W3C EGOV Interest Group Draft Roadmap

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W3C EGOV IG Group Chairs

AIM AND OVERVIEW

AIM

Motivate, explain and discuss a roadmap to guide the discussions of the W3C EGOV Interest Group.

OVERVIEW

1	THEMATIC CONTEXT – EVOLUTION OF PUBLIC SECTOR ICT
2	INSTITUTIONAL CONTEXT – W3C EGOV INTEREST GROUP
3	W3C EGOV INTEREST GROUP ROADMAP – PRESENTATION
4	W3C EGOV INTEREST GROUP ROADMAP – DISCUSSION
5	SUMMARY AND NEXT STEPS

PUBLIC SECTOR ICT

Two decades of development, innovation and research – well established area

Evolving Goals	Expanding Context		Time
Increasing the quality and efficiency of internal government operations		Technological	
Delivering better public services across traditional and electronic channels		Organizational	
Facilitating administrative and institutional reform in government		Socio-economic	
Engaging citizens and other non-state actors in policy- and decision-making processes		?	
Supporting policy and development goals in health, education, security and other sectors			

Uncertain future and impact on government, society and economy

TECHNOLOGICAL RESPONSE	GOALS	Establishing government portals
		Automating administrative processes
		Providing online access to public services
	CHALLENGES	Connecting agencies, citizens and businesses to the Internet
		Ensuring interoperability of systems run by different agencies
		Connecting legacy systems to other systems and the Internet
	LIMITATIONS	Technology can only deliver if accompanied by organizational change
		Developing more mature services raises organizational issues
		Technological development alone does not produce public value

STAGE 2 – ELECTRONIC GOVERNMENT

ORGANIZATIONAL RESPONSE	GOALS	Reengineering administrative processes
		Enabling collaboration between government agencies
		Offering services across agencies according to the needs of citizens
	CHALLENGES	Hierarchical organization, inward looking culture and lack of collaboration
		Orientation on maintenance, not outcomes
		Resistance to change
	LIMITATIONS	Higher service maturity may not lead to higher usage
		Lack of public consultation and capacity building are sources of failure
		Internal government transformation alone does not create public value

UNITED NATIONS
UNIVERSITY

UNU-IIST
International Institute for
Software Technology

SOCIO-ECONOMIC RESPONSE		
	GOALS	Utilizing social media to engage citizens in government decision-making
		Making government data available for businesses to build public services
		Integrating public, private and non-profit services into one service space
	CHALLENGES	Digital divide – gender, age, socio-economic, geographic, etc.
		Lack of trust – citizens not trusting government, government not trusting citizens
		Engaging non-state actors in public service delivery
	LIMITATIONS	What local policy objectives are being pursued?
		How are such objectives pursued given the local conditions?
		What is the impact of meeting such objectives on the local environment?

