eGovRTD2020 future scenarios

Building a vision for eGovernment in 2020

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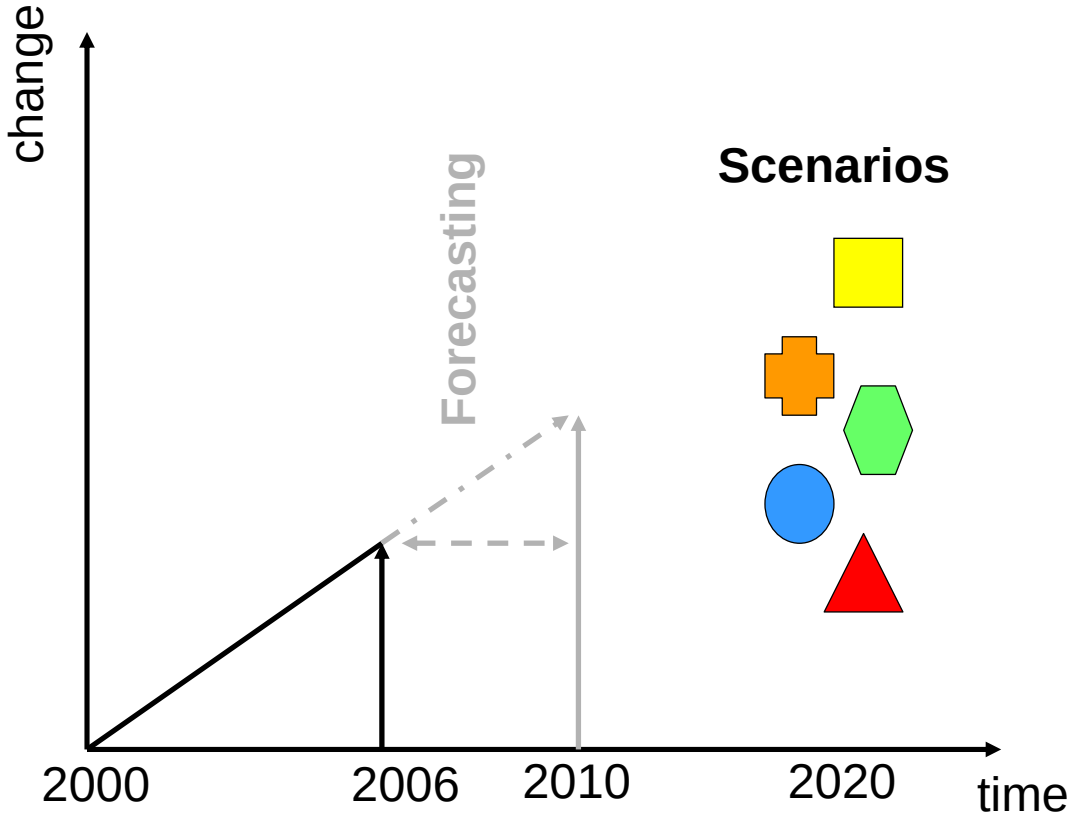
Forecasting vs. scenarios

Contract no: IST-4-27139



- Popper: "*if you know it now, it is no future*"
- Find new aspects of the future rather than extrapolation
- Capture possible (crazy) future ideas and generate scenarios
- Think the unthinkable

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Underlying concept for scenario development

