



Specific Support Action co-funded within the
6th framework programme of IST



“Citizen Centricity and Future scenarios of innovative government in 2020: Insights on research needs from the eGovRTD2020 project”

**“ Designing efficient and effective e-public services:
developing a systematic understanding of citizen-consumers
and their services needs”**

**A 24-hour event hosted by ECOTEC Research and Consulting Ltd and the
Tavistock Institute on behalf of the Information Society and Media Directorate-General,
European Commission**

**In collaboration with the Greek Observatory for the Information Society
Holiday Inn, Athens 20th – 21st February 2007**

Introduction

Objectives and methodology

Future scenarios of innovative governments in 2020

Future research themes and citizen centricity

Towards co-evolution

Introduction (1/2)

The FP6 eGovRTD2020 project, through a series of workshops and research activities, has developed a number of scenarios for eGovernment in 2020 and a vision and roadmap for the most relevant research themes that are to be addressed to cope with challenges and gaps evidenced by the scenarios.

Many of the issues, which emerged in the scenarios are directly or indirectly related to the topic of citizen centricity and the needed organisational and institutional changes.

The presentation will outline the key issues of the developed scenarios and discuss their implications for citizen centricity and organisational change in terms of both, policy and research actions.

Introduction (2/2)

- Deliverable can be downloaded at: www.egovrtd2020.org:
 - State of play
 - Scenarios building
 - Gap Analysis
 - Research Road mapping

- We are currently conducting an online consultation with experts on the research themes identified so far as the most strategic for the 2020 scenarios

- I would like to invite you to an online forum (<http://www.ve-forum.org/egovrtd2020>) to share with us the most challenging themes for future eGovernment research. We would be pleased if you could comment, amend and reflect the research themes we have compiled from the regional activities

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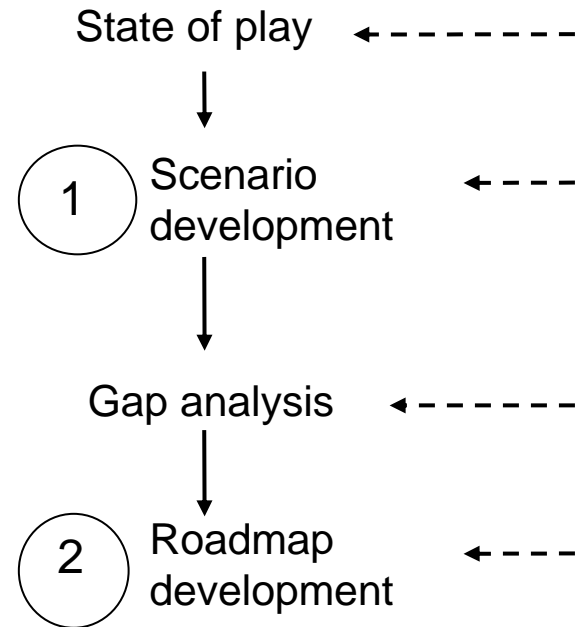
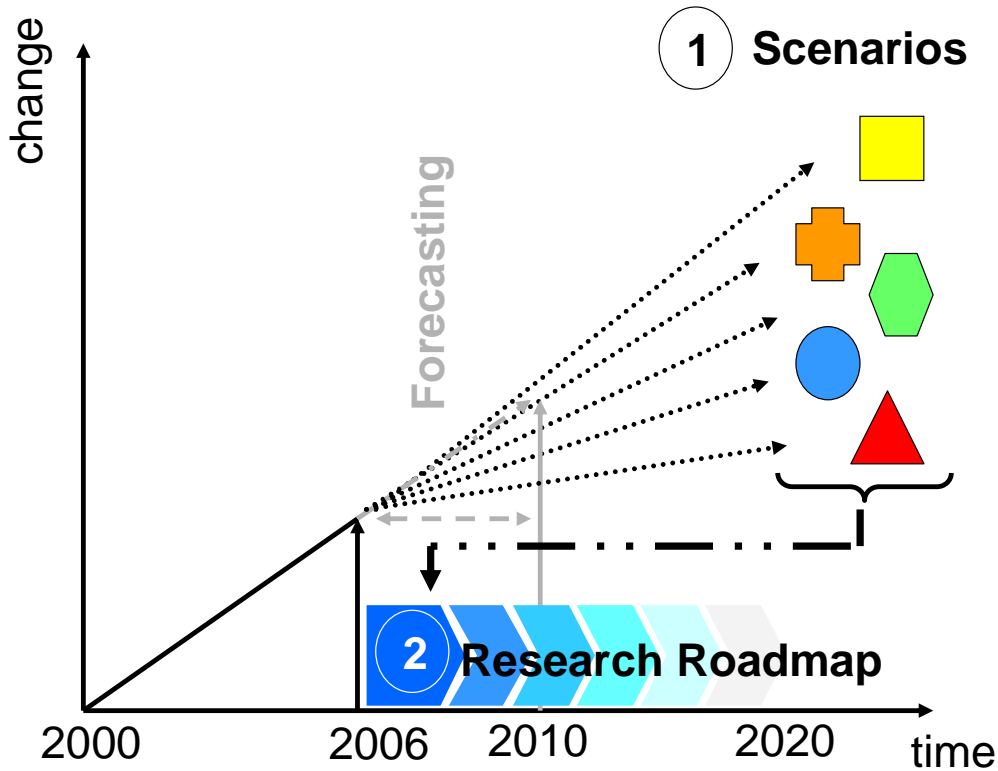
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Overall objectives of the project

