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1. INTRODUCTION

1.1. Short description of administrative system of your country

The Federal Republic of Austria consists of nine states and therefore also of nine independent state governments or provincial administrations. All over Austria there is also a network of 95 administrative districts, which are not independent territorial authorities but are rather organizationally integrated in the federal state administration (as district authorities) or within the greater city, and the municipal administrations of 2,100 Austrian municipalities.

The organisational variety of the Austrian administration is derived from two principles:
- from the constitutional basic principle of the Federation
- and from the principle of local self-administration of Austrian municipalities

These two principles result to an administrative structure consisting of three levels of subdivisions each with corresponding administrative organisations:
- at central government level the Federal Government
- at federal level, the federal state administrations of the nine States of Burgenland, Carinthia, Lower Austria, Upper Austria, Salzburg, Styria, Tyrol, Vorarlberg and Vienna
- and at local self-administration the municipal administrations of 2,100 Austrian municipalities

On each administration level in Austria we have important strategies which are dealing with the sustainable development (most important sector for services of general interests (SGI)) in our area. These are following strategies:
- federal level: Austrian Spatial Development Concept
- state level: Strategic development Carinthia
- municipal level: Local development concept

In our country the office of the Carinthian government is responsible for the administration tasks. The office of the Carinthian government is divided into 10 departments with different thematic tasks. Four departments are dealing with services of general interests (see figure 1: Overview about the different administration levels in Austria/Carinthia).

In addition, different public tasks are performed by “outsourced” legal entities. The departments perform the tasks of the provincial administration under the direction of the state government. Tasks of the direct federal administration are also performed under professional leadership of the state governor in administration.

The chairman of the state government is the state governor of Carinthia. Currently, this is Dr. Peter Kaiser. The director of the state government’s office, who is therefore the highest
official of the state, is responsible for the leadership of the internal service. Furthermore, there are different administrative units in Carinthia beneath state level. There are eight district administrations, two magistrates (cities of Villach and Klagenfurt) and 132 municipalities.

The departments 3 Community/ Spatial planning, 5 Health / Care, 6 Education, Science, Sport, Culture and 7 Infrastructures, Mobility, Economy, Tourism are dealing with services of general interests.

In the Carinthia government every member has their different responsible sectors. For the important sectors in the field of SGI there are following responsibilities:

- Mr. Govenor Kaiser: education
• Mr. Holub: regional development, mobility,
• Mrs. Schaunig: telecommunication,
• Mrs. Prettner: health, social care

In some of the topics there is also a responsibility on the local level, because of their own local development concepts. This means that every municipality develops its own strategies i.e. in the field of spatial planning. This strategy is not allowed to prescribe the strategy from the higher level (in Carinthia “development concept of Carinthia (STRALEIK)”. The state has only a supervisory duty for the municipality.

In the field of service of general interest the spatial development concepts on the different levels are the most important concept for the sustainable development. All topics who are dealing with service of general interest are mentioned in this strategy. For a closer look at the individual topics i.e. mobility, there are particular strategies or programs (mobility master plan Carinthia or regional traffic plan).

The same procedure is on the federal and state level in in the topics. There is integrated strategy on federal level (Austrian Spatial Development Concept) and for a closer look at the individual topics (telecommunication, health, social care and education) there are particular strategies or programs at state level.

1.2. Institutional structures of your TA

Geographical location

Five municipalities (Gmünd, Krems, Malta, Rennweg am Katschberg, Trebesing) covers an area of 261.77 km². The test is surrounded in the north by the area of Salzburg (Lungau), in the south by the Carinthian Drautal, in the west by the Hohen Tauern and in the east by the Nockberge.

In our test area we are dealing with public transport and broadband. In this field we have different responsibilities and different stakeholders.

In the field of public transport we have the responsibilities by the Verkehrsverbund Kärnten (public authority) and by the mayors of the municipality. The tourism and different pressure groups i.e. representative of the Chamber of Commerce, regional management Nockberge are the stakeholders in the region. They are all working together to get the best solution and the best company for public transport in the future.

In the field of broadband we have the responsibility by the “Breitbandinitiative Kärnten” (public authority) and by the mayors of the municipalities. The stakeholders (inhabitants and businesspeople) and the responsibilities are working together to build broadband in the region.
The test area consists of five municipalities:

- Municipality Malta
  - Mayor Klaus Rüscher (LIM).
  - Head of administration level: Friedrich Pöllinger
- Municipality Gmünd
  - Mayor Josef Jury FPÖ
  - Head of administration level: Christian Rudiferia
- Municipality Krems in Kärnten
  - Mayor: Johann Winkler (SPÖ).
  - Head of administration level: Christian Zirknitzer
- Municipality Rennweg am Katschberg
  - Mayor: Franz Eder (SPÖ).
  - Head of administration level: Martin Brandstätter
- Municipality Trebesing
  - Mayor: Christian Genshofer (SPÖ).
  - Head of administration level: Manfred Hanke

In the field of public transport Mr. Heschtera (Verkehrsverbund Kärnten) and in the field of broadband Mr. Schark (state Carinthia) are the responsible contact persons.

