



eGovRTD2020 WP 2 Workshop: Future scenarios for Governments in 2020

Building the visions

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eGovRTD2020 Workshop: Future scenarios of eGovernment2020



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One scenario for the start ...



2026: The Pentagon network operations center operates from India under the ownership of an American company headquartered in Dubai. The National Information Sharing Agency (NISA) has its main data center in the Virginia-Tennessee Tech Corridor with backup operations in Cuba. Military supply-chain operations are run by Wal-Mart Federal. BioBerrys (biometric personal digital assistants) provide secure wireless communications and content management globally to the federal workforce—including special WarBerrys deployed with military personnel. The Social Security Administration help desk (especially busy with all those demanding Baby Boomer requests) is outsourced to China's Lenova Global Services.

- Mimi Browning, OpEd, Government Computer News, http://www.gcn.com/print/25_3/38140-1.html



Project facts



- Specific support action under the EC 6th Framework Program of IST
 - Specific objective 2.4.9: ICT research for innovative government
- 9 Partners
 - 7 from five EC member states, 1 from USA, 1 from Australia
- Budget
 - Overall project budget: EUR 643.034,--
 - EC grant to the budget: EUR 523.000,--
- Duration
 - Start: 1st January 2006
 - Duration: 15 months
- Human resources
 - 78,5 Person-months
- URL: <http://www.egovrtd2020.org/>



Project Partners



- Center for Technology and Innovation Management, Germany
- Center for Technology in Government, University at Albany, USA
- Delft University of Technology, The Netherlands
- European Institute of Public Administration - European Training Centre for Social Affairs and Public Health Care, Italy
- Mykolas Romeris University, Lithuania
- Systèmes Informatiques de Gestion, France
- The Australian National University, Australia
- University of Koblenz-Landau (coordinator), Germany
- University of Maribor, Slovenia



