



Roadmapping eGovernment RTD 2020

Visions and Research Measures towards European Citizenship and
Innovative Government



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Project facts

- Specific support action under the EC 6th Framework Program of IST
 - Action Line 2.4.9: ICT research for innovative government
- 9 Partners
 - 7 from five EC member states, 1 from USA, 1 from Australia
- Budget
 - Overall project budget: EUR 643.034,--
 - EC grant to the budget: EUR 523.000,--
- Duration
 - Start: 1st January 2006
 - Duration: 15 months
- Human resources
 - 78,5 Person-months
- URL: <http://www.egovrtd2020.org/>

Project Partners



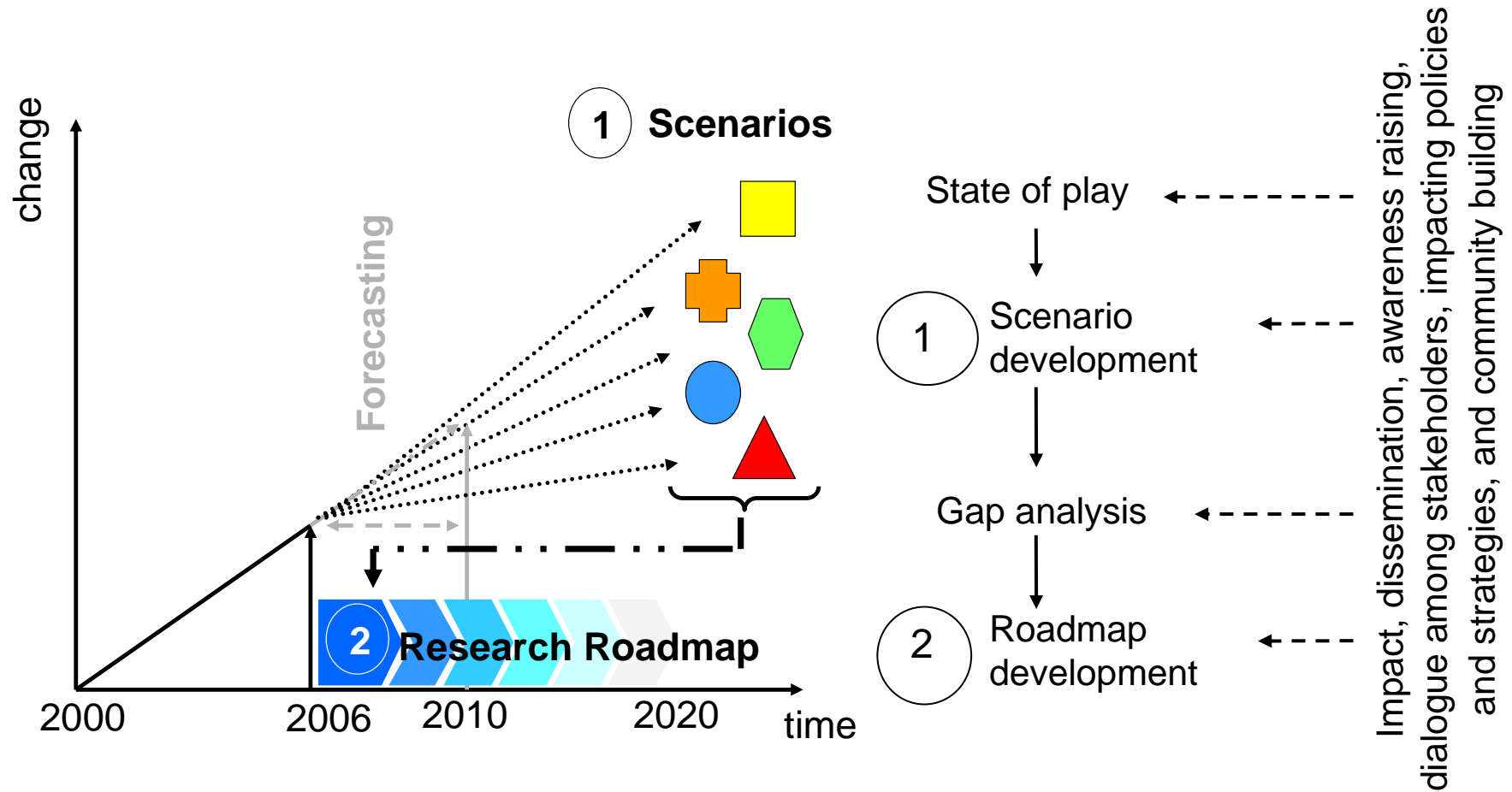
- University of Koblenz-Landau (coordinator), Germany
- Delft University of Technology, The Netherlands
- Center for Technology and Innovation Management, Germany
- Mykolas Romeris University, Lithuania
- University of Maribor, Slovenia
- European Institute of Public Administration - CEFASS, Italy
- SIG, France
- The Australian National University, Australia
- Center for Technology in Government, University at Albany, USA



