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eGovernance: practice, policy, and R&D

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European Commission

Directorate General Information Society



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eGovernance practice



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Public sector challenges



European Commission

- *boost* economic **growth** and innovation
- *cope* with **demographic change** (ageing, mobility, immigration)
- *safeguard* liberty, justice, security
- *reduce* **administrative burden** (cut red tape, eliminate queues, improve public services)
- *close* the democratic deficit, *restore* **democratic ownership**
- *further* **European objectives** (*deepen* internal market, *ensure* convergence in enlargement, *achieve* multi-level governance (local/regional/national/European/global))

...within tight budgets

From eGovernment Communication, COM(2003)567



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Public sector characteristics



European Commission

- Scale, complexity, diversity
 - subject to administrative rules & regulations – national and agency specific
 - persistent 'legacy' systems and culture
- Indirect benefits – policy + budget targets
- Multi-level, multi-cultural governance
- Specific stakeholder groups – equal treatment



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Public Sector opportunities



European Commission

- Critical mass as launching customer
- Large customer as partner in innovation
- Changing terrain
 - government -> governance -> networked governance



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What is eGovernance?



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- Using IST to enable good governance
 - *modernising* public administrations across Europe
 - *empowering* citizens, industry and civil servants
 - *strengthening* public policies
- How?
 - *enhancing* knowledge work and change skills
 - *embedding* IST in public administration processes
 - *improving* public services and democratic participation
- online public services → pan-European & better
→ mobile, more efficient



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eGovernance Policy



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Policy Context



European Commission

ERA: European Research Area

FP6, Eureka, COST, national RTD programmes

Enlargement

10 new Member States

Lisbon Strategy

Competitive and dynamic economy, growth, jobs

eEurope

Broadband, security, eBusiness, eGovernment, eHealth, skills

Other EU policies

Single market, single currency, transport, security, sustainable development, cohesion



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eGovernment: a key pillar of eEurope 2005



European Commission

Policy Measures

eGovernment

eHealth

eLearning

eBusiness

Benchmarking

Broadband (wired, wireless), multi-platform (PC, TV, mobile)

Steering Groups

Security

Good Practice



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What EU actors are involved?



European Commission

- DG Information Society and Media
 - eEurope unit (policy)
 - eTen unit (pilots)
 - **eGovernment unit** (policy and R&D)
 - eBusiness unit (policy and R&D)
- DG Enterprise
 - IDA Programme (pan-European services, IDA Architecture Guidelines & European Interoperability Framework)
- Others
 - DG RTD (IST-relevant research)
 - Barroso cabinet – Lisbon strategy team (policy)
 - eCommission initiative (Secretariat General)
 - DG Market, Competitiveness Council (policy)



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Mission of the eGovernment unit



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Innovating and modernising the public sector in
Europe



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eGovernment unit



European Commission

- How do we accomplish our mission?
 - By implementing pan-European policy, exchanging good practice, and engaging in research and innovation
 - IST projects (academia, public adm & industry)
 - **Call 1** Budget € 30 Million (12 projects)
 - **Call 4: ICT for Innovative Government** €46 million, Call open 16 Nov 2004, closes 22 March 2005
 - **Call 5: eInclusion €29 million & ICT for Networked Businesses** €46 million, call opens 17 May 2005, closes 21 September 2005
 - Many other IST calls are relevant to Norway (mobile, eHealth etc.)
 - Networking (workshops, stakeholder consultations)



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EU eGovernment Policy



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The role of eGovernment for Europe's Future (Communication 26 September 2003)

- *Defining* eGovernment:

ICT + organisational change + new skills

in public administrations,

in order to

improve public services,

reinforce democratic processes,

strengthen support to public policies

- *Providing* a roadmap



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eGovernment for good governance



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- Enabling a public sector which is:
 - Open and transparent – accountable and democratic
 - Inclusive - at the service of all
 - Productive – maximum value for taxpayers money
- Increasing and creating public value



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Roadmap



European Commission

- Establish a European Research Area in eGovernment
- Better understand European eGov investments (€30 billion?) – visualize savings and benefits
- Advancing:
 - multi-platform access
 - identity management
 - interoperability
 - pan-European services
 - national eGov leadership & innovation
- Meeting eEurope targets



