



**Project no. 27139**

**eGovRTD2020**

**Roadmapping eGovernment RTD 2020: Visions and Research  
Measures towards European Citizenship and Innovative Government**

**Instrument: Specific Support Action**

**Thematic priority: IST, call 4; specific objective 2.4.9**

**Contract no.: IST-4-27139**

**Dissemination report**

**Abstract:** This report provides an overview of all dissemination activities performed within the running of the project. It also indicates further activities of dissemination in order – with the results gathered – to achieve impact and momentum in the eGovernment research and implementation in the next future (five to ten years). Measures for sustaining accessibility of the project results for the next years are indicated, too.

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Project coordinator name:  
Maria A. Wimmer

Project coordinator organisation name:  
University of Koblenz-Landau, (IWVI)

Pre-final

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# 1 Introduction

The objective of the dissemination workpackage (WP 5) was to disseminate the results of the project to as broad an audience as possible to stimulate the debate on the topic and to explore new ways of working in the field of eGovernment until 2020 and thus to contribute to prepare the ground for further research in the 7th framework programme and beyond.

In terms of tasks, the work was sliced into the following tasks (with indication of main dissemination channels and instruments used):

- Task 5.1: Set up and maintain the project website, publish the project's facts sheet, spread press releases, establish a newsletter, etc. in cooperation with the partners (standard dissemination activities). The project website, the project flyer and frequent information via e-mails were the main dissemination tools for the presentation and outcome of the project. The website thereby served as a communication interface with the relevant stakeholders.
- Task 5.2: Set up and maintain relevant web-based information exchange facilities. Exchange facilities used to support and animate individual (one-to-one) dialogue and group discussions were e-mails and online fora built around specific project themes at the VE-Forum, which were broadly announced through e-mail information and through the project official website.
- Task 5.3: Collaboration with relevant multipliers to identify opportunities for further dissemination of the study results within their existing, relevant activities. In specific, a close interaction and exchange of findings / dissemination of results was maintained with the European Commission on FP 7 development, with some other specific projects with similar objectives, like IPTS in Seville, TNO in the Netherlands and ICEG in Hungary; and with the project partners of eGOVERNMENT, since this project grouped government bodies which fund eGovernment research at national level.
- Task 5.4: Dissemination materials to present and demonstrate the results of the project at third party events, such as conferences, workshops, seminars, exhibitions. A standard management presentation was developed and provided to all partners, common look-and-feel layout was agreed and used in the presentations, and especially in the scenario-building and roadmapping workshops, the presentations were always made available to the participants in terms of pdf files accessible through the web-site of the project. Apart from that, the project partners shared presentations via the common collaborative web-space (the BSCW system).
- Task 5.5: Dissemination of project results at local and international workshops and conferences. Project partners widely disseminated results of the project through scientific papers, presentations at a number of workshops and practice-events, as well as participation in panel discussions. A crucial support material in these activities was the flyer designed for the project dissemination. In the dissemination activities, deliverables available at the project website were always announced. Consequently, interested parties could download the respective reports as soon as these were available.
- Task 5.6: Compilation of the project outcomes into a final publication (book). The final document of the whole project's results is the book. It has been compiled in the last few months and reflects the key results of the project: the overall methodology of policy-oriented science and technology roadmapping, the scenarios and the roadmap. The results are relevant for different stakeholders. The chapters are designed in a way that every interested stakeholder can directly go to the specific chapter to read through the results he or she is interested in. Most chapters of the book build on content elaborated in respective deliverables. References to more detailed documentation of the results in the deliverables

are provided in the respective chapters. A strong dissemination plan is agreed so that the book is disseminated widely and reaches key policy decision-makers from the different target groups: international research funding organisations, governments, and ICT industry and consulting. Apart from a 2000 paper copies disseminated, the book is freely available through the website.

The report at hand provides a more detailed overview of achievements per task and demonstrates the wide outreach of the project partners in interacting with the key target groups of eGovernment research (and the corresponding results of the eGovRTD2020 project). Apart from that, an overview and discussion of further activities to achieve impact and to create awareness for the need of continued eGovernment research (and in what fields) is provided. Tasks to ensure further availability of results will also be introduced.

## **2 Standard dissemination activities**

Among the standard dissemination activities (task 5.1),

- the project website was set up and is frequently maintained,
  - the project's facts sheet was published at the EC's project website,
  - several press releases were spread, and
  - a newsletter
- were established.

### **2.1 Websites**

#### **2.1.1 Project website**

The public project website is hosted and maintained by the coordinating institution IWVI. It is available on: <http://www.egovrtd2020.org/>

The main purposes of the website are:

- to provide up-to-date information about the project and the achieved results to a wide audience;
- to enable interested parties to subscribe to the eGovRTD2020 mailing list in order to frequently receive information on the project, its implementation and results;
- to publish news related to the eGovernment domain;

All information at the website is provided in English. The visitor can find the following information:

- a general description of the project aims and objectives;
- a short overview of the methodology used for every workpackage of the project as well as an extraction of the key results. Furthermore, the references to the full reports per workpackage are available;
- information about events where the eGovRTD2020 project and results thereof were presented and are being presented;
- information about regional experts workshops for scenario building and roadmapping;
- the list of project partners and links to their websites.

