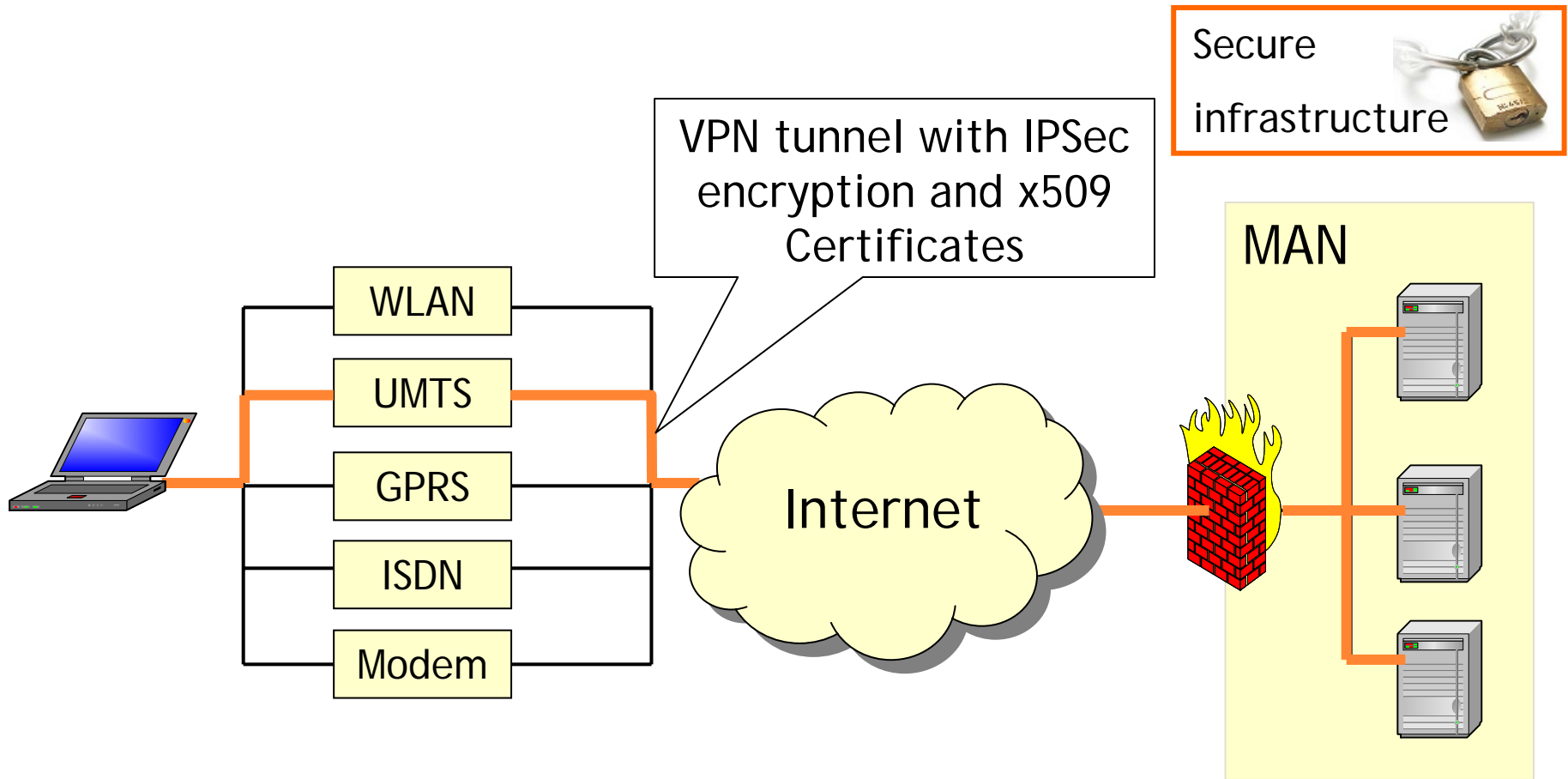


**...hospitals
and homes
of the
elderly**



Pilot Trial

- **Pilot trial since November 2003**
- **Since May 2004 standardized data collection (questionnaires) from civil servants (users) and citizens**
- **11 test sites in Berlin: neighborhood centers, public libraries, hospitals, homes