



# GEMMA

(General Municipal Model Architecture)



Jeffrey Gortmaker  
expert e-Service Provisioning  
KING  
jeffrey.gortmaker@kinggemeenten.nl

## Case description

The General Municipal Model Architecture *GEMMA* (GEMeentelijke Model Architectuur in Dutch) is a comprehensive set of architectures and standards to help Dutch municipalities realize their e-government ambitions.

## Vision

For, by, and with Municipalities, GEMMA is developed and maintained by KING, the Quality Institute for Dutch Municipalities. Next to improving municipal e-service delivery, it also helps municipalities to understand and structure national e-government initiatives.

## Relevant facts

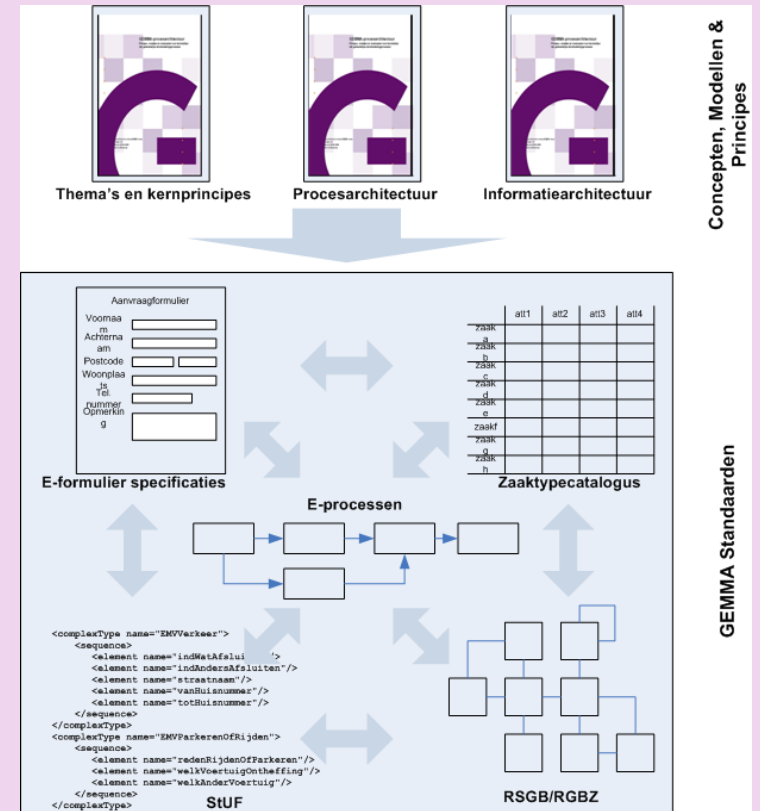
GEMMA consists of several interconnected parts:

### Architecture

- Core strategic principles
- Process Architecture
- Information Architecture

### Standards:

- E-form specifications
- Standard process descriptions
- Catalogue of products and services
- Data exchange format
- Standard data models



## Goals

- By using readily available standards for their e-service provisioning, municipalities can free resources for important core-activities.
- Due to the publicly available architectures and standards, interoperability is increased on all levels;
- GEMMA standards help municipalities improve their service delivery to citizens and businesses.
- GEMMA helps in clearing entry-barriers to the municipal software market.
- Software Suppliers more and more realize the importance of implementing standards in their products.