Overall objectives



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



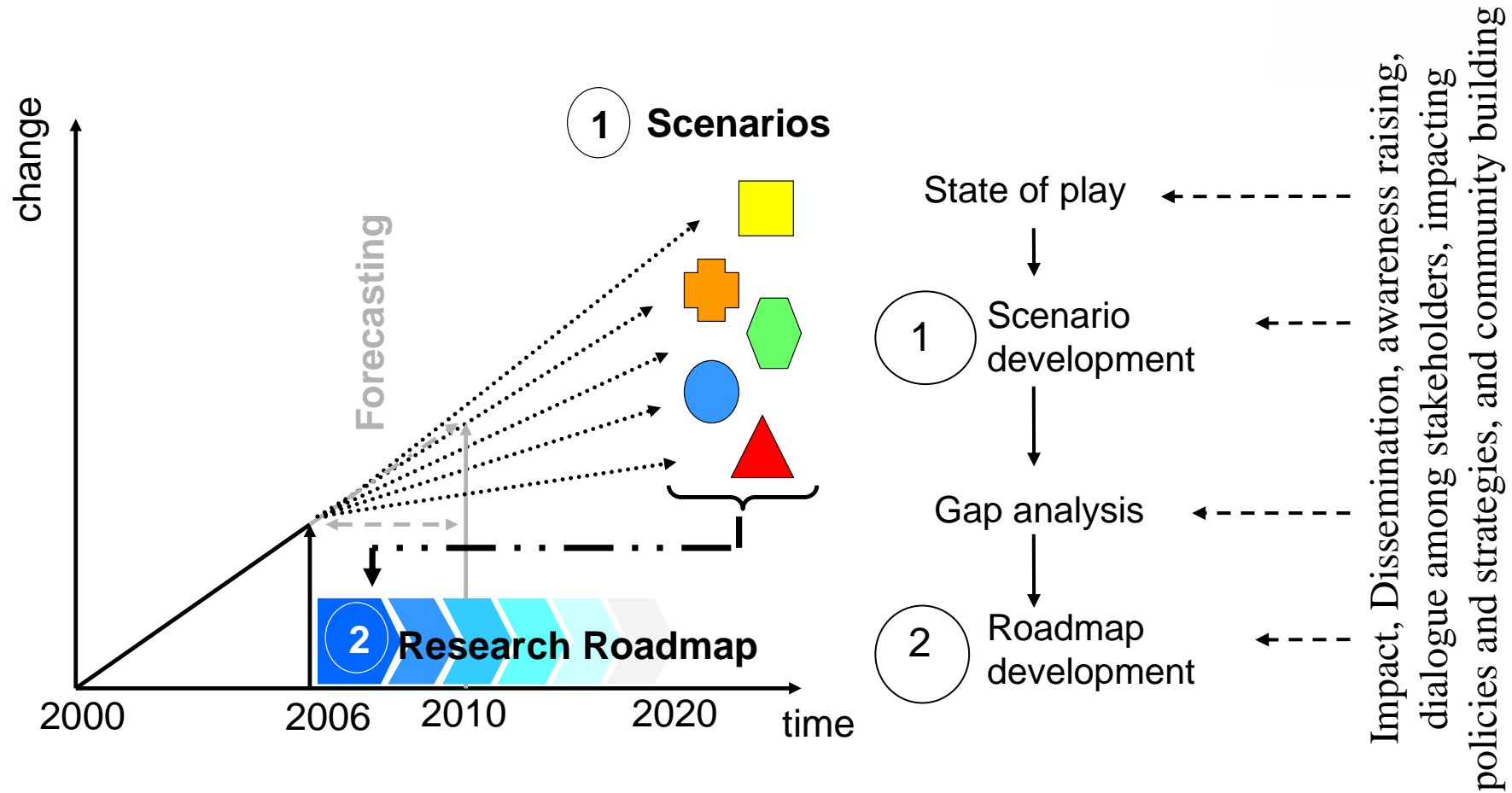
Detailed aims of the project



- Identify key research challenges for governments in 2020 and beyond
 - Establishing a clear baseline and wide consensus on concepts and terminology for eGovernment research in the next 15 years and beyond
 - Integrating multidisciplinary views into a holistic vision for eGovernment 2020
 - Building scenarios of what eGovernment should look like in about 15 years and what research questions need to be addressed to get there
 - Defining an eGovernment research roadmap 2020, thereby dealing with the gaps and needs for research in the next years to come in order to pave the way to realizing the visions of eGovernment in 2020.
 - Strengthening the eGovernment community to implement the research roadmap for eGovernment 2020.



Overall methodology



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EC related strategic documents: Lisbon agenda and i2010



- Vision: Europe as the most dynamic and competitive, knowledge-based economy by 2010

- Realization by:
 - improving citizens' quality of life,
 - supporting single markets, and
 - bureaucratic rigidity

- Europe's Information Society policy pillars:
 - Single European Information Space
 - Innovation and Investment
 - Inclusive European Information Society



Current ICT related research



- Integration and Interoperability
 - Interoperability by large
 - Semantic web technologies in eGovernment
 - Shared services centers, Service-oriented architectures, networked governments
 - Long-term storage
 - Grids & Knowledge Management
- Ambient intelligence
- Security and trust
 - Authentication
 - Identity Management



Current government modernization research



- Single access point for users
 - Integration of front office, back office and processes
 - cross-organizational workflow
 - Interoperability within a socio-economic context
- Understanding user needs
- (Document) Identity Management
- eProcurement
- Knowledge Management
 - Semantic web
 - Ontology development



Investigating society evolution



- Accessibility
 - Broadband availability (wire and wireless)
 - Multi-channel access
 - Multi-media and rich content stored in multi-media databases
- Citizen empowerment
 - eLearning
 - High-quality IT education at all education levels
- eHealth
 - Understand social characteristics of health domain
 - Tele-assistance systems
 - Mobile pervasive systems
 - Grid systems
- eParticipation
 - eVoting