The project website was also used in the roadmapping phase when experts from all around the world working in the eGovernment field were invited to participate in the online survey to assess the final 13 research themes. The survey started in mid February 2007 and was completed by the end of March 2007, with a participation of 380 experts from all around the

world. It was hosted by VE-Forum, consequently, the visitors were re-routed to the survey site (see also section 2.1.3).

Email: [egovrtd2020@uni-koblenz.de](mailto:egovrtd2020@uni-koblenz.de)

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

Mailing-list: see <http://www.egovrtd2020.org/contact>

Project logo:



### 2.1.2 Project's facts sheet

Published at the EU site – see:

[http://cordis.europa.eu/fetch?CALLER=FP6\\_PROJ&ACTION=D&DOC=1&CAT=PROJ&QUERY=1181979697821&RCN=79311](http://cordis.europa.eu/fetch?CALLER=FP6_PROJ&ACTION=D&DOC=1&CAT=PROJ&QUERY=1181979697821&RCN=79311)

### 2.1.3 Project's online fora via VE-Forum

During the project runtime, the VE-Forum platform was used to facilitate online dialogue. In specific, an online consultation on the future research themes and an online survey to assess the importance of each research theme elaborated were set up and were widely used by government representatives, IT representatives, and researchers in order to express their opinion on the achieved project results.

- The online consultation was used by 108 participants (government: 14, IT industry and consulting: 19, research: 75), mainly to assess the gaps and scenarios. Some experts provided comments to the research themes proposed and extended the descriptions.
- In the online survey 88 experts from governments, 57 from ICT industry and consulting, and 233 from academia participated (in total, 380 participants). The participants came from Europe (234), America (100), Asia (18), Australia (17), and Africa (5)<sup>1</sup>.

### 2.1.4 Partners' website references to the project URL

Many of the project partners have the references to the public website of eGovRTD2020 project:

No.	Partner	URL where the link to eGovRTD2020 is placed
1.	University of Koblenz-Landau, DE	<a href="https://www.uni-koblenz.de/FB4/Institutes/IWVI/AGVInf/Projects/eGovRTD2020">https://www.uni-koblenz.de/FB4/Institutes/IWVI/AGVInf/Projects/eGovRTD2020</a>
2.	Mykolas Romeris University, LT	<a href="http://www.mruni.lt/lt/padaliniai/fakultetai/ekonomikos_fakultetas/katedros/informatikos_statistikos_katedra/mokslines_veiklos_projektai/">http://www.mruni.lt/lt/padaliniai/fakultetai/ekonomikos_fakultetas/katedros/informatikos_statistikos_katedra/mokslines_veiklos_projektai/</a>

<sup>1</sup> 6 experts did not indicate the country.

3.	Center for Technology in Government, USA	<a href="http://www.ctg.albany.edu/projects/dgi?proj=dgi&amp;sub=sites">http://www.ctg.albany.edu/projects/dgi?proj=dgi&amp;sub=sites</a>
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### 2.1.5 References from other sites to our project site

At the moment these references from other sites to eGovRTD2020 exists:

- DoWire.org: <http://www.dowire.org/notes/?p=138>
- IDABC: <http://ec.europa.eu/idabc/en/document/6688/194>
- Information Society Development Committee (Lithuania): <http://www.ivpk.lt/main-aktual.php?cat=61&gr=1&n=154>
- eGov monitor: <http://www.egovmonitor.com/node/7405>
- Association Infobalt (Lithuania): <http://www.infobalt.lt/main.php?s=63&g=136&r=476>
- FEAST: <http://www.feast.org/?project&ID=275>
- eGovernet: <http://www.egovernet.org/templates/Page.aspx?id=196>

## 2.2 Project flyer and small booklet

The project flyer was developed in the very beginning of the eGovRTD2020 project. It provides:

- the main facts about the project (acronym, funding programme, duration, consortium members, budget, etc.);
- a brief description of the objectives, vision, impact and the methodology of the project.

The electronic version of the flyer is available at the project website: [http://www.egovrtd2020.org/EGOVRTD2020/press/press\\_center/project\\_flyer/Flyer](http://www.egovrtd2020.org/EGOVRTD2020/press/press_center/project_flyer/Flyer).

The paper version of the flyer was developed by IWVI in coordination with project partners. It was distributed among the partners (100 per partner) for dissemination purposes. In the case where partners needed further copies, the electronic file was available to the partners to be printed at their own initiative.

## 2.3 Press releases

A number of press releases have been published:

- in IDABC, the eGovernment observatory, 16th March 2006
- in Initiative D21, March 2006, Germany (in German)
- in e-gov Bulletin, headstar, 20th March 2006
- in Rhein-Zeitung, 22nd April 2006, Germany (in German)
- in Rhein-Zeitung, 8th July 2006, Germany (in German)
- in Das Magazin der Österreichischen Computer Gesellschaft, July 2006, Austrian (in German)
- in Rhein-Zeitung, 11th November 2006, Germany (in German)

## 2.4 Newsletter

A news mailing list (see <http://www.egovrtd2020.org/contact>) has been set up and used to send the following Newsletters:

- First newsletter was sent out in September 2006 to inform interested parties in the field of eGovernment about the activities of eGovRTD2020.