Turning point

Economic pressures, social tensions, global competition, tremendous development needs all question "generic" approaches to public sector ICT investment.
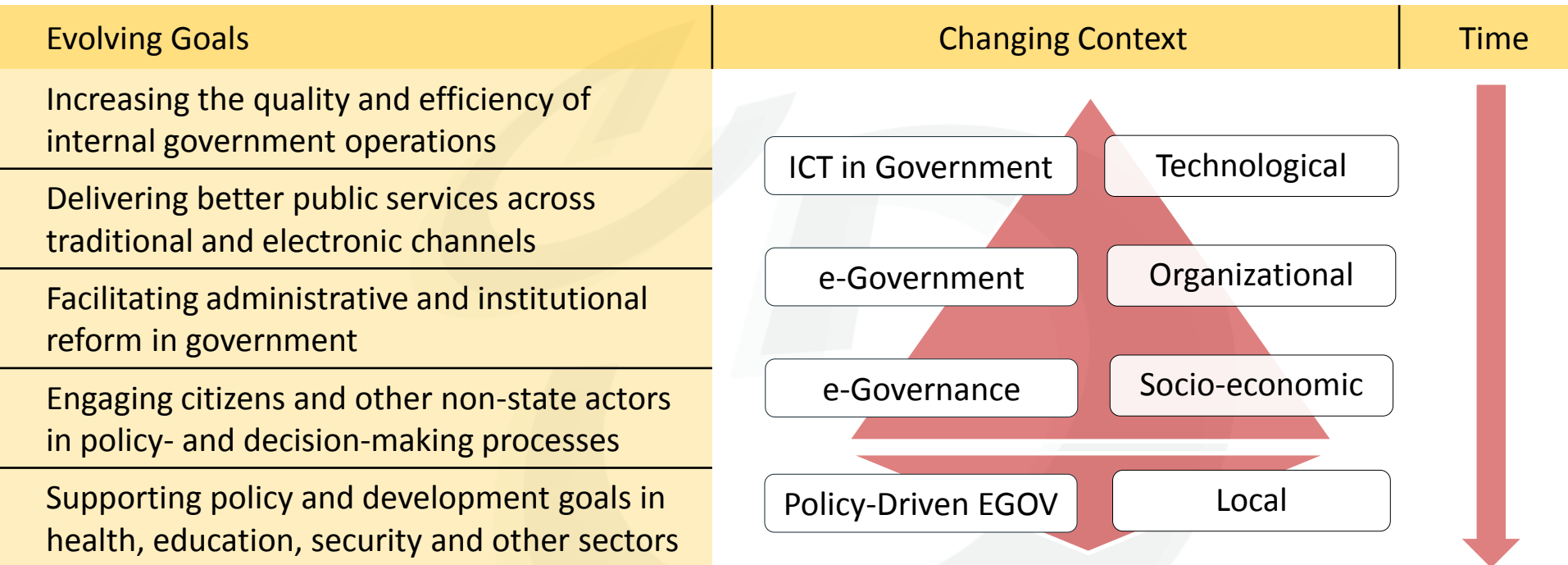
Local development context

Directly supporting policy and development goals in health, education, economy, environment, governance, security and other sectors while taking into account specific local conditions and priorities.

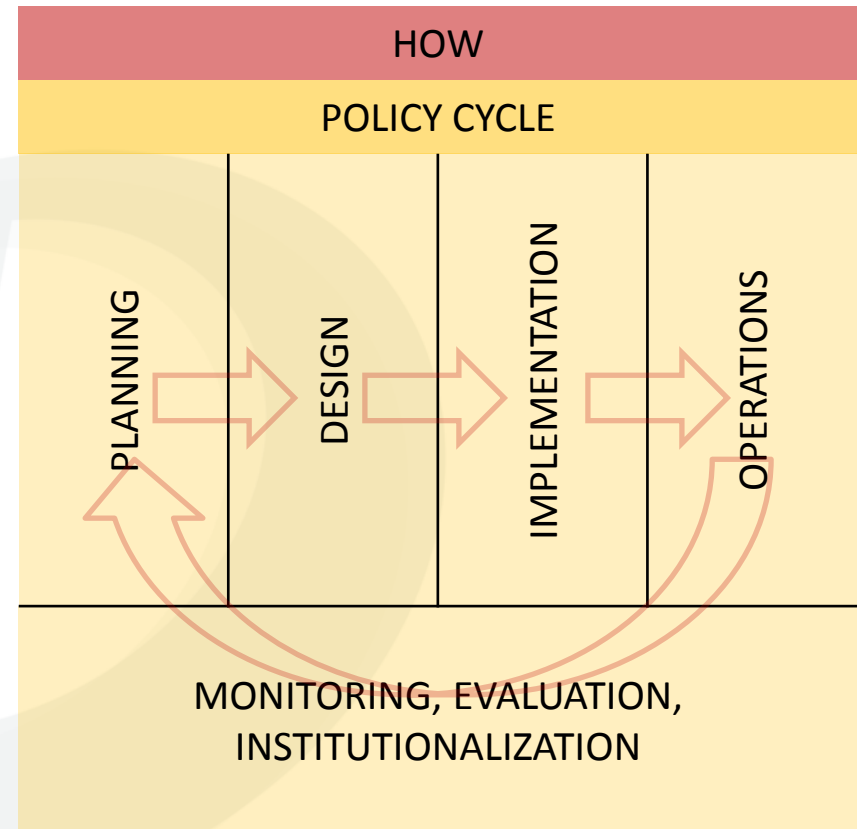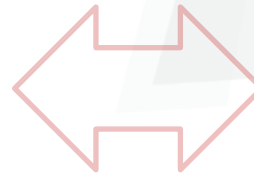### Public investment in ICT is expected to produce public value