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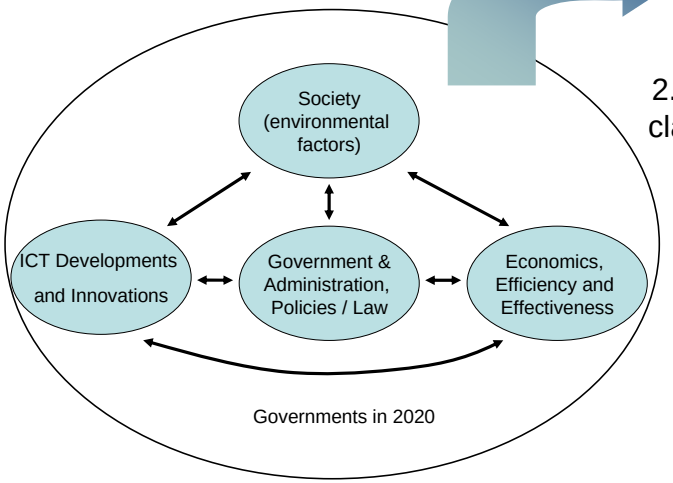
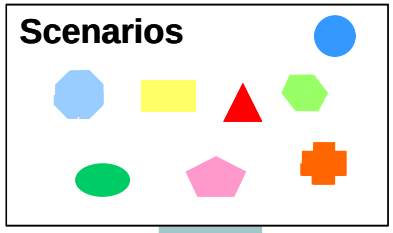
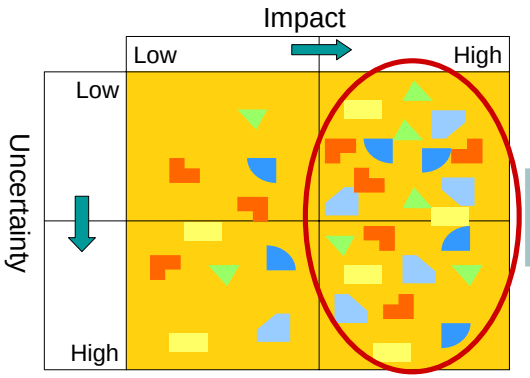
1. Scenario building based on a holistic approach





2. Extraction of issues from scenarios and classification in respect to their uncertainty and impact on future eGovernment



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

4. Sythesis of results into final eigth alternative scenario pictures

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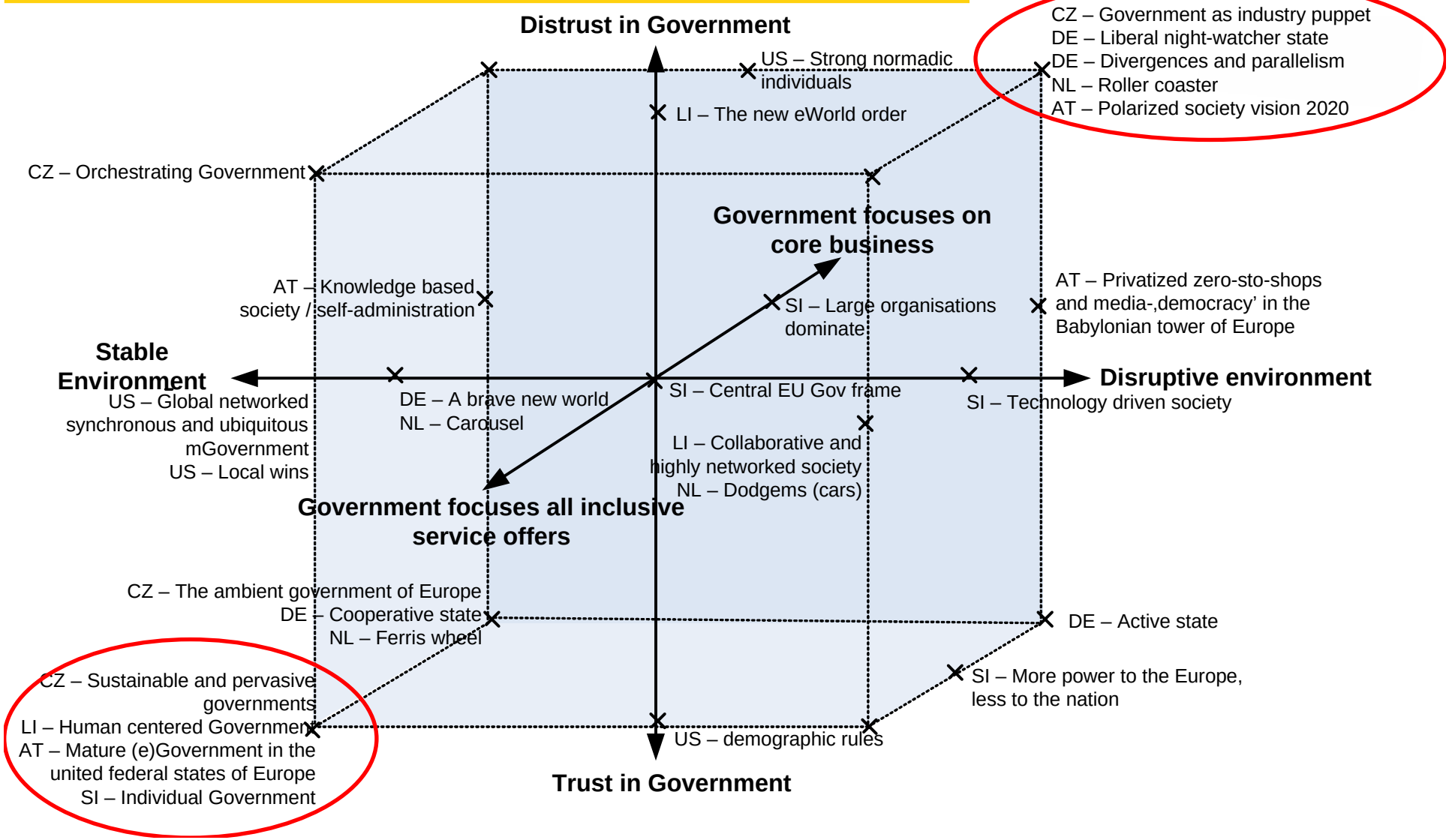
Results from scenario building