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eGovernance R&D



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Long term R&D challenges



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- European public policy goals ('Lisbon', eEurope, sectoral policies, supporting national policies)
- Good governance requirements (Efficiency, Inclusion, Quality)



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EU eGov R&D – 10 years



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**FP3-4
(1994-1999)
TAP**

**ICT for
Central
Government**

1991

- harmonization and interconnection of national networks
- co-operation among administrations
- integration of services

**FP5
(1999-2002)
IST**

**Systems &
Services for
Administration**

- Transformation & change management
- smart governments
- e-democracy
- knowledge management
- trust and confidence
- socio economic research

**FP6
(2002-2006)
IST**

eGovernment

2003

280M€

- Services to citizens and business, networked organizations
- Multiplatform
- Trust & Security
- Interoperability
- eDemocracy
- Impact, economics, benefits



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eGov R&D – Taking Stock



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- FP5 projects: R&D, take-up
- FP6 projects: more research, advanced + near-to-market technology, larger projects
- Generally:
 - Increased linkage to policy
 - Increased combination of technology and organisational issues (e.g. knowledge management)
 - Shift of focus from public administrations to public services and citizen interaction
 - eTEN, IDA, Structural Funds provide some EU support for down-stream deployment/implementation

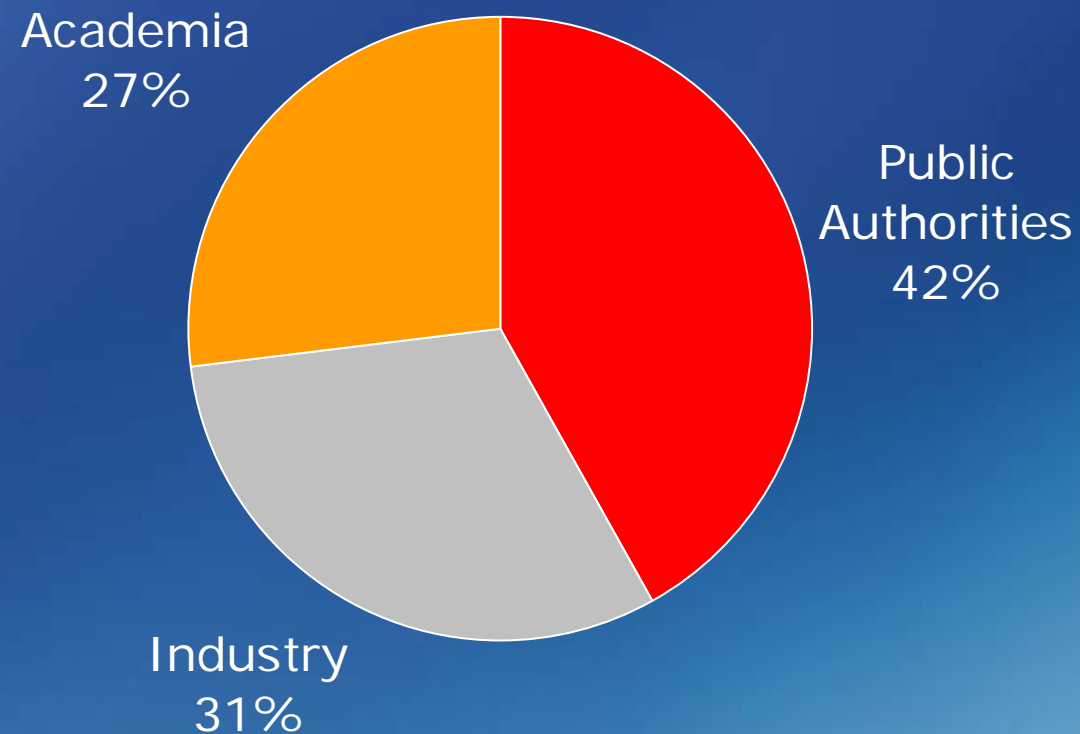


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FP6 EU R&D projects



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FP6 eGovt R&D projects (± 40 M€)



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- GUIDE: identity management
- TERREGOV: one-stop integration platform
- EMAYOR: security levels administration-citizen
- COSPA: open source for office productivity
- HOPS: inclusive access with voice technology
- USEMEGOV: mobile eGovernment
- INTELCITIES: open cross-border platform
- FLOSSPOLS: open source study
- QUALEG: automatic handling citizen queries
- ONTOGOV: semantics for life-cycle design of public services
- SAFIR: multimodal, multilingual, voice interaction
- eUSER: benchmarks in eGovt, eHealth