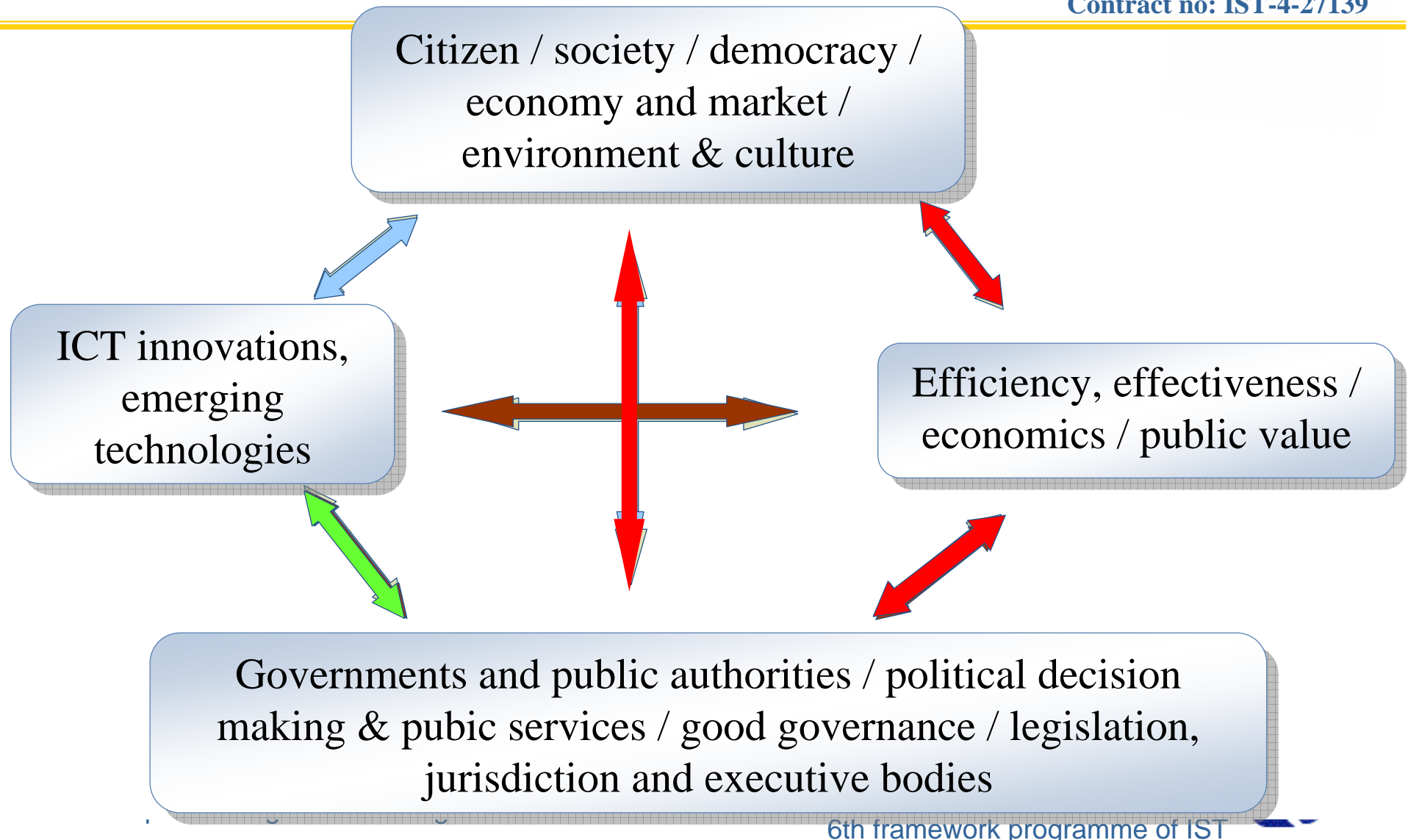
Overall objectives

- Identify and characterize key **research challenges** and an implementation model for dynamic governments in 2020
 - Develop **visionary scenarios** of eGovernment for 2020
 - Develop a **detailed research roadmap** for the transformation process
- **Vision**
 - transform the EC Government **landscape into a coherent community**
 - contribute to the development of the EC as a **leading knowledge society**

