

eGovernment: New Opportunity or New Problem? Conclusions of the I-scan Project

14th Dec 2010

Pre-Conference Lift-Off Towards Open Government

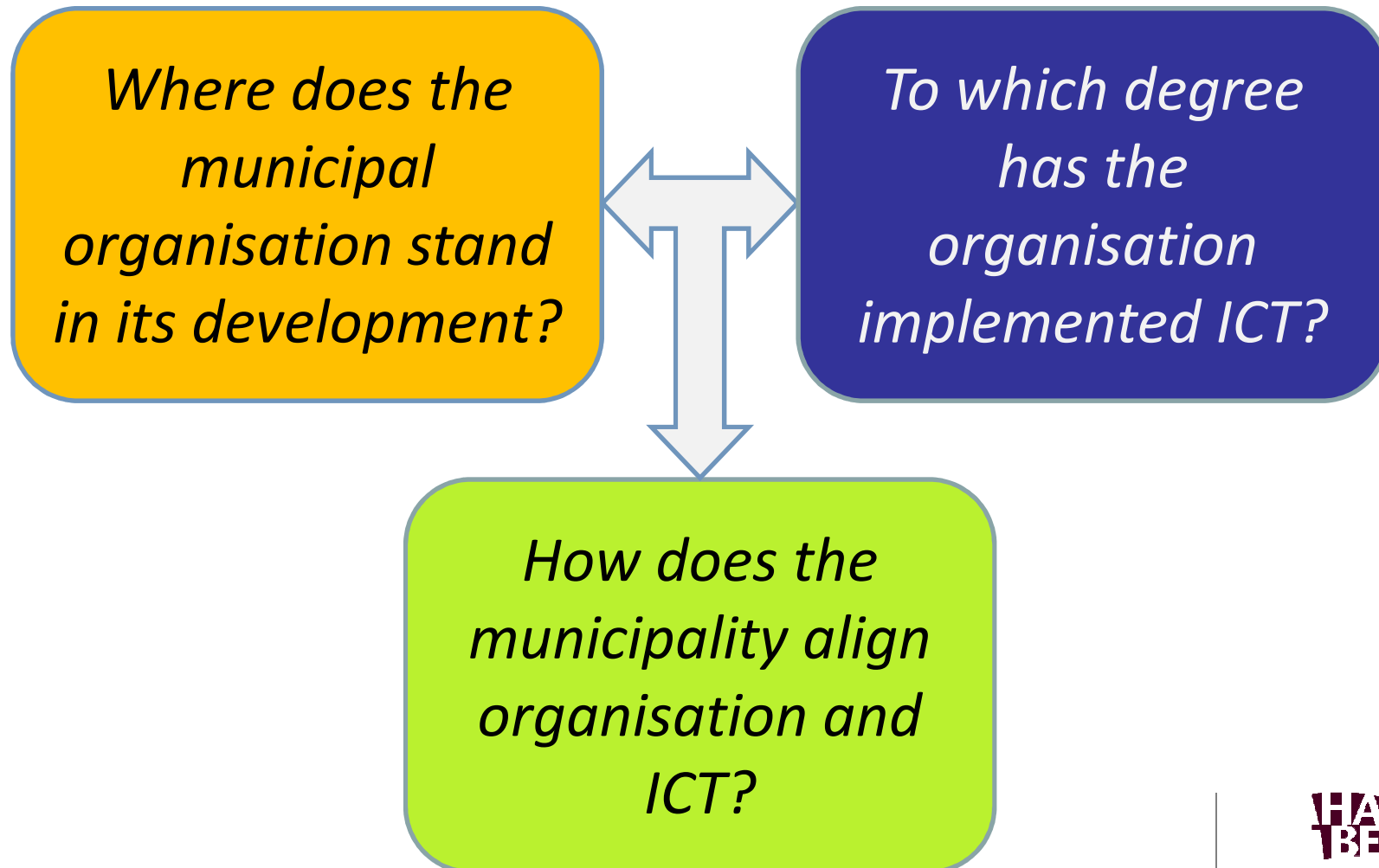
Sabine Rotthier

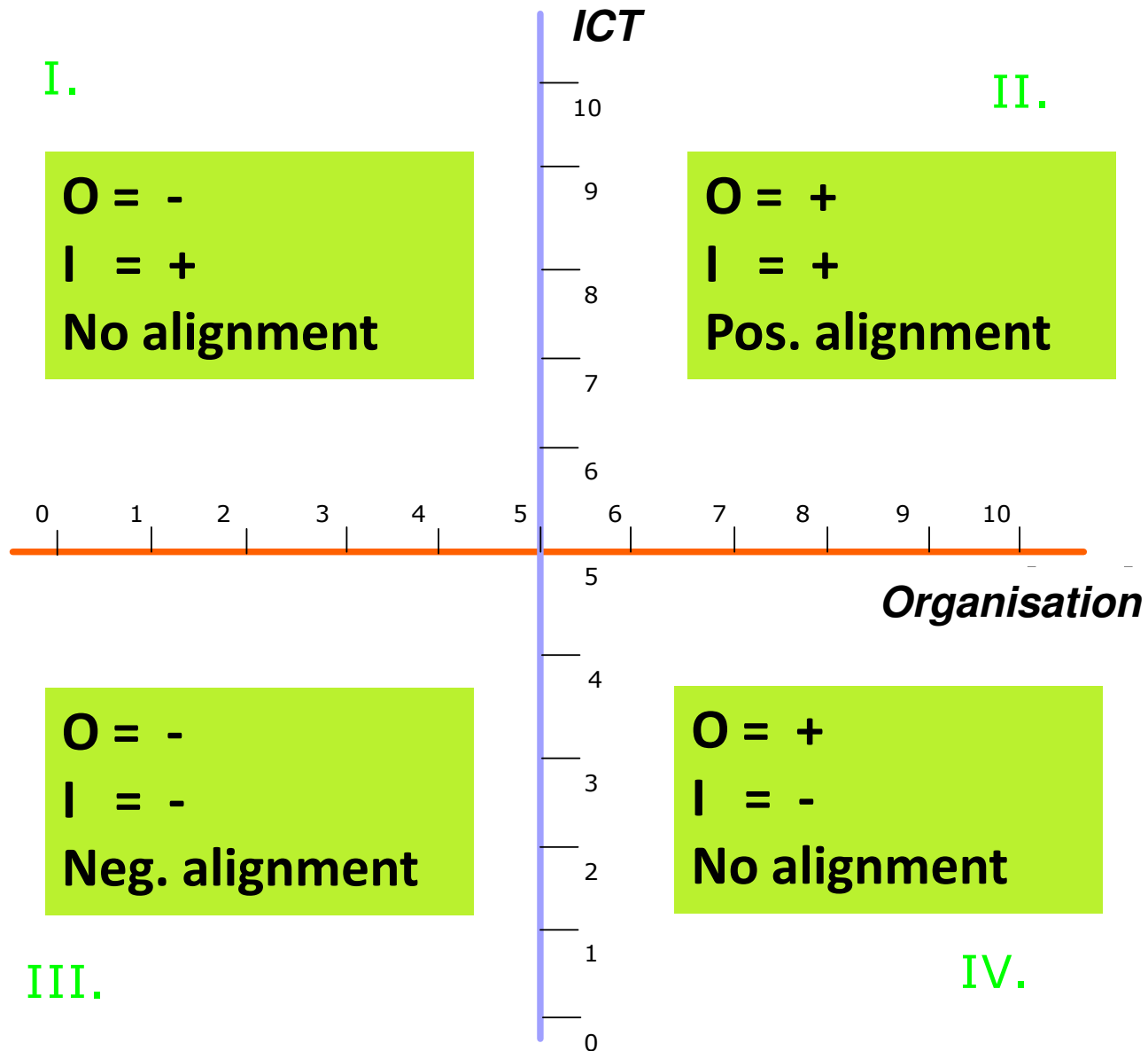


I-scan Project: Study of Local eGov

- Main question of the conference:
How can central governments and the European Union support and promote local eGovernment?
- I-scan project
 - 29 Flemish municipalities