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Intelligent Cities (IP)



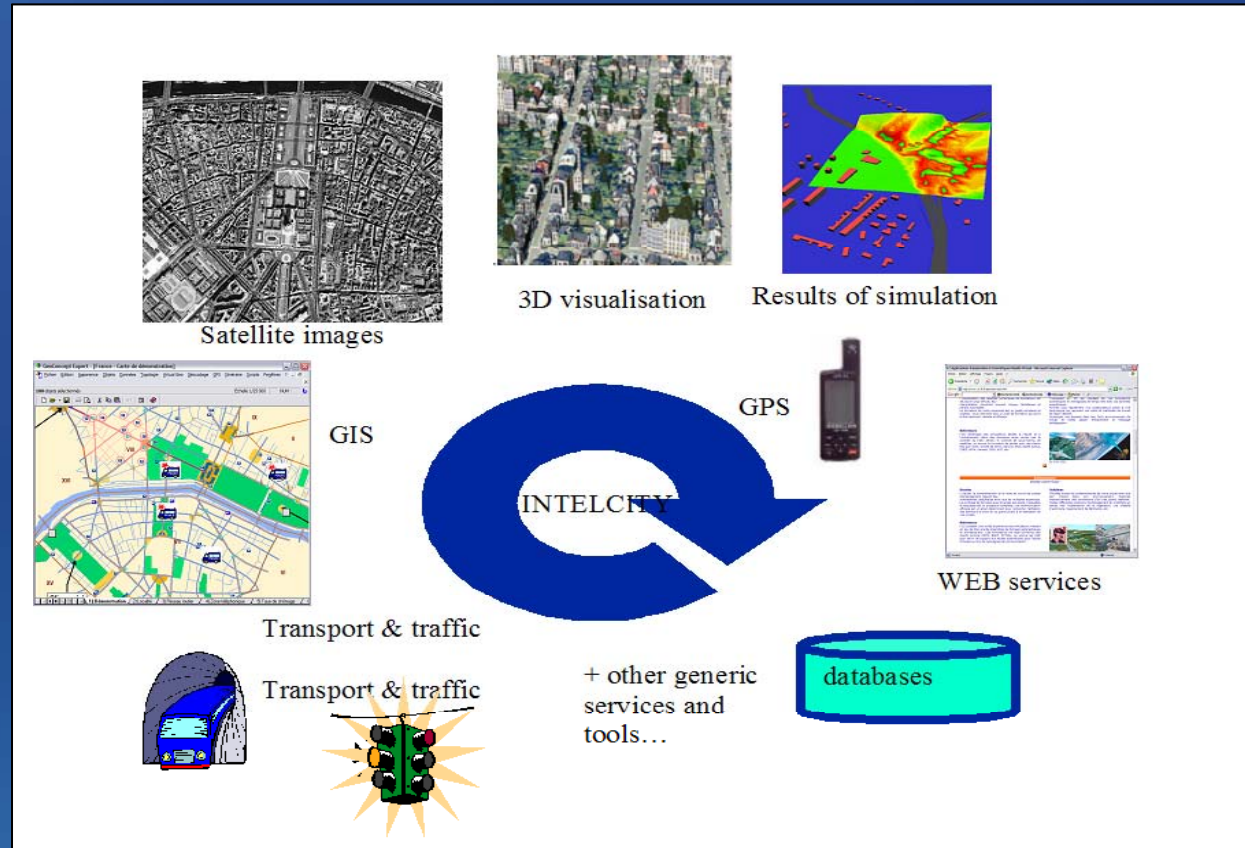
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- Open source interoperable platform for cross-border public services to exchange data



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- 6.8 M€ funding, 18 cities, 20 ICT companies, 36 research groups
- City innovation and regeneration
- City information infrastructure = public asset
- Citizen involvement in decision-making, planning
- R&D + deployment + policy





Quality of service and legitimacy in eGovernment



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- Software for local public administration
 - to communicate with citizens
 - measure their satisfaction
 - and involve them in policy formulation
- based on open source