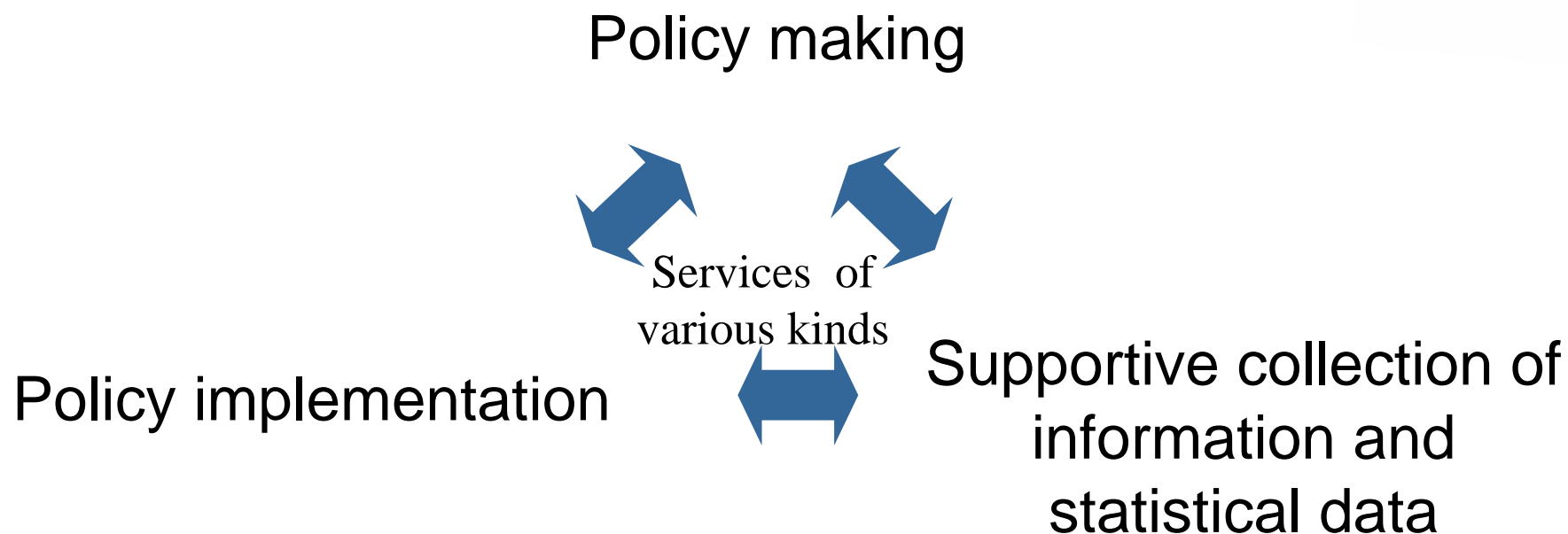




**But is this research sufficient to help
reach an innovative & modern
Government in 2020 ?**

**How will Governments
act in 2020?**

Three main functions of the public sector



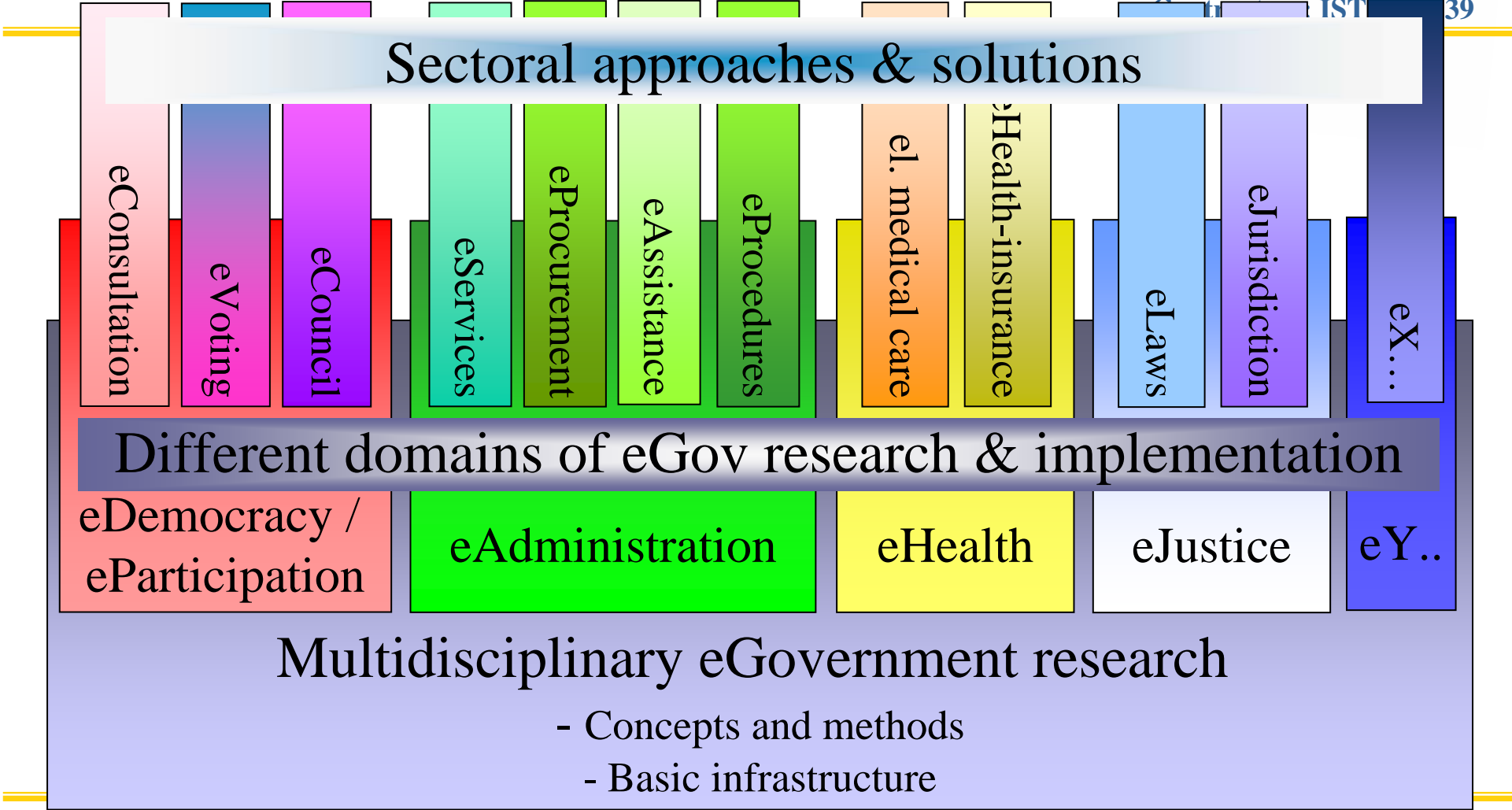
a variety of activities and application fields for ICT



