



# The Citadel Statement:

## Making Malmö 'Real' for Local eGovernment

**Dr Julia Glidden**

Managing Director @ 21c Consultancy

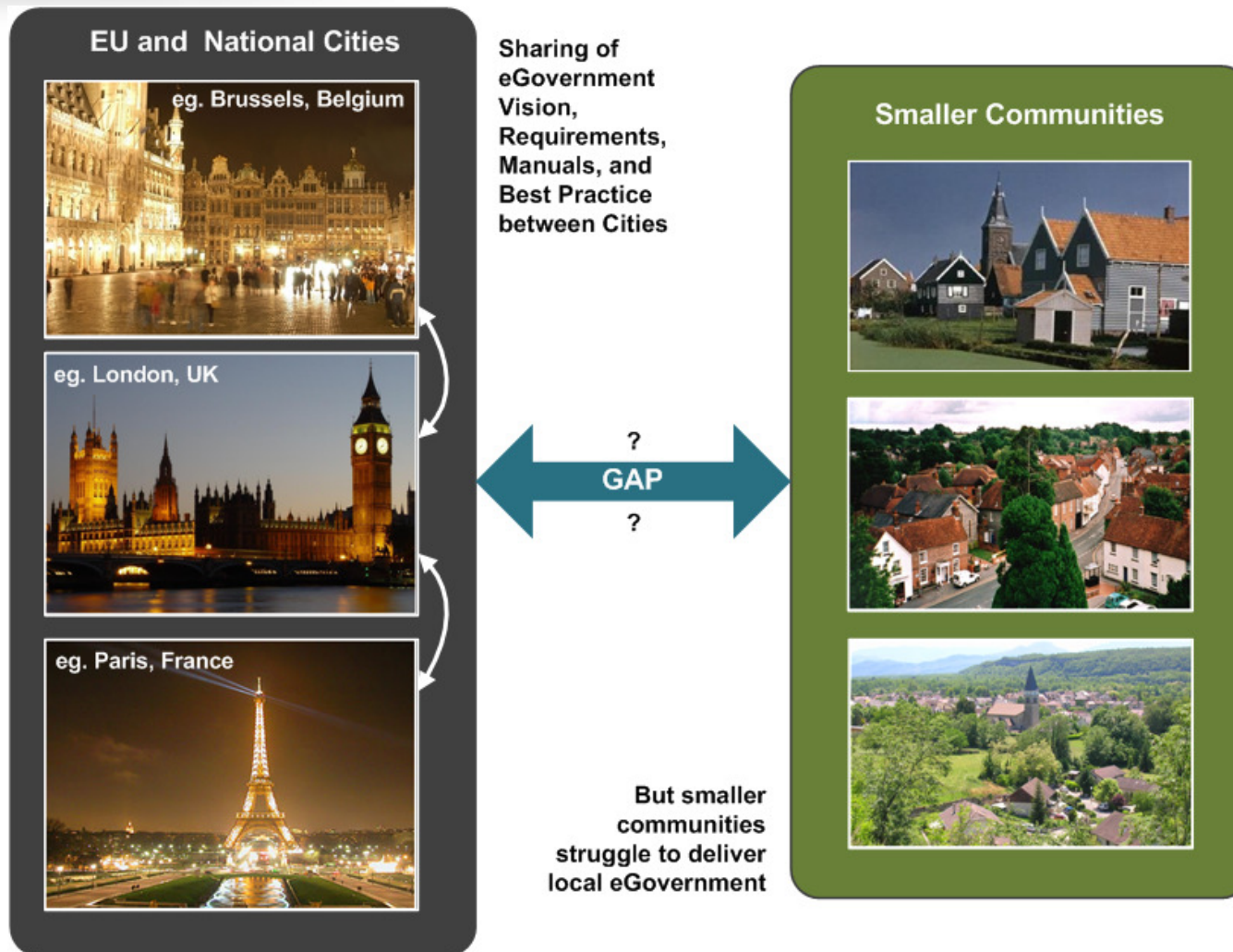


# What is the 'Citadel' Statement?



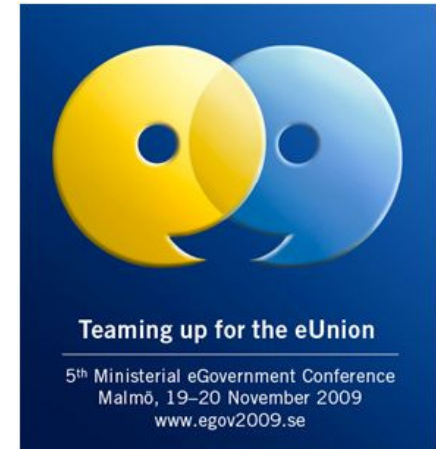
Aims to 'make Malmö real' by helping local government deliver on the key objectives of the Malmö Declaration

# Why is The Citadel Statement Needed?



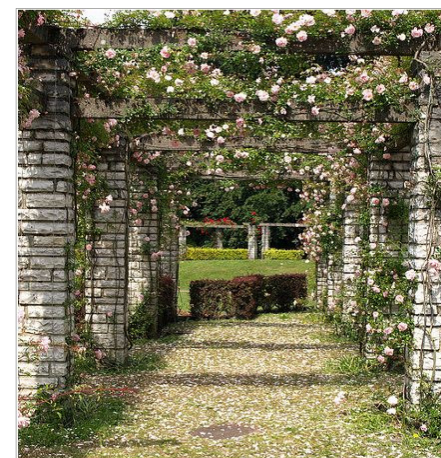
# What Citadel Hopes to Achieve

1. Understand why local communities are finding it challenging to implement eGovernment
2. Identify practical solutions to combat working barriers at the local level



# How We Got Here

1. 'Citadel' is derived from 'citta ideale' or 'ideal city' and stands for a fortress that is used to protect a city.
2. The launch event for the declaration is in the Ghent Citadel Park on the site of a former fortress built at the beginning of the 19th century.



# How We Got Here



- Created a core working group including V-ICT-OR (LOLA), Leiedal (EU Smart Cities), VVSG (Union of Flemish Cities and Communities) and SOCiTM.
- Launched a website - <http://egovstatement.wordpress.com/>
- Hosted a workshop with core group to identify practical actions that National and EU decision-makers can take to support eGovernment at the local level
- Launched an online consultation using feedback from this workshop as the foundation for input from stakeholders across Europe
- Analysed and consolidated input from the online consultation to draft the Statement
- Circulated the draft to the core working group for final review

# Workshop At The SOCITM Conference, Brighton



# The Citadel Website

## Local eGovernment Statement

*Making the Malmo vision real*



[Home](#) [About](#) [Malmo Vision](#) [News](#) [Supporters](#) [The Statement](#)

### Welcome to the Citadel Statement

Posted on [October 1, 2010](#) by [21csusie](#)

**VOTE NOW: THE ONLINE CONSULTATION IS NOW OPEN [here](#)**

The Flemish Government and a host of European local government partner organisations are working to ensure that the Belgian Presidency's forthcoming 'Lift Off Towards Open Government' Conference on December 15-16<sup>th</sup> starts with a bang by identifying the top things that national and EU decision makers can do by 2013 to better support local eGovernment. The aim of this effort is to produce a pan-European 'Call to Action' – known as **The Citadel Statement** – that will help local government deliver on the key objectives of the Malmo Ministerial Declaration.

