eGovernment Research in Australia and SE Asia

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State of play in:

- **Australia**
  - **eGovernment research organisations and projects**
  - **Federal eGovernment Strategy**
- **SE Asia**
  - **Infrastructure**
  - **eGovernment activities**
- **New Zealand**
  - **eGovernment Goals**

0 250 mi
0 250 km
Timor Sea
Coral Sea
Pacific Ocean
Indian Ocean
NORTHERN TERRITORY
AUSTRALIA
WESTERN AUSTRALIA
SOUTH AUSTRALIA
QUEENSLAND
NEW SOUTH WALES
Canberra
VICTORIA
A.C.T.
Tasman Sea
TASMANIA

Some basic statistics

	Area Sq Km	Population people	Governments
European Union	4.34 million	457 million (July 2006)	27 Member State Governments plus European Parliament and Council Of Ministers
Australia	7.69 million	20.7 million	6 State and 2 Territory Governments, plus Federal Government

eGovernment Research

- **Australian Research Council (ARC)**
  - **Main source of research funding from the Federal Government**
  - **Competitive Grants for Discovery, Linkage and Networking projects**
- **National ICT Australia (NICTA)**
  - **Consortium formed by Dept. Comms IT and Arts, and ARC**
  - **Partners are ACT Government, NSW Government, University of NSW and Australian National University.**
  - **Empirical Software Engineering group has focus and projects on eGovernment**
- **Other research**
  - **Individual projects, various sources of funding, some with industry partners.**

Typical projects with eGovernment focus

- **Create once, use many times:**
  - **The clever use of Metadata in eGovernment and eBusiness Recordkeeping processes in Networked Environments.**
- **Liberal Machines:**
  - **Information poverty, political culture and the use of new communications technologies**
- **Invoking consistency of meaning in data integration and extraction for electronic Health Records.**
  - **Addresses the converse issues of data integration and extraction. NSW Health Dept. is a partner.**
- **Enabling Human Communication:**
  - **Tough problems in human communication with bold but informed solutions drawing on sound, speech and language research capabilities.**

ARC Research Networks

- Australian Nanotechnology Network
- Enterprise Information Infrastructure
- Intelligent Sensors, Sensor Networks and Information Processing
- Australian Communications Research Network
- Financial Integrity Research Network
- Asia-Pacific Futures Network
- The Economic Design network
- Complex Open Systems Network (COSNet)
- Research Network for a Secure Australia (RNSA)
- The Governance Research Network (GovNet)

Australian eGovernment Strategy (March 2006)

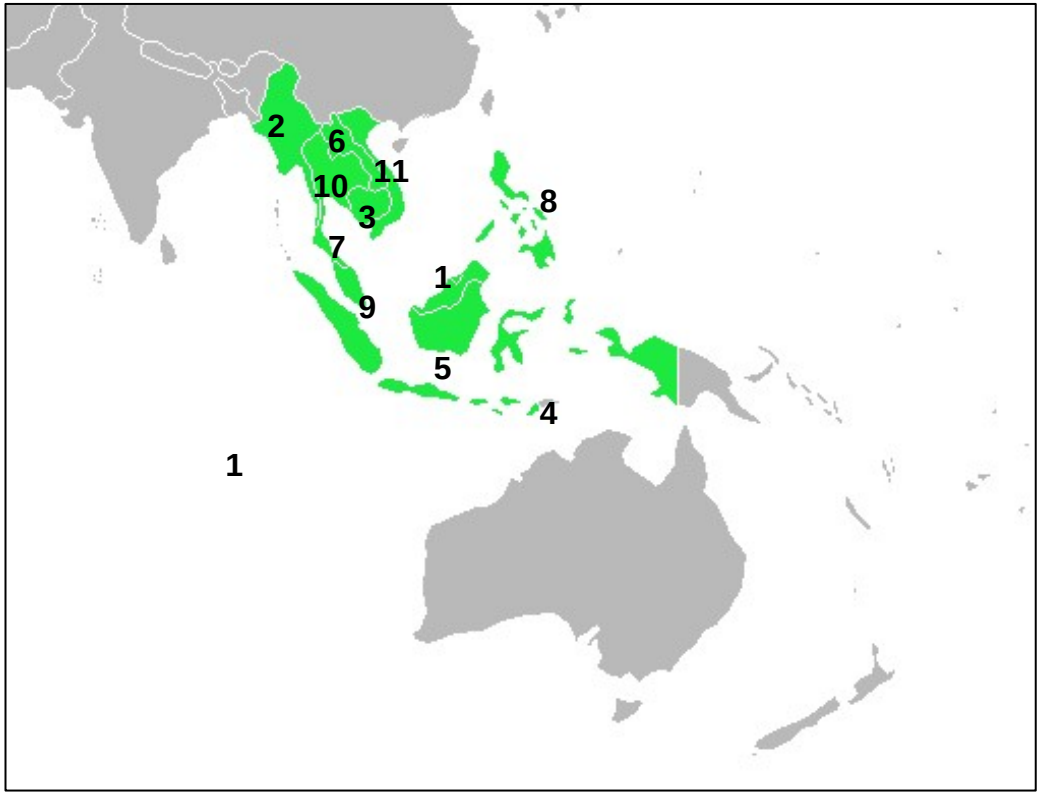
"Responsive Government – A New Service Agenda"