- Second newsletter was sent out in December 2006 to inform and invite people to the high-level workshop held in Brussels.
- Third newsletter was sent out in February 2007 to inform and invite people to the final online survey to assess the importance of the eGovRTD2020 research themes
- Fourth newsletter will be sent out in early July to inform about the availability of the final book of the project.

### **3 Online community building and online consultation**

In the course of the project, active contributions via online fora (task 5.2) were implemented in two cases:

- An online consultation on developing research themes for eGovernment: 108 participants, 14 from governments, 19 from IT industry and consulting, and 75 from research used the facility to assess the gaps and scenarios developed by the project partners in the phases 2 and 3. Experts also provided comments to the research themes proposed and extended the descriptions. The online consultation was carried out from Mid November 2006 till end of January 2007.
- In an online survey to assess the importance of the 13 research themes developed, 380 participants were noted. 88 experts came from governments, 57 from ICT industry and consulting, and 233 from academia. The online survey was performed from mid February till end of March 2007. Even though two thirds of participants came from academia, the number of experts from governments and ICT industry and consulting (145 in total) demonstrates a big interest and concern in the eGovernment roadmapping results.

## **4 Collaboration with relevant multipliers**

### ***4.1 Collaboration with other projects/programmes***

Members of the eGovRTD2020 consortium are involved in the organisation of a number of conferences worldwide where links could be created with other projects:

- The international EGOV conferences
- The DG.O conferences of the Digital Government Society in North America
- The annual Hawaii International Conferences on System Sciences, with its well established Track E-Government
- The EC's eGov Projects fair in Brussels
- The annual Bled conferences
- The annual Eastern European eGov days
- The Austrian ADV Tagungen, etc.

Through the partner CTG, cooperation was initiated with USA and NSF. In addition, the US partner CTG linked the project to its International Digital Government program (<http://www.ctg.albany.edu/projects/dgi?proj=dgi&sub=sites> )

Cooperation with eGOVERNMENT, a coordination action co-funded by the EC in the same framework programme, was initiated early in the project. Cross-project participation in events and exchange of findings were frequently taking place.

Cooperation with similar projects performed by IPTS (European Commission's Joint Research Centre in Seville, Spain), DTI (DK), TNO (NL), and ICEG (HU) has taken place, especially in the later activities of roadmapping and consultation on the research themes.

Furthermore, interested people from different domains and regions had the possibility to subscribe to a newsletter at the project website ([www.egovrtd2020.org](http://www.egovrtd2020.org)).

UoM created also an involvement with the Rural eGOV project <http://rural-egov.eu/>

## 4.2 Collaboration with target stakeholders

Along the project, two workpackages were specifically aiming at involving target stakeholders in the activities of the project, i.e. the scenario-building and the roadmapping. In both cases, the project has achieved an excellent number of participation as is demonstrated in the two subsequent tables:

**Table 1:** Facts sheet of the scenario-building workshops

Country	City	Number of scenarios	Participants scenario-building workshops				Geographical spread by continents			
			Government	Academia	IT Industry & Consulting	Total	Europe	USA	Australia	Asia
Czech Republic	Prague	4	1	13	1	15	15			
Germany	Koblenz	5	2	13	4	19	19			
The Netherlands	Delft	4	4	7	8	19	19			
USA	San Diego	4	2	23	1	26	7	17		2
Lithuania	Vilnius	3	5	8	5	18	18			
Austria	Linz	4	11	9	5	25	25			
Slovenia	Bled	5	2	12	5	19	18	1		
<b>Total number of participants</b>		<b>29</b>	<b>27</b>	<b>85</b>	<b>29</b>	<b>141</b>	<b>121</b>	<b>18</b>	<b>0</b>	<b>2</b>

**Table 2:** Number of participants per expert group in the regional roadmapping workshops and the online consultation

	Roadmapping consultation												Total roadmapping consultation	Importance assessment of research themes	Overall roadmapping
	Country where Workshop took place														
	AT	ES	IT	DE	NL	LT	SI	FR	US	BE	AU	Online			
Government & Politicians	6	3	8	1	5	7	4	3		14	6	14	71	88	159
IT Industry and Consulting	5	12	1	8	7	6	8	2		14	10	19	92	57	149
Academia	5	13	4	9	5	6	6	7	20	15	12	75	177	233	410
no indication														2	2
Total	16	28	13	18	17	19	18	12	20	43	28	108	340	380	720

## 5 Dissemination materials

Creating awareness and disseminating project results to an as broad an audience as possible is challenging. In eGovRTD2020, a number of supportive materials has been made available:

- The project website per se, and reports, presentations and papers provided there
- The project flyer
- Presentations at conferences, workshops, and other dissemination activities
- Scientific papers
- Reports and press releases in magazines and newspapers
- The final book.

The project partner share(d) the dissemination material through their internal shared workspace (BSCW).

## 6 Publications and presentations at scientific conferences etc.

Dissemination of project results at local and international workshops and conferences was an important and successful dissemination activity. Overall,

- 13 scientific publications have been made
- 24 presentations have been given at workshops and practice-oriented events.

A detailed list of scientific publications and of presentations given is provided in the following subsections.

Overall, an outstanding number of scientific publications (not including the final book of the project) and presentations at relevant events has already been achieved during the project runtime.