Initial research shows that despite numerous policy documents and 'how to' manuals on local eGovernment, nearly one year on the 'Malmo Vision' is still not being translated down

### Follow us on Twitter

- Final countdown towards Flemish Conference on local eGov! Registration is closed. 342 participants! Glad to welcome you all. [#citadel2010](#) [6 days ago](#)
- Last days to register for Flemish Conference on local eGovernment. [#citadel2010](#) <http://bit.ly/ejF8dK> [1 week ago](#)
- 129 individual users took part in the online consultation for the Citadel Statement. Thank you all! [#citadel2010](#) [1 week ago](#)
- More than 300 participants on Flemish Conference on local eGovernment on December 15-16<sup>th</sup> 2010



LIFT-OFF TOWARDS OPEN GOVERNMENT

# Europe-Wide Online Consultation

## EU and National decision makers will...

**top ideas** [hot](#) [new](#) [accepted](#) [completed](#)

**53**  
votes

**Show commitment to making public data open and accessible**  
by identifying five (5) key areas where data can be reasonably be expected to be shared nationally and across Europe by 2013.

by [Susie Ruston](#) | [5 comments](#)

**51**  
votes

**incorporate EU best practices into a common service delivery architecture (for local government)**  
one common reference architecture (information, process and application-layer) will provide one common language and help local governments learn from other 'best practices' (howto work with authentic registrations, howto create personalized access to services, etc). Moreover, such an 'architectu... [more](#)

by [Jeffrey Gortmaker](#) | [2 comments](#)

**48**  
votes

**Data protection & personal rights within open governance**  
by [Global Cities Dialogue](#) | [3 comments](#)

14<sup>th</sup> December 2010



LIFT-OFF TOWARDS OPEN GOVERNMENT

# Pan-European Contributors and Supporters



LIFT-OFF TOWARDS OPEN GOVERNMENT

# And the Winners are...

1. Common Architecture, Shared Services and Standards
2. Open Data, Transparency and Personal Rights
3. Citizen Participation and Involvement
4. Privacy and Identification of Individuals
5. Rural Inclusion



# 1. Common Architecture, Shared Services and Standards

- ✓ Incorporate EU best practices into a common service delivery architecture
- ✓ Bolster this architecture by creating standards for government communication



## 2. Open Data, Transparency and Personal Rights

- ✓ Show a commitment to making public data open and accessible by establishing a well maintained repository of definitions and taxonomies
- ✓ Develop clear guidelines and data models for the use of personal details about citizens
- ✓ Mandate five key areas where data can reasonably be expected to be shared nationally and across Europe by 2013



# 3. Citizen Participation and Involvement

- ✓ Demonstrate political leadership and courage by actively championing the advantages now offered by ICT to improve the democratic process and facilitate citizen participation
- ✓ Promote the value of co-designing services in conjunction with citizens as a first step in making government more people-focused.
- ✓ Provide guidelines and methodologies on involving citizens in decision making and service design



## 4. Privacy and Identification of Individuals

- ✓ Create a robust political and policy framework to address common privacy issues across Europe associated with personal data.
- ✓ Provide protocols that enable the easy identification of individuals over the Internet and facilitate mobility by developing shared standards for the identification of people.



# 5. Rural Inclusion

- ✓ Promote the concept of Broadband as a public utility that should be available to all communities – great and small
- ✓ Enhance and improve the Broadband capacity of both rural *and* urban areas by setting a minimum standard for access by 2015



# What Next?

- **Daniël Termont**, Mayor Ghent will provide some reflections on the Statement and its relation to local government later today
- **Geert Bourgeois**, Vice-Minister-President of the Flemish Government will officially launch the Statement at the close of **document'**



All of us here today keep this Statement in mind in our professional work, and strive to ensure that it remains a **'living document'**

LIFT-OFF TOWARDS OPEN GOVERNMENT

# Questions or Thoughts?

Call: +44 (0) 20 7616 8444

email: [julia@21cConsultancy.com](mailto:julia@21cConsultancy.com)

Twitter: @JuliaGlidden



LIFT-OFF TOWARDS OPEN GOVERNMENT

# Thank you for supporting the Citadel Statement



LIFT-OFF TOWARDS OPEN GOVERNMENT