I-scan Project: Study of Local eGov

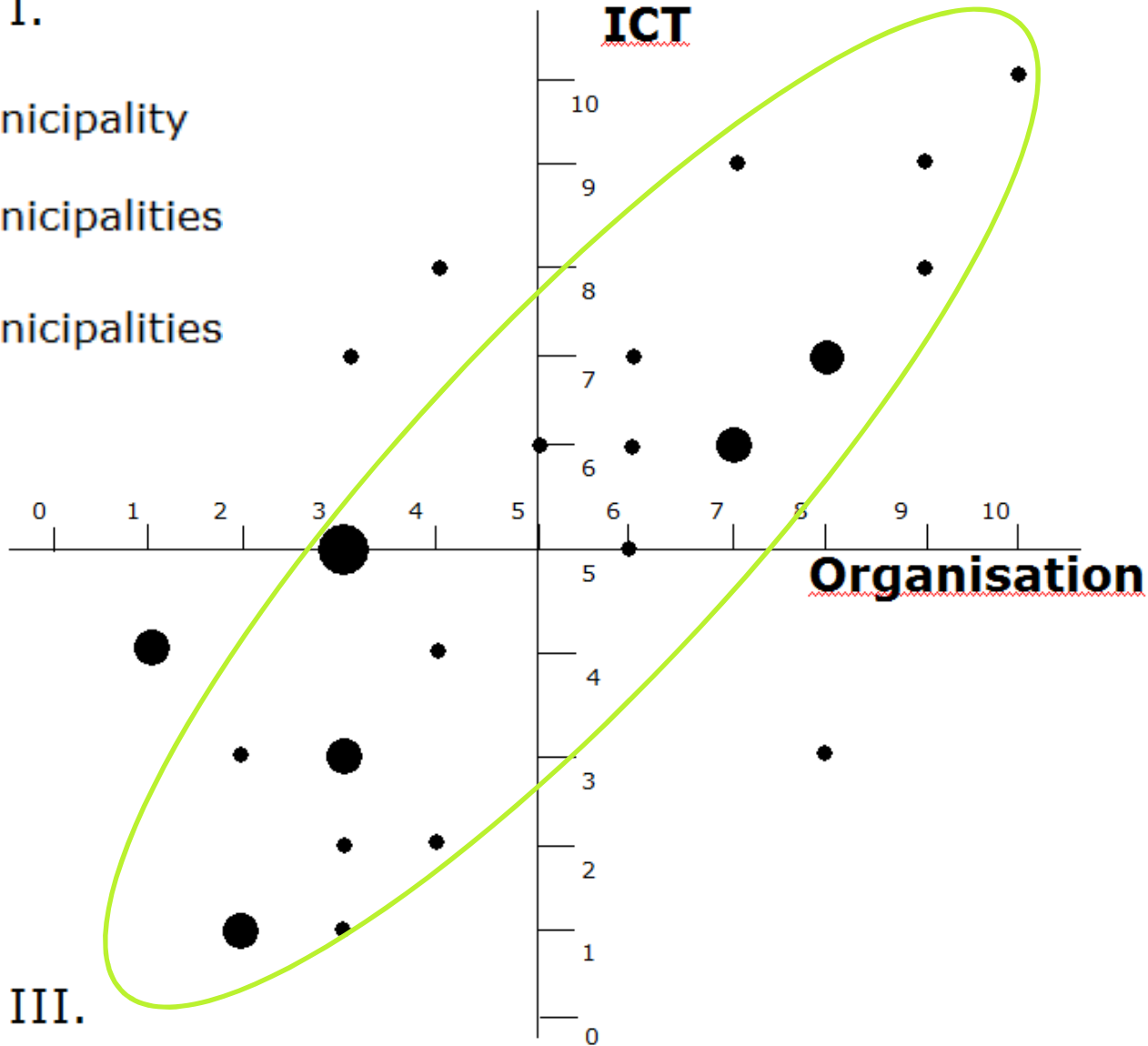




I.

II.

- 1 municipality
- 2 municipalities
- 3 municipalities



III.

IV.



Three Key Questions

Do municipal divisions think in terms of processes?

Organisational framework

supported by

Do municipal divisions speak the same language?

Do we understand each other?

Semantic framework

supported by

Can municipal divisions communicate with each other?

Technological framework

Can Municipal Divisions Talk to Each Other?

