



# Looking into the future: Scenarios for eGovernment in 2020



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# Overview



Contract no: IST-4-27139

- Project background
- Scenario building
- Outlook



# eGovRTD2020 objectives



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## ■ Vision

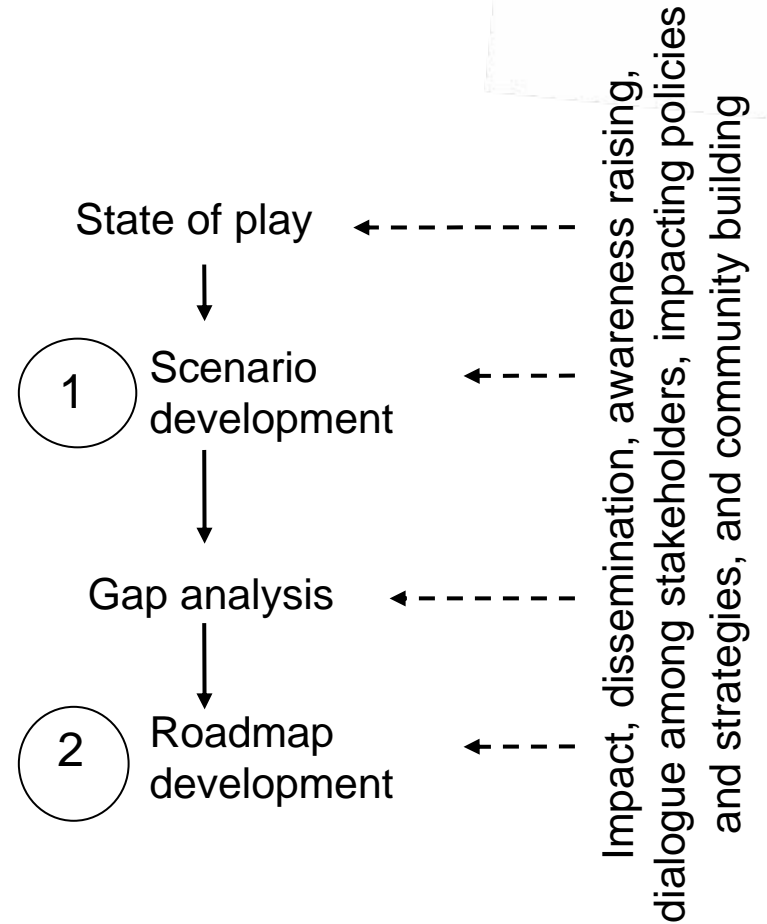
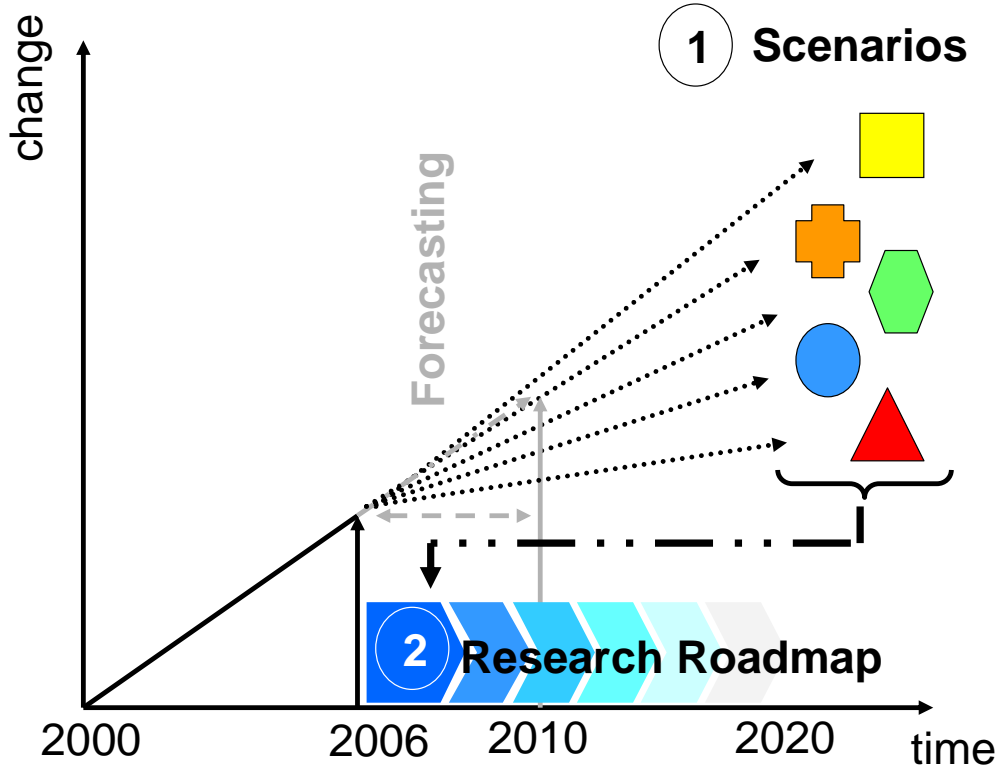
- transform the EU Government **landscape into a coherent community**
  - contributing to the development of the EU to a **leading knowledge society**
- 
- Identify and characterize key **research challenges**, and an implementation model for dynamic governments in 2020
    - Build up **visionary scenarios**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