- **meeting users' needs**
  - security and privacy
  - measuring user needs and preferences
  - the Australian Government entry point
  - user accounts and personalized services
  - visible and traceable services
  - increasing user awareness of service delivery options
  - online engagement with Government
- **establishing connected service delivery**
- **achieving value for money**
  - project management capability
  - inter and intra-agency re-use and sharing of systems
- **enhancing public sector capability**
  - ICT procurement
  - Australian Public Service (APS) employee identity management

Approaches to implementing the Strategy

- use innovative technology
  - exploit emerging mobile technology
  - smart cards
  - develop existing innovative infrastructure
  - assess other emerging innovative technology
- partner with industry
- manage the vision
  - governance structures
  - international context
- measure the impact
  - develop a set of service delivery metrics
- A Service Oriented Architecture (SOA)
  - Cross-agency architecture, supporting standards and re-use

eGovernment in South East Asia



1. Brunei
2. Myanmar
3. Cambodia
4. East Timor
5. Indonesia
6. Lao PDR
7. Malaysia
8. Philippines
9. Singapore
10. Thailand
11. Vietnam

Access to Broadband and Internet

- **Malaysia:**
  - **Developing multi-billion dollar Multimedia Super Corridor**
- **Singapore:**
  - **A serious player in the broadband market**
- **Thailand:**
  - **Internet is popular, low broadband access**
- **Vietnam:**
  - **Internet gaining a strong foothold**
- **The other seven countries:**
  - **Generally a low implementation, and take up, of the Internet and broadband facilities, for a number of reasons:**
    - Poor telecommunications infrastructure
    - Low PC penetration
    - Poor English language skills
    - Political, and government policy, aspects
    - High cost of services

SE Asian Government Websites

- All countries have government websites.
  - In their National language(s) plus English.
  - Providing information about the country, government, ministries, and other material.
- E-mail feedback to Government by citizens on several sites
- Extensive on-line services for citizens in Malaysia, Philippines and Singapore
- Cambodia has an on-line visa application service.

New Zealand eGovernment Goals

- **By 2007:**
  - **ICT will be integral to the delivery of government information, services and processes.**
- **By 2010:**
  - **the operation of government will be transformed as government agencies and their partners use technology to provide user-centred information and services and achieve joint outcomes.**
- **By 2020:**
  - **people's engagement with the government will have been transformed, as increasing and innovative use is made of the opportunities offered by network technologies.**

These overall goals are supported by six development goals:

1. **Excellent state servants**
   Develop a strong culture of constant learning in the pursuit of excellence.
2. **Networked state services**
   Use technology to transform the provision of services for New Zealanders.
3. **Coordinated state agencies**
   Ensure the total contribution of government agencies is greater than the sum of its parts.
4. **Accessible state services**
   Enhance access, responsiveness and effectiveness, and improve New Zealanders' experience of State Services.
5. **Trusted state services**
   Strengthen trust in the State Services, and reinforce the spirit of service.
6. **Employer of choice**
   Ensure the State Services is an employer of choice attractive to high achievers with a commitment to service.

References and contact

- **Australia**
  - **ARC: (http://www.arc.gov.au/).**
  - **NICTA (http://www.nicta.com.au/)**
  - **AGIMO eGov Strategy**
    - **http://www.agimo.gov.au/government/e-government_strategy**
- **SE Asia**
  - **Country Websites: http://egovaspac.apdip.net/references/online/**
  - **Communications Report: http://www.researchandmarkets.com/reports/349607/2006_south_east_asian_broadband_and_internet.htm**
- **New Zealand**
  - **eGov Strategy: http://www.e.govt.nz/**

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