



Shaping the future of governments: Scenario building for 2020, and Roadmapping eGovernment research

Results from the eGovRTD2020 project

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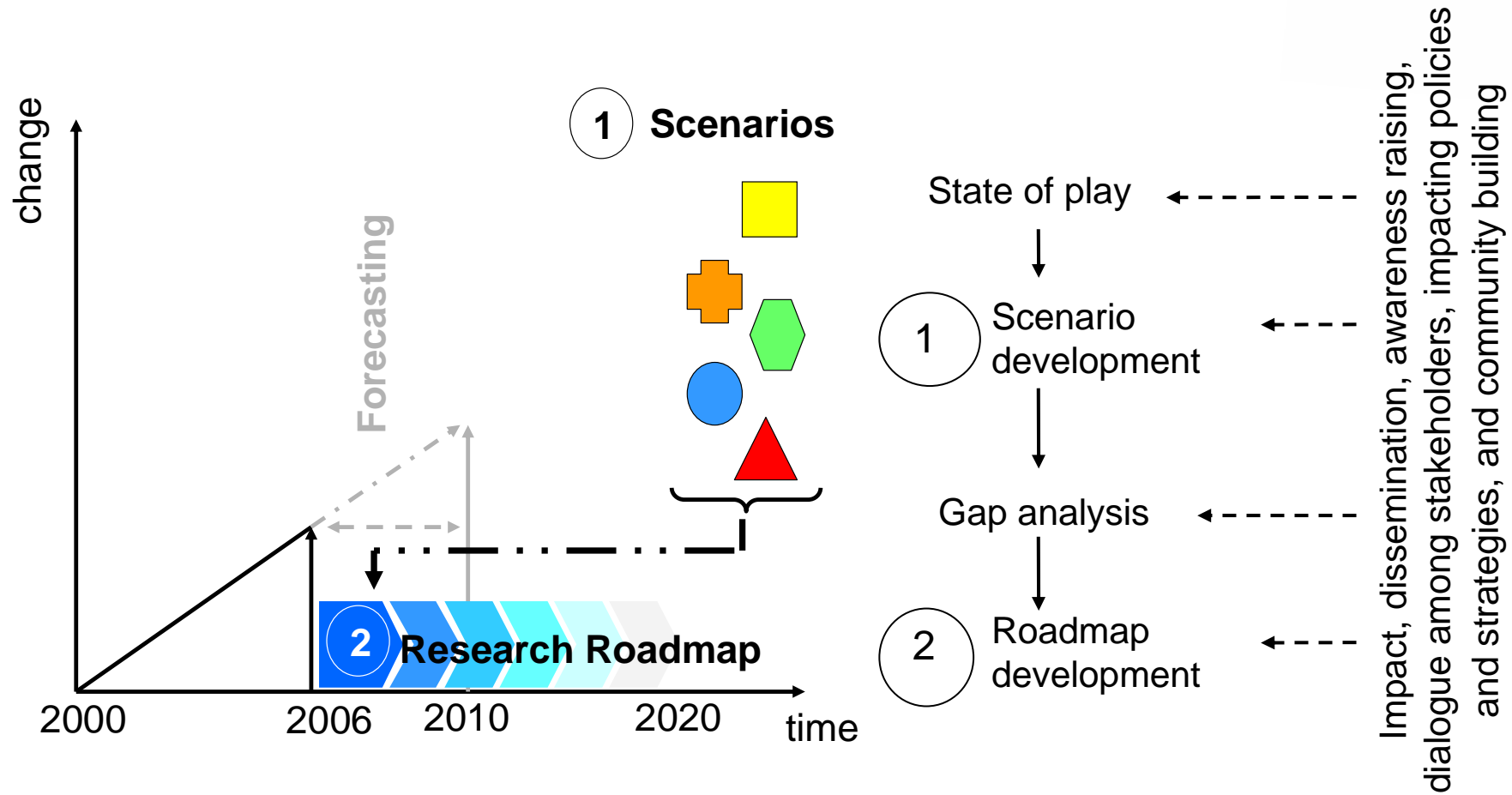
Overall objectives of eGovRTD2020



- 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**



eGovRTD2020 Methodology



State of play:

