

## Speaker Information



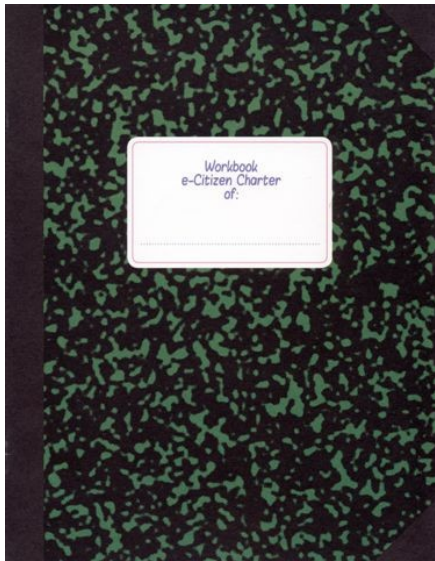
**Matt J. POELMANS** is Director of the Dutch e-Citizen Programme. Previously, he was in charge of several other e-government programmes initiated by the Ministry of the Interior (One-stop-shop Service Delivery; e-Government Knowledge Centre).

Poelmans studied business administration at Nyenrode Business School and political science at Amsterdam University. He has been active in politics on all levels: as a Councillor and Deputy Major in the town of Oegstgeest near Leyden; as a Member of the Provincial Council of South Holland; and as Vice President of the Dutch Liberal Democrat Party. Poelmans started his career with the Social-Economic Council where he held research and management posts. At present he is Vice Chairman of the Dutch Web Accessibility Foundation.

Based on his professional and political experience, for about 15 years Poelmans publishes and lectures on public management reform and e-government policy. He gave presentations not only in The Netherlands and most other European countries, but also in the USA, Canada,

South Korea and South Africa. For an overview, including his publications see

[www.mattpoelmans.nl](http://www.mattpoelmans.nl)



**e-CITIZEN PROGRAMME** (Burger@Overheid.nl) is an independent platform which stimulates the development of e-government from the citizen's point of view. To that end it involves citizens, advises government bodies and monitors progress.

Burger@Overheid.nl regularly conducts surveys with its own People's Panel, annually grants the Web Awards for good practices and has developed the e-Citizen Charter with quality requirements for e-government. This charter has been adopted by Dutch government as the standard for public service delivery on all levels.

Burger@Overheid.nl is an initiative of the Ministry of the Interior. The bureau is part of ICTU, the Dutch implementation organization for ICT in the public sector. A Steering Committee representing citizen's interest groups (amongst others National Ombudsman, Dutch Consumer Union, ISOC, IPP) supervises the proceedings.

The e-Citizen Charter is the Winner of the European e-Democracy Award 2007 (Global e-Democracy Forum, Paris, October 2007) and Finalist of the European e-Government Awards 2007 (Ministerial e-Government Conference, Lisbon, September 2007). For more information see [www.burger.overheid.nl](http://www.burger.overheid.nl)