

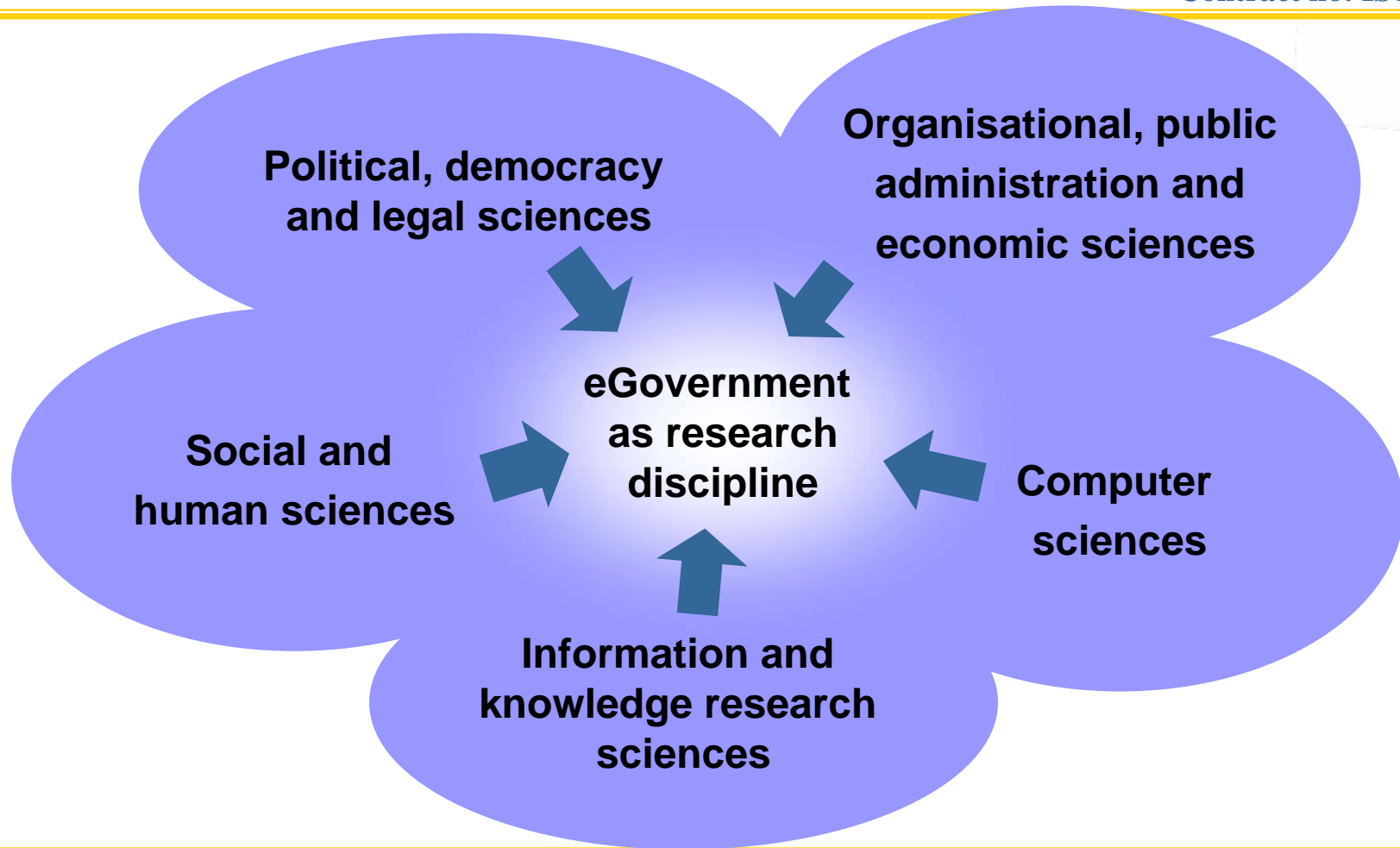


Building a Research Roadmap to E-Government 2020



Maria A. Wimmer

Multidisciplinarity and integrative aspects of eGovernment research



eGovernment key issues: taking a holistic view ...