- Identify and characterize key **research challenges** and an implementation model for dynamic governments in 2020
 - Develop **visionary scenarios** of eGovernment for 2020
 - Develop a **detailed research roadmap** for the transformation process
- **Vision**
 - transform the EC Government **landscape into a coherent community**
 - contribute to the development of the EC as a **leading knowledge society**



Impact, dissemination, awareness raising, dialogue among stakeholders, impacting policies and strategies, and community building

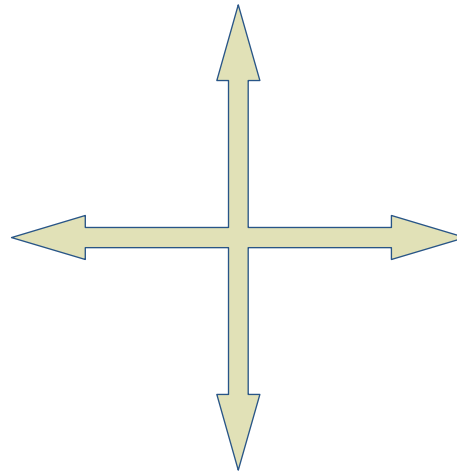
Underlying framework

Citizen / society / democracy /
economy and market /
environment & culture

ICT innovations,
emerging
technologies

Efficiency, effectiveness /
economics / public value

Governments and public authorities / political decision
making & public services / good governance / legislation,
jurisdiction and executive bodies



Introduction

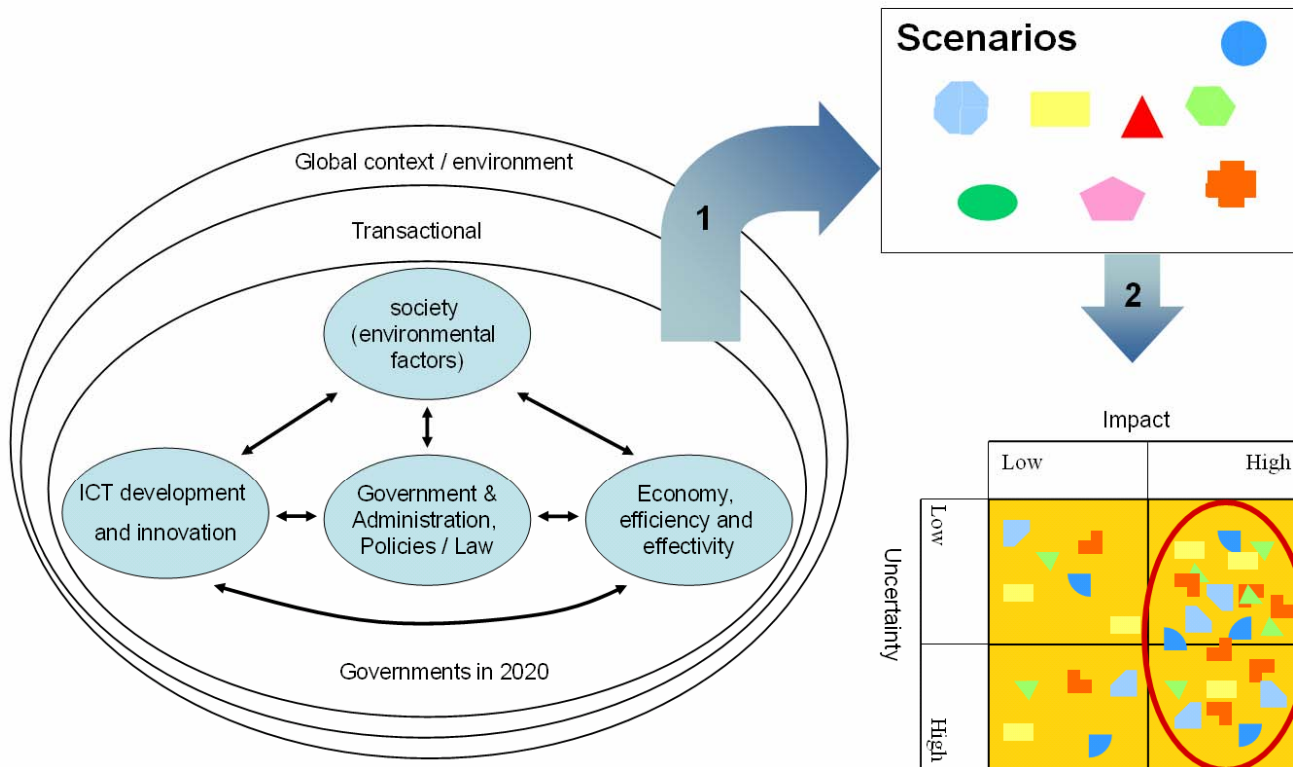
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Scenario building methodology