The 29 scenarios in core dimensions



Results from scenario building

Consolidation of scenarios into a set of final 8 scenarios

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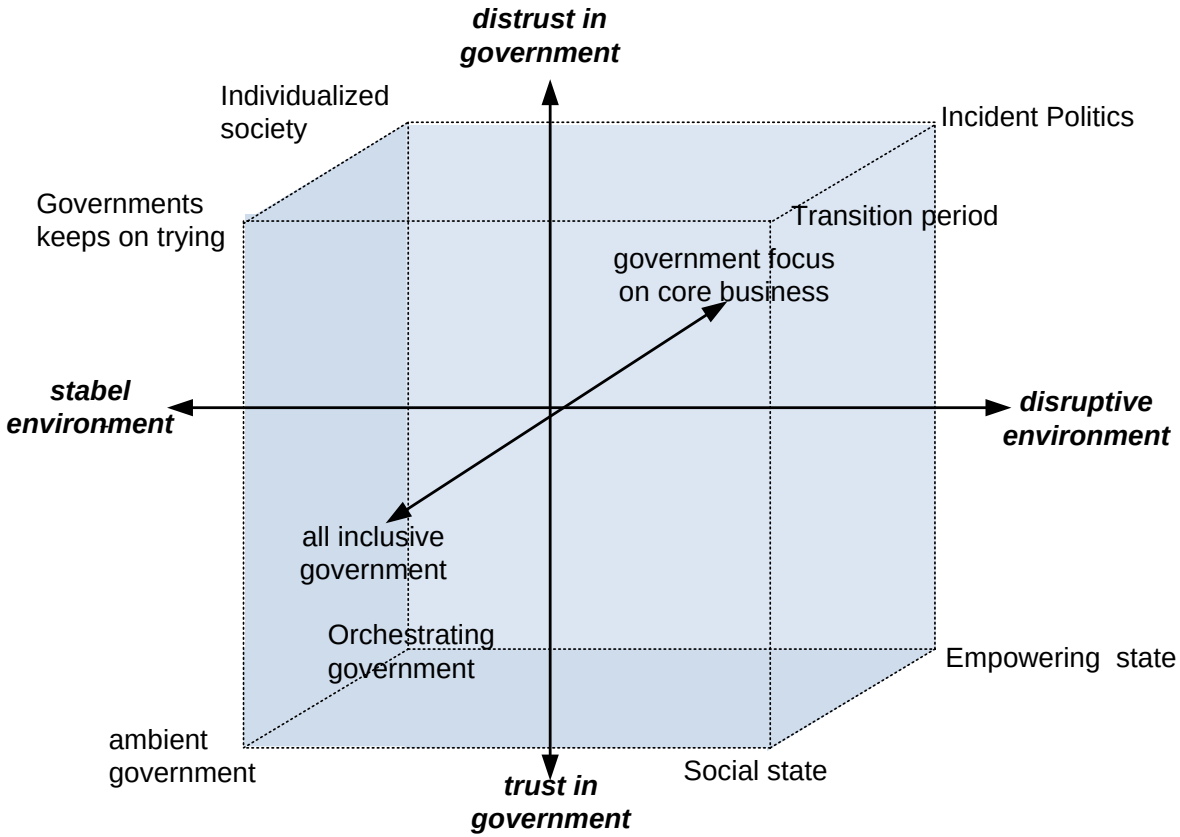

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The most positive scenario

Ambient government

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

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Abstract: Government is all around. Citizens have a high confidence in government to effectively and efficiently settle issues for the common good. They are helped by a stable development of key environment variables.