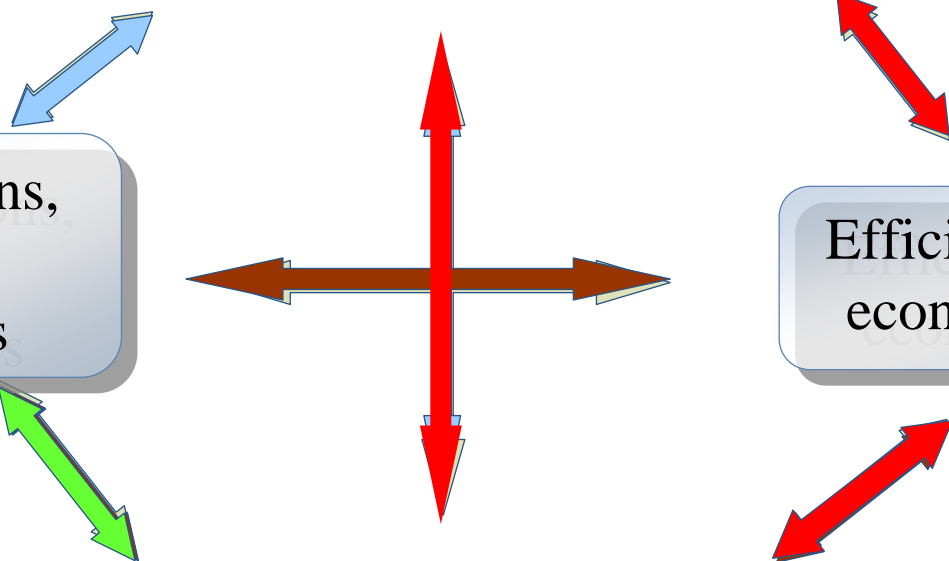


Citizen / society / democracy /
economy and market /
environment & culture

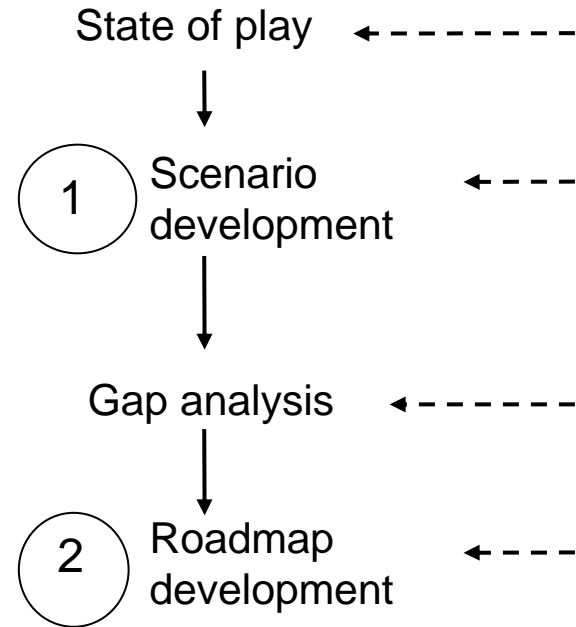
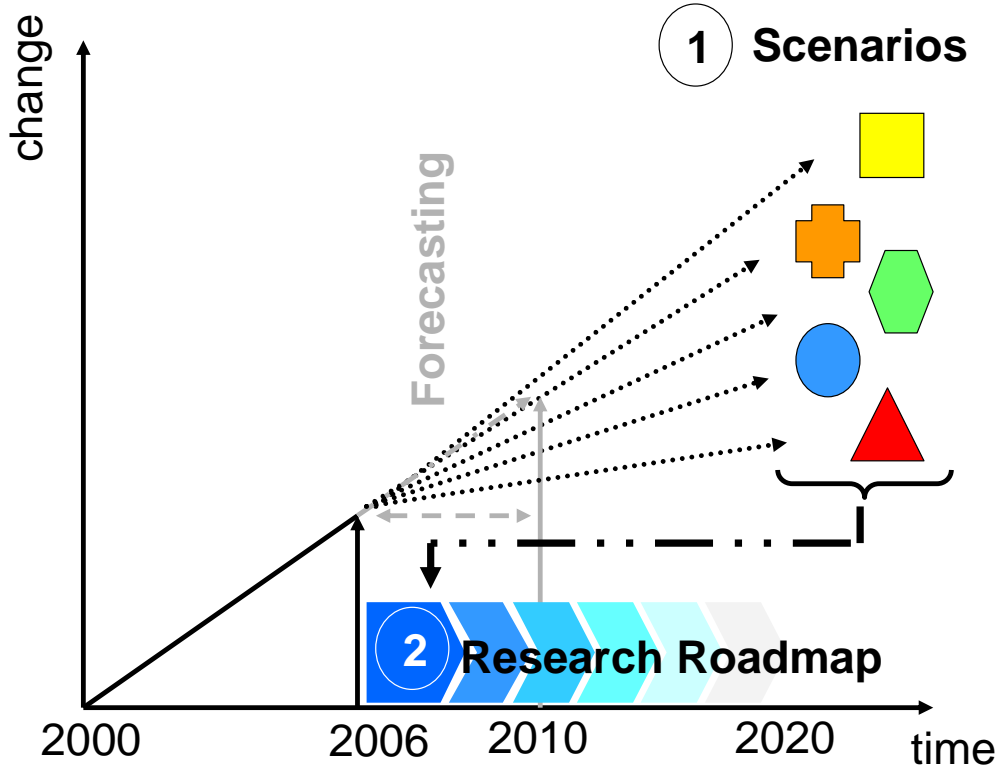
ICT innovations,
emerging
technologies