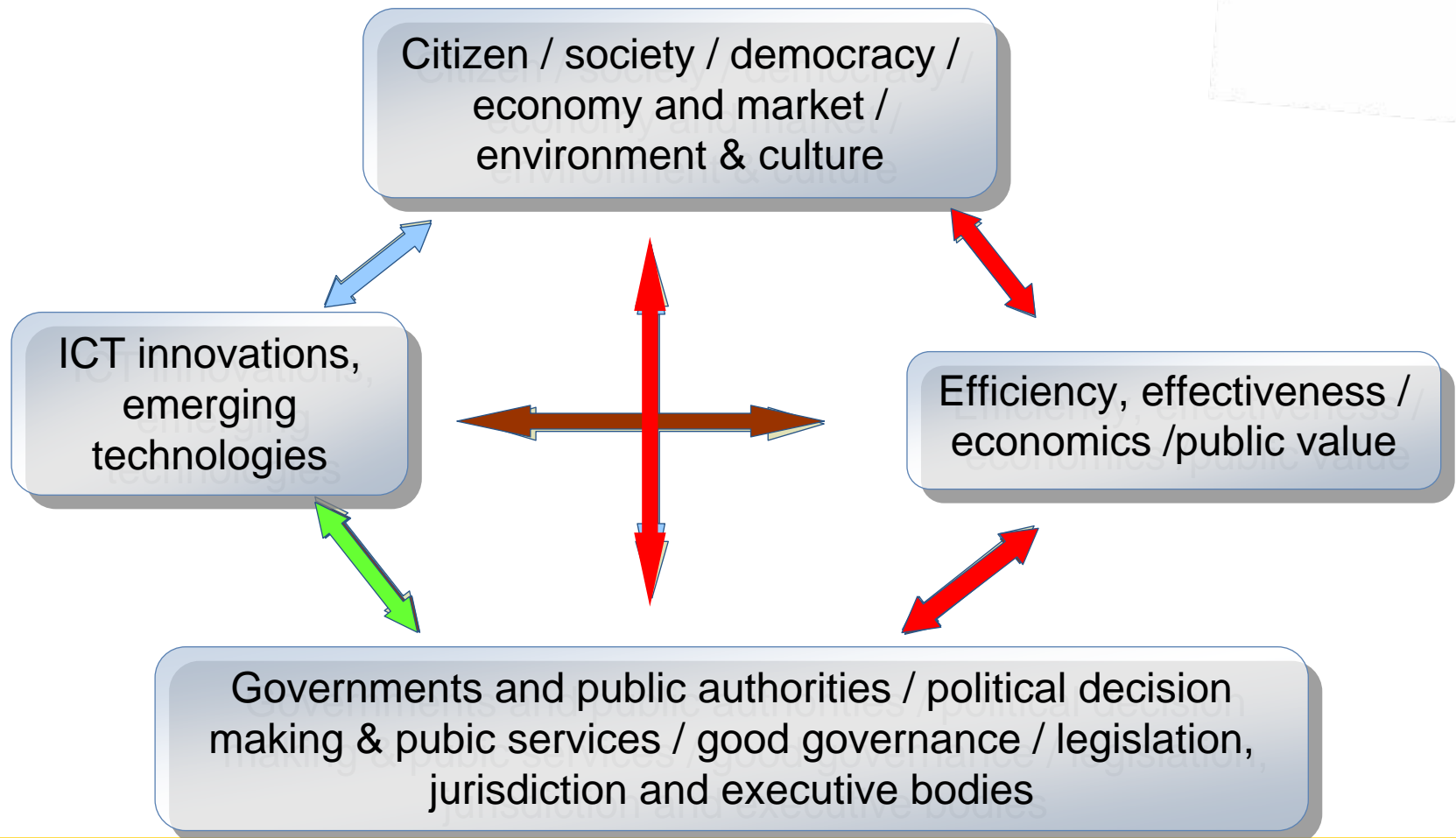
# eGovRTD2020 methodology



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# eGovernment key issues: taking a holistic view...