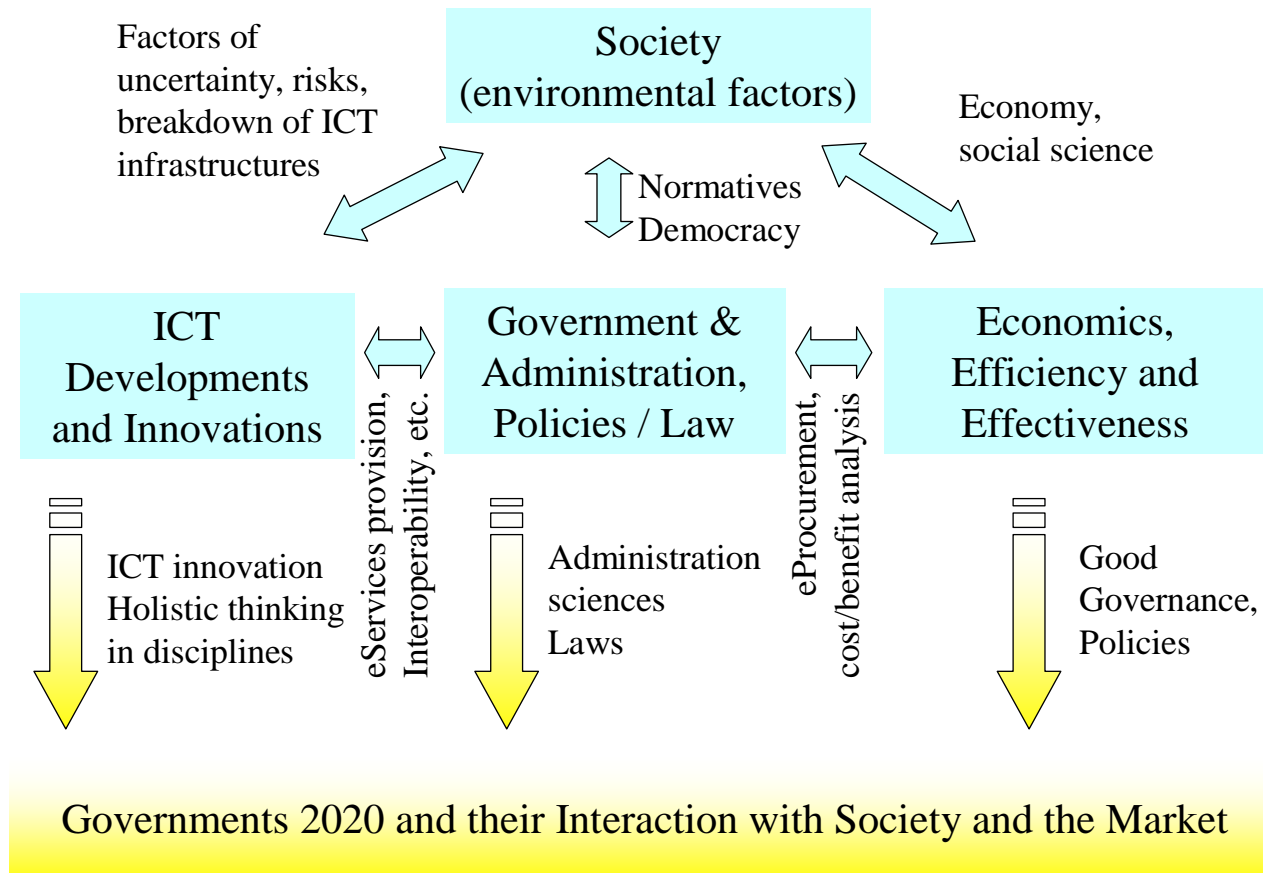
From sectoral investigations to the overall discipline ...