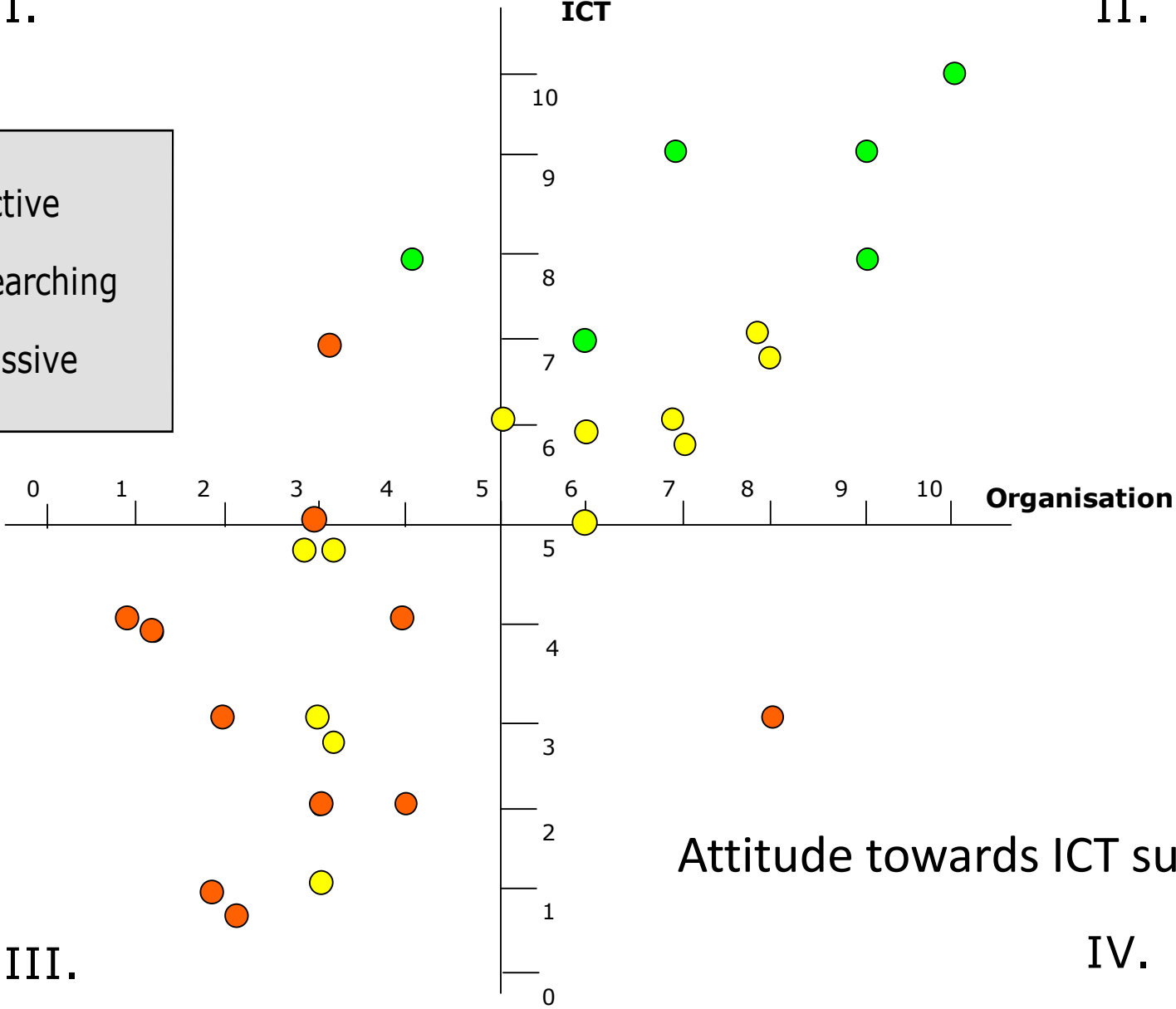
Software applications for municipalities:

- 4 capital market players
- Problem:
 - No compatibility between different applications
 - Vendor lock-in
 - Island automatisation
- Different ways of coping with this situation



I.

II.



8

III.

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Do Municipal Divisions Speak the Same Language?