Core elements of scenario:

Society and context

Europeanization

Standardisation

High investments into education as prevention measurement

Internet communities

Government

Cooperation between Europe's governments

Central EU eProcurement

No physical contact (high quality of eServices)

Political power at EU and local level raises, decrease at national level

Transparent decision-making

Public-Private Partnerships

ICT

Communication across cultures

ICT as driver e.g. economic growth

Universal wireless networks

Security standards

Sector-specific regulation

Service-oriented architecture

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The most negative scenario

Incident politics

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

Contract no: IST-4-27139

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

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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.

Society and context

Cosmopolitan

Europeanization

Data protection

Stable environment

Inclusive society

Self-responsibility

Individual networks

Clans und cliques play an important role

Government

Legal power is fairly distributed

Distrust in government

Low Participation

Outsourcing, Public-Private-Partnerships (e.g. health care)

Focus on core business

Flattened hierarchies

ICT

Monitoring technologies

Dealing with information overload

Context-based translation service

Networks of contact using P2P exchange mechanism

Information and knowledge management

Personal broker

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Orchestrating government

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

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Disruptive developments that were 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 attitude is broadly supported.

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

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Government keeps on trying

[Stable environment, distrust in government, government focus on inclusive services]

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Despite its efforts to be involved in the bettering of the quality of life at all fronts, trust in government is low. People experience a big gap between the technocratic government and their own skills and possibilities to take part in eGovernment.

Society and context

Europeanization

Stable environment

No digital and social divide

Data protection

Simplification of legal framework

Multinationals get more power

Government

Governments competing with each other

Decreasing national power

government focus on inclusive services

Personalised services

Public-Private Partnerships

Low participation

ICT

Automated processes

Networking of ICT-systems

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Transition period

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

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In a highly polarized world, governments focus on key state tasks. The socio-economic policy is aimed at individuals taking their own responsibility, a mentality that rests on great support in 2020's society.

Society and context

War on resources

Rapid growth of world economy

critical international relationships

Security vs. privacy

Mobility and welfare

Social divide

Distrust in government

Government

Outsourcing of (e)Services

No user-centric service production

Increased participation in decision-making

ICT

Built-in technology and information infrastructure

Transparency

New, innovative participation mechanisms

Global and local standards

Open-Source-Software becomes less important, robust quality through proprietary software

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Social state

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

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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..

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

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Empowering state

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

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In a rapidly changing, confusing world, citizens do not have much trust in public administration and hence become self-responsible. The government focus on their core business, however, persists in its role as care-taker for society but fails. There is a large social gap.

Society and context

Individual mentality

Ageing society

Social divide (education, income)

Protectionism of economy

Failure of Europeanization

Mobility in Europe

Intensive international tensions

Government

Less protection of privacy

Trust in government

No interest in decision-making

No transparency within the decision-making process

Private parties are excluded from the service delivery process

ICT

Security measurements

Development of technical standards for identity management

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Gap Analysis

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State of Play:

- Topics of Interest
- Dimensions

Input for the **Gap Analysis**

Scenarios:

- Topics of Interest
- Dimensions

Step 1: Identify commonalities and gaps in commonalities

Diverging understanding	Insufficient results from current research	Understanding interrelationships / interdependencies	Identify further need of current research

Step 2: Identify gaps between the scenarios and the state of play

Identify topics of interest emerging in the scenarios but not in the state of play	Evaluation of comprehensiveness of all relevant topics of interest

Step 3: Assess gaps according to their relevance and impact to the governance model

policy formulation	policy execution	policy enforcement

Step 4: Develop gap storylines to convey the need of targeted research in specific eGovernment themes

- for gaps ranked as high / very high
- to argue the need of future research emerging from the scenarios, and risks and weaknesses in current research

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Research gaps identified in a number of dimensions (1/2)

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- Lean Government
- Incident Politics
- Competition among nations / regions
- Transparency
- New Types of Governance
- Government Network
- Information and Knowledge Management
- ICT as driver
- Ubiquitous systems
- eParticipation
- One European identity & Worldwide Identification/authentication & use of Biometrics

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Research gaps identified in a number of dimensions (2/2)

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- Automatic monitoring and enforcement
- Ontology and Semantic Web
- Crisis Management
- Intellectual property
- Globalisation
- Cyber wars and crimes
- Virtual borders and citizenship
- Changing public values