of the elderly, shopping malls, etc.**
- **Networks: GPRS, WLAN (Test UMTS)**
- **Approx. 100 dates: more than 3,000 citizens**
- **Most frequent requests: identity cards, registrations, driving licenses, wage tax cards**



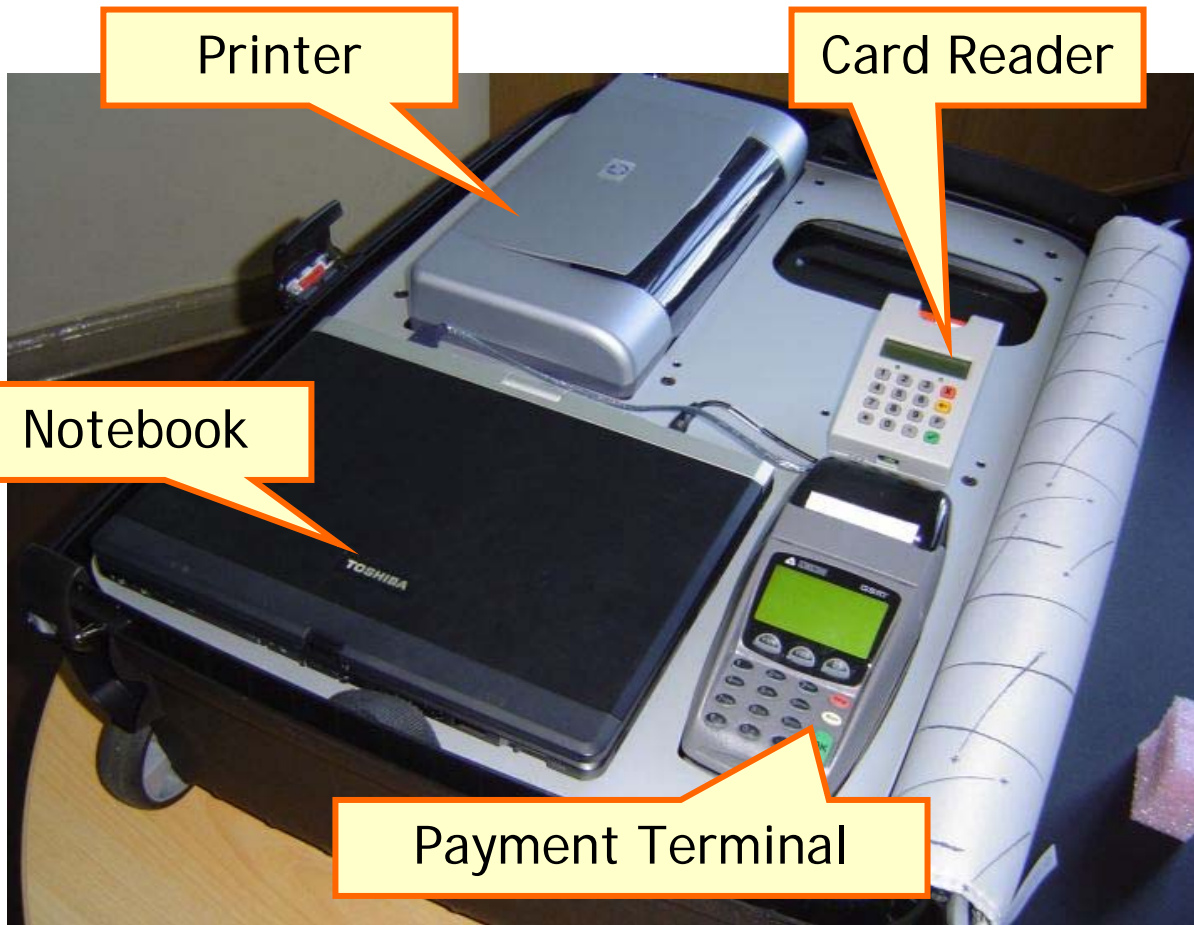
MoBüD Terminal Version 1 (Pilot Trial)