Topics of research and implementation at EU vs.
European national levels



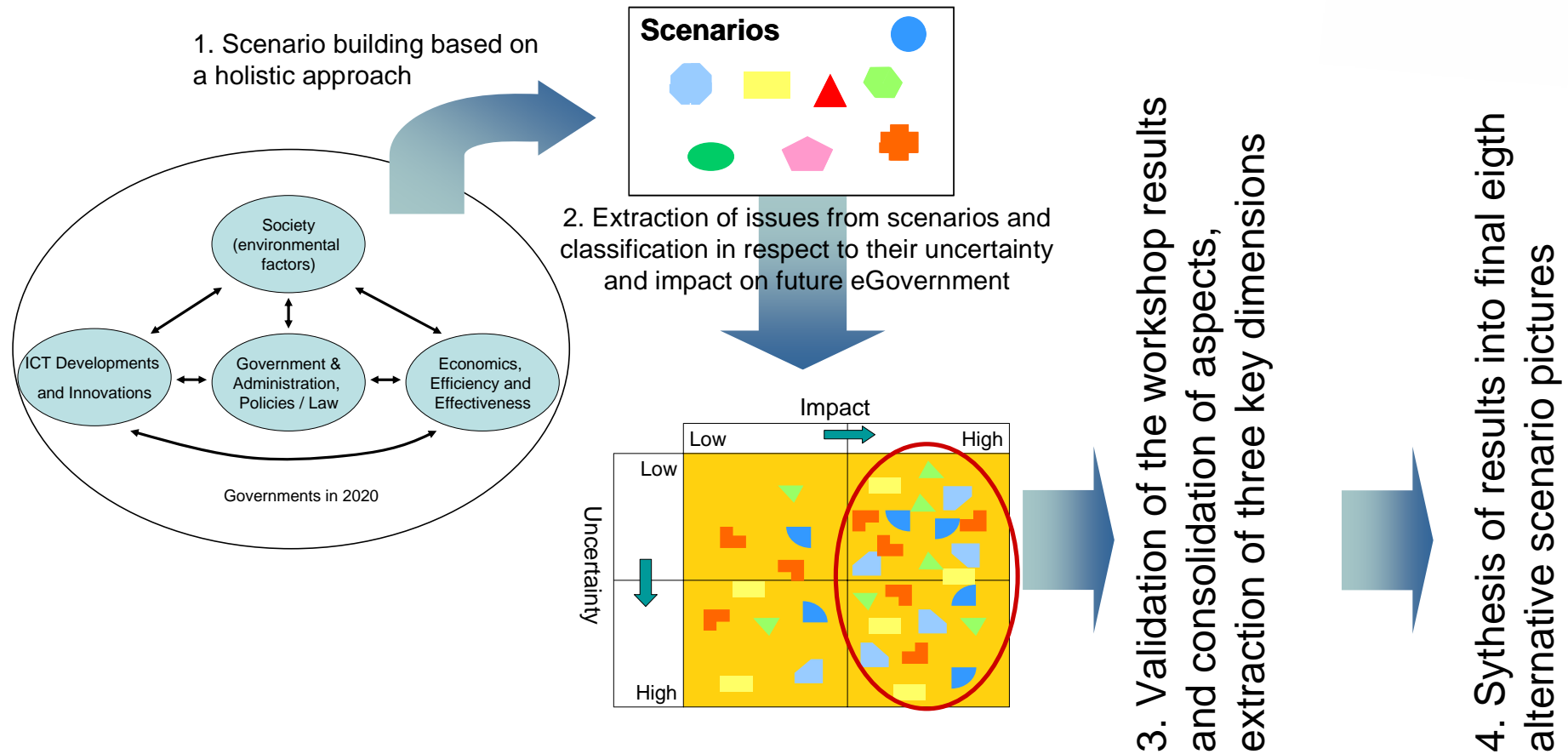
Contract no: IST-4-27139

EU level topics (from EC documents)	National level topics (from 23 countries' national strategic documents)
Security and trust	
Harmonization and interoperability	
Understanding individual user needs	
eInclusion/eParticipation	
Socio-economic Inclusion	eProcurement
Access for all to government services	Identity management and authentication
Knowledge management	Broadband technology and access