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Extraction of 13 research themes

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- Trust in eGovernment
- Semantic and cultural interoperability of public services
- Information quality
- Assessing the value of government ICT investments
- E-participation, citizen engagement and democratic processes
- Mission-oriented goals and performance management
- Cyberinfrastructures for eGovernment
- Ontologies 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

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Example of research roadmap for trust in eGovernment

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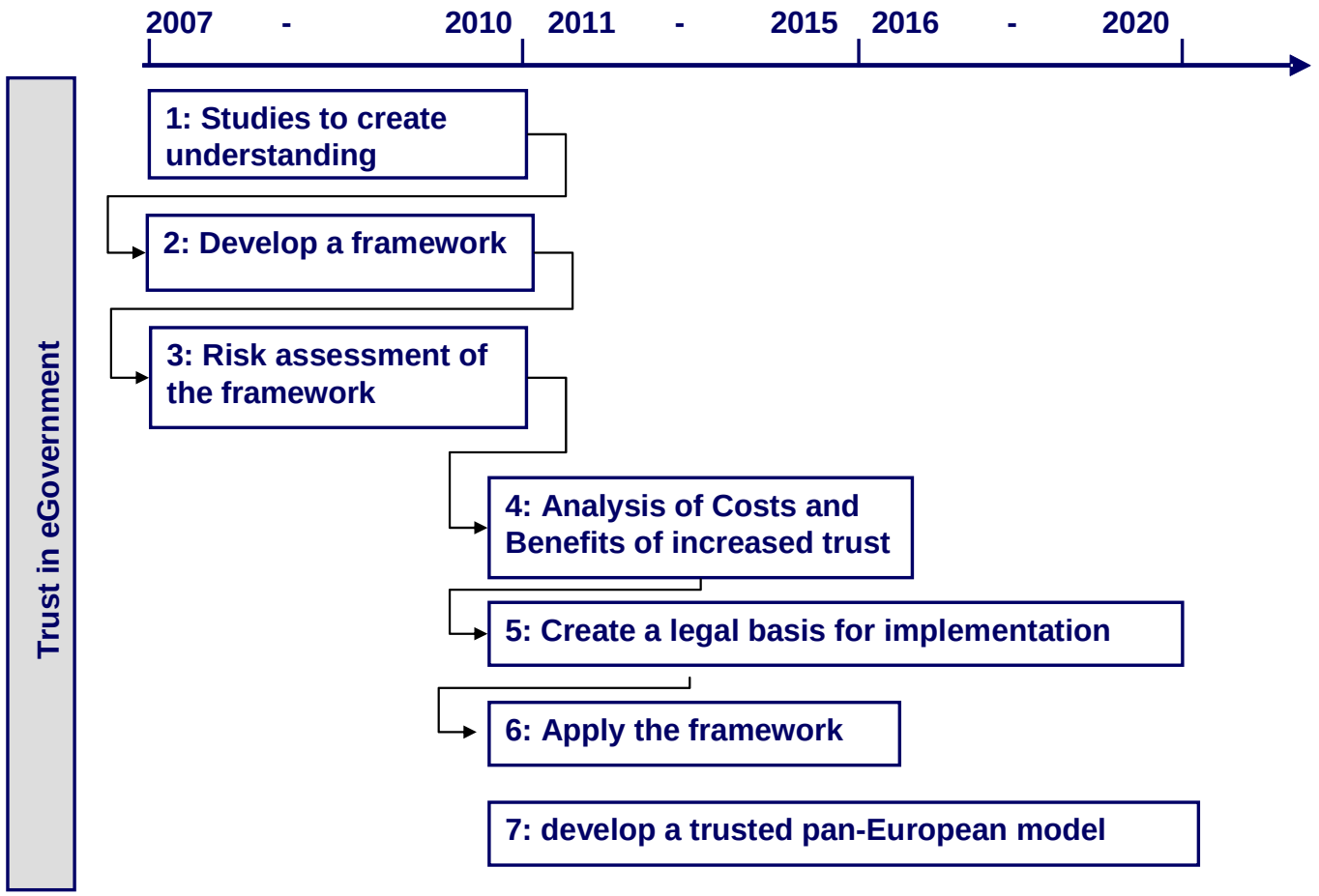

Thank you for your attention !

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