Printer

Card Reader

Notebook

Payment Terminal



Pilot Trial (indoor)



Pilot Trial (outdoor)

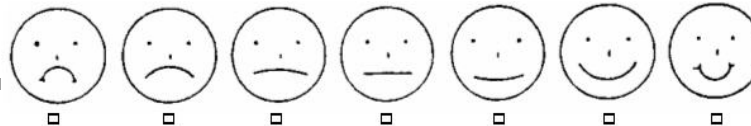
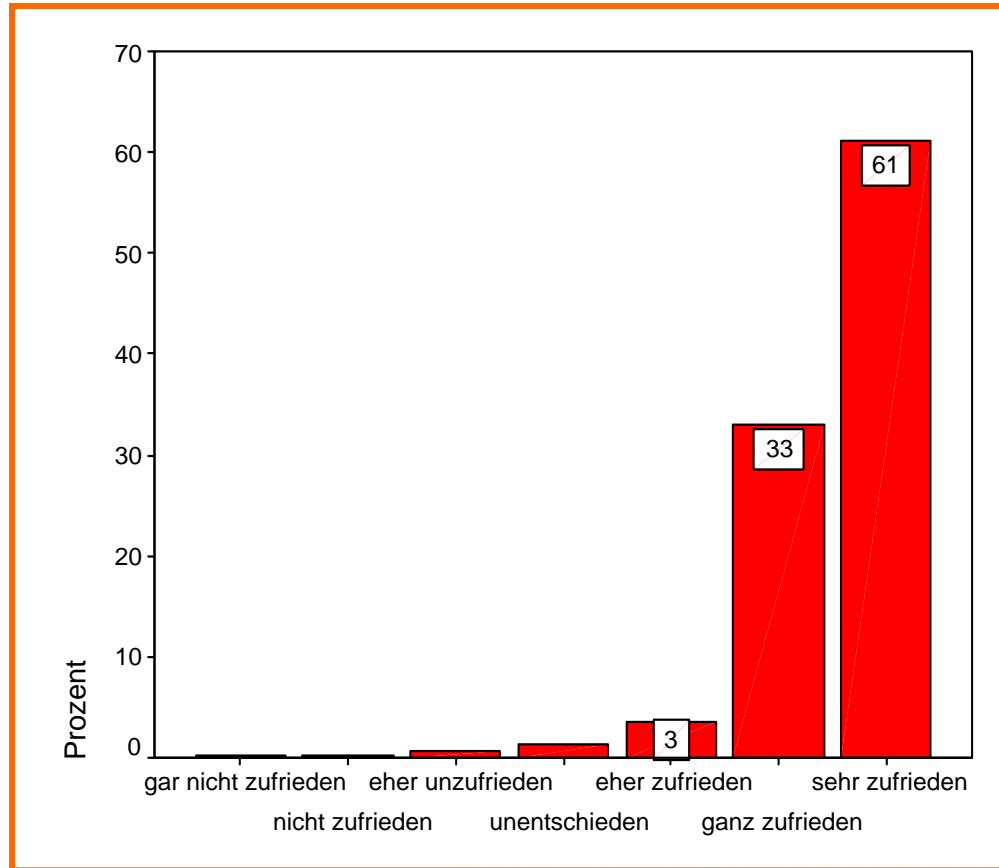


Festival of the nations

Pilot Trial in a shopping mall



Overall Satisfaction with the service



Summary: What has the project achieved?