# Overview

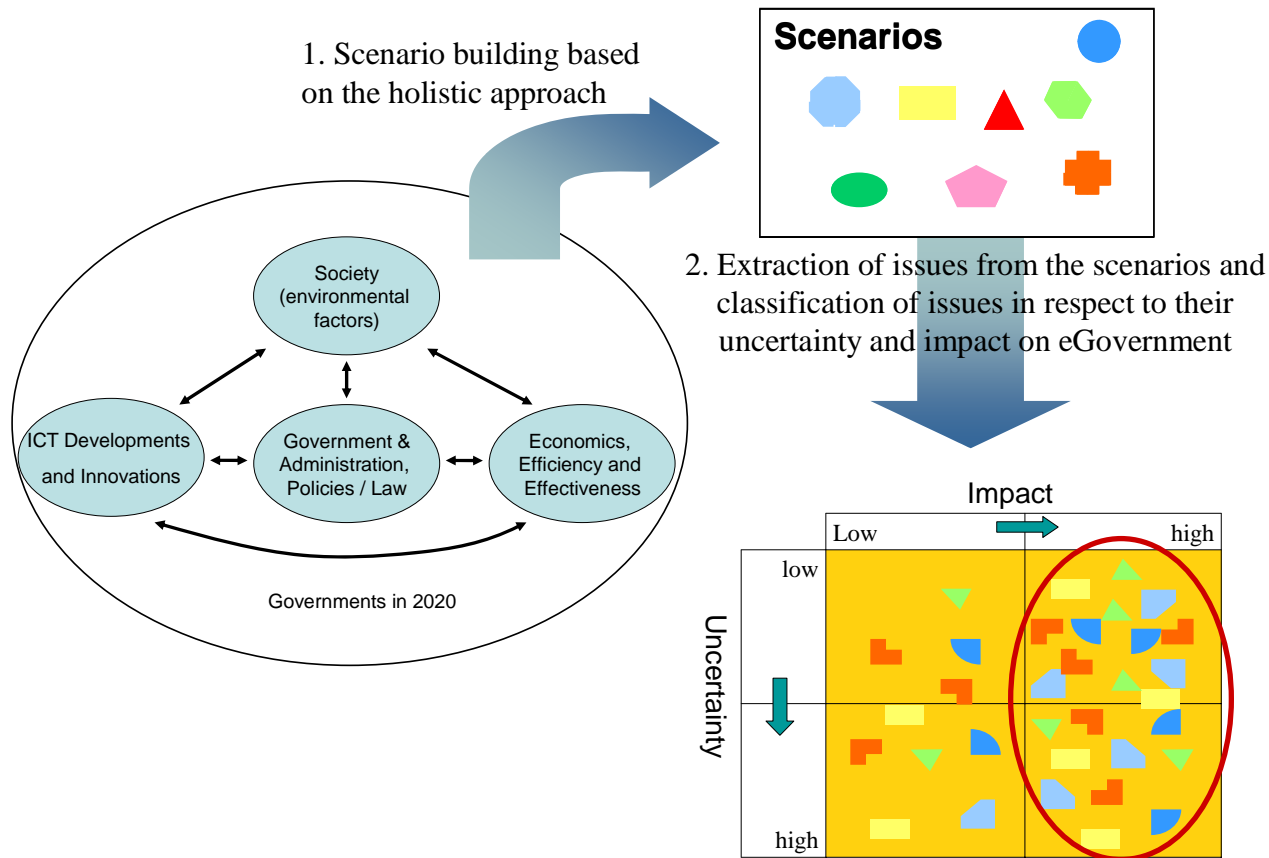


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# Scenario building methodology



# Scenario example: The ambient government Europe



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*In 2020, society has changed and has grown older. Government is ambient, providing basic services for all, but the private sector gained more power by delivering extended services for those who can afford them. The democratic system has been eroded and there is a large divide between the haves and have-nots.*

Globalization leads to more freedom and less freedom at the same time. More freedom as it is easy to move from one country to another, as country and other traditional geographic borders disappear. Less freedom as all movements are recorded and there is no privacy anymore. There is less individualism (thanks to full accessibility, less privacy is accepted, in order to have more security).

The European Union is organized in regions and each region is specialized in some fields, such as nanotechnology, water, energy and ICT. The EU has expanded to the East and all former Eastern countries and Turkey are now members of the Union. Trading among the world is simplified and customs clearing is easy. Technology is developed to scan containers for narcotics automatically, so smugglers have no chance.

Government has become ambient and only provides basic services. Social security is a government issue, it is provided at a basic level for everyone. The private sector provides most of the other services, including education, healthcare and more advanced social security services. Consequently there is much dependency on the private sector for service provisioning.

Governmental instruments have changed. A current vision is that the government will even turn into something like an institution.

Accessibility has become the key driver for many changes and communication is cheap or almost free. The only way to access government is electronic. Governments have become more formalized and largely automated. There are jurisdictional systems, where fast judgments are being created based on collected evidence. This is a foundation of daily life - jurisdiction is expected to act automatically, because artificial intelligence systems have replaced human judges. The judicial organization and prosecutors do not exist anymore, monitoring, enforcement, sentencing and sentence executing is fully automated. The negative side of this is the 'big brother' aspect, however, this is accepted.