IST 39



Describing scenarios in distinct dimensions



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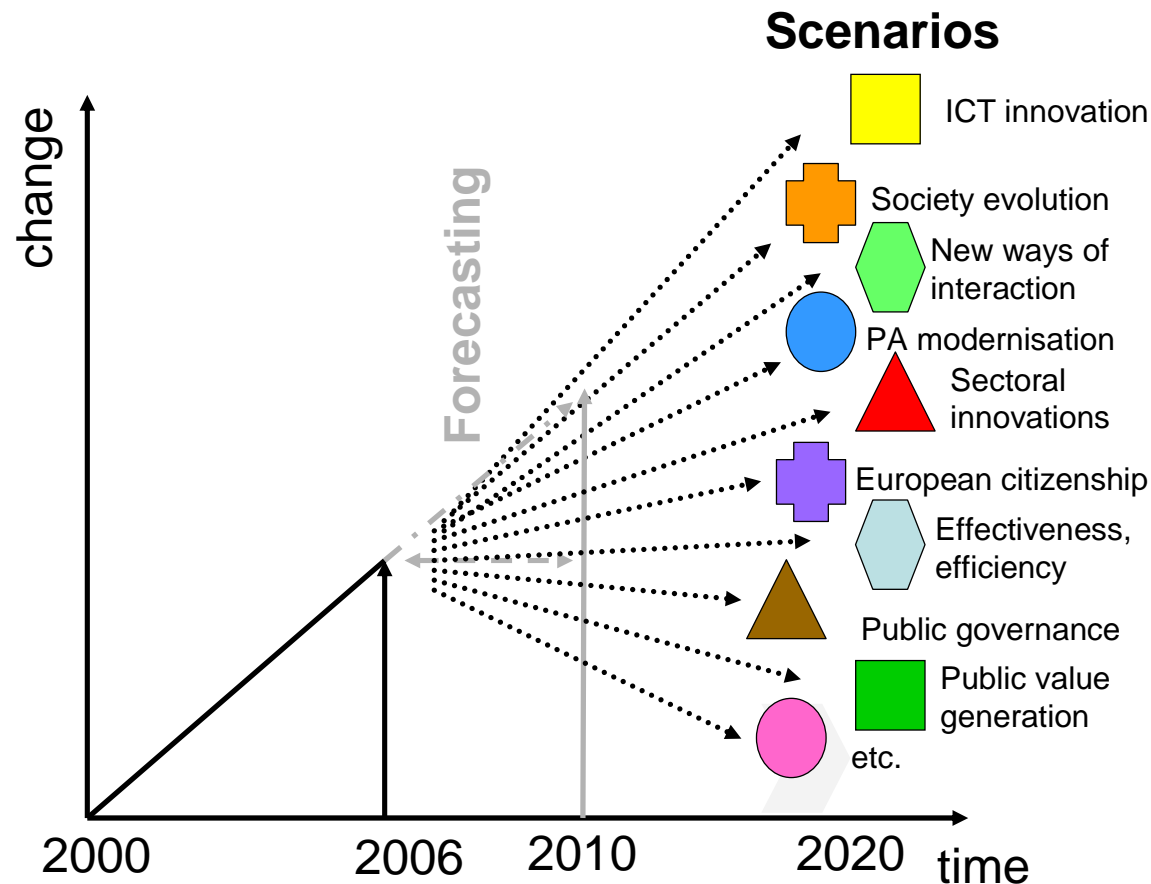
Predicting the future is difficult