Currently is the public transport focused on the students in the region. This means that the timetable is adapted to the school hours and that there is no public transport at all during the holidays or on the weekend. In the last few years there has also been a ski bus in the winter months, which strengthened the public transport, but this was adjusted because of saving money.

In the field of broadband, there is currently no adequate connection in the region and no detailed expansion plan. In the last years the region lost many workplaces and has a decline of population. The broadband could be a opportunity to create new jobs.

2. **ACTUAL STRATEGIES on SGI**

2.1. **Basic report on the strategies**

The SSGI social services are being predominantly organised in national autonomy and their structure show a mostly spatial distinctiveness. The federal states and the local communities (in the organisational form as municipal associations too) play an important role in the delivery of social services. The federal states are constitutionally coequal to the federal government and have certain legislative and autonomous competences. Accordingly, Austria is the organisational type of a multi-level welfare state, in which responsibilities are shared among several governmental levels and where the local level is of great importance for the delivery of SGI.
In Austria, the organisation of a specific SGI is a sectoral task concerning legislation, finance and delivery, whereas it is also a matter of spatial planning as regards the territorial configuration of places and locations to be reached.

Austria is an exceptional case, because spatial planning as a cross-sectoral policy is here assigned to the nine federal states under constitutional law. The Austrian Conference on Spatial Planning ÖROK is a permanent political platform, where space-related matters between the local authorities can be coordinated. Due to the autonomous competences of the municipalities, the local spatial planning and thus the spatial coordination of the settlement development including the respective SGI locations show a distinctive small-scale structure.

A large part of SGI is also covered by the spatial planning in Carinthia. On the federal level we have the Austrian Spatial Development Concept on the state level the Strategic development Carinthia and on the municipal level the local development concepts. Further important factors for "SGI" are the field's mobility and traffic planning. Three strategies in the field of transport were collected and reported in the collection of strategies.

These two topics - spatial planning and mobility - are the most important topics for SGI. The collection of the strategies showed also that SGI is a very comprehensive topic and nearly every department is involved to a greater or lesser extent.

We summarized all thematic strategies and dedicated the strategies to the responsible departments. The implementation of concrete projects which partly defines in the some strategies requires all departments on the state level. (eg for financing the dep. 2 Financial). For example in the field of public transport the public tendering process needs also the dep. 2 Financial for financing.

Of course, this mixture also results in different responsibilities, making the realisation accordingly difficult. There are numerous strategies but only few are brought to realisation.

The future task of the state administration is to implement all strategies. In our test for the INTESI project are the sectors mobility / spatial planning and broadband important. The current situation is as follows:

spatial planning: all strategies are evaluated on an ongoing process and material programs are developed. Specific implementations of projects are not part of the strategies.

Mobility: mobility masterplan (MOMAK): Since six months, MOMAK has been implemented in the form of 10 pilot projects in Carinthia.
Regional traffic plan: The regional transport plan regulates public transport and is in the middle of implementation.

We reported in the following fields several strategies, which in our point of view are interest for the project INTESI:

- General 2 strategies
- Regional development 8 strategies
- Transport 3 strategies
- Telecommunication 3 strategies
- Basic goods 1 strategy
- Health 2 strategies
- Social Care 1 strategy
- Education 1 strategy

In total we reported 21 different strategies for SGI. All strategies have their main focus on sustainable development of the different fields.

For our test area are the strategies regional development and public transport and for the field telecommunication the broadband strategy are relevant.

2.2. General problems, related to the delivery of SGI

SGI are organised not only vertically (EU-federal government-federal states-communities) but also among sectors, and also among different carriers within complex areas of expertise. The multifaceted structure of the Austrian political system and the range of different SGI are the reasons why different sectoral fields of policy are in charge of their organisation. Location issues and spatial patterns of provision are different in dependence on the respective SGI, which is also associated with the question, whether the respective SGI is located centrally and under which conditions it is accessible. The concerned sector-political participants aim at a coherent, spatially distinct organisation of the services. Therefore, the various SGI in Austria have basically the same starting position.