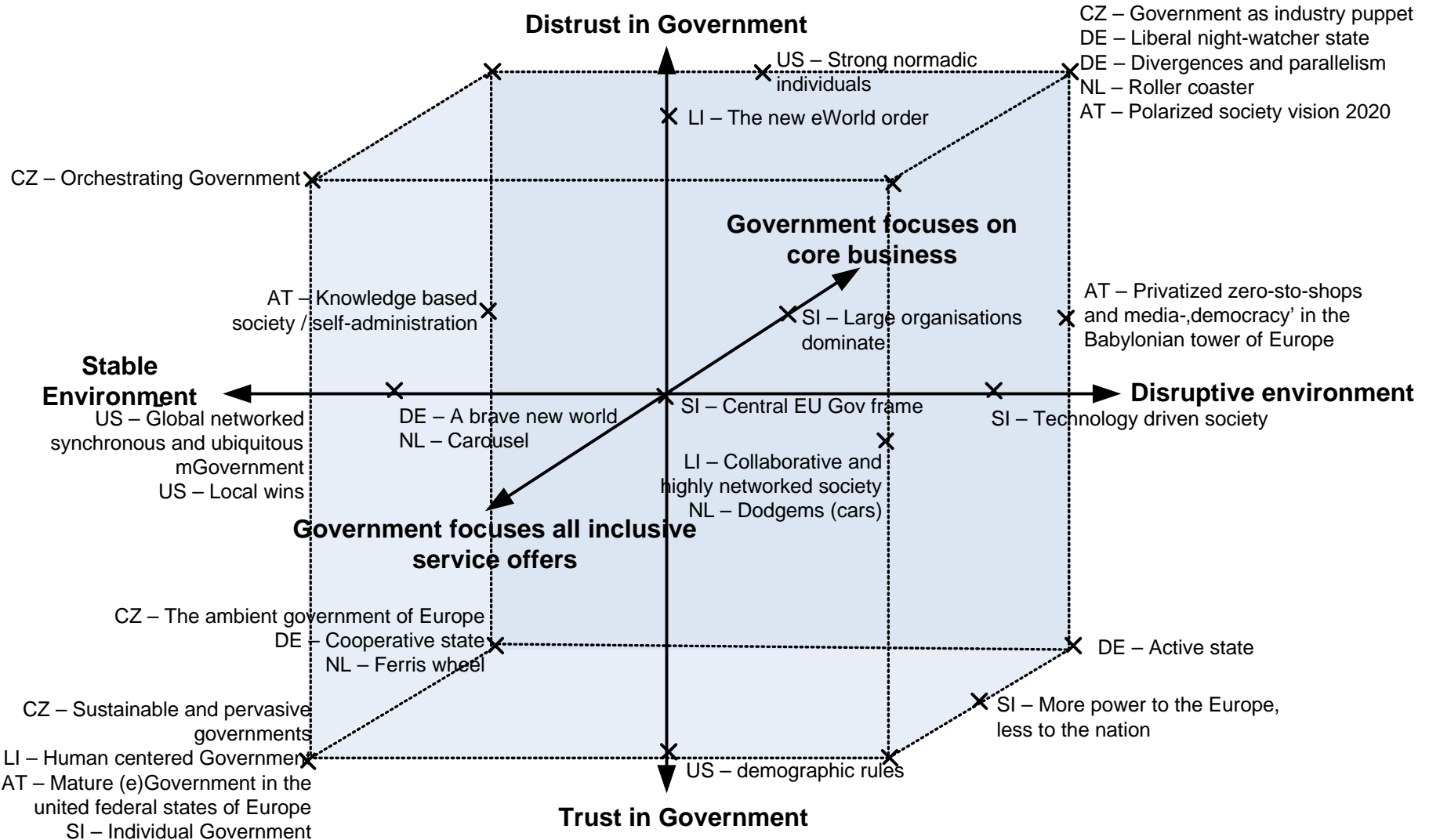
1. Scenario building based on a holistic approach