Efficiency, effectiveness /
economics /public value

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



Overall methodology



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



Project Partners



Contract no: IST-4-27139

- University of Koblenz-Landau (coordinator), Germany
- Delft University of Technology, The Netherlands
- Center for Technology and Innovation Management, Germany
- Mykolas Romeris University, Lithuania
- University of Maribor, Slovenia
- European Institute of Public Administration - CEFASS, Italy
- SIG, France
- The Australian National University, Australia
- Center for Technology in Government, University at Albany, USA



Scenario example: The ambient government of Europe



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.

Details see:

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

Issues extracted from the scenario

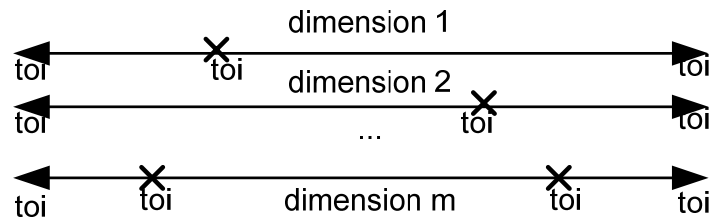
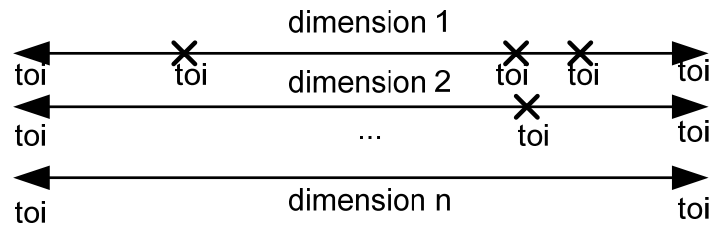
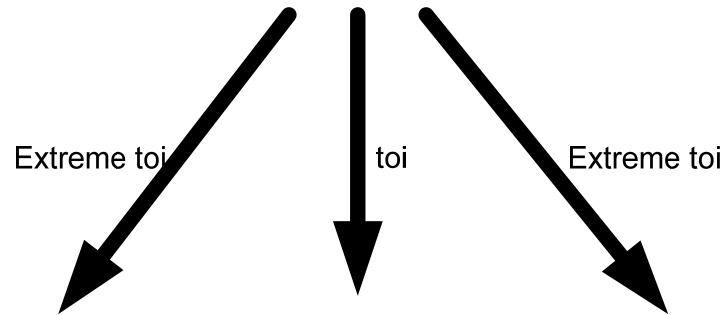
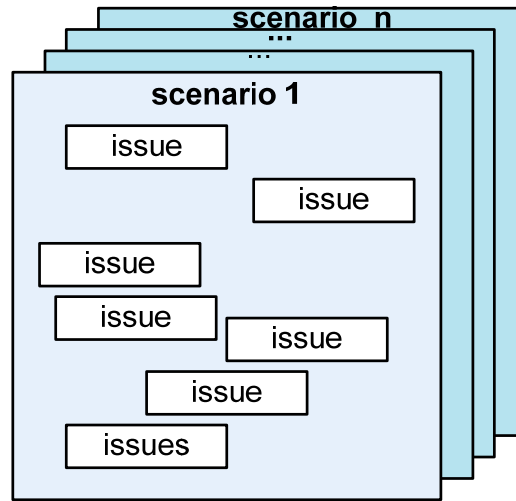


