**W3C eGovernment Interest Group Draft Roadmap**

**21 June 2012**

In order to fulfill the [mission](http://www.w3.org/egov/IG/charter-2011) of the group “to build and strengthen the community of people who use or promote the use of W3C technologies to improve Government" and to facilitate its efforts to "identify and discuss essential areas of technology and related policy issues", we put forward a draft roadmap to organize and guide our discussions. We welcome feedback and comments from all members on this draft.

1. **Themes**

The discussions last year identified [six focal area candidates](http://www.w3.org/egov/IG/charter-2011#scope): 1) government data, 2) accessibility, 3) social media, 4) community directory, 5) education and outreach and 6) data licensing; along with other suggested areas: 7) cloud computing, 8) MathML, 9) HTML5 and Web Application Platform, 10) privacy and security, and 11) eGov library. The aim of the roadmap is to organize the discussions on these and any emerging areas of interest to the group along a set of questions.

1. **Questions**

The questions about e-government (EGOV) are organized along the following four dimensions: 1) the mechanics of e-government (HOW), 2) e-government value proposition (WHY), 3) localization of e-government (WHERE) and 4) e-government definition (WHAT). The questions may concern EGOV as a whole, or particular focal areas within EGOV.

* 1. **HOW – EGOV Mechanics**

What are the areas involved in EGOV research and practice?

What is the process by which EGOV can be developed and maintained?

What principles, methods and tools are applied in different steps of this process?

What are the main stages in the [EGOV policy cycle](http://www.w3.org/egov/IG/slides/2012-02-21.pdf)?

* EGOV Planning - law and regulations, strategy development, strategy alignment, funding arrangements, readiness assessment, policy development, action plans, partner management, stakeholder, leadership, coordination, etc.
* EGOV Design - interoperability, enterprise architecture, standards and best practices, agency collaboration, information-sharing, one-stop government, connected governance, agile government, multi-channel delivery, innovation systems, etc.
* EGOV Implementation - acquisition, procurement, technical infrastructure, electronic public services, service middleware, services and applications, negotiation and contracts, new technology adoption, project management, program management, organizational change, etc.
* EGOV Operation - Service agreements, monitoring, software maintenance, adoption and scale-up, access and accessibility, digital content, digital rights, digital divide, benefit management, risk management, performance management, etc.
* EGOV Sustainability - measurement, monitoring and evaluation, knowledge management, capacity building, institutionalization, etc.
  1. **WHY – EGOV Value Proposition**

What benefits are expected from EGOV?

How can EGOV help pursue public policy objectives?

Different measures (how) for different ends (why)?

What policy areas are most affected?

What experiences exist?

* 1. **WHERE – EGOV Localization**

How the does the EGOV value proposition reflect:

* local policy objectives,
* local implementation conditions,
* level of maturity in eGovernment implementation,
* level of socio-economic development in the country, state or territory,
* language and cultural identify?

What is the process of developing and maintaining such locally-owned EGOV value propositions?

How to transfer successful experiences (HOW) from one policy context to another (WHY)?

What experiences exist with such transfers?

* 1. **WHAT – EGOV Foundations**

The foundations include the nature, definition and conceptualization of EGOV. According to the official [W3C definition](http://www.w3.org/egov/), reflecting a particular perspective and interest of W3C in this domain "eGovernment is the use of the Web and other information technologies by governments to interact with the citizenry, between departments and divisions, and with other governments". The group could consider whether this definition reflects the current understanding and practice in EGOV and if not, suggest an update. However, this should not be done casually. Rather than addressing the fundamental questions of definitions and conceptualizations at the beginning of the discussion, it is important to build the insight and understanding about the mechanics (how) and value proposition (why) of EGOV first.

1. **Discussions**

Discussions will involve applying relevant questions to themes. For example: What benefits are expected from the introduction of social media to the EGOV practice? What policy areas are most affected? What is the process of introducing social media to the EGOV practice? What principles, methods are tools are applied in different steps of this process? How does the introduction of social media to the EGOV practice reflect local policy objectives, level of EGOV maturity and level of socio-economic development? How to transfer successful experiences in introducing social media to the EGOV practice between different policy contexts? What research is required to learn from and guide the introduction of social media to the EGOV practice?