These activities will continue, since the project consortium is convinced that the results bear a tremendous potential in terms of scientific and practical advancements for program planning in science and technology developments for the public sector.

## 6.1 Scientific publications

Scientific papers about eGovRTD2020 have been accepted and published as follows:

- Melanie Bicking, Maria A. Wimmer. eGovernment research in Europe: findings from a recent state-of-play study. In: Grönlund, A., Scholl, H.J., Andersen, K.V., Wimmer, M.A. (eds.). EGOV 2006 communications proceedings, Schriftenreihe Informatik # 18, Trauner Verlag, Linz, 2006, pp. 1-12
- Melanie Bicking und Maria A. Wimmer. Roadmapping E-Government RTD 2020: Visionen und Forschungsmaßnahmen hin zu einer Europäischen Staatsbürgerschaft und innovativen Verwaltung. In OCG Journal 2006 Part 01
- Maria A. Wimmer und Melanie Bicking. Visionen zur Entwicklung von Staat und Verwaltung in der IT-gestützten Interaktion mit Bürgern, Gesellschaft und dem Markt in 2020. Ergebnisse aus dem gemeinsamen Szenarien-Workshop des eGovRTD2020 Projekts und des Forums e|Government in Linz. In OCG Journal 2006 Part 02
- Bicking, M., Janssen, M., Wimmer, M.A. Looking into the future: Scenarios for eGovernment in 2020. In Springer Verlag. Sixth IFIP conference on e-Commerce, e-Business, and eGovernment (I3E 2006), Project E-Society: Building Bricks, October 11-13, 2006, Turku, Finland. Page 392-404
- Bicking, M., Janssen, M. and Wimmer, M.A.: eGovernment 2020: Towards a Roadmap for future eGovernment research in Europe. In: Cunningham, P., Cunningham, M. (eds.): Exploiting the knowledge Economy: Issues, Applications, Case Studies. Part 1, IOS Press, Amsterdam et al. (2006) 407-415
- Marijn Janssen, Patrick van der Duin, Rene W. Wagenaar, Melanie Bicking, Maria A. Wimmer, Sharon Dawes and Rimantas Petrauskas. Scenario building for E-Government in 2020: Consolidating the results from regional workshops. in Hawaii International Conference on System Sciences (HICSS-40), Waikoloa, Big Island, Hawaii, 2007, IEEE
- Egle Malinauskiene, Rimantas Petrauskas. Elektronines valdzios pletros gaires: ateities scenarijai ir moksliniu tyrimu kryptys. In: IT' 2007
- Maria A. Wimmer, and Marijn Janssen. Shaping the future of governments: Scenario building for 2020, and Roadmapping E-Government Research. In Proceedings of DG.O 07 conference, 2007, pp. 296 – 297
- Andreja Pucihar, Kristina Bogataj and Maria A. Wimmer. ICT related eGovernment research: A methodology to analyse gaps and identify future research topics. In E-governance and e-business at the service of customer – book chapter.
- Andreja Pucihar, Kristina Bogataj, Maria A. Wimmer (2007): Gap analysis methodology for identifying future ICT related eGovernment research topics – case of “ontology and semantic web” in the context of eGovernment. In M. Lynne Markus, J. Felix Hampe, Joze Gricar, Andreja Pucihar, Gregor Lenart (eds.). 20th Bled eConference "eMergence: Merging and Emerging Technologies, Processes, and Institutions" (June 3- 6, 2007). Conference Proceedings.
- Developing an eGovernment research roadmap: Method and example from eGovRTD2020. In: Wimmer, M.A., Scholl, H.J., Grönlund, A. (eds). Electronic Government. Proceedings of EGOV 07. LNCS # 4656, Springer Verlag, Berlin et al, pp. 1-12 (forthcoming)
- Maria A. Wimmer, Xiaofeng Ma. eGovernment R&D Roadmap 2015. Accepted for eChallenges 2007 (forthcoming)

Presentations of the papers have been given by authors of the papers at the respective conferences.

## **6.2 Presentations at scientific events and other occasions**

Presentations at workshops and relevant regional and international events have been given as follows (no scientific publications accompanying the presentations):