The main results of all interviews focus to one common point. The biggest problem is the widely spread responsibility.

For example in the field of public transport we have different responsibility on different levels and different sectors:
Every area itself has recognised the problem of the implementation of the strategies because of the many responsible offices.

In the field of public transport the Verkehrsverbund, the municipalities in the regions, the state with his departments and the tourism are included.

The pressure to save money in administration also opposes the maintenance of the individual services. Many areas were “privatised” over the last years and must therefore be managed with an economic mindset. Services that are regarded as primary care are thinned out for economic reasons, causing increasing emigration from the rural areas. In our test area in the field of mobility the thinning of public transport is a big problem. Transports are only offered at school times.

Other SGI services were closed i.e. the post service offices were closed, schools are closed - The job opportunities are getting worse and worse.

The rural areas are massively endangered without public investments in SGI i.e. in public transport, broadband, education etc. The state of Carinthia is aware of this and has already taken first steps in the right direction.

The first step is that the Office of the Carinthian Government implemented a separate office to enhance the strategic country development (STRALEIK), which is to work on the realisation of these strategies in the future. The need for this office became visible already in the collection of the different strategies. The office was staffed over the summer of this
year, and first realisation steps are expected already in autumn. The state of Carinthia hopes that this will be a contribution to the preservation of rural areas.

The second step of this office will be concrete implementation from projects in all different sectors. They should finance different projects with national and international subsidies.

Public transport: The implementation of the regional traffic plan, which regulates the procedure of the public tender, is intended to secure public transport again more attractive and sustainable. There will be again more offers for commuters, students and tourists. The way of the functional tendering is an innovative approach which is to be tested and implemented in this region. This type of tendering should then be applied in all other peripheral regions.

Broadband: Concerning broadband expansion, rural areas are disadvantaged and fibre optic networks that are implemented outside of densely populated areas result in funding gaps.

The broadband masterplan for Carinthia supported the implementation fiber optic networks in peripheral regions. At the moment there is no planning tool which can provide the planning cost effectively and comprehensively for the regions. For this reason, a project tool is being developed in the course of the project INTESI, which allows the municipalities to plan the future expansion. For the implementation also state resources are available.

2.3. Identified gaps

During the collection of the strategies it also became evident, that most strategies that have already been decided by the government are only available in the short german version and serve as a foundation for further work. In the course of the work for the INTESI project, a short english version was created as well, however, the risk of losing correlations is big, because this is already the short version of the short version.

The long versions are available in the individual specialist departments but are rarely used in decision making. Usually, the transferred conclusion versions are not sufficient to gain a comprehensive overview of these strategies.

The different responsibilities in the realisation were recognised as the greatest problem. The state of Carinthia has taken a step in the right direction with the change in administration and introduction of a central office on the state level.

The need of new strategies in all sectors for SGI was no topic by all of the interview partners.
2.4. **Existing plans, trends**

Comparable living conditions by means of an overall coverage in all parts of the country is becoming more and more unrealistic in times of tight public budgets. Inter-municipal cooperation and public as well as private forms of cooperation are established models for the organisation of SGI, particularly in sparsely populated, rural regions. The communication and mobility services play a vital role, as they are feeder canals leading to the more and more sparsely distributed facilities of the social services SSGI.

Coordinative and cooperative approaches of spatial planning and regional policy are only then useful for an integrated SGI supply, if they can be effectively positioned across sectoral competences. However, these instruments should be applicable to the respective sectoral needs and incentives should be given for a cross-sector planning - for example, of multifunctional SGI locations. Therefore the Carinthian government, as already described under point 2.2, implemented a separate office to enhance the realization of projects for the maintenance of services.

The office is to achieve a one-stop-shop-principle for the administrative simplification. It should be possible to integrate the tasks of the regional development in an integrative way, to develop solutions. The office should serve as an interface between politics and administration and serve as a central point of entry for the implementation of the strategies and defined projects. The office should find subsidies at the EU, the federal and the state level for the implementations.

3. **INTEGRATED APPROACH**

3.1. **Integration models**

The strategic country development (STRALEIK) addresses all relevant topics of the SGI and has defined individual solution approaches for the maintenance of the services. The strategy is based on several years of development process, where the individual weaknesses of the strategy were discussed as well. As already described under 2.1, this has already resulted in changes in the provincial administration. The Office of the Carinthian Government implemented a separate office to enhance the strategic country development (STRALEIK), which is to work on the realisation of these strategies in the future.