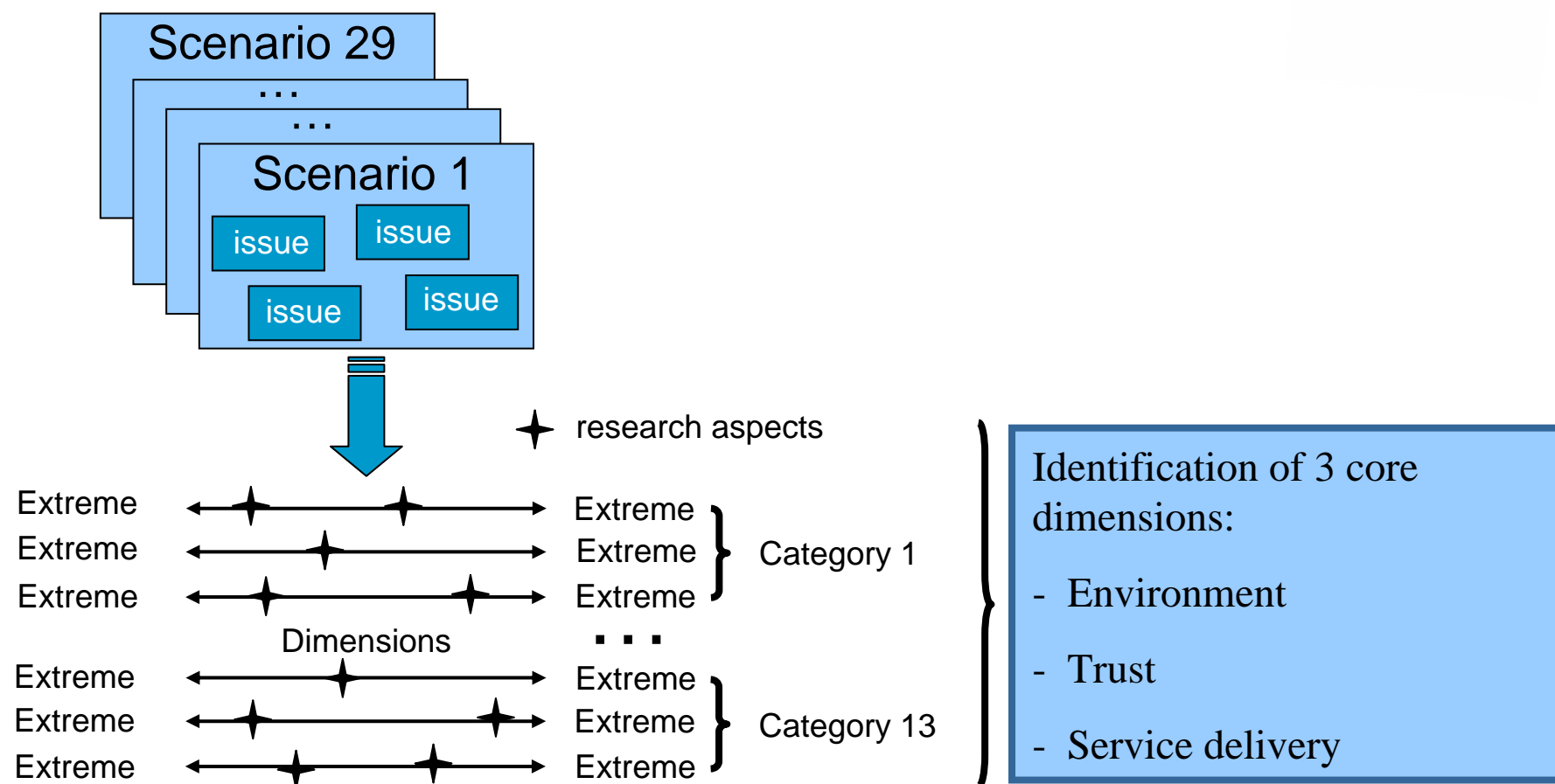
Methodology



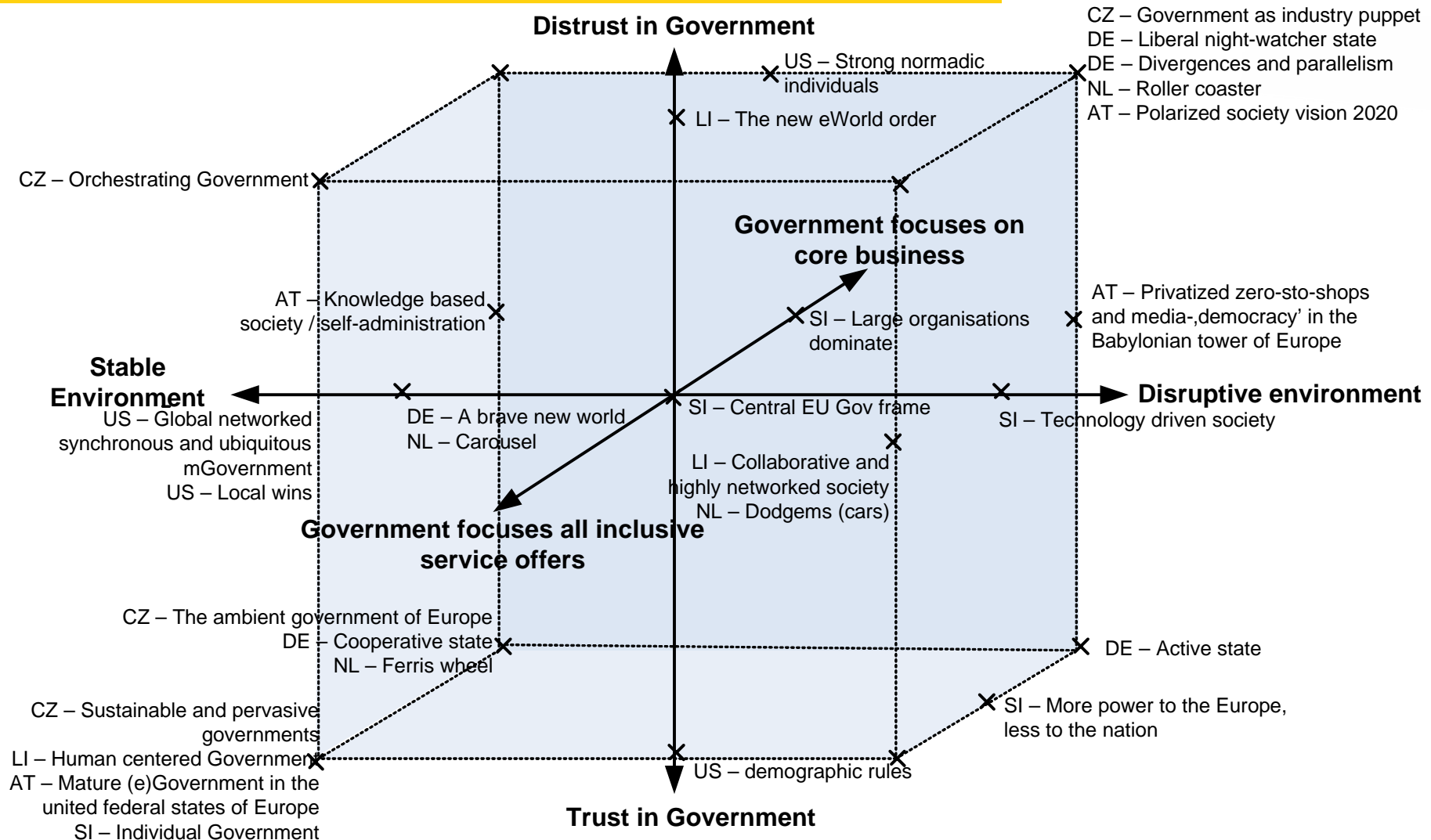