- Problematic in every municipality
- Reasons:
 - Focus on own services and tasks / preference to control own data
 - No use of authentic sources: unknown / unawareness of value for municipalities
 - Data are locked in in applications

Recommendations to the Central Governements

- Develop open standards for data
- Make authentic sources available for municipalities
- Ensure clear communication about what municipalities can and may do with authentic sources

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Do Municipal Divisions Think in Terms of Processes?

E-government

NOT: just implementing ICT

BUT: analysing, reorganising and improving the internal working and service delivery = BPR

While technology by itself cannot transform bad procedures into good ones, eGovernment creates the opportunity for the public sector to manage its tasks differently.

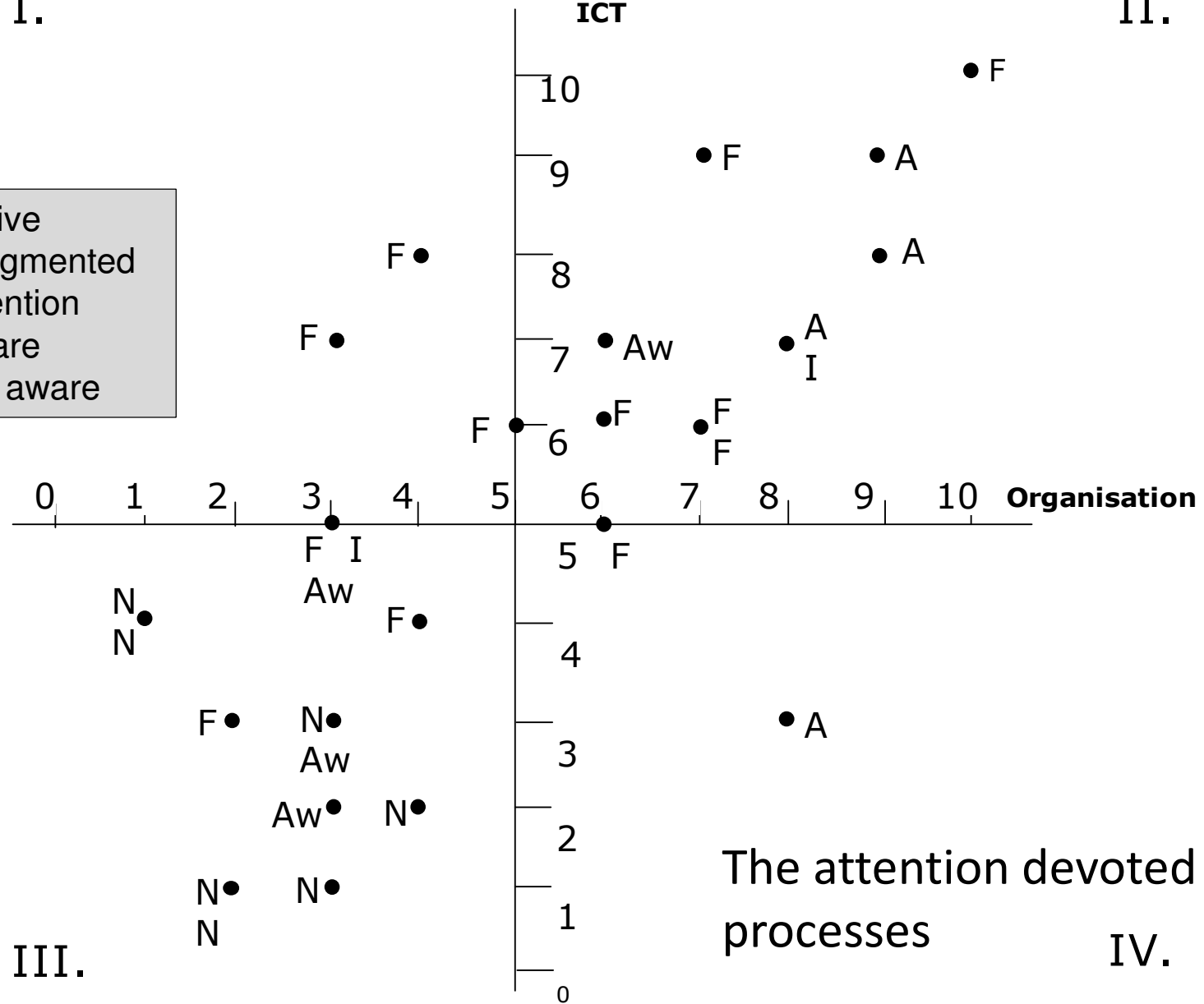
No BPR = automatisisation of bad processes / reinforcement of existing situation

I.