- Presentation of eGovRTD2020 at a conference in Warsaw on 31st of March 2006 in order to establish contacts with eGOVERNMENT, a coordination activity within the IST-4, AL 2.4.9, by Roland Traunmueller (IWVI)
- Presentation of the eGovRTD2020 Project at the FORUM PA (Italian National Conference and Exhibition of the Public Administrations ) in Rome on 8th May 2006. By Giampaolo Amadori ( EIPA-CEFASS )
- Roadmapping eGovernment RTD 2020. Presented on 23rd May 2006, at DG.O 2006, San Diego, USA. By Maria Wimmer (IWVI)
- Presentation at the Baltic Dynamics 2006, 11th International Conference “International Partnership Promoting Innovative Business”, 24-26 May, 2006 Vilnius by Rimantas Petrauskas (MRU)
- Presentation of eGovRTD2020 at the EC eGov Projects Fair, 20th June 2006, Brussels, Belgium. By Maria Wimmer (IWVI).
- Presentation of the eGovRTD2020 Project in Rome on 28th June 2006 c/o CNIPA (National Centre for Informatics in Public Administration) with the participation of several Italian Key eGovernment Experts. By Giampaolo Amadori and Cristiano Codagnone (EIPA-CEFASS)
- Roadmapping eGovernment RTD 2020. Presented on 5th September 2006, at EGOV conference 2006, Krakow, Poland. By Maria Wimmer
- Participation for dissemination purpose with the delivery of a specific presentation of the eGovRTD2020 Project to the Italian Conference of CISIS (that’s the “Italian Informatic and Statistic Organization representing the all Italian Regions” ) in Todi, on 29 September 2006. By Giampaolo Amadori ( EIPA-CEFASS )
- Looking into the future: scenarios for e-government in 2020. Presented on 23rd October 2006, at I3E conference 2006, Turku, Finland, by Melanie Bicking
- eGovernment Visionen 2020. Presented on 6 - 7 November 2006, at XIX. ADV-Tagung Verwaltungsinformatik 2006, Vienna, Austria. By Roland Traunmüller
- Presentation of the eGovRTD2020 Project at the EC-cofinanced “eGov Conference” organised by EuroSpace in Vienna, on 8 November 2006. By Giampaolo Amadori (EIPA-CEFASS)
- Presentation of eGovRTD2020 scenarios, 22 November 2006, at the IST conference 2006 - networking session on Future eGovernment Research, Helsinki, Finland. By Maria A. Wimmer (IWVI )
- Presentation of eGovRTD2020 gaps, 22 November 2006, at the IST conference 2006 - networking session on Government: Research, Policy, International Dimension, Helsinki, Finland. By Maria A. Wimmer (IWVI)
- Presentation of scenarios for future eGovernment and eGovernment Research, on 14 December 2006, at the second meeting with the eGOVERNMENT Interest Group, Den Haag, the Netherlands. By Marijn Janssen (TUD)

- Presentation of eGovRTD2020 EU eGov R&D gaps and the future with a Lithuanian perspective. 2nd – 3rd February 2007, LEFIS Istanbul meeting. By Rimantas Petrauskas (MRU)
- Scenario for Citizen Centric eGovernment, Intervention by Cristiano Codagnone (EIPA-CEFASS) at the EU workshop “Organisational Change for Citizen Centric eGovernment” jointly organised by EU and Greek Observatory for Information Society, Athens 20-21 February 2007
- Participation at the Conference “Advancing eGovernment” organised by the German EU Council Presidency, Berlin, 1 March 2007. By Cristiano Codagnone (CEFASS)
- Presentation of eGovRTD2020 at the CeBIT fair 2007 in Hannover, Germany. By Melanie Bicking (IWVI).
- Presentation of the eGovernment Research Visions and Policies: From scenarios to roadmaps, programmes, instruments and evaluation. Joint workshop of the eGovernment and eGovRTD2020 projects. 12th April 2007, in conjunction with the 5th Eastern European eGov Days 2007 in Prague, Czech Republic. By Maria A. Wimmer and Melanie Bicking (IWVI)
- Keynote presentation: Mission e-Government of the next decade: Results from the eGovRTD2020 project. 13th April 2007, at 5th Eastern European eGov Days 2007 in Prague Czech Republic. By Maria A. Wimmer (IWVI)
- Presentation of the eGovRTD2020 Project current achievements at the “eGOVERNMENT Interest Group Meeting” organized in Milano on 7th May 2007. By Giampaolo Amadori (EIPA-CEFASS)
- Poster and Panel presentation on 20-23 May 2007, at the DG.O 07 conference 2007, Philadelphia, USA. By Marijn Janssen (TUD) and Maria A. Wimmer (IWVI)
- Presentation of eGovRTD2020 roadmap on 24-25 May 2007, at ADV event eGovernment in Danube University of Krems, Austria. By Roland Traunmüller (IWVI)
- Presentation of the eGovRTD2020 scenarios and roadmap at the Multimedia Kongress Mainz – regional multimedia awards opening fair of Rheinland Palatine (Germany), 31<sup>st</sup> May 2007. By Maria A. Wimmer (IWVI)
- Workshop and Panel presentations on 3-6 June 2007, at the 20th Bled eConference, Bled, Slovenia. By Andreja Pucihar, Kristina Bogataj (UOM), Sharon Dawes (CTG), and Maria A. Wimmer (IWVI)

## **7 Compilation of the project outcomes into a final publication**

The compilation of the project outcomes into a final publication was a major activity in the last phase of the project runtime. In the subsequent sections, the aim of the book, structure of content and the dissemination plan are described.

### **7.1 Aim of book**

The main objective of the book was to synthesise the results of the eGovRTD2020 project providing a vision on Innovative eGovernment Scenarios in 2020 and a specific and detailed overview of the necessary research actions that will have to be assured in the next years to support a desired eGovernment evolution.

