



Workshop on Context-Specific Critical Success Factors for Open Data Publication and Use

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Abstract: *Governmental organizations around the globe step up their efforts to implement open data initiatives as part of their open government commitments. There is, however, little systematic evidence, in research and practice, as to what constitutes a “successful” open data initiative. In this workshop, we follow up on our previous work on Critical Success Factors (CSF) for open data. In particular, we aim to establish which of the CSFs that we previously identified apply in which contexts - thus allowing for a more fine-grained and targeted advice to open data practitioners. The workshop participants will be provided with the results from our previous research on factors that influence the success of open data initiatives and can benefit from the structured group discussions on factors that are critical to open data initiatives in a particular context.*

Keywords: *open data, success, critical success factors, taxonomy, e-government*

Introduction

The success of open data initiatives cannot be guaranteed, and many barriers for open publication and use still exist (Barry & Bannister, 2014; Cranefield, Robertson, & Oliver, 2014; Janssen, Charalabidis, & Zuiderwijk, 2012). For public managers responsible for open data projects it is a vital issue to know when an open data initiative is considered a success and what the steps are to get there. Therefore, identifying the Critical Success Factors (CSFs) for open data publication and use is a highly relevant matter.

In previous research we compiled a list of open data success factors that cover a wide variety of issues, ranging from legislation to personnel training (Zuiderwijk, Susha, Charalabidis, Parycek, & Janssen, 2015). Our previous research showed that the criticality of the success factors depends considerably on the context of the open data initiative (*idem*). We found that a number of success factors appear to be universally applicable, while this is less the case for other success factors. Our previous research showed that further work is needed to detail the success factors for open data publication and use in particular contexts (Zuiderwijk et al., 2015).

Workshop Objectives

At the start of the workshop, the participants will be provided with results from our previous research on factors that influence the success of open data initiatives, including the results of a workshop at the EGOV conference in September 2014. The objective of this workshop is to fine-grain the generic list of open data success factors that we compiled with our previous research, and to establish context-specific CSFs for open data. In order to do that we will focus on three contextual aspects of open data publication and use:

1. The geographical level of the open data initiative (local/regional, national, international);
2. The type of published data (data in accountability, innovation, or social policy cluster);
3. The stage in the development of the open data initiative (from early to more advanced).

Our aim is hence to ascertain how the criticality of success factors for an open data initiative changes based on these contextual aspects. For this purpose the participants of the workshop will be offered a structured questionnaire, which asks them to rank the criticality of success factors from the perspective of a specific open data initiative that they have in mind. Therefore, we invite input from the audience *that has first-hand experience with implementing an open data initiative in a governmental organization or in another context*. The questionnaire will be followed-up by a discussion. The three above-mentioned contextual aspects will be discussed in relation to open data success and the criticality of specific open data success factors.

Managing critical success factors efficiently could stimulate the provision and use of open data. The participants can benefit from the workshop by gaining insights in the critical success factors that are relevant for open data initiatives in certain contexts. This knowledge could help them in their daily practices and research.

Workshop Structure

The workshop is structured as follows:

- Introduction (30 min)
 - Welcome to the workshop (by **Anneke** Zuiderwijk, 5 min.). Introductory talk about the success of open data initiatives and the value of the critical success factor approach. Presentation of the workshop objectives, its structure, and expected outputs.
 - Presentation of previous research on CSFs for open data (by **Anneke** Zuiderwijk, 15 min.). The talk will provide a working definition of a critical success factor and present a list of generic open data success factors identified in previous research.
 - Presentation of contextual aspects of CSFs (by **Iryna** Sussha, 10 min.). The talk will provide a categorization of contextual aspects from the literature and focus the discussion on three selected contextual aspects.
- Questionnaire (30 minutes)
 - Instructions on filling in the questionnaire (by **Iryna** Sussha, 5 min.).
 - Participants fill in the questionnaire (25 min.).

- Plenary discussion (30 min., moderated by [Anneke and Iryna](#))
 - Feedback of the participants on the questionnaire, discussion of whether and how the generic list can be extended with regard to open data success factors for particular contexts.
 - Sharing success stories from experience of participants, discussion of which contextual factors are relevant for open data success, and whether participants would like to add contextual factors that are important for open data success.
 - Conclusions of the group discussions, wrap up and future research plans.

Commented [AZ1]: Perhaps Peter and Marijn would like to have a role in this?

References

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About the Organizers

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Iryna Susha is a PhD candidate at the School of Business of Örebro University in Sweden. Her research is centered on participation and collaboration enabled by new information technologies and its effects on public policy-making and service delivery.

Anneke Zuiderwijk

Anneke Zuiderwijk is a researcher in the Information and Communication Technology section of the Faculty of Technology, Policy, and Management at Delft University of Technology. Her research focuses on open data, see: <http://www.tbm.tudelft.nl/nl/over-faculteit/afdelingen/engineering-systems-and-services/sectie-ict/medewerkers/anneke-zuiderwijk-van-eijk/>.

Peter Parycek

Peter Parycek is Head of the Center for E-Governance at the Danube University Krems and Chairman of the ministerial working groups “E-Democracy & E-participation” and “E-Government Training” at the Austrian Federal Chancellery. He is responsible for the CeDEM conference and the open access journal JeDEM.

Marijn Janssen

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Yannis Charalabidis is Assistant Professor in the University of Aegean, in the area of Governance Information Systems, while also heading eGovernment & eBusiness Research in the Decision Support Systems Laboratory of National Technical University of Athens (NTUA), planning and coordinating high-level policy making, research and pilot application projects for governments and enterprises worldwide.