Underlying framework



Scenario analysis - Extraction of research aspects and dimensions



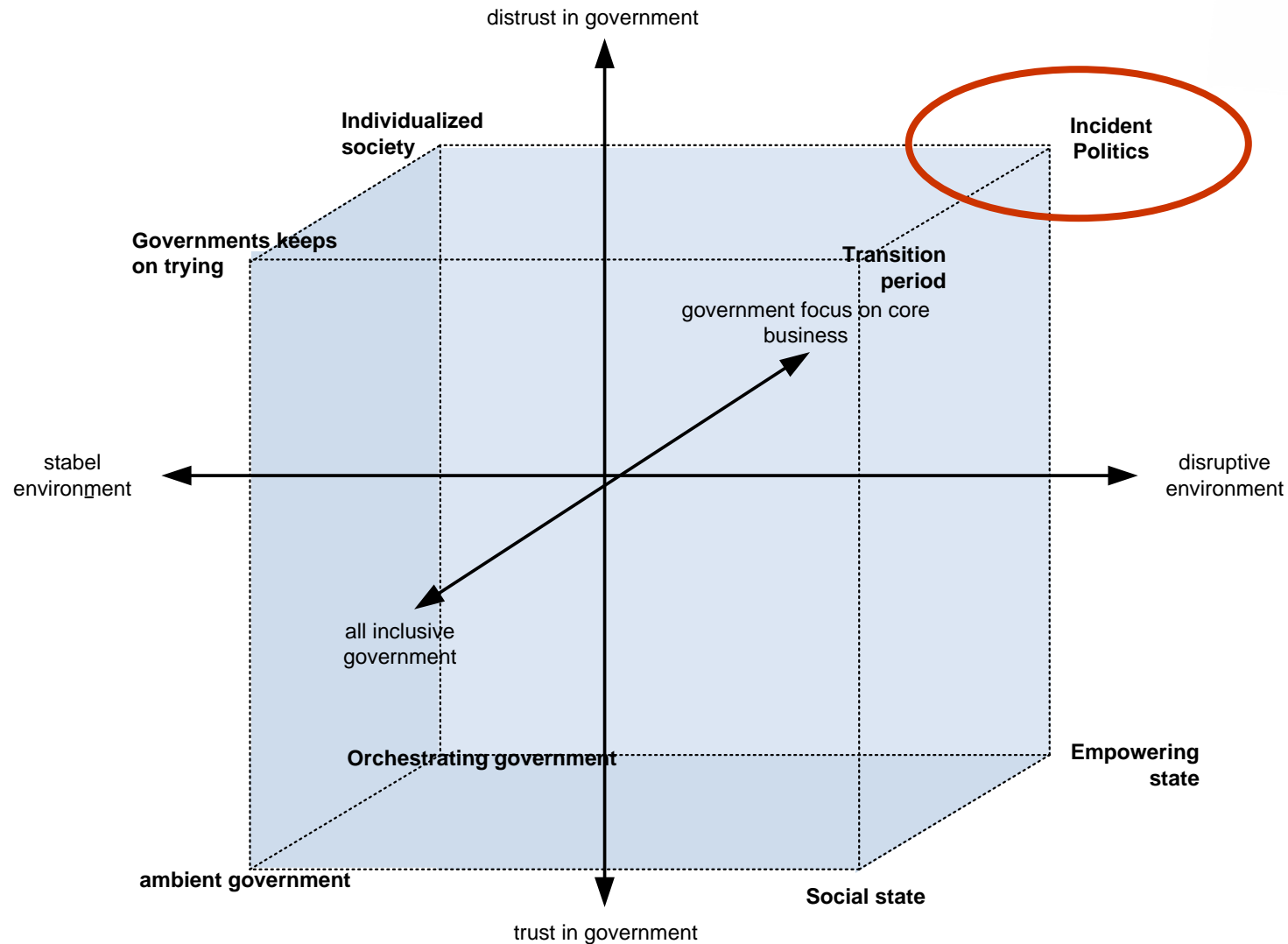
Allocation of 29 scenarios in three core dimensions