In this respect, the book documents the main contributions of the eGovRTD2020 project as follows:

- *A comprehensive methodology*: a structured approach for strategic planning based on a holistic view of the field under consideration, including a scenario-building technique for the development of visionary scenarios reaching beyond traditional forecasting and trend analyses, a method for gap analysis of strategic aspects in research, and a technique and roadmap schema to define a range of specific thematic actions and actors to reach a target.
- *A number of visionary scenarios*: In the scenario-building phase, intense interaction with key stakeholders of eGovernment was carried out to develop visionary scenarios of how governments might look in 2020. In six regional workshops in Europe and one in the US, 29 scenarios were developed by 141 participants to describe images of how the public sector might use advanced ICT to interact with its constituency about 15 years from now.. These were synthesised and reduced to a set of eight scenarios to communicate the main features of these future visions to expert stakeholders and policy level decision-makers.
- *Thirteen research themes, with associated actions for target stakeholders, phased in a timescale from now till 2020 (the roadmap)*: The roadmapping exercise also engaged experts in the field through 11 regional workshops which derived thirteen major research themes from the visionary scenarios and the current gaps in eGovernment research. Actions and key actors to implement these research themes were placed in a timeline resulting in associated roadmaps for future eGovernment research.

The results of the eGovRTD2020 project reported in the book, which is available for free at the project website, provide a baseline of argumentation for strategic decision-makers in government, politics, and the ICT industry and consulting to direct research efforts towards important new challenges. The project results offer several future visions and concrete eGovernment research actions linked to advanced solutions in this field. The project results discuss emerging problems and trends such as socio-demographic change; natural, economic, and virtual crises; trust in Government; participation across public, private, and civic sectors; innovation and modernisation; and virtual world orders. All of these help build a baseline for the next calls of the 7th Framework Programme of the European Commission with respect to eGovernment research themes and priorities. They also provide a guide for national research programmes to support innovative RTD for public sector responsibilities and to spur innovation emerging from within the public sector in order to contribute to a highly innovative knowledge society.

The book represents an important document for further dissemination activities, and as a guideline for future similar studies that will be launched at European and also worldwide level. Likewise, the methodology developed can be applied to similar policy and strategy developments at national and even regional level.

A specific dissemination plan for targeted key players is provided in section 7.3 below.

The cover of the book is shown below. The full citation is:

Cristiano Codagnone, and Maria A. Wimmer (eds.): Roadmapping eGovernment Research: Visions and Measures towards Innovative Governments in 2020. MY Print snc di Guerinoni Marco & C, Clusone (2007)

The book is available online at <http://www.egovrtd2020.org/>



Figure 1: Front cover of the BOOK.

## 7.2 Structure of the book

The book is organised in 9 chapters:

The “*Introduction*” contains an overview of the modern ICT technologies used in the Public Sector, a description of the aims and overall approaches of the Project, the setting of the terminology that were used within the project and also a presentation of the key results expected and of the main stakeholders of interest.

Then , the book is organized **in three parts** reporting the results of the eGovRTD2020 project on strategic planning of future eGovernment research:

- a theoretical and methodological part (chapter 2),
- a part documenting the main results, including the scenarios and roadmap, and a reflection of the results in a wider perspective (chapters 3 – 6),

- as well as recommendations for strategic decision-makers to invest in eGovernment research in order to streamline future developments and evolutions in the public sector based on the exploitation of innovative emerging technologies (chapters 7 and 8).

*Chapter 2* introduces main definitions, key concepts, and the basic underlying methodological principles used in the project. First, a set of definitions for eGovernment is provided, followed by key concepts used throughout the project (e.g. scenario, dimension, roadmap etc.). eGovernment is then presented as a multidisciplinary research field which provides an underlying holistic framework for the project. Subsequently, we describe the methodologies to analyse the state of play, to develop the visionary scenarios, to analyse gaps and challenges of current research, and to extract research themes into a roadmap of phased actions.

*Chapter 3*, reports the results of the state of play analysis of current eGovernment research and strategies collected and summarised through extensive desk research. It covers the main research programmes, research strategies and eGovernment research projects in Europe and around the world.

Next, future scenarios of innovative Governments in 2020 are reported. These were developed in six focused regional workshops in Europe and one in the US. Experts from governments, ICT industry and consulting, as well as from research institutions were consulted to develop different visions of governments in 2020. The scenarios describe in a holistic way images of how governments might use innovative ICTs 15 years from now to interact with other governments and with society and the market to carry out their duties and create public value. These 29 scenarios were consolidated and synthesised into a final set of eight scenarios which are reported in *chapter 4*.

The gap analysis extracted differences between the state of play of eGovernment research and future needs for eGovernment research as indicated by the 2020 scenarios.. This analysis investigated problems, weaknesses and aspects of the future which need further investigation in current research or need to be the subject of research not yet undertaken. The gaps are described in terms of problem scope, weaknesses and needs and are elaborated in gap storylines which highlight the deficiencies and challenges with arguments about the likely consequences, risks and potential threats that may emerge if they are ignored. The results are reported in *chapter 5*.

*Chapter 6* describes the process and results of efforts to formulate future eGovernment research themes and actions. Eleven workshops were conducted with the participation of 188 experts from Governments, ICT industry and consulting, as well as researchers, in addition to an online consultation 108 experts. Altogether the roadmapping consultation comprised a validation of scenarios and gaps<sup>2</sup>, and discussion and definition of research themes and associated research actions, actors, and timelines. The themes, actions, actors and time frame to implement the research were validated and synthesised in two validation workshops to extract thirteen final research themes for the eGovRTD2020 roadmap.

The subsequent *chapter 7* puts the results of chapters 3 to 6 into a wider perspective. It brings in a line of argumentation on the importance of the findings and the international relevance of the project results.