It has been demonstrated that ...

- **mobile citizen services work in technical terms (problems can be solved)**
- **mobile citizen services are accepted by users and citizens**
- **more citizen-friendliness is possible (without much higher costs)**

Rollout since 2006:

- **Expanded pilot trials and rollout in Berlin**
- **For the time being: in Berlin regular operation of 19 mobile offices of citizen services in 7 boroughs**
- **Mobile Citizen Services in other German towns and municipalities (Hamburg, Bremen, Bergisch Gladbach, Magdeburg, Ludwigslust, Potsdam, Nauen, etc.)**
- **Sites: neighborhood centers, sports and recreational centers, schools, libraries, homes of the elderly, job centers, hospitals, banks, Tegel airport...**
- **2007: MoBüD went Europe**

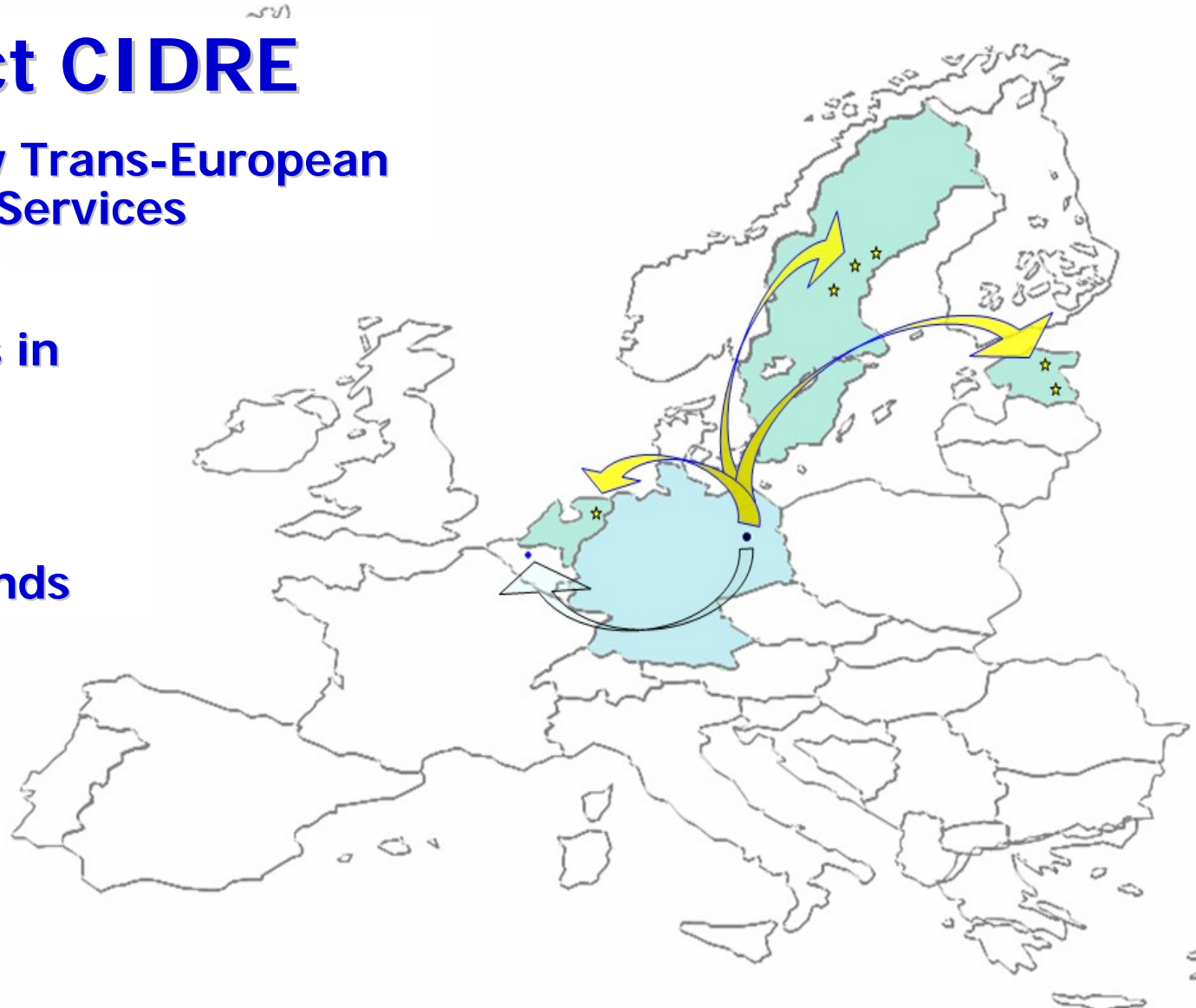
Festival of the nations

EU Project CIDRE

Citizen-friendly Trans-European
mGovernment Services

Testing mobile
citizen services in

- Sweden
- Estonia
- the Netherlands



Ragunda (Sweden)



Visiting the citizens at home

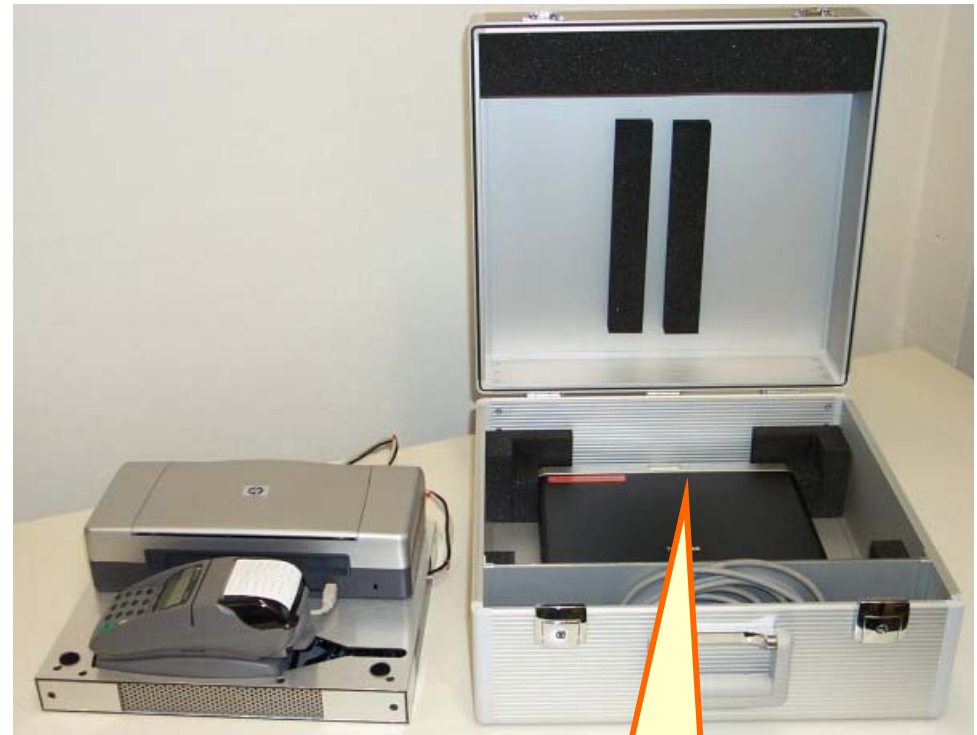
MoBüD Terminal Version 2



MoBüD Terminal Version 3

Printer

Payment Terminal



Desktop box

Notebook



Notebook

Desktop box
- Printer
- Payment Terminal
- Chipcard Reader

Document
Scanner

Camera for
passport
photos etc.

Fingerprint
scanner



Since 2011:

MoBüD[®] Lite

15 kg
(instead of 24 kg)



MoBüD[®] Lite



Thank you for your attention!

More information:

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www.mobued.de

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