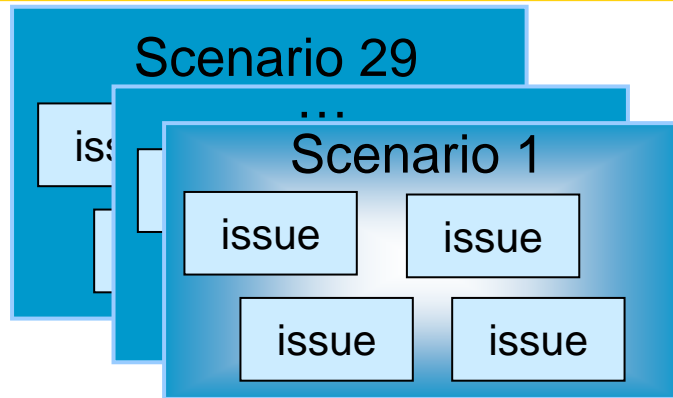


Scenario Building

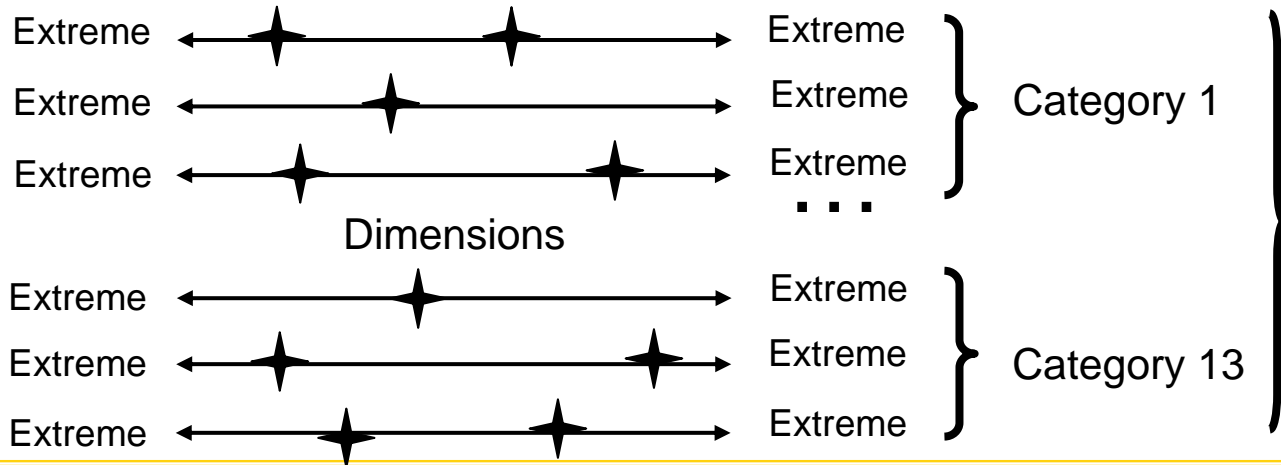
Underlying concept for scenario development