EGOV contributing to a larger policy objective e.g. Sustainable Development (EGOV4SD)

EVOLUTION OF PUBLIC SECTOR ICT

Evolving Goals	Changing Context		Time
Increasing the quality and efficiency of internal government operations	ICT in Government	Technological	
Delivering better public services across traditional and electronic channels	e-Government	Organizational	
Facilitating administrative and institutional reform in government	e-Governance	Socio-economic	
Engaging citizens and other non-state actors in policy- and decision-making processes			
Supporting policy and development goals in health, education, security and other sectors	Policy-Driven EGOV	Local	

WHY					
EXAMPLE POLICY FRAMEWORK (SD)					
	EGOV				
SUSTAINABLE DEVELOPMENT DIMENSIONS	GOVERNMENT	TECHNOLOGY	INTERACTION	CUSTOMERS	SOCIETY
Social					
Economic					
Environmental					
Transitional					

HOW

POLICY CYCLE

PLANNING → DESIGN → IMPLEMENTATION → OPERATIONS

MONITORING, EVALUATION, INSTITUTIONALIZATION

HOW			
PLANNING	**DESIGN**	**IMPLEMENTATION**	**OPERATIONS**
Law and regulations	Interoperability	Acquisition	Service agreements
Strategy development	Enterprise architecture	Procurement	Monitoring
Strategy alignment	Standards	Technical infrastructure	Software maintenance
Funding arrangements	Best practices	Electronic public services	Adoption and scale-up
Readiness assessment	Agency collaboration	Service middleware	Access and accessibility
Policy development	Information-sharing	Services and applications	Digital content
Action plans	One-stop government	Negotiation and contracts	Digital rights
Partner management	Connected governance	New technology adoption	Digital divide
Stakeholder	Agile government	Project management	Benefit management
Leadership	Multi-channel delivery	Program management	Risk management
Coordination	Innovation system	Organizational change	Performance mgt.

MONITORING, EVALUATION, INSTITUTIONALIZATION			
Measurement	Evaluation	Capacity Building	Knowledge management

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EGOV AT W3C – DEFINITION AND MISSION

EGOV DEFINITION BY W3C

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.

W3C EGOV INTEREST GROUP MISSION

The mission of the eGovernment Interest Group is to build and strengthen the community of people who use or promote the use of W3C technologies to improve Government. As a part of the eGovernment Activity, the group will identify and discuss essential areas of technology and related policy issues.

EGOV AT W3C – STANDARDS AND GROUPS

RELEVANT STANDARDS		RELEVANT GROUPS
LegalXML	Electronic exchange of legal data	Education and outreach
StratML	Strategy markup language	Geolocation
EML	Election markup language	Government Linked Data
EDXL	Emergency data exchange language	HTML
SPML	Service provisioning markup language	Internationalization Core
SAML	Security assertion markup language	Points of Interest
NIEM	National information exchange model	RDF
OVAL	Open Vulnerability and Assessment	Research and Development
GML	Geography Markup Language	Web Services Policy
HR-XML	Human Resources XML	Web Accessibility Initiative
[OASIS, etc.]		*[Jeanne Holm, 25 January 2012]*

EGOV AT W3C – THEMES, OUTPUTS, DISCUSSIONS

THEMES AND OUTCOMES	DISCUSSIONS
EGOV policies	IT procurement
Government data	Platforms for open data
Open government	Licensing
Accessibility	Country branding
Social media	Gender mainstreaming
Education and outreach	Community directory
Data licensing	Twitter use by elected officials
Cloud computing	Social media
Security and privacy	Linked data management
Community directory and resources	GIS data
Library of shared EGOV artifacts	Meta data management
[Jeanne Holm, 25 January 2012]	*[W3C EGOV IG Archives]*

EGOV AT W3C – THEMATIC CONTEXT

Question	How to organize existing themes, discussions and outcomes of the W3C EGOV IG with respect to each other and with respect to the larger thematic context?