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- Anyplace anytime access to any services, shared services, services provided by private parties, inclusion of governmental services
- high level of cooperation among agencies, integrated systems
- strong government, slim government, government knows 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



Analysis of scenarios



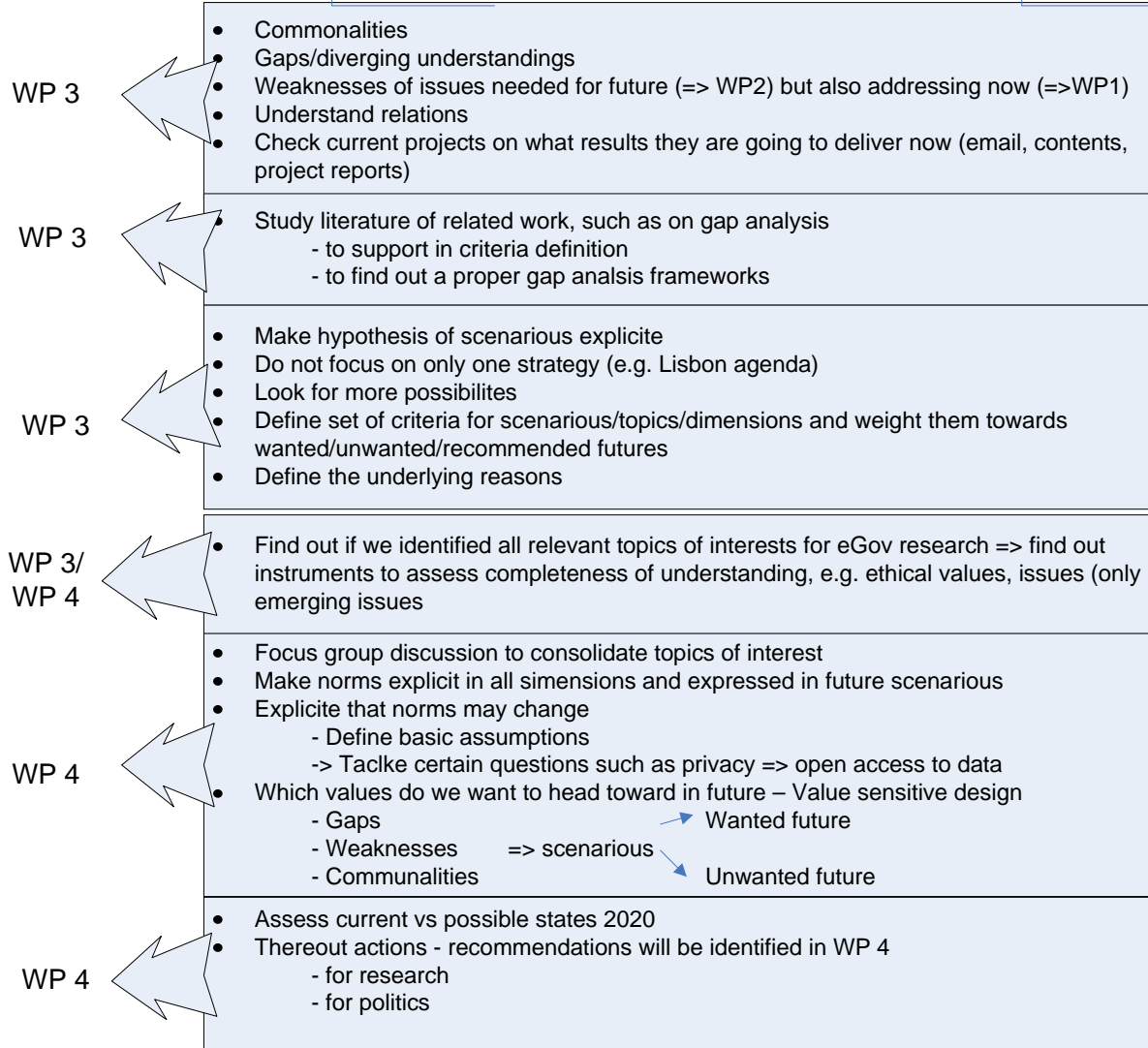
Gap Analysis Methodology

Workpackage 1
State of Play

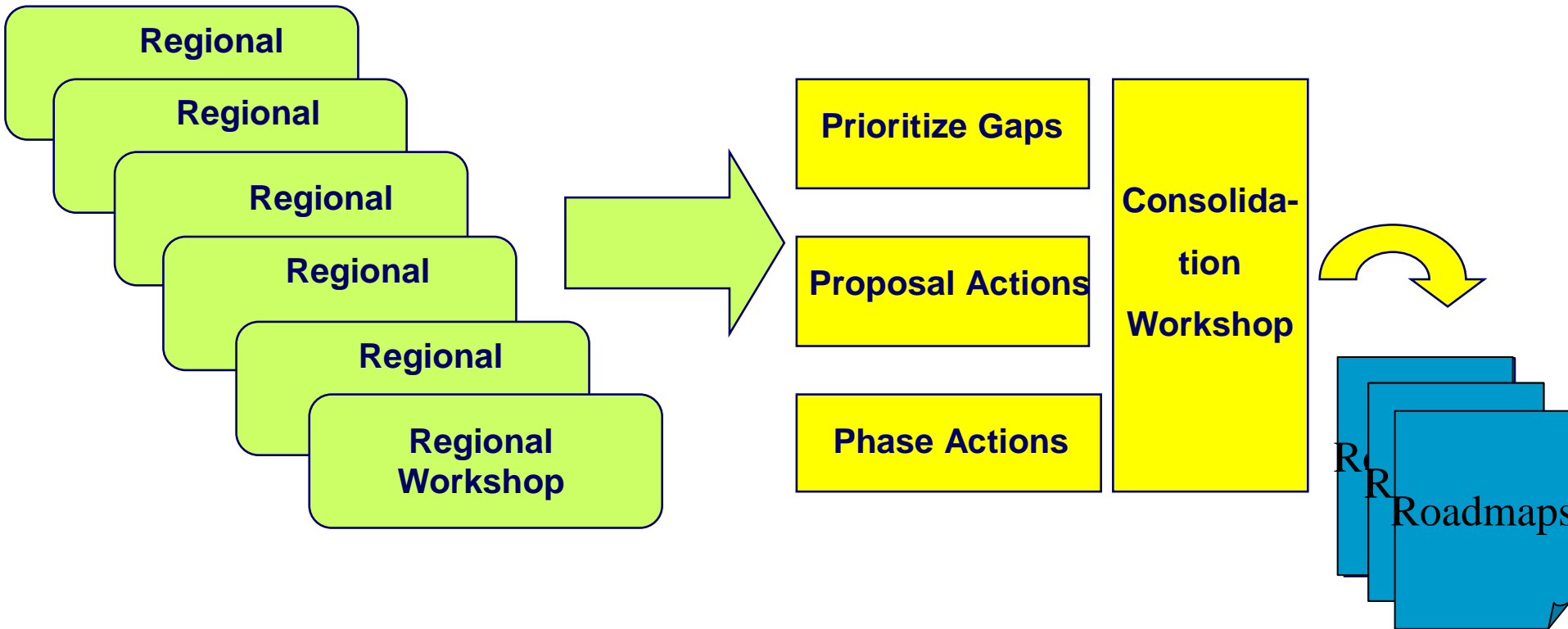
Workpackage 2
Workshops Results

List of Topics/
Dimensions

List of Topics/
Dimensions



Roadmapping



Need for international collaboration on eGov research?



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- Yes, we need!!!
- eGov Research must not be restricted within national borders
- eGov Research must not be isolated within single disciplines
- eGov as an applied research needs to exchange findings with practice
 - and vice versa needs to learn what needs practice has -> innovation through dialogue
- Common efforts to innovate and advance the public sector
- Knowledge transfer as a key issue
 - Lessons from other projects
 - Not reinventing the wheel again and again
- Common exploratory research
- Community support necessary
 - EGOV Society, Digital Government Society of North America ...





Thank you for your attention !!!

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