- "Stocks have reached what looks like a permanently high plateau" - Irving Fisher, Professor of Economics, Yale University (1929)
- "There is no reason anyone would want a computer in their home." - Ken Olson, president, chairman and founder of Digital Equipment Corporation (1977)
- "640 kB/s ought to be enough for everybody" - Bill Gates (1985)
- "Internet is just a hype" - Bill Gates (1995)
- "Revenues from the past do not offer security for the future" - warning text at a Dutch radio commercial

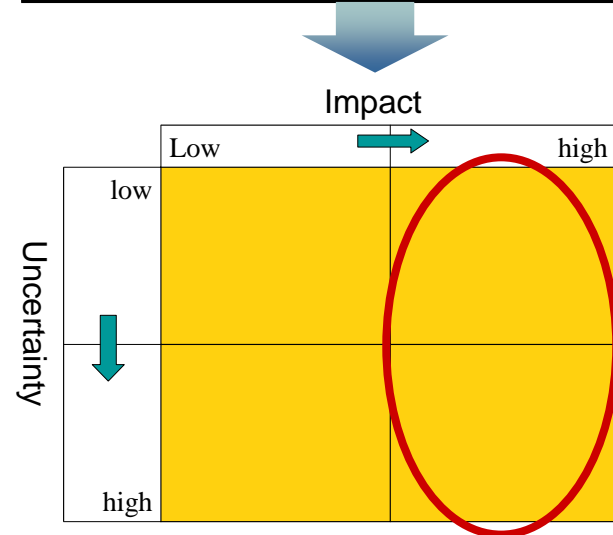
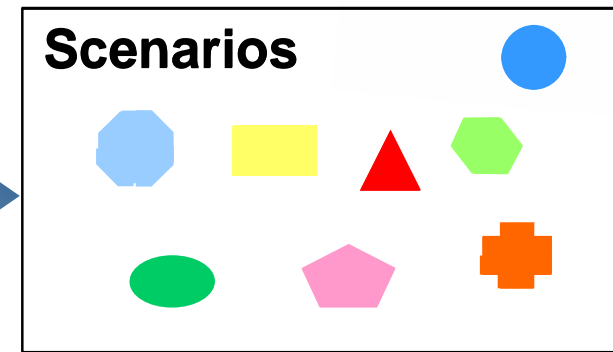
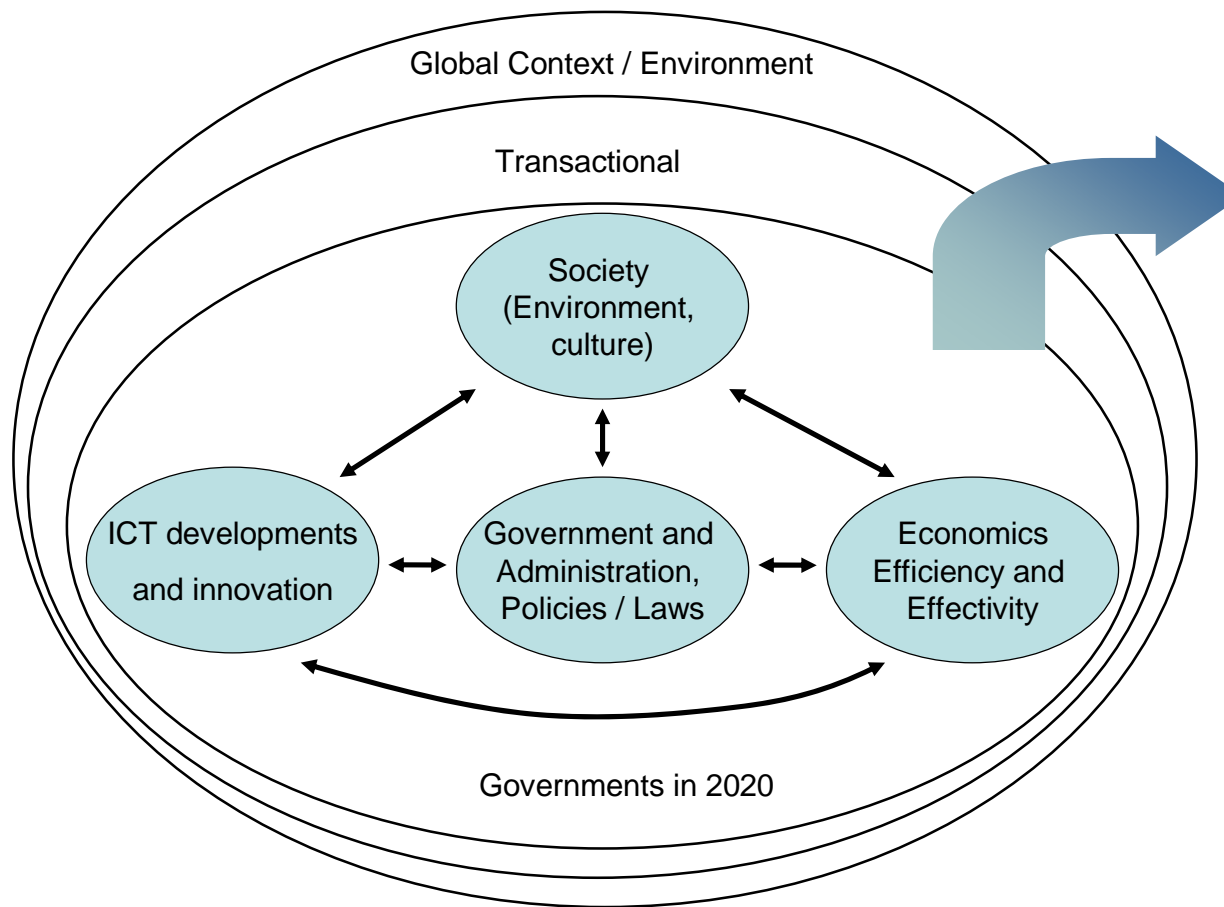