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ROADMAP – PURPOSE

Question	How to organize existing themes, discussions and outcomes of the W3C EGOV IG with respect to each other and with respect to the larger thematic context?	
Answer	1	Consider four EGOV dimensions – what, how, why and where
	2	Formulate a set of questions along these dimensions
	3	Apply such questions to current EGOV themes
	4	Attempt to answer them through group discussions

ROADMAP – FRAMEWORK

WHERE – LOCALIZATION

1	Policy objectives
2	Implementation conditions
3	EGOV maturity
4	Economic development
5	Social development
6	Legal framework
7	Institutions
8	Language
9	Culture, etc.

WHY – VALUE PROPOSITION

SUSTAINABLE DEVELOPMENT DIMENSIONS	EGOV				
	GOVERNMENT	TECHNOLOGY	INTERACTION	CUSTOMERS	SOCIETY
Social					
Economic					
Environmental					
Transitional					

HOW – MECHANICS

PLANNING	DESIGN	IMPLEMENTATION	OPERATIONS

MONITORING, EVALUATION, INSTITUTIONALIZATION

WHAT – FOUNDATIONS

The nature, definition and conceptualization of EGOV

HOW – MECHANICS

PLANNING	DESIGN	IMPLEMENTATION	OPERATIONS

MONITORING, EVALUATION, INSTITUTIONALIZATION

	QUESTIONS
1	What are the areas involved in EGOV research and practice?
2	What is the process by which EGOV can be developed and maintained?
3	What principles and methods are applied in different process steps?
4	What are the main stages in the EGOV policy cycle?
4.1	EGOV Planning
4.2	EGOV Design
4.3	EGOV Implementation
4.4	EGOV Operation
4.5	EGOV Sustainability
5	Etc.

WHY – VALUE PROPOSITION					
	EGOV				
SUSTAINABLE DEVELOPMENT DIMENSIONS	GOVERNMENT	TECHNOLOGY	INTERACTION	CUSTOMERS	SOCIETY
Social					
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QUESTIONS	
1	What benefits are expected from EGOV?
2	How can EGOV help pursue public policy objectives?
3	Different measures (how) for different ends (why)?
4	What policy areas are most affected?
5	What experiences exist?

ROADMAP – QUESTIONS – WHERE

WHERE – LOCALIZATION	
1	Policy objectives
2	Implementation conditions
3	EGOV maturity
4	Economic development
5	Social development
6	Legal framework
7	Institutions
8	Language
9	Culture, etc.

QUESTIONS		
1		How the does the EGOV value proposition reflect:
	1.1	local policy objectives?
	1.2	local implementation conditions?
	1.3	level of maturity in eGovernment implementation?
	1.4	level of socio-economic development in the country?
	1.5	language and cultural identify?
2		What is the process of developing and maintaining such locally-owned EGOV value propositions?
3		How to transfer successful experiences (HOW) from one policy context to another (WHY)?
4		What experiences exist with such transfers?

WHAT – FOUNDATIONS	QUESTIONS
The nature, definition and conceptualization of EGOV	Does W3C definition

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

reflect the current understanding and practice in EGOV?

If not, how to update it?

ROADMAP – ASKING QUESTIONS – EXAMPLE

THEME
Social media

THEME-FOCUSED QUESTIONS	
1	What benefits are expected from the introduction of social media to the EGOV practice?
2	What policy areas are most affected?
3	What is the process of introducing social media to the EGOV practice?
4	What principles, methods are tools are applied in different steps of this process?
5	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?
6	How to transfer successful experiences in introducing social media to the EGOV practice between different policy contexts?
7	What research is required to learn from and guide introduction of social media to the EGOV practice?

DIMENSIONS	QUESTIONS	THEMES										
		Government data	Accessibility	Social media	Education and outreach	Data licensing	Cloud computing	Privacy and security	Web Platforms	Community directory	Artifacts library	Etc.
HOW	What are the stages in the EGOV policy cycle?											
	...											
WHY	What benefits are expected from EGOV?											
	...											
WHERE	How is value proposition reflecting local goals?											
	...											
WHAT	Is the W3C definition still adequate?											

ROADMAP – IMPLEMENTATION 1

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
6	Etc.

ROADMAP – IMPLEMENTATION 2

	Bimonthly conference calls – one for the Eurasian and another for the Atlantic time zones – will aim 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
4	propose invited speakers and 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
5	Etc.

Upon completion of the major discussions, technical notes will be prepared to document the progress, including updates to the document "Improving Access to Government through Better Use of the Web".

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