Scenario building - Analysing the scenario issues



✦ Topics of interest



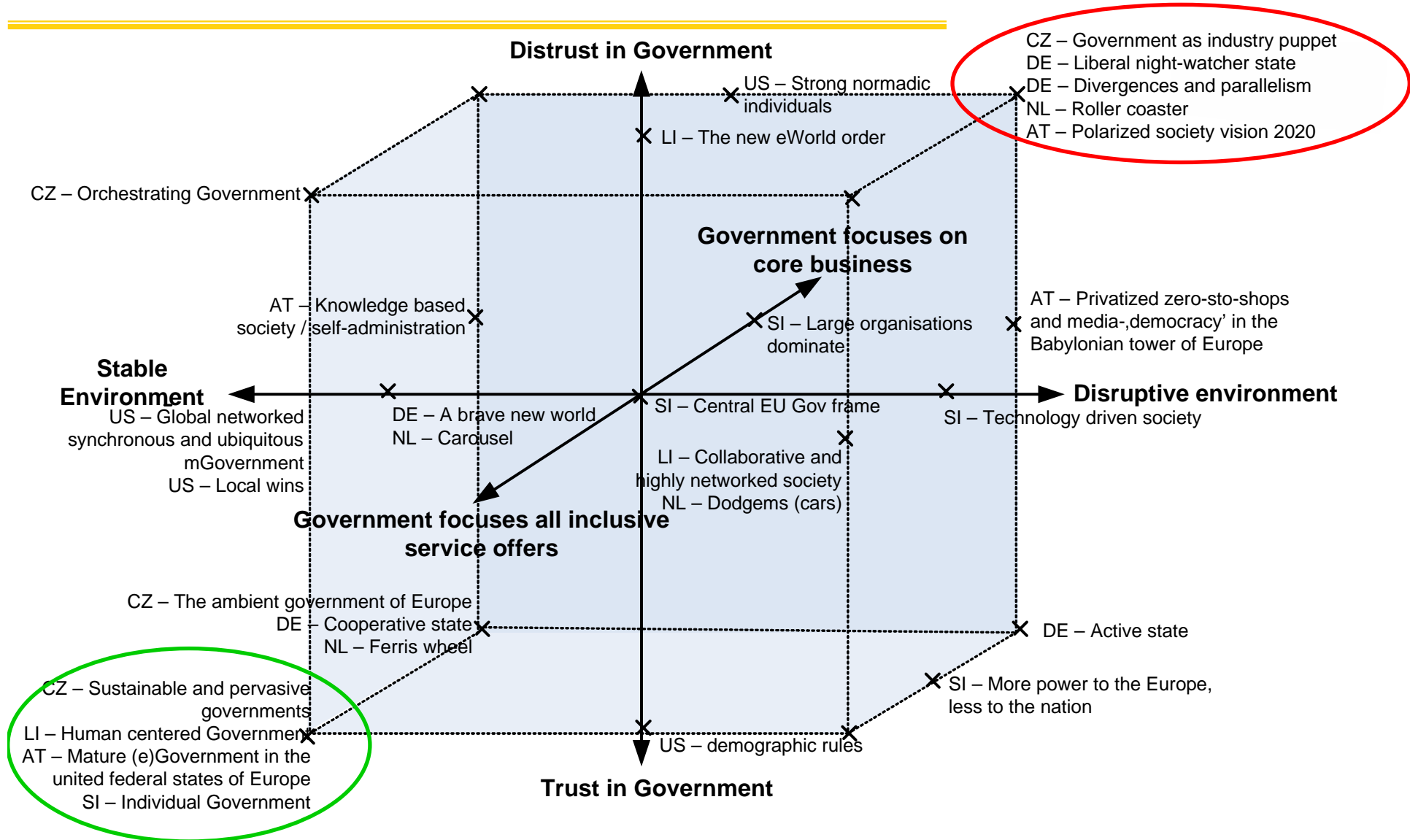
Identification of three core dimensions:

- Environment
- Attitude towards Government
- Government scope



Results from scenario building

The 29 scenarios in core dimensions



Facts sheet of the scenario-building workshops

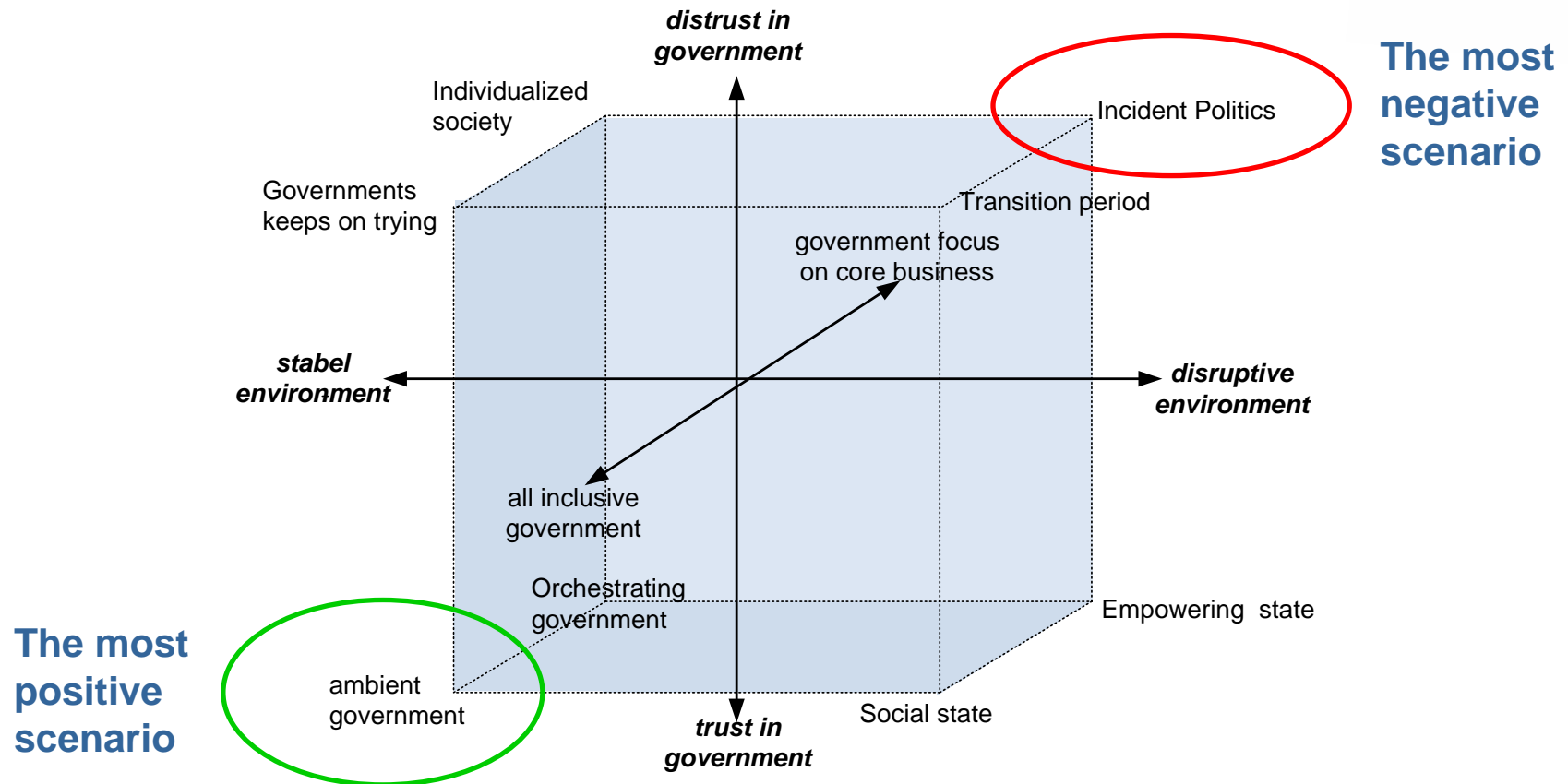


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Country	City	Number of scenarios	Participants scenario-building workshops				Geographical spread by continents			
			Government	Academia	IT Industry & Consulting	Total	Europe	USA	Australia	Asia
Czech Republic	Prague	4	1	13	1	15	15			
Germany	Koblenz	5	2	13	4	19	19			
The Netherlands	Delft	4	4	7	8	19	19			
USA	San Diego	4	2	23	1	26	7	17		2
Lithuania	Vilnius	3	5	8	5	18	18			
Austria	Linz	4	11	9	5	25	25			
Slovenia	Bled	5	2	12	5	19	18	1		
Total number of participants		29	27	85	29	141	121	18	0	2



Consolidation of scenarios into a set of final 8 scenarios



The most negative scenario

Incident politics

[Disruptive environment, distrust in government, government focus on core business]



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Abstract. Two-class- society: On the one hand young, well-educated citizens always on the move and always on the run. On the other hand old citizens with only little understanding of existing ICT. Society has become largely individualistic, with only a small role for government that is distrusted. A disruptive environment is the reason why citizens demand security, and ICT is deployed for that purposes, as well as to increase the efficiency and effectiveness of government.

Core elements of scenario:

Society and context

Social exclusion, digital divide
Instable environment (terrorism, religious wars)
Ageing society
Privacy subordinated to security
Individualism and self-responsibility
Nationalism, Europe breaks down

Government

Problems with providing essential services
Restricted role in legal & governmental issues
Simplification of procedures and organisational structures
Cooperation and common policy
Depersonalised interaction between government and citizens

ICT

Remote monitoring
Implanted devices
eParticipation
eServices
Ubiquitous Digital Right Management



Individualized society

[Stable environment, distrust in government, government focus on core business]



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People have become more and more individualistic and self-responsible. They want to get individual responsibilities as a mean to get the maximum out of their potential and for social security purposes. Government only takes care of essential facilities; because of the stable environment the private sector is in the position to compensate the lack of capacity of the public sector.

Core elements of scenario:

Society and context	Government	ICT
Cosmopolitan	Legal power is fairly distributed	Monitoring technologies
Europeanization	Distrust in government	Dealing with information overload
Data protection	Low Participation	Context-based translation service
Stable environment	Outsourcing, Public-Private-Partnerships (e.g. health care)	Networks of contact using P2P exchange mechanism
Inclusive society	Focus on core business	Information and knowledge management
Self-responsibility	Flattened hierarchies	Personal broker
Individual networks		
Clans und cliques play an important role		



Orchestrating government

[Stable environment, trust in government, government focus on core business]



Contract no: IST-4-27139

Disruptive developments predicted at the start of the 21st century did not occur or had only a modest effect on Europe's societies. Because of the stable environment government adopts a facilitating, but limited role in society, which is broadly supported.

