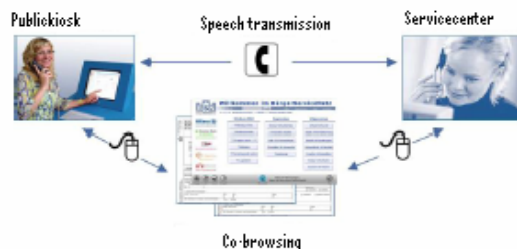


## Conception: Public Service Network, Public Kiosk and Service Centre

The **Public Service Network (PSN)** was developed at Brandenburg University of Applied Sciences. The gain goal of the project is to offer easier access to online services (both administrative and commercial ones) supported by a Service Centre where users can receive professional help.

- Target Group: citizens with no Internet access at home
- Objectives: ensuring the easy availability of a wide range of high-quality public services
- Synergy effects by providing a combination of e-government and commercial services



Special features and functions:

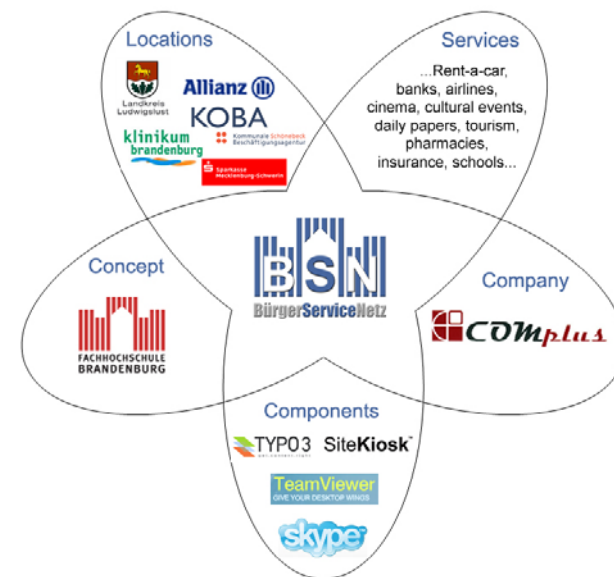
- Co-browsing and processing of forms with the support of the Service Centre;
- Use of electronic signatures for legally binding transactions;
- Authentication\*, authorization\* and encoded transmission for secure communication;
- Integration of payment functions\*;
- Special printing functions for forms and documents.

(\* in preparation)

## What PSN offers its users

<b>Local administration &amp; authorities</b>
Information about competencies, contacts, opening times, essential documents, fees
Filling-in, printing and submitting forms and applications online
Online police office services
<b>Health</b>
Online services of health insurance companies
Online pharmacy, emergency services, online prescriptions for mail order pharmacies
Access to clinical register via health card
<b>Employment</b>
Job centre vacancies
Online community education programmes
<b>Finance &amp; insurance</b>
Banking information
Online banking
Online insurance
<b>Letters &amp; parcels</b>
Information about sending letters and parcels
Pick-up and tracking information
Ordering stamps
<b>Travel</b>
Timetable information and ticket purchase
Hotel, travel and flight reservations
Rent-a-car
<b>Buying &amp; ordering</b>
Media (music, books, films), technical equipment, clothes, flowers, cosmetics, tea and coffee...
<b>Leisure &amp; cultural events</b>
Information about sights and events
Listings, ticket reservations and purchase
Online library search, order and extension
Online lottery

## Our partner network



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## Fast Facts

Target Group	Users with no Internet access at home and with little experience of using the Internet
Configuration of Public Kiosks	Touch screen, keyboard, service centre call-button, telephone, printer...
Internet Connection	Encrypted connection: choice of ISDN, DSL, UMTS, WLAN
Output of documents and products	Printing services, e-mail
Connection with Service Centre	Request a telephone connection by pushing the service centre call-button to receive help by means of co-browsing
Speech transmission	Voice over IP (Skype)
Access to offered services	By using Kiosk locations of our partners or Internet
Service offered	Public administration (e-government) Commercial service providers (e-commerce)
Cost-effective operation	Through exploitation of synergy effects

[www.buergerservicenet.de](http://www.buergerservicenet.de)

## Kiosk locations of our partners



\* Administrative district Havelland \*  
**Rathenow Allianz agency**

The first Public Kiosk was established in 2005 in Rathenow town centre, supported by the local Allianz agency.  
→ [www.allianz-jablonski.de](http://www.allianz-jablonski.de)

**KOBA**



\* Administrative district Schönebeck \*  
**KOBA job agency**

15 Public Kiosks can be found at seven locations in the county of Schönebeck. They are primarily for recruitment purposes.  
→ [www.kommunale-beschaefigungsagentur.de](http://www.kommunale-beschaefigungsagentur.de)



\* Brandenburg upon Havel \*  
**Brandenburg Hospital**

Two Public Kiosks are located at Brandenburg hospital to enable visitors, employees and patients to access information, place orders and use a variety of other services.  
→ [www.klinikum-brandenburg.de](http://www.klinikum-brandenburg.de)



\* Administrative district Ludwigslust \*  
**Zarrentin Convent and Dömitz Sparkasse**

Since 2007 two Public Kiosks are located in Zarrentin Convent and Dömitz Sparkasse where citizens and tourists can find interesting information and offerings of a variety of goods.  
→ [www.kreis-lwl.de](http://www.kreis-lwl.de)



The PSN is a university-led project to connect citizens, administration and commerce



The Public Service Network helps to overcome the digital divide by providing Public Kiosks and Service Centres to facilitate Internet access for all.

A co-operation between



Stand: June 2007