STRALEIK serve in the sense of guidelines and objectives inputs for all relevant SGI topics. Detailed department strategies were elaborated based on STRALEIK. One example to be named in the area of public traffic is the regional traffic plan, which was developed out of STRALEIK.
The regional traffic plan is a main instrument for the definitions of objectives in public transport and in particular forms the framework for:

- the determination of the mobility needs of plan-directing population groups (main target groups),
- the functional description of the traffic services to be attuned to these needs,
- the organisational structuring of the roles and tasks of the concurrent public and private actors,
- the assignment of public means for public transport services to territorial units (cities, municipal areas, regions) and
- the authorizations according to the passenger transport law.

The regional traffic plan is based on a comprehensive assessment of the actual state, a strength-weakness-analysis as well as an assessment of possible scenarios based on the future development of the population.

The most important strategies are the new strategies that have been elaborated in Carinthia. This is the masterplan for transport (MOMAK) and the masterplan for energy (EMAP) and the STRALEIK.

3.2. Need for integration

Through the mentioned process, the Carinthian Government recognised a need for integration of all existing strategies and has already installed an office in administration for realisation as described under point 2.1.

In the field of public transport this office should support the different responsibilities (Verkehrsverbund, Municipalities) by the public tendering from the traffic regions. They should be the central contact point who is well informed about the tendering process, the possibilities of the different subsidies and the coordinator between the region and the state level.

In the field of broadband the office should be the coordinator between the different responsible departments i.e. department 9 road/bridges and department 7 Infrastructures, Mobility, Economy, Tourism. The office should know how many subsidies are available for the different regions. In the INTESI project we try to give them a good fundamental plan to the next steps in the region.
4. CONCLUSIONS, INPUT FOR WPT3

The biggest problem is the widely spread responsibility in quite all decision levels. The involved actors have recognised the problem and consider this problem in the strategies on one hand, but the implementation of the projects, which are partly defined in the strategy or the elaboration of the next steps (for example in the field of broadband, education,..), is very difficult due to the many responsible offices and different decision levels.

The Office of the Carinthian Government implemented a separate office to enhance the different strategic development concepts (STRALEIK, MOMAK,..). This office should work on the realisation of these different strategies in the future. The state of Carinthia hopes that this will be a contribution to the preservation of rural areas.
5. APPENDICES

Appendix 1: Report on the collection of strategies

There are different responsibilities that handle the topic of “Service of General Interest” (SGI) on different levels. So we tried to find the relevant strategies for our project INTESI. These are the masterplan for mobility and the regional traffic plan in the field of mobility and the broadband masterplan in the field of broadband.

So we collected in the sector transport two different strategies and one strategy in the field of broadband.

In our point of view a large part for SGI is covered by the sector regional planning in Carinthia. We collected six different strategies for different administration levels (federal, state, municipality).

The collection of the strategies showed that SGI is a very comprehensive topic and nearly every department is involved to a greater or lesser extent. Of course, this mixture also results in different responsibilities, making the realisation accordingly difficult. There are numerous strategies but only few are brought to realisation.

Appendix 2: Report on carrying out the interviews

As described under 2.2, the responsibility in Carinthia differs strongly within the topic of SGI. In the creation of the list of interview partners, special consideration was taken to cover all responsible offices. In order to receive an accurate and professional overview of the current situation, only specialists from the different areas were selected as interview partners. Many of them are experts as well as decision-makers in their areas, so that we were able to depict the current sentiment within the topic with great accuracy.

All of the interviews were fascinating, as there are very different views about the current situation and the possible solution proposals. The different views in the various fields of occupation and training (technician or legal expert) were visible.

Before the interviews were carried out, the questions and a short project description were sent to the persons. The interviews went through a dialogue. The questions served as a discussion guide. All persons, from the state administration or from outsourced companies, are aware of the problem and were willing to make their contribution to the project INTESI.

The feedback was consistent in the statement that the rural area is very important for Carinthia and we do not need new strategies but concrete steps for realisation based on the predominant strategies that exist.
Interviews were conducted with the following people:

<table>
<thead>
<tr>
<th>Name &amp; Surname</th>
<th>Institution</th>
<th>Administrative level</th>
<th>Function</th>
<th>Role - relevance for the project</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Christian Heschtera</td>
<td>Verkehrsverbund Kärnten company</td>
<td>company</td>
<td>director</td>
<td>Responsible for public transport</td>
</tr>
<tr>
<td>2 Albert Kreiner</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of Department 7 Economy, Tourism, Infrastructure and Mobility</td>
<td>Responsible for many services of general interests for example Mobility, broadband etc.</td>
</tr>
<tr>
<td>3 Erich Fercher</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department high-building</td>
<td>Responsible for structural constructions</td>
</tr>
<tr>
<td>4 Christian Seidenberger</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department regional planning</td>
<td>Responsible regional spatial planning</td>
</tr>
<tr>
<td>5 Peter Schark</td>
<td>Broadband Carinthia company</td>
<td>company</td>
<td>director</td>
<td>Responsible for broadband</td>
</tr>
<tr>
<td>6 Egon Jusner</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department regional planning law</td>
<td>Responsible for legal spatial planning</td>
</tr>
<tr>
<td>7 Kurt Rakobitsch</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department regional development</td>
<td>Responsible for regional development</td>
</tr>
<tr>
<td>8 Markus Kottek</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department climate</td>
<td>Responsible for climate issues</td>
</tr>
<tr>
<td>9 Volker Bidmon</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of Department 9 street building</td>
<td>Head of the department road construction</td>
</tr>
<tr>
<td>10 Sonja Veratschnig</td>
<td>Office of the Carinthian government Gorica</td>
<td>state</td>
<td>Project Manager in several EU Projects</td>
<td>Project managerin of several projects in the field of SGI</td>
</tr>
<tr>
<td>11 Gerald Miklin</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of sub department Electric Mobility</td>
<td>Expert of e-mobility</td>
</tr>
<tr>
<td>12 Günther Wurzer</td>
<td>Office of the Carinthian government</td>
<td>state</td>
<td>Head of Department 5 health and care</td>
<td>Head of the department health</td>
</tr>
</tbody>
</table>
Appendix 3: Interview questions in your language

1.a.) Glauben Sie, dass die Bereitstellung von „Services of general interest“ (Dienstleistungen von allgemeinem Interesse) in Ihrem Land/Region zufriedenstellend ist und den Anforderungen des ländlichen Raumes entspricht?

Wenn ja, was sind die Hauptgründe dafür? Bitte erklären Sie.

1.b) Haben Bergegebiete und ländliche Gebieten mit ihren unterschiedlichen geografischen Strukturen spezifische Bedürfnisse bei der Erbringung von Dienstleistungen im allgemeinen Interesse? Werden diese in der Strategie erwähnt?

2.) Hat es in den letzten 10 Jahren irgendwelche Änderungen bei diesen Dienstleistungen des öffentlichen Interesses gegeben? (Einführung neuer Richtlinien, Privatisierung von Anbietern, ein neuer ausgesprochener Bedarf an Zusammenarbeit etc.)? Gibt es irgendwelche Pläne für Reformen die SGI für die kommenden Jahre?

3.) Was sind die wichtigsten politischen Instrumente bei der Steuerung von SGI?

Erwähnen Sie bitte die wichtigsten Strategien?

4.) Wer sind die wichtigsten Entscheidungsträger bei der Erstellung dieser Strategien? Bitte beschreiben sie die Rollen und Tätigkeiten.

5.) Welche von diesen Strategien bzw. Dokumente erfüllen jetzt schon die Integration der einzelnen Player - Politische Entscheidungsträger, Entscheidungsträger und finanzielle Ressourcen? In welchem Weg findet die Zusammenarbeit statt?

Welches Ministerium / Abteilung oder andere Interessensvertreter in Ihrem Land ist für die Bereitstellung von SGI verantwortlich

6.) Wird die Zusammenarbeit und Integration auch in der Praxis durchgeführt? Wenn ja - was sind die Ergebnisse. Wenn nicht, warum nicht - Probleme und Hindernisse?

7.) Sind alle Beteiligten die die Strategie betreffen, mit dieser vertraut (Ministerien, Anbieter von SGI usw.) Sind diese alltagstauglich und werden zur Entscheidungsfindung verwendet?

8.) Welche Konzepte / Modelle (Public Service / Konzession / Public -Private-Partnership / Co-operative / Sonstige) der SGI werden von der Strategie unterstützt? Funktionieren sie?

9.) Gibt es irgendwelche Finanzressourcen um diese Strategie umzusetzen? Wenn ja, welche?

10.) Würden Sie sagen, es gibt einen gewissen Einfluss der EU auf SGI in Ihrem Land und decken sich die Inhalte der Strategien mit dem von der EU?

11.) Glauben Sie, Ihr Land ist bei der Einführung von neuen, innovativen Dienstleistungen in allen Bereichen und Ebenen fortschrittlich? Wie könnte die Situation verbessert werden? Zb. durch neue integrative Strategie oder Erneuerung bestehender Strategien?

12.) Kennen Sie irgendwelche gute Beispiele oder neue und innovative Konzepte und Strategien für die Lieferung von SGI?