Core elements of scenario:

Society and context

Inclusive society

Stable environment

Integration of ageing society

Europeanization

Trust in government

Government

Government focus on core business

Outsourcing of non-core business
(Public-Private-Partnerships) for

- Cost efficiency

- Service quality

No personalised services

Transparency (Legislation)

Legal and social norms are not
automated

ICT

Mobility

eCrimes and eTerrorism

Technical standards

Unique identity



Social state

[Disruptive environment, trust in government, government focus on inclusive services]



Contract no: IST-4-27139

Society has changed dramatically because of demographic and security-related developments. Government has been able to catch up with the high expectations from citizens and fulfils a key role in the provision of eServices, using state of play technology. Government provides all inclusive services in order to fulfil the expectations of the public and to bring the instable environment under control..

Core elements of scenario:

Society and context

Increasing social tension
Job mobility
European Union becomes common economy
Crisis because of unequal resource allocation and welfare
Privacy subordinated to security
Huge shared service centres

Government

eServices
Investment in participation
Back warding delivery of public services
Media is still most important power in decision-making
High quality and omnipresent service delivery
Networking agencies
Unique European identity

ICT

Technical and legal measures for data collection and data processing
Rights management: anonymous & encoded access to automated data
Technology is transparent and does not disturb human interaction in a negative way





Results from Roadmapping

13 Crucial Themes for Future eGovernment Research



- Trust in eGovernment
- Semantic and cultural interoperability of public services
- Assessing the value of government ICT investments
- E-participation, citizen engagement and democratic processes
- Mission-oriented goals and performance management
- Cyber infrastructures for eGovernment
- Information quality
- Ontology and intelligent information and knowledge management
- Governance of public-private-civic sector relationships
- Government's role in the virtual world
- Crossing borders and the need for governance capabilities
- eGovernment in the context of socio-demographic change
- Data privacy and personal identity