Forecasting vs. scenarios



- Thinking the unthinkable
- Popper “if you know it now, it is no future”
- Trying to find new aspects of the future rather than extrapolation
- Trying to capture possible future (crazy) ideas and using them to derive scenarios

Underlying concept for scenario development



What are scenarios?

■ Scenarios are not:

- Predictions
- Extrapolations
- Good and/or bad futures
- Strategy

■ Scenarios are:

- Archetypal images / pictures of the future
- Plausible, mutually different stories about possible futures
- Scenarios can be
 - ❖ one single image describing a rich picture of the future,
 - ❖ an overall picture with several nested scenarios, each of which details certain aspects of the overall picture
 - ❖ puzzle of scenarios, each describing a part of the whole

Scenario description template



- **Background**
- **Scenario title**
- **Summary**
- **1. Contextual environment**
 - Society
 - Political system and climate
 - Economical climate
- **2. Governments and their stakeholders**
 - Government, administration, polices and law
 - Kinds of services Governments will be providing and customers will be consuming
 - Mode of participation of stakeholders in the democratic processes
 - Government Environment
- **3. Technology developments**
 - ICT available (which kind of technology will we be using in 2020?)
 - Interaction modes via ICT (how will stakeholders be interacting with this technology in order to provide/consume public services and to participate in political processes?)
 - For which services and/or intentions of participation will the stakeholders use these technologies for interaction with governments in 2020?



Rules for the group discussions



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- No consensus is necessary
- Extreme opposing ideas are allowed
 - If so, determine scenario axes to oppose the ideas!
- Do not criticize each other
- Commonly develop ideas further
- *Your* unique visions and ideas determine the success
- Listen carefully to each other's ideas
- There are neither good nor bad scenarios
 - only the images scenarios describe may be good (desirable) or bad (not desired, to be avoided through proper research)!
- Do not rate probability
 - In the plenary, we will assess certainty and impact of certain trends in the scenarios



Group facilitators



- Melanie Bicking
- Andreja Pucihar
- Rene Wagenaar
- Maria Wimmer



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Groups and group facilitators



- Group 1:
 - Participants:
 - Facilitator: Melanie Bicking
- Group 2:
 - Participants:
 - Facilitator: Andreja Pucihar
- Group 3:
 - Participants:
 - Facilitator: Rene Wagenaar
- Group 4:
 - Participants:
 - Facilitator: Maria Wimmer