ICT

II.

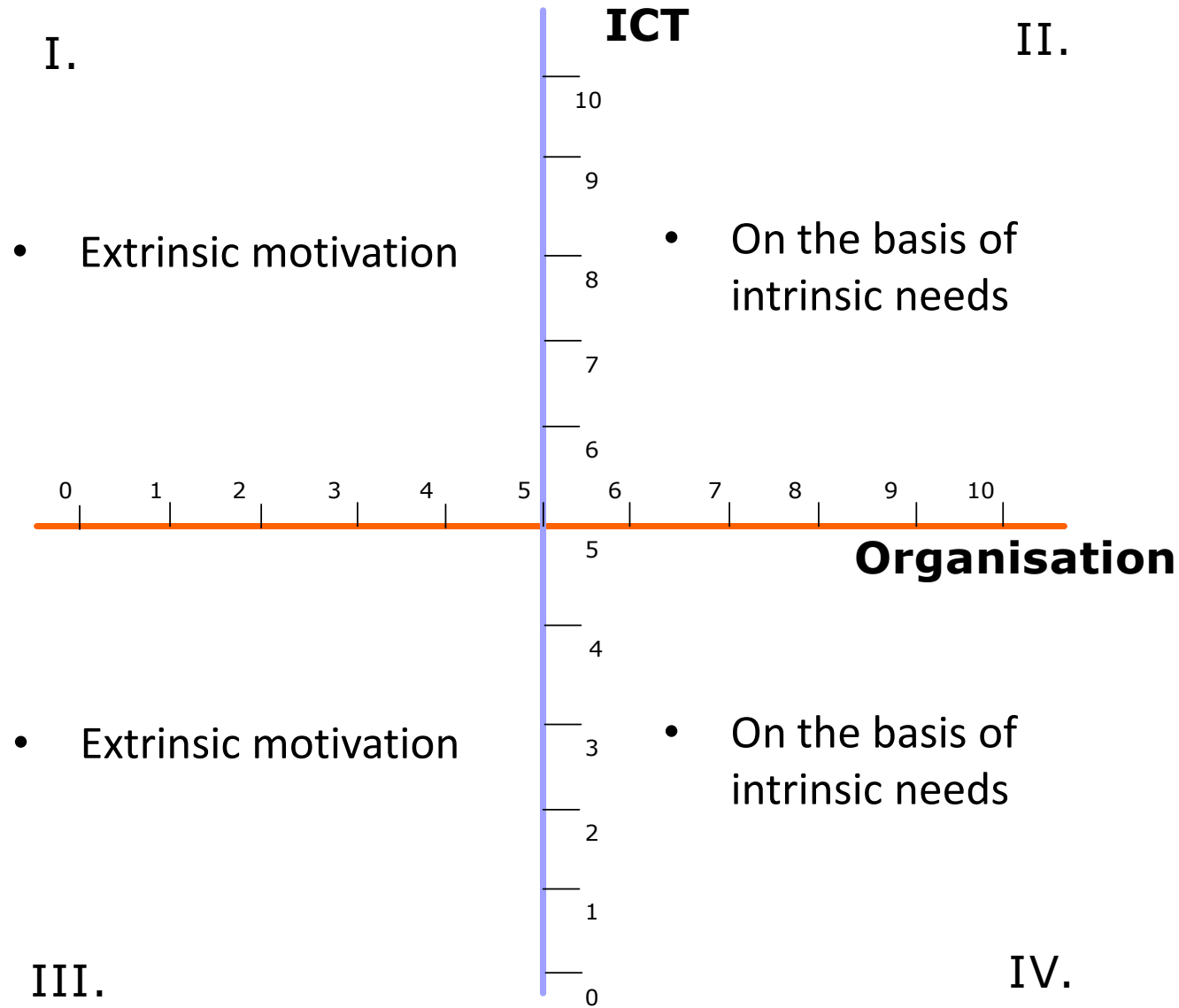
A = Active
F = Fragmented
I = Intention
Aw = Aware
N = Not aware