*Chapter 8* leaves the space of a neutral argumentation and reflects on the research themes in the context of the EU strategic policies relevant for. Action recommendations related to the proposed research are presented for strategic decision-makers in governments, politics, ICT industry and consulting to adopt research activities that will contribute directly to the achievement of EU policy goals.

Finally, in *chapter 9*, “Concluding Remarks” of the project works highlight e.g. the following:

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<sup>2</sup> The validation of scenarios and gaps led to the respective results documented in chapters 4 and 5.

- Actors in strategic positions in government, industry and academic communities are called upon to take action to create an environment that welcomes and supports innovation within the public sector, and ensures close collaboration with the actors in academia and industry.
- Continuation of eGovernment research has to be secured in Europe along side the pilot implementation projects foreseen in the new Competitiveness and Innovation Programme (CIP) - with the ICT Policy Support Programme (ICTPSP) which is the only area currently targeted to eGovernment.
- A balanced strategy is needed which includes basic research in certain areas of eGovernment, a large portfolio of multidisciplinary applied research, and an effort to complement research with pilot implementation projects.

### **7.3 Dissemination plan of printed copies**

The plan for the dissemination of the **2000 copies of the paper version of the book** is the following:

- EC: total 100 copies
  - 50 copies DG Information Society
  - 25 copies DG Enterprise (IDABC)
  - 25 copies DG Research
- EU Institutions: total 35 copies
  - 10 copies European Parliament Secretariat
  - 10 copies European Council Secretariat
  - 5 copies to Committee of Regions
  - 5 copies to OPOCE
  - 5 copies to EIPA (Maastricht, Barcelona, Warsaw, Luxembourg and Milan offices)
- EU27 + EEA: total 1600 copies
  - Key Ministries: 400
  - Agencies/bodies in charge of eGovernment: 350
  - Selected regional/local governments: 500
  - Selected key academic and research institute: 250
  - Selected industry players: 100
- OECD, World Bank, BEI, UN: total 50 copies
- EU Media and Communication + Eminent Opinionists : 50 copies
- 165 copies: to be used to manage specific future requests of Experts and Institutions.

The books will partially be spread directly to EIPA-CEFASS, the partner leading the Dissemination workpackage. Key ministries and agencies/bodies at regional/local level of governments, as well as ICT industry and academic institutions will be served partially by EIPA-CEFASS, and partially by individual partners (embarking on the personal contacts). In addition to this, a **digital version** of the book has been filed within the project website and it is available for free download.

Specific e-mail messages containing the link to the download of the digital book will be sent using distribution lists (at international, European and National level) of the project partners; also a specific subset of the huge distribution list of EIPA will be used at this specific purpose.

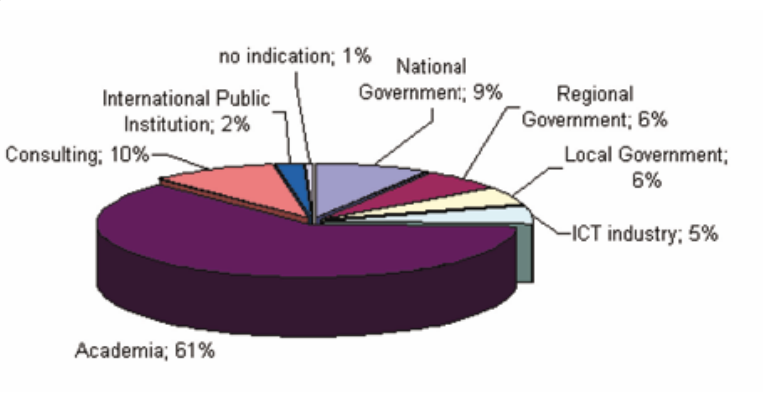
## 8 Getting the message across – Reach out to key stakeholders

During the project execution, a series of regionally distributed workshops has taken place. Experts from different regions have been discussing the future of eGovernment in 2020 and were eager to attend the research roadmap workshops.

Most of the participation and interaction with the target groups were performed in face-to-face regional workshops. A big interest has been created in the community to learn more about future scenarios and the research roadmap of eGovRTD2020.

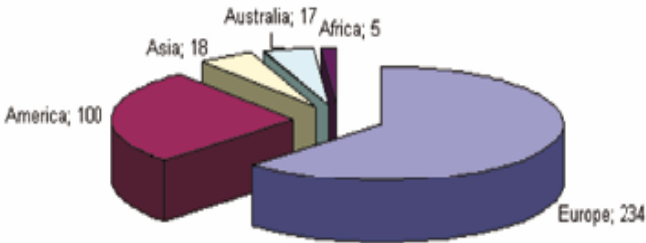
Overall, 481 experts participated in the regional workshops and online consultation, including 97 from governments, 121 from ICT industry and consulting, 1 from politics, and 262 researchers. Most experts in these groups came from across Europe, since most regional workshops took place in regions of Europe. Two workshops were held in USA, and one in Australia.

The final online survey to assess the importance of the research themes was completed by 380 experts (88 from government, 57 from ICT industry and consulting, and 233 researchers – see the figure below for the distribution).



**Figure 2:** Categories of participants in the online consultation (N=380)

The majority of experts participating in the online survey came from Europe (from EU Member States: 205; non-EU Member States: 29). The other participants came from America (North: 87; South: 13), Asia (18, thereof 4 from Near East), Australia and New Zealand (17), and Africa (5).