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Consortium

- 11 partners: France, Italy, UK, Poland, Greece, Germany, Israel.
 - 4 SMEs : SQLI, GL2006, EP, BFC
 - 3 Academic Organisations : Technion, HEC, AIP
 - 3 City halls : Nantes, Tarnow, Saarbruecken
 - Public national association : COI



Budget

- Budget 2,8 M€, funding 1,7 M€, 340 person-months
- (STREP)

Timing

- Duration : 2 years



COSPA



European Commission

- Is it profitable to move to Open Source for personal productivity tools in EU Public Administrations?
- When, where, how?
 - Use of various open source software solutions, which tests and measures the benefits in public administrations in terms of office-level productivity and financial indicators
 - 8+ Public Administrations
 - 3500 sites plus the observer program



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FLOSSPOLLS



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- survey of actual use of open source software in regional government across EU
- survey of FLOSS developers and employers (firms) regarding skills development
- ethnographic study of the gender gap in FLOSS development



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Who are the partners?



- MERIT, University of Maastricht (coordinator)
 - Gender study: Dept of Social Anthropology, University of Cambridge.
 - Simulation model: DFKI, Artificial Intelligence research institute, Germany
 - Support: Telecities/Eurocities, network of European city governments

- Project period: March 2004 - February 2006

- 1. Basic research
 - the simulation is experimental and cutting-edge research; the study of the gender gap and skills development are world firsts; survey of governments is the largest across Europe
- 2. Policy for public administrations
 - the studies will provide explicit policy recommendations; respond to local government needs on open source; improve broad-based skills development
- 3. Impact on society
 - improve understanding of FLOSS as a skills development environment; recommend policy to close the gender gap in developer communities; understand the economic benefits of the collaborative production model

Possible Future R&D in ICT for Innovative Government (Call 4)



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- eParticipation (decision preparation) as part of eDemocracy
 - E.g. tools for formulation and enactment of democratic decisions, scalable large scale dialogues, new forms of interactivity, Active Citizen,...
- Intelligent, personalised eGovernment services for all
 - Intuitive interaction, inclusion, multi-channel service delivery platform, context-awareness, privacy protection & enhancement, ...
- Adaptive and proactive eGovernment systems
 - Intelligent modelling of administrative processes, tools for administrative management, technologies for transparency, diversity, multi-level governance, knowledge-based government
- Secure pan-European eGovernment
 - Very large scale, heterogeneous, cross-border administrative architectures, processes, and information infrastructures, pan-European secure and interoperable eGovt ID management, policy-driven,...
- Some supporting actions

ICT + socio-economic + legal + organisational aspects



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eGov R&D **projects & findings**



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- How do European governments handle Open Source? **FLOSSPOL**S gives an overview
- What happens when you implement Open Source in regions? Join **COSPA** as an observer!
- Improving government e-transactions
SMARTGOV implements a system worth a look



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eGovernance Beyond 2005



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eGovernance beyond 2005



European Commission

- *Furthering* the Lisbon agenda by IST
 - effectively *measuring* IST benefits (financial/public value)
 - keeping Europe attractive as a place to live, work and invest
- Deeply *embedding* IST in the public sector
 - *monitoring* broadband penetration rates
 - *learning* from good practice across Europe
 - *pushing* for participatory citizenship
 - *Governing* interoperability - using open standards - quicker standardisation
 - *Rolling out* better & cheaper pan-European public services
- *Delivering* eGovernance on ambitious targets
 - Improve citizen satisfaction, reduce administrative burden for citizens and business, roll-out eID, push paperless administration