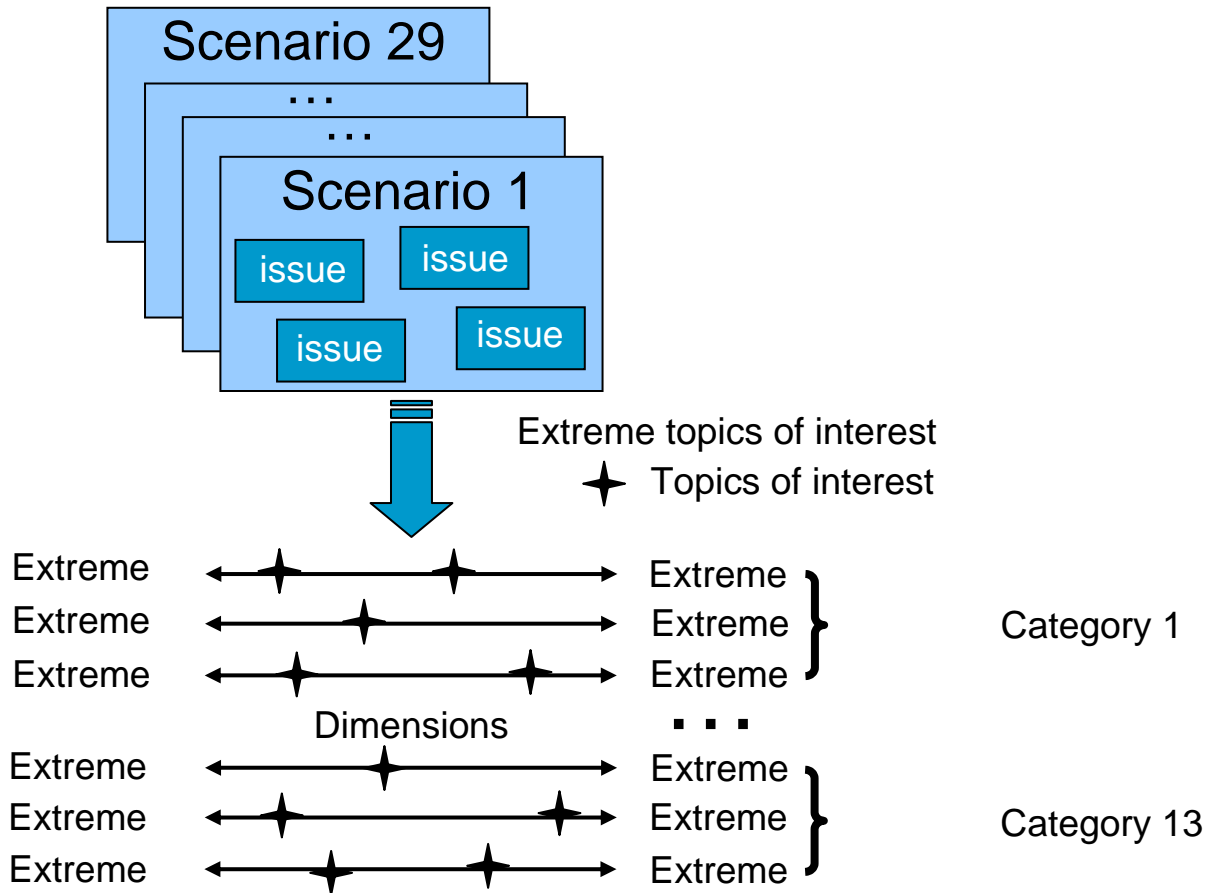
There is a limited need for government elections and for voting. Only basic services are provided to all without possible interference - in an automatic way. The government is physically invisible. However, it may be viewed as a strong, virtual government being everywhere.

The realization of a secure identity management infrastructure is a key issue. A worldwide standardized identification mechanism is realized based on biometric login (iris scan).

Communication is a must and is a "built-in" feature of ourselves. Sensors are directly connected to our brains and chips are implanted in people. There is no need for any user-interface, like keyboards and screens. As our brains directly interact with systems, peripheral devices have disappeared and no mobile phone, wallets, communication, or any other device is worn. Remote monitoring of everyone is done and even their health status is continually monitored. Ubiquitous systems have been realized. System are embedded into the environment of everyday objects enabling people to interact with information-processing devices more naturally and casually than they did in the early 2000s, and in whatever location or circumstance they find themselves. ICT has become like food. Cyberspace has become part of the real world. Anonymity disappeared in real life and cyberspace. Paper money has been replaced by electronic money completely. E-books are usual in 2020, paper books have become like historical cars. Children adopt new technologies quickly and are used to new values in the field of privacy, security and the role of government.



# Scenario analysis



# Issues extracted from the scenario



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- Anyplace anytime access to any services, shared services, services provided by private parties, inclusion of governmental services
- high level of cooperation among agencies, integrated systems
- strong government, slim government, government knows what is good for all,
- EU expansion, competition among regions
- global participation, participation using opinion changes,
- 24x7 economy, simplified international trade
- built-in devices, automatic service provision, automatic collection of statistical and enforcement data, automatic judgment, no physical interaction with governments,
- ICT to bridge cultures, e-books, multi-channel, information availability and use, ubiquitous systems, peer-to-peer, service-oriented architectures, Open Source Software (OSS)
- remote monitoring, limited freedom, no privacy
- worldwide identification, biometric login



