

ICT driven models of eGovernment

Research Challenges

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Potential future ICT-driven models of public governance, public administration and democracy

- Policy-support aim: To help identify the specific needs for research and policy on e-government, in support of EC research policy towards the European Research Area (7th Framework)
- Objectives: identify and explore the impact of disruptive ICT-trends will present for future eGovernment roles and tasks in 2020
- Customer: IPTS, DG INFSO, eGovernment Unit

Research activities

1. Building a taxonomy of main existing government roles and tasks
2. Identify, select and analyse disruptive ICT trends relevant for the public domain
3. Exploring innovational impact of ICT trends for eGovernment roles and tasks (resulting in so called '9 hotspots')
4. To explore - through a scenario exercise – how these impact might manifest themselves under different background condition
5. To propose a measurement framework to measure eGovernment performance for these future patterns of ICT in governance
6. To identify research challenges and draw policy recommendations.

Research Challenges - Approach

- (a) are highly uncertain (remain unanswered),
- (b) may have a high impact on government or society, and
- (c) of which there appears to be a limited body of knowledge. (EU Research Agenda)

Themes

- **Extreme Transparency**
 - of Government: Transparency & Accountability
 - of Citizens: Privacy & Law enforcement
- **Fading Boundaries**
- **Enhanced Intelligence**

Challenges – Transparency (1)

1. How can the performance of more qualitative tasks of government be measured?
2. What new forms of accountability (e.g. being responsible, giving account, holding accountable) fit the new models of networked government
3. What are good indicators to monitor the potential threat to privacy as a result of networked and intelligent government?
4. Based on these indicators what is the combined impact on privacy of new legislation regulating government powers over information in the digital realm?

Challenges – Transparency (2)

5. What are good indicators of transparency in government processes (policy making, regulation, service delivery, e-democracy)?
6. Based on these indicators what is the variance and evolution in transparency across EU countries?
7. What is the impact of information empowered, networked civil society on the transparency of government tasks?
8. Which ICTs can be used by governments to combat fraud and corruption and under what conditions?

Challenges – Transparency (3)

9. What progress do states make in using ICTs in order to fight fraud (not an element of existing benchmarks).
10. How do new technologies affect the process of gathering proof and legal argumentation?
11. How can an arms race between ambient government (privacy threat) and networked citizens (transparency threat) be monitored?

Challenges – Fading boundaries

12. What are the ways in which government can facilitate eParticipation and eDemocracy?
13. How does increasing eParticipation affect inclusion policies? (avoiding domination of the loudest)
14. What digital competencies for eGov practitioners are critical in eParticipation?
15. How can networked government harness eParticipation in policy making? What will the interface with civil society look like and how will it evolve?

Challenges – Enhanced Intelligence

16. What are the ways in which government can manage the overload of information as a result of ‘ambient government’?

17. Should business be allowed to become a steward of public information (Google example)?

Thank you for your attention!!

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Policy recommendations

Extreme transparency

Transparency

Recommendation 1:

- Develop EU wide bench learning and bench marking programmes to monitor and evaluate the impact of evolving transparency on the roles of government and citizens.

Recommendation 2:

- Include transparency and privacy issues in EU research agendas. Promote new, open information architectures with built in privacy protection.

Recommendation 3:

- Avoid redundant private data collection. Tie data collection to specific policy outcomes instead of accumulating obligations to collect and store data.

Accountability

Recommendation 4:

- Develop and promote the use of objectively verifiable indicators to assess levels of accountability across the EU. Assess new configurations of stakeholder responsibilities under distributed, participative forms of government.

Recommendation 5:

- Include research into new accountability models and associated stakeholder configurations in EU research agendas.

Fading boundaries

Recommendation 6:

- Governments need to improve their interfaces to e-Participation initiatives to ensure they harness the expertise and intelligence of civil society and business thereby promoting more rapid cycles of policy making and government innovation. Government skills and attitudes need to adjust to more open innovation processes.

Recommendation 7:

- Ensure relevant digital competencies are part of continuous eLearning outreach programmes. Target vulnerable communities specifically in the design of eParticipation interfaces.

Enhanced intelligence

Recommendation 8:

- Policies need to be formulated in which the roles and responsibilities of government, civil society and business in the handling of potentially sensitive information are clearly articulated. These need to be monitored across the EU possible as part of a large scale transparency benchmarking exercise.

Recommendation 9:

- Government needs to be at the vanguard of semantic web and intelligent agent technologies to manage the flows of information that are coming their way. Research into how these technologies can be harnessed is key. This technologies need to be deployed on architectures with built-in privacy protection (see recommendation 2).