

Policy-Driven Electronic Governance

Tomasz Janowski

UNU-IIST Center for Electronic Governance

AIM AND OVERVIEW

Present the evolution of the public sector ICT, postulate the next phase in this evolution - Policy-Driven Electronic Governance, and introduce some challenges in the transition to this phase.

1.	EVOLUTION	How is the public sector ICT evolving?
2.	NEXT PHASE	What is the next phase in this evolution?
3.	PROCESS	What process could be employed to drive this phase?
4.	CHALLENGES	What challenges exist in the transition to this next phase?

PUBLIC SECTOR ICT – GOALS

Two decades of development, innovation and research – well established area		
Evolving Goals	Expanding Context	Time
Increasing the quality and efficiency of internal government operations		
Delivering better public services across traditional and electronic channels		
Facilitating administrative and institutional reform in government		
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		

PUBLIC SECTOR ICT – RESPONSES

RESPONSE 1 – TECHNOLOGY IN GOVERNMENT

- Establishing government portals
- Automating administrative processes
- Providing online access to public services

RESPONSE 2 – ELECTRONIC GOVERNMENT

- Reengineering administrative processes
- Enabling collaboration between government agencies
- Offering services across agencies according to the needs of citizens

RESPONSE 3 – ELECTRONIC GOVERNANCE

- 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

TURNING POINT

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)

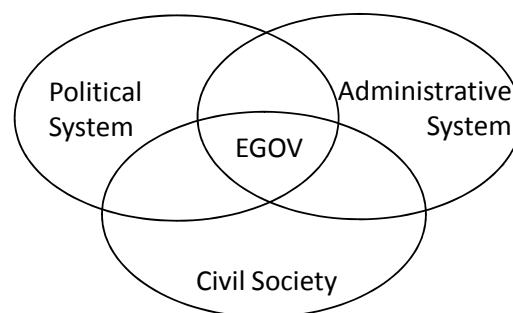
AIM AND OVERVIEW

Present the evolution of the public sector ICT, present the next phase in this evolution - Policy-Driven Electronic Governance, and introduce some challenges in the transition to this phase.

1.	EVOLUTION	How is the public sector ICT evolving?
2.	NEXT PHASE	What is the next phase in this evolution?
3.	PROCESS	What process could be employed to drive this phase?
4.	CHALLENGES	What challenges exist in the transition to this next phase?

ELECTRONIC GOVERNANCE

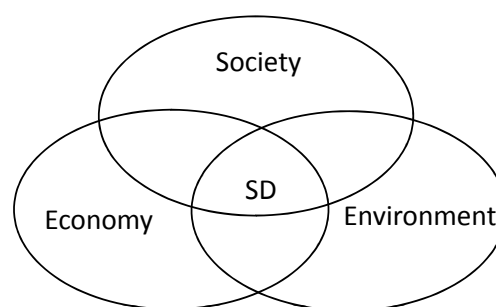
DEFINITION
Transforming the working of government and its interactions with citizens, businesses, civil society and other arms of government through technology



DIMENSIONS				
GOVERNMENT	TECHNOLOGY	INTERACTION	CUSTOMERS	SOCIETY
Mission	Equipment	Channels	Information needs	Demography
Role	Infrastructure	Channel Strategy	Service needs	Digital inclusion
Values	Data	Interoperability	Producer roles	Institutional change
Operations	Social Media	Partnerships	Consumer roles	Social tension
Services	Services	Goals	Accessibility	Globalization
Institutions	Applications	Governance	Trust	Migration

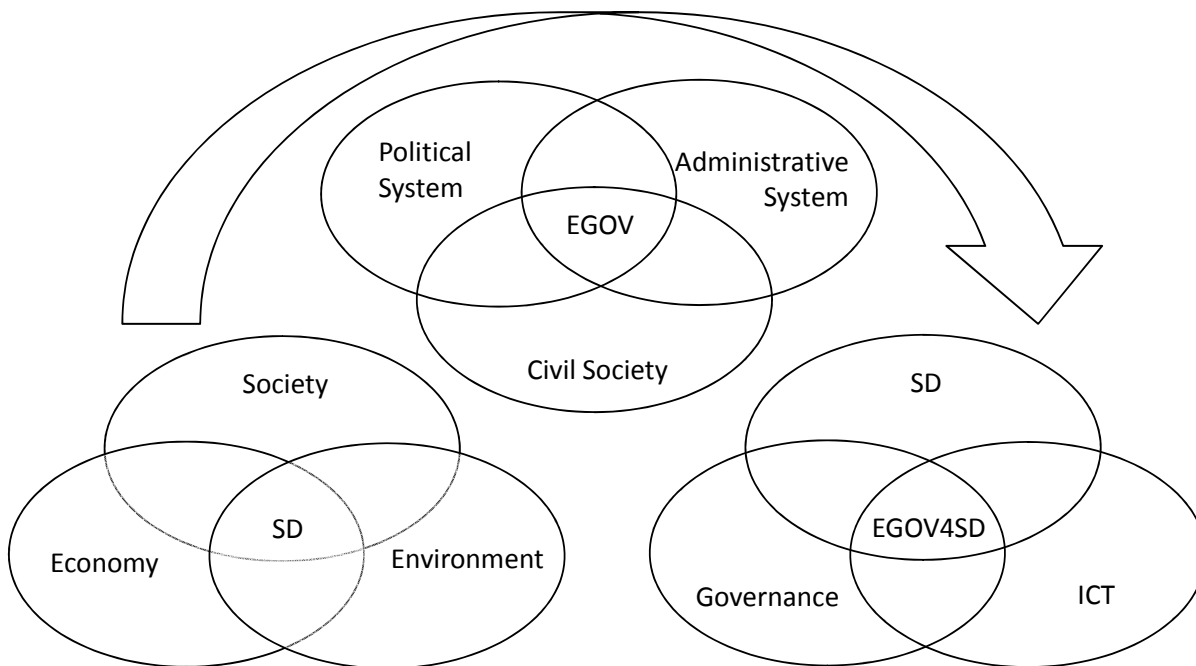
SUSTAINABLE DEVELOPMENT

DEFINITION
Development that meets the needs of the present generation without compromising the ability of the future generations to meet their own needs.