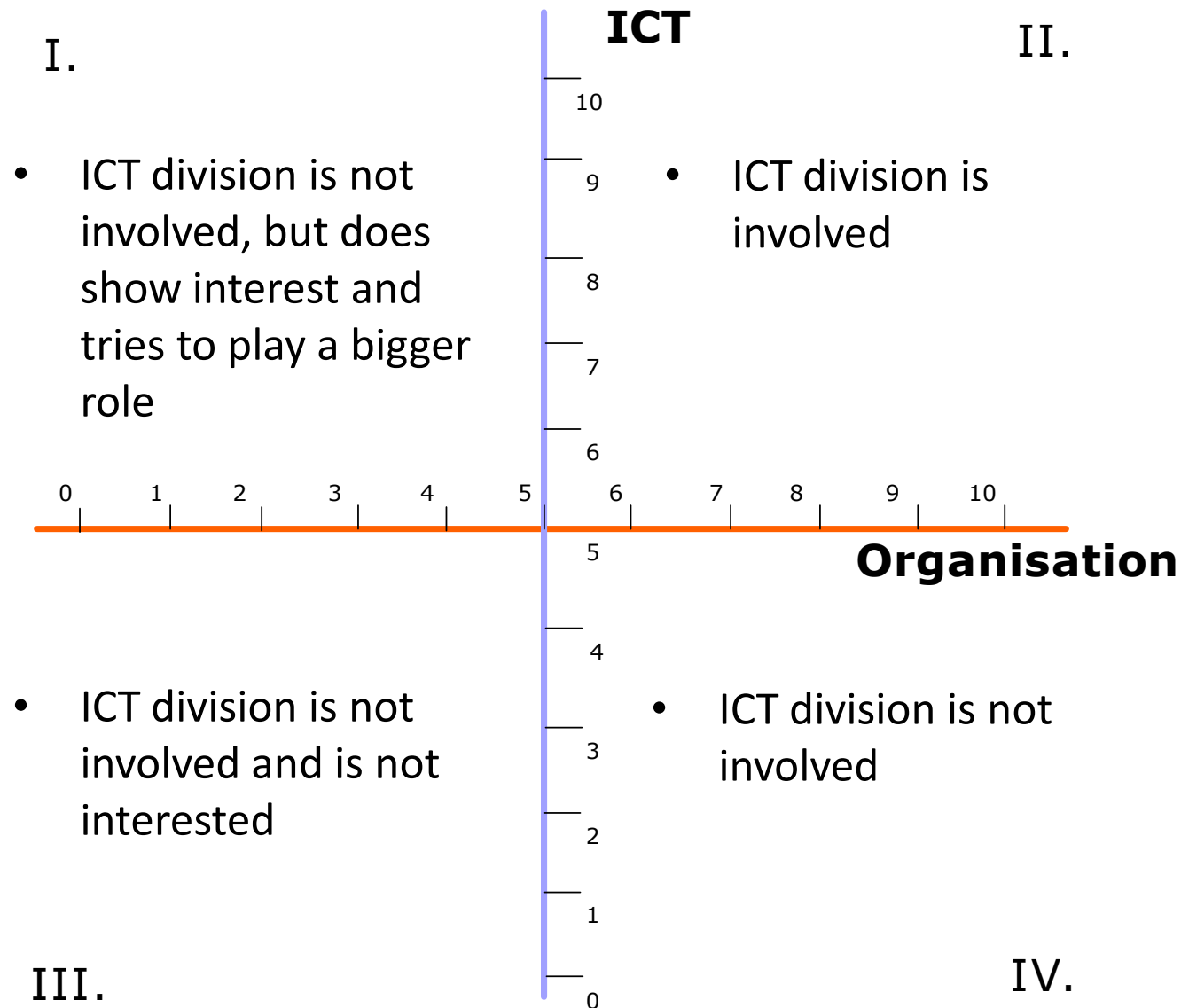


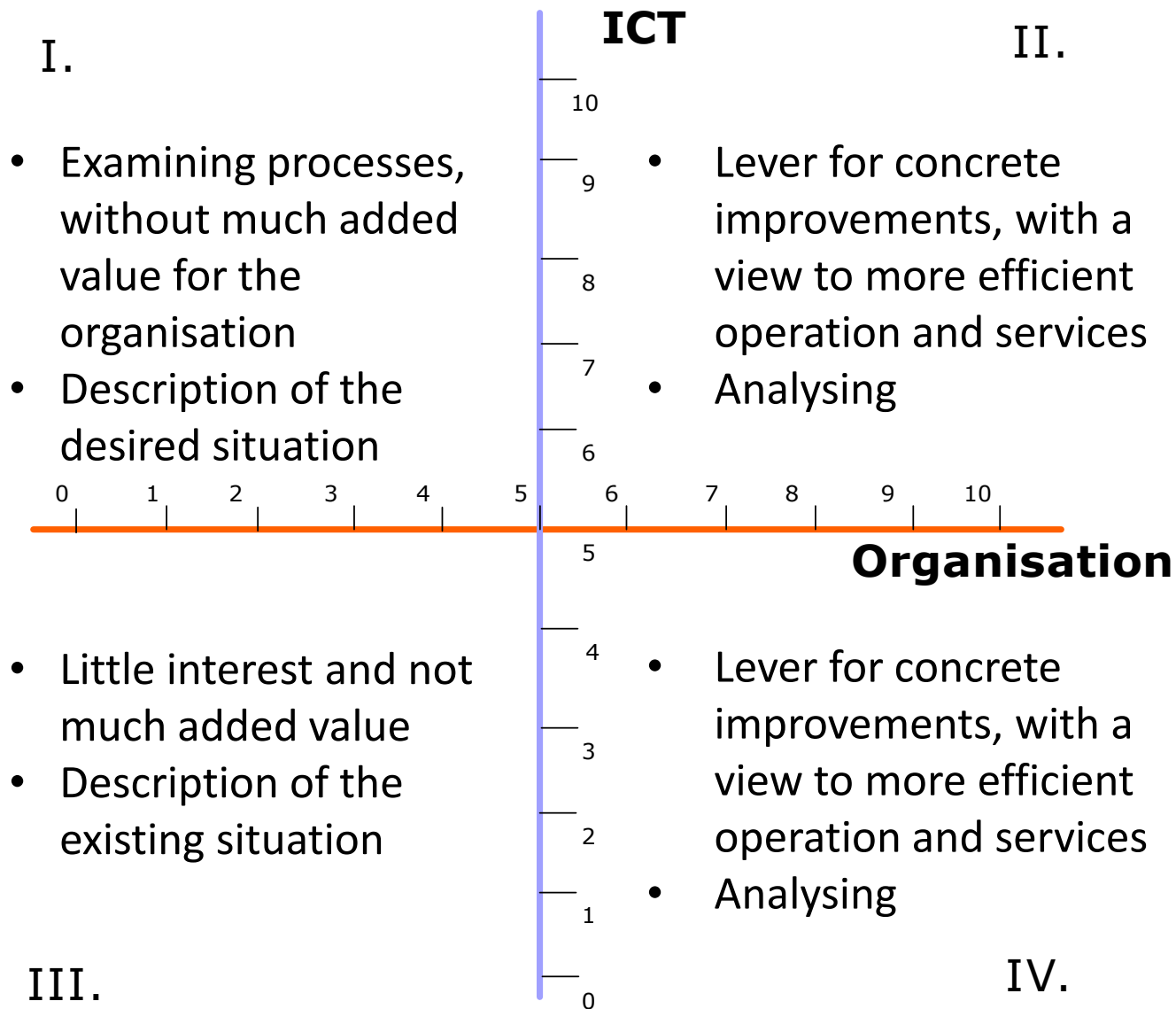
The attention devoted to processes

IV.

III.







Recommendations to the Central Governements

- Support municipalities with process descriptions of regulations
- Coordinate your policy with local practice on the basis of mutual consultation
- Stimulate knowledge development about ICT and organisational change

Recommendations versus Citadel Statement: Does we match?

**YES, WE
MATCH!**

- Thank you for your attention
- More information:
 - sabine.rotthier@hogent.be
 - Book: eGovernment: New Opportunity or New Problem? On USB-Stick in the conference map.