# Complexity reduction

## ■ Classification and Clustering of scenarios in respect to the three main dimensions

- Environment
- Attitude towards government
- Government scope



## Final eight scenarios

Details see:

<http://www.egovrtd2020.org/> -> results -> D 2.1

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# Gap analysis methodology

Project Phase 1:  
State of Play

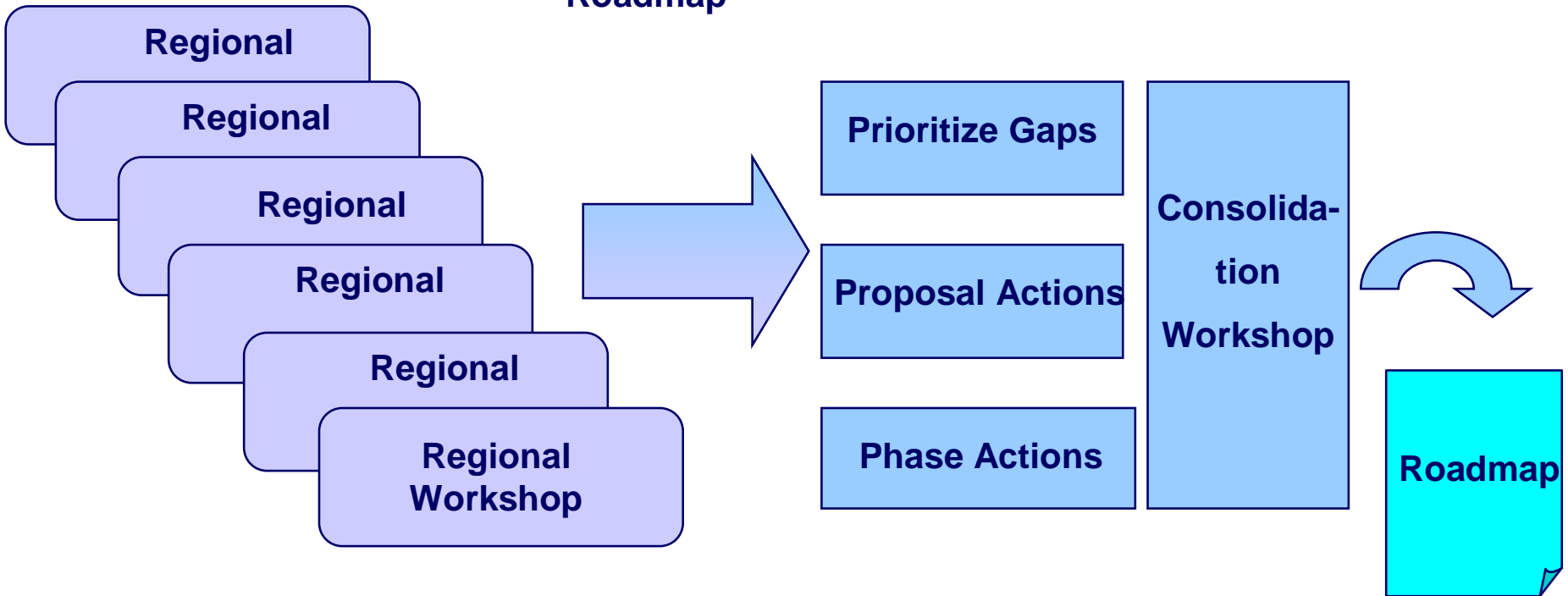
Project Phase 2:  
Scenario Building



- 1. Step:**  
Identify commonalities and weaknesses of communalities
- 2. Step:**  
Identify topics of interest mentioned in the scenarios but not in the state of play
- 3. Step:**  
Assess topics of interest according to their relevance (policy formulation, execution and enforcement)
- 4. Step:**  
Develop story lines from the identified gaps in respect to the scenarios

# Roadmapping methodology

## Roadmap



# Outlook

- Roadmapping workshops will take place in several regions in fall
- The state-of-play report (D 1.1) , as well as the results of the scenario workshops (D 2.1) are available at the official project web site:  
<http://www.egovrtd2020.org/>



Thank you for your attention !

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