2. Extraction of issues from the scenarios and classification of issues to their uncertainty and impact on eGovernment

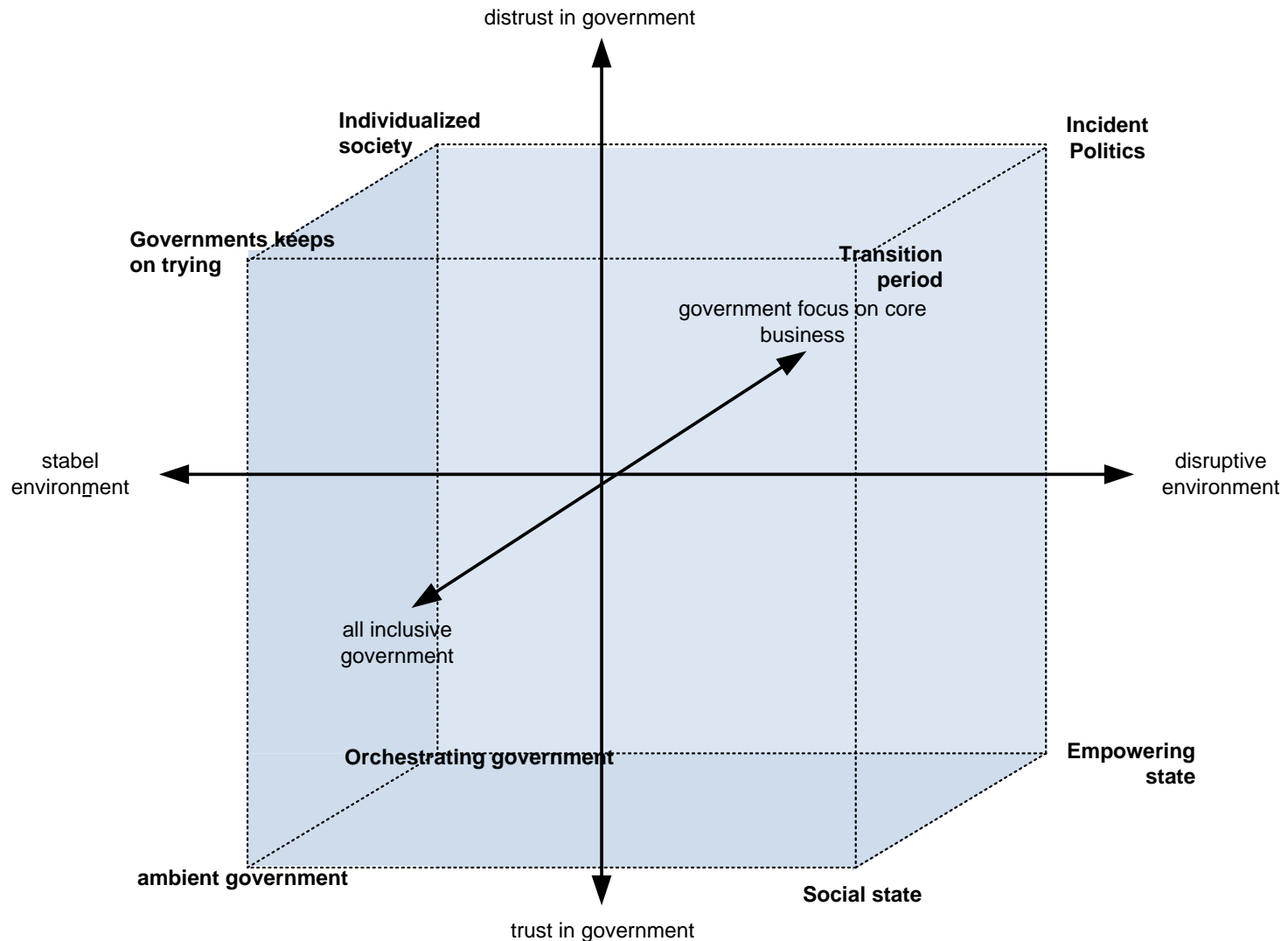
3. Validation of the workshop results and consolidation of aspects; extraction of three key dimensions