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| DIMENSIONS | QUESTIONS | THEMES | | | | | | | | | | | |
| Government data | Accessibility | Social media | Education and outreach | Data licensing | Cloud computing | Privacy and security | Web Application Platform | MathML | Community directory | EGOV library | … |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| HOW | What are the areas involved in EGOV research and practice? |  |  |  |  |  |  |  |  |  |  |  |  |
| What is the process by which EGOV can be developed and maintained? |  |  |  |  |  |  |  |  |  |  |  |  |
| What principles, methods and tools are applied in different steps of this process? |  |  |  |  |  |  |  |  |  |  |  |  |
| What are the main stages in the EGOV policy cycle? |  |  |  |  |  |  |  |  |  |  |  |  |
| … |  |  |  |  |  |  |  |  |  |  |  |  |
| WHY | What benefits are expected from EGOV? |  |  |  |  |  |  |  |  |  |  |  |  |
| How can EGOV help pursue public policy objectives? |  |  |  |  |  |  |  |  |  |  |  |  |
| Different measures (how) for different ends (why)? |  |  |  |  |  |  |  |  |  |  |  |  |
| What policy areas are most affected? |  |  |  |  |  |  |  |  |  |  |  |  |
| What experiences exist? |  |  |  |  |  |  |  |  |  |  |  |  |
| … |  |  |  |  |  |  |  |  |  |  |  |  |
| WHERE | How the does EGOV value proposition reflect local policy objectives? |  |  |  |  |  |  |  |  |  |  |  |  |
| How does it reflect the level of socio-economic development in the country? |  |  |  |  |  |  |  |  |  |  |  |  |
| How does it reflect language and cultural identify? |  |  |  |  |  |  |  |  |  |  |  |  |
| How the does it reflect level of maturity in EGOV implementation? |  |  |  |  |  |  |  |  |  |  |  |  |
| How the does it reflect local implementation conditions? |  |  |  |  |  |  |  |  |  |  |  |  |
| What is the process of maintaining locally-owned EGOV value propositions? |  |  |  |  |  |  |  |  |  |  |  |  |
| How to transfer successful experiences (HOW) between policy contexts (WHY)? |  |  |  |  |  |  |  |  |  |  |  |  |
| What experiences exist with such transfers? |  |  |  |  |  |  |  |  |  |  |  |  |
| … |  |  |  |  |  |  |  |  |  |  |  |  |
| WHAT | Does W3C definition reflect the current understanding and practice in EGOV? |  |  |  |  |  |  |  |  |  |  |  |  |
| … |  |  |  |  |  |  |  |  |  |  |  |  |

1. **Implementation**

Members of the group will be invited to contribute to implementing this roadmap by: 1) formulating new questions and themes, 2) reformulating existing questions and themes, 3) offering answers to existing questions and themes, 4) building relationships between questions and themes, 5) synthesizing and concluding answers and themes and others. Co-chairs will moderate the discussions.

Conference calls will be organized every two weeks - one for the Eurasian and another for the Atlantic time zones, in order to: 1) synthesize the contributions made by the members of the interest group across a number of discussions active during the past month; 2) host presentations by invited speakers on the topics of interest to one or more of the current discussions, complementing the synthesis and focused on linking different themes; 3) discuss, in view of the synthesis and insights gained from the presentations, the conclusion and closure of existing discussions, opening of the new discussions, and inputs to existing ones; and 4) propose invited speakers and presentation topics for the next conference call – an open call for presenters will be issued with emphasis on the topics that connect two or more of the current discussions. Upon completion of the major discussions, technical notes will be prepared to document the progress made, including updates to the document "Improving Access to Government through Better Use of the Web".

1. **Feedback**

All members are invited to insert their comments on this roadmap directly on the wiki page, or send an email to Jeanne or Tomasz who will consolidate the comments. The roadmap is also available in pdf and doc formats.