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Presentation of the scenarios

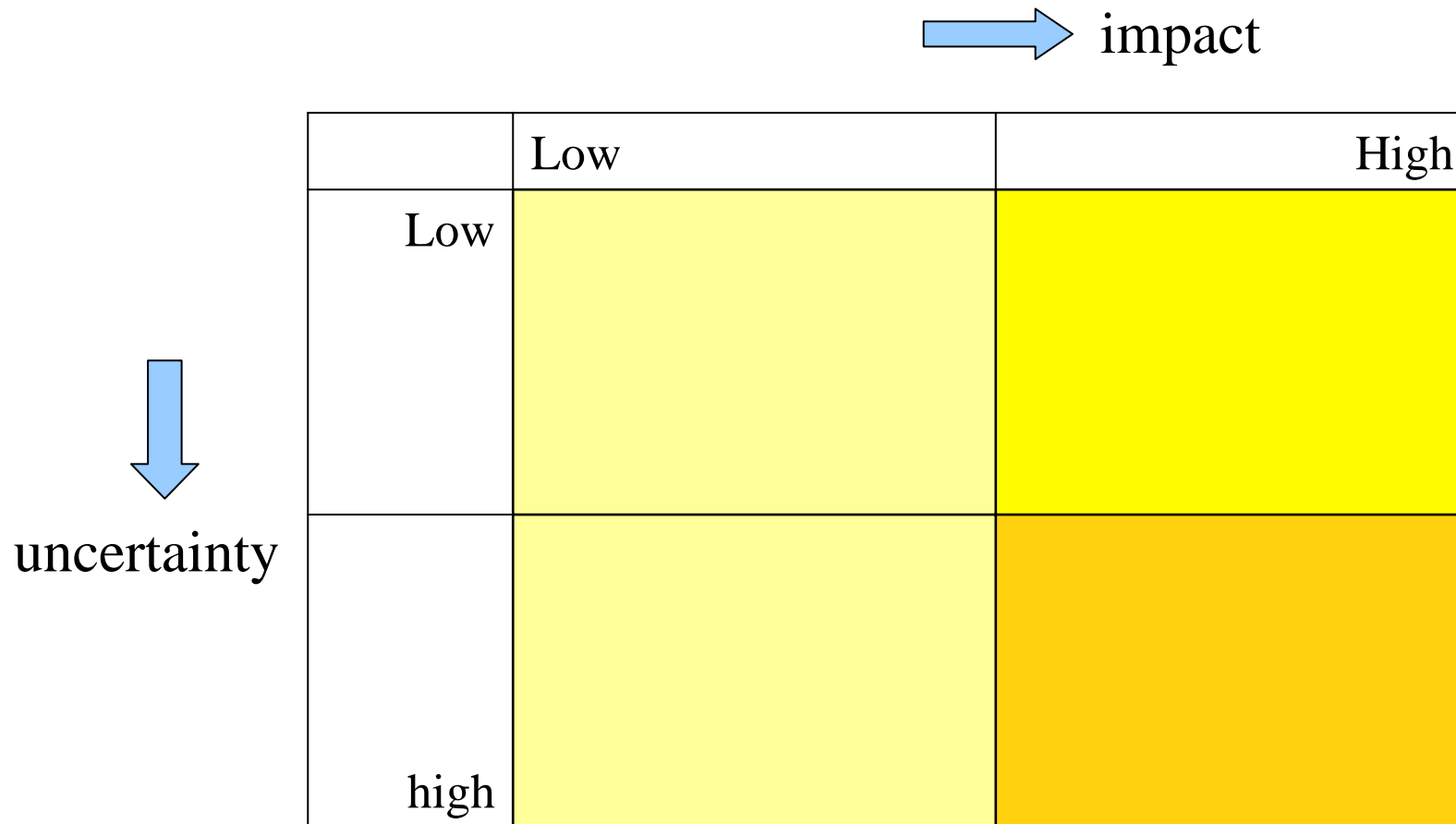
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Ranking of the main trends





**Many thanks for your productive
cooperation and participation !!!**

**The UoM, IWVI & TUD teams of the eGovRTD2020
consortium**

<http://www.egovrtd2020.org/>

**Results of the workshop will be available by mid July at the
website.**

Roadmapping workshops are being planned for autumn 2006