Final eight scenarios



Contract no: IST-4-27139



Incident Politics

[Disruptive environment, distrust in government, government focus on core business]



Two-class- society: On the one hand young, well-educated citizens always on the move and always on the run. On the other hand old citizens with only little understanding of existing ICT. Society has become largely individualistic, with only a small role for government that is distrusted. A disruptive environment is the reason why citizens demand security, and ICT is deployed for that purposes, as well as to increase the efficiency and effectiveness of government.



Incident Politics

[Disruptive environment, distrust in government, government focus on core business]



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Society and context

Social exclusion, digital divide
Instable environment (terrorism, religious wars)
Ageing society
Economy assume power (Profit more important than privacy)
Less participation
Individualism and self-responsibility
Nationalism
Europe fails

Government

Competition between public agencies and regions (Problems to provide essential services among other things through obsolete ICT)
Problems with providing essential services
Restricted role in regulation & public administration
Simplification of procedures and organisational structures
Cooperation and common policy
Outsourcing (different qualities, if provided by private sector)
Depersonalised interaction between government and citizens

ICT

Remote monitoring (context-dependent privacy protection)
Automated services with implanted devices
Low Interoperability
Tools for eParticipation
eServices
Crisis Management Systems



Gaps in eGovernment research



■ Gap 7 **Government Network**

- Impacts and effects of government systems integration and virtualization not well understood
- Barriers of making government networks effective and efficient not known
- Impact of a single access point to the society and the market not understood in terms of economics, public value, etc.
- What is the demand for enabling cooperation among private and public agencies?

■ Gap 8 **Information and Knowledge Management**

- Lack of efficient and effective information and knowledge management tools promoting and supporting citizens and companies to operate eGovernment services



Gaps in eGovernment research



- **Gap 13 Automatic monitoring and enforcement**
 - Link to privacy issues and remote monitoring needs to be understood well
 - How can automatic judgment, intelligent judgment, control over information gathering and use, monitoring for data collection and decision making be exploited with the help of technology? What technology is required?
- **Gap 14 Ontology and Semantic Web**
 - Common European eGovernment ontology and agreed European eGovernment glossary are not established. Common specifications for semantic interoperability are claimed in as being needed for instance through a regular eGovernment service terminology and service information model.
 - In regard to globalization, automatic translation machines will be needed