**Figure 3:** Distribution of participants per continent (N=380)

Although the majority of project partners as well as the eGovRTD2020 roadmapping workshops had a focus on Europe, one third of the participants in the online survey came from outside Europe (see Figure 3 above). Hence, a large global spread has been reached. Especially experts from regions where no face to face workshop took place could be motivated to take part in the online survey. As the figure below shows for the country spread in Europe, 30 participants came from UK, 15 from Greece, 33 from Scandinavia. From non-Member-States in Europe, 10 people came from the Balkan States, 7 from Russia/Ukraine, and 12 from Norway and Switzerland.

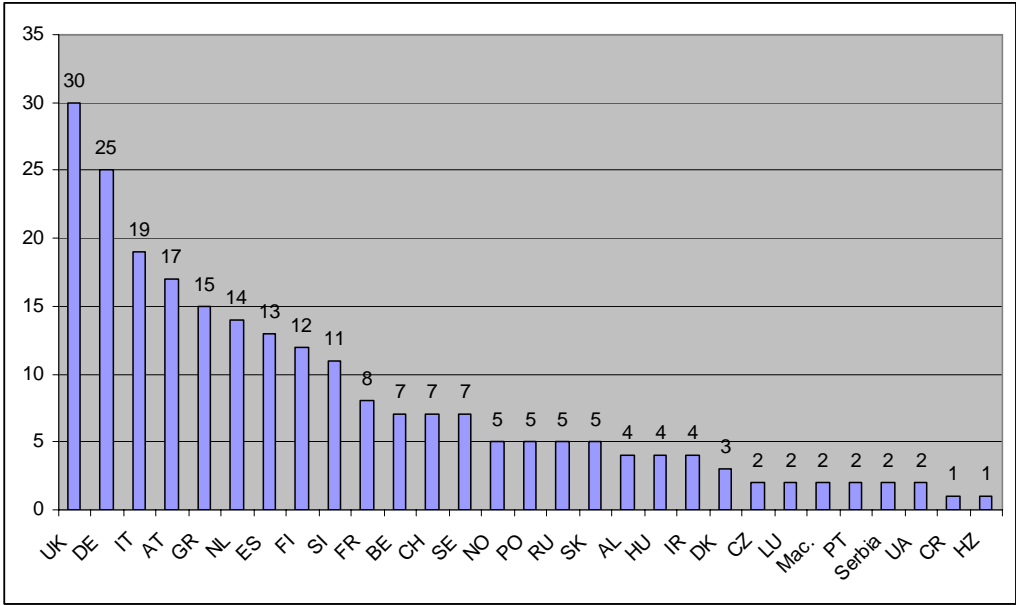


Figure 4: Geographical spread of participants from Europe (N=234)

In total, 861 individual participations could be counted. The geographic distribution of these 861 participating experts is shown in the following Figure. However, one has to note, that experts participated also in several occasions, so the approximated number of different individual experts reached is about 570 (ca. one third of the 861 people participated in different interventions).

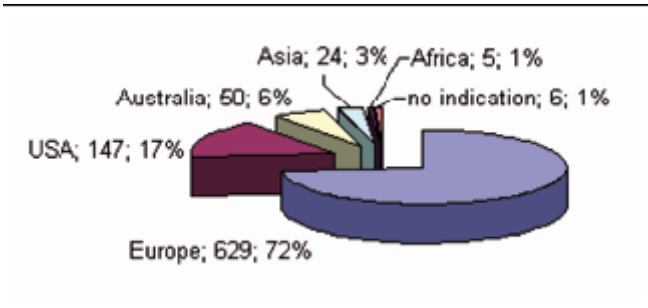


Figure 5: Geographical distribution of participants through a number of interaction means (workshops and online; N=861)

### **8.1 Further dissemination and awareness raising activities for targeted stakeholder groups**

The book is one of the main instruments for the dissemination of the results of the project but not the only one. Additional means of dissemination planned after the project termination include:

- Project members will participate in relevant third party events and will present the project results
- Multipliers (newsletters, bulletins, websites, e-magazines, etc) will be contacted to get further coverage of the project results
- Targeted messages for different stakeholders groups will be compiled and spread through respective mailing and newsletter lists
- A small booklet covering the main results of the project and its objectives will be compiled and used in targeted awareness raising activities, and it will be made available at the project website. The size is planned for about 6-8 pages A 5. The plan is to have it ready in electronic version by mid July, 2007, in order to use it effectively to advertise the book at the strategic and policy decision-makers' level in politics, policy level and ICT industry.
- Scientific and practitioner report publications are planned by the different project partners to announce the project results and to create awareness about the need for further eGovernment research and technology developments.

## **9 Plans to keep project results accessible in the next years**

The project coordinator will take care to maintain the project website at least in the next 2 years after the project. The site will be up and running beyond these 24 months, yet without maintenance. In this site, the deliverables and the final book will be accessible in this period for free.

Since the results of the project are publicly available, the project partners as well as interested parties and experts involved throughout the project will have the opportunity of using the analyses and studies here developed for their further initiatives, speeches, etc. – the condition is to reference the sources accordingly.