4. Synthesis of results into final eight alternative scenario pictures

Allocation of 29 scenarios in the three core dimensions



Final eight scenarios



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- Grounding the research on data privacy
 - Future technologies enabling automatic data gathering on citizens and businesses
 - ❖ could further be used also for intelligent judgment
 - In 2020, information as a source of wealth, power and prestige
 - Amount of personal information available to government and business continues to increase tremendously.
 - Privacy issues becoming more important
 - Storage of personal data as privacy risks
 - Privacy protection closely linked to security

■ Research questions

- How to assure that privacy and personal data are secure and protected, and will not be misused?
 - ❖ What are the potentials for data misuse of electronic identity?
 - ❖ Ways of preventing them?
 - ❖ How to ensure personal integrity?
 - ❖ To what extent can the technology be used and encroach on citizen's individual data?
 - ❖ How much privacy are citizens willing to lose in order to get sophisticated governmental services?
 - ❖ How to avoid unwanted future scenarios e.g. implanted chips?

Grounding the research on eGovernment's role at regulating the virtual world

- No national borders and no national rights; likewise government protection did disappear
- Self-regulation within the Internet is the most popular kind of regulation because governmental regulation is very hard and maybe impossible to transform *properly*.
- Lack of effective laws, methods, measurements and technologies to prosecute crime in the virtual world.
- Research needed to discover the functional and structural basis of the Internet in general and to develop efficient and ethically correct laws and technologies to protect the individual and society

■ Research questions:

- How to translate national law into the Internet, e.g. to generate virtual national borders or to set up global international legal framework?
- What kind of virtual citizenship will appear?
- What will happen if one or more governments undertake efforts to strongly regulate the Internet?
- For instance to spy on someone's email correspondence?
- How to translate national law into the Internet, e.g. to generate virtual national borders or to set up global international legal framework
- In the case of international law who will execute the law and who will watch the watchers?

Grounding the research on trust in eGovernment:

- Trust is a fundamental element in spanning activities and relationship. How trust is built, destroyed, used, abused is poorly understood
- The concept is also taken often out of-the-context, causing dangerous over-simplification and assumptions.
- Problem solutions require information sharing, which ‘depends’ on trust built-in in systems.
- Understanding the differences among key relationships in C2G, B2G, G2G, G2B is crucial.

■ Research question

- How can we create a trusted government?
 - ❖ What is trust?
 - ❖ How is trust built?
 - ❖ How do trust relationship influence different kinds of e-government efforts?
 - ❖ How can trust be fostered for the right reasons, credibility and legitimation?
 - ❖ What are the kinds of trust in various contexts given a particular set of relationships?

- Walls and borders are disappearing as a result of increased Internet access
- The web is an educational tool like never before.
- Not everyone speaks the same language and has same values and cultures.
 - Communication is already difficult *within* one culture.
- Cultural differences and traditions create a gap among cultures
 - blocking effective communication.
- Research question:
 - How to create a shared understanding and seamless interoperability among different cultures and communities?

Grounding the research on Governance of Public-Private / Civic Sector Relationships

- No unique stop-shop integrating and combining information from various public and private parties feasible
- Failure (and a lack of incentives) for cooperation among different organizations and existing ICT, which reinforces current structures instead of creating transparency.
- New third parties (brokers) might aggregate information from various sources and provide the information to users.
- This requires not only new architectures, but also knowledge about metadata and the business processes that produce and use the data.

Governance of Public-Private / Civic Sector Relationships 2/2

- Research question
 - How to create a scalable and adaptive exchange platform for exchange information among diverse public and private organizations satisfying public requirements and generating public value
 - ❖ Which functions and tasks should be performed by governments in such a setting?
 - ❖ Develop semantic-based information processing and aggregating mechanism
 - ❖ Create policies and strategies for ensuring PPP integration
 - ❖ Develop effective governance structures for such arrangements
 - ❖ Set conditions for operating and ensuring public value and requirements

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