Gaps in eGovernment research



■ Gap 9 **ICT as driver**

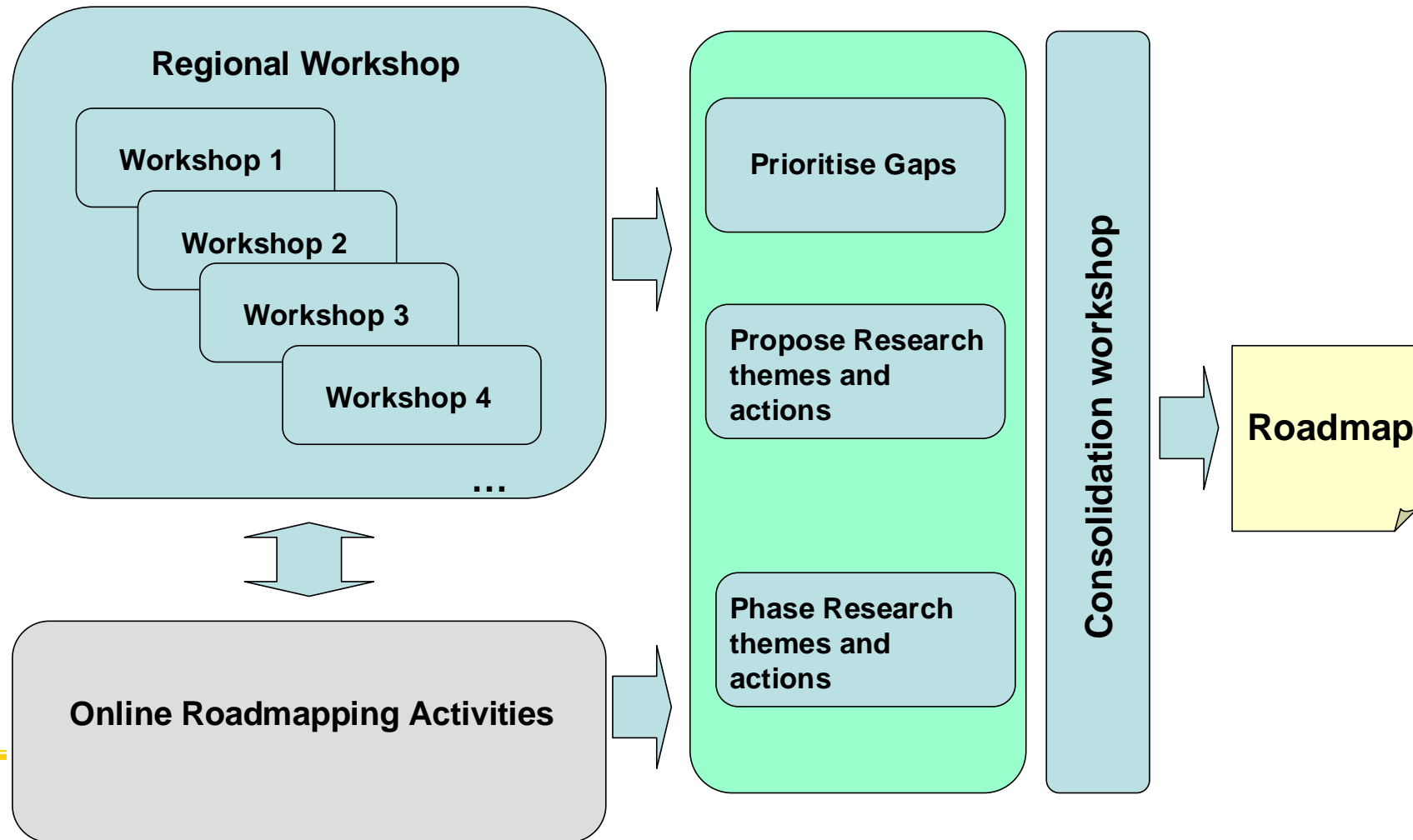
- There is a lack of integrated research before, whilst and after the implementation process of new and innovative ICT to prevent and avoid misplaced investments and ensure quality standards of the implemented system.

■ Gap 10 **Ubiquitous systems**

- Need to identify opportunities to merge the deployment of different ICT for government modernization purposes, particular at the back-office to increase efficiency and at the front-office regarding multi-channel access and eInclusion issues.



Roadmapping





Many thanks for your attention!

**Participate in the eGovRTD2020 online
consultation for future eGovernment
research**

<http://www.egovrtd2020.org/>

Read more about the results on the project website!



**Further discussion in the next
session on Future
eGovernment Research, same
room**