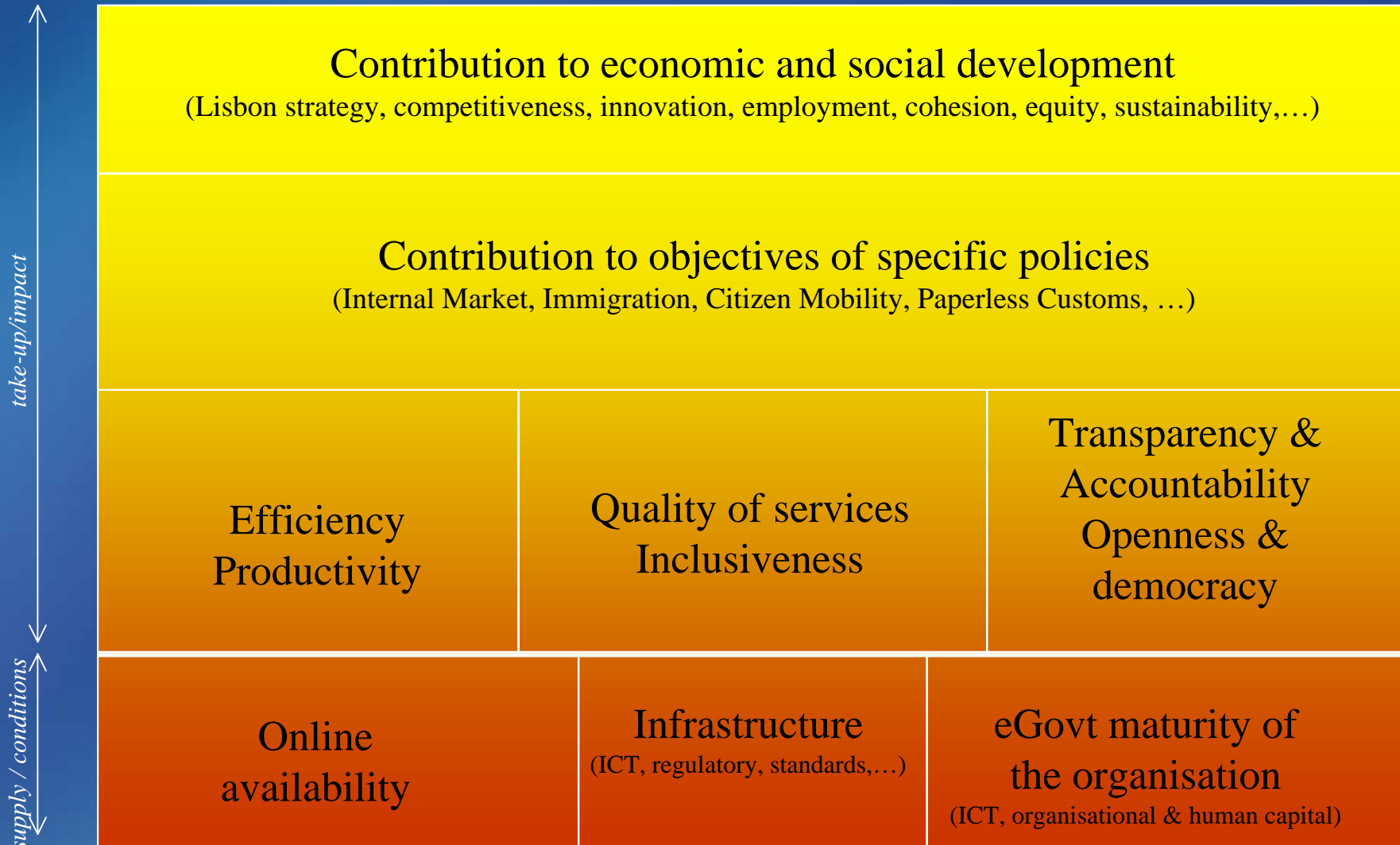


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Measuring eGovernment



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Events



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- eGovernment session on “Innovative Public Services”, at the **IST 2004** Conference, The Hague, The Netherlands 15-17 November, 2004
 - Empowerment
 - Governance
 - Future technologies
- Speakers from around the world



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Curious?



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eGovernment unit website

europa.eu.int/egovernment_research

Google search: egovernment research



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My own role



European Commission

- policy development
 - eGovernment benefits (financial/public value)
 - Public services, Interoperability, Open Source
 - European eGovernment (history, status, trends)
- research
 - eGovernment projects (COSPA, FLOSSPOLS, MEASURE)
- networking
 - eGovernment education network
 - Networked governance with IST (stakeholder dialogue)
 - Connect Commission & high-level IST research in industry and universities – across IST fields



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Conclusion



European Commission

- Past groundwork (eEurope) – 20 online services
- Tomorrow's agenda: **good governance**
 - Growth (Lisbon Agenda) - measure quality of service
 - People & skills – knowledge workers in the public sector
 - Inclusion & Pan-European services (mobility - efficiency)
- (Policy) and R&D participation from Norway is crucial – Europe welcomes excellence



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