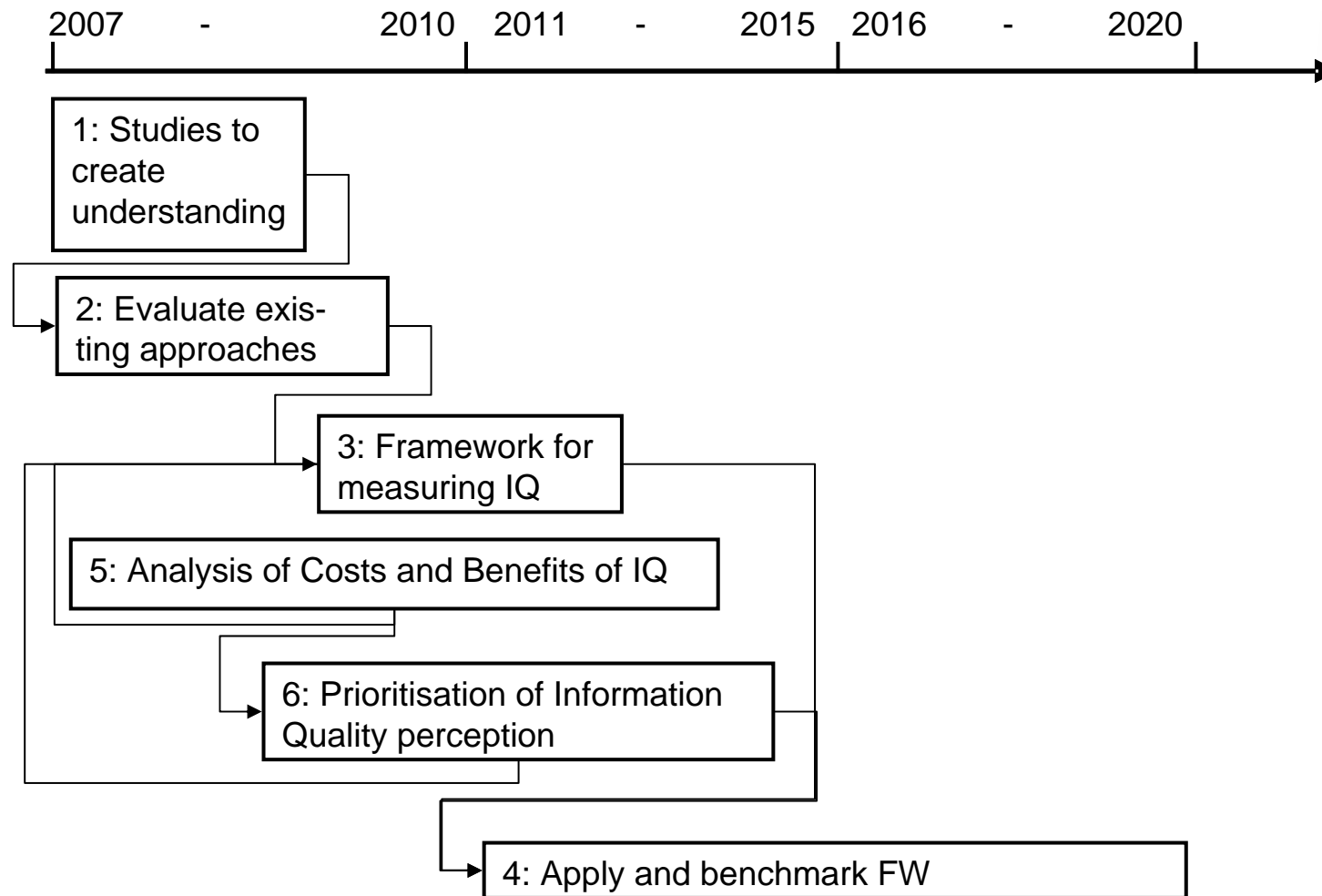


Information quality

- **Abstract:** Governments, the market, and individuals increasingly need well-defined, timely, accurate, reliable and appropriate information drawn from many sources. In the future, guaranteeing information quality will become both more important and more difficult as the number and variety information sources (including informal sources such as wikis and blogs) continues to grow. What mechanisms are needed to find, select, evaluate, and authenticate information that is appropriate for a given use?
- **Keywords:** information quality assurance, evaluation mechanisms, certification and trustworthiness of information sources

#	Description	Means	Actors	Timeline
1	<p>Study to gain a proper understanding of Information Quality (IQ) within the networked government context, including linking Information Quality with activities and stakeholders:</p> <ul style="list-style-type: none"> Analyse what is at stake, evaluate existing research Analyse existing frameworks, ontology/ taxonomy/ typology Develop a landscape/ scope of understanding IQ Identify general criteria to assess Information Quality Develop an understanding of the objectives of IQ Link IQ to activities / actors 	Action research, desk research	Research with key players from government and ICT industry	now, urgently needed -> 2008
2	Evaluate and measure existing approaches to IQ and test them in the government context	Gap analysis	Research with key players from government and ICT industry	now, urgently needed -> 2009
3	<p>Develop a framework for measuring Information Quality</p> <ul style="list-style-type: none"> Define measurement criteria Make the measurement criteria operational and apply criteria 	Conceptual design and user participation	Research (and Consulting)	2008 -> 2011
4	<p>Apply the framework in practice and continuously evaluate the framework for improvement</p> <ul style="list-style-type: none"> Implement pilot cases Reengineer the framework based on insights from pilots Frequently monitor, evaluate and reengineer the IQ framework within a given context (micro-level) Benchmark the IQ framework across countries (macro-level) 	Pilot projects, updating the IQ measurement framework, and benchmarking	Consultancy and key players from government with support of research (for reengineering)	2010 -> 2015
5	<p>Analysis of costs and benefits of Information Quality</p> <p>What are the costs of weak Information Quality?</p>	Desk research,	Research and	

Information quality





**Conclusion on measures
needed ...**

Key activities suggested in the roadmap (1/2)



- Studies to better understand the issues and their interrelations
- Analyses of strengths and weaknesses of concepts, impact analysis, cost-benefit analyses etc.
- Frameworks for issues
 - Development
 - Assessment of success, efficiency, public value, etc.
- Provide means and instruments to deal with the multidisciplinary of the research field
- Methods and tools for management of change and ICT projects



Key activities suggested in the roadmap (2/2)



- Strategy development support
- Skills development and education
- Development of new and emerging technical means for ICT in government settings (applied research development)
 - Systems design
 - Systems development
 - Systems integration and interoperation
- Reflections on research impact, research benefits and results





Further details and the deliverables
from the project are available at:

<http://www.egovrtd2020.org/>



Thank you for your attention !

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