DIMENSIONS			
ENVIRONMENTAL	ECONOMIC	SOCIAL	TRANSITIONAL
Climate change	Transportation	Poverty and inequality	Green accounting
Water Scarcity	Logistics	Hunger and malnutrition	Renewable energy
Land degradation	Energy Consumption	Gender imbalance	Voice and empowerment
Fish stock depletion	Economic Growth	Illiteracy	Environmental practice
Biodiversity loss		Maternal/infant mortality	Policy integration
Deforestation		Access to communication	

EGOV + SD = EGOV4SD



EGOV4SD – DEPENDENCY MATRIX 1

SD		EGOV DIMENSIONS				
DIMENSIONS	GOALS	GOVERNMENT	TECHNOLOGY	INTERACTION	CUSTOMERS	SOCIETY
Social	Access for all		1			
	Reducing poverty and inequality					
Economic	Transportation and logistic				2	
	Economic growth					
Environmental	Improved water management			3		
	Reduced land degradation					
Transitional	Green accounting					4
	Energy from renewable sources					

EGOV4SD – DEPENDENCY MATRIX 2

1.	EGOV technology initiatives should consider accessibility (cost, ability to use, etc.) of all segments of society in their technology choices, e.g. support for mobile channels for service delivery.
2.	Providing information and services to citizens to help reduce transport congestion e.g. real time service to check traffic situations in different parts of cities.
3.	Develop partnerships with relevant environmental agencies to improve water management, reduce land degradation and restore biodiversity.
4.	Provide information and electronic services that show the impact of lifestyles and business practices on key SD indicators for citizens, businesses, government, etc.

EGOV4SD EXAMPLES

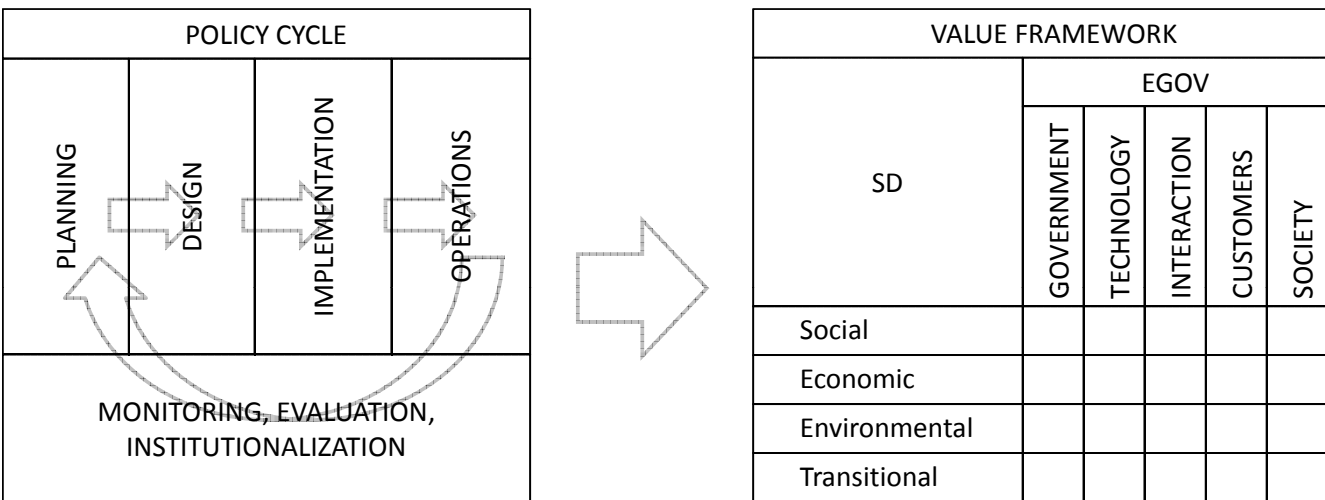
SINGAPORE 2015	KOREA 2012	ESTONIA 2013
Next generation infocomm infrastructure	Public-private collaborative governance	One service space - public, private and third sectors
Innovation centers and entrepreneurship	Seamless and converged informatization	Paperless document management
Infocomm competency framework	Active response to adverse effects of informatization	Traceability of the use of one's own data
Electronic health records	Utilization-focused services	Internet in rural areas
EUROPEAN UNION 2015	UNITED NATIONS 2010	WASEDA 2011
Improve (seamless) services to cater for different needs	Government data sharing based on open standards	Increase of social media applications for participation
Invite third parties in EGOV development	From readiness to development	Cloud computing and data center virtualization
Involve stakeholders in public policy processes	Agility to respond to more demands as revenues drop	Disaster management and business continuity
Reduce carbon footprint	Citizen-centric practice	Smart grid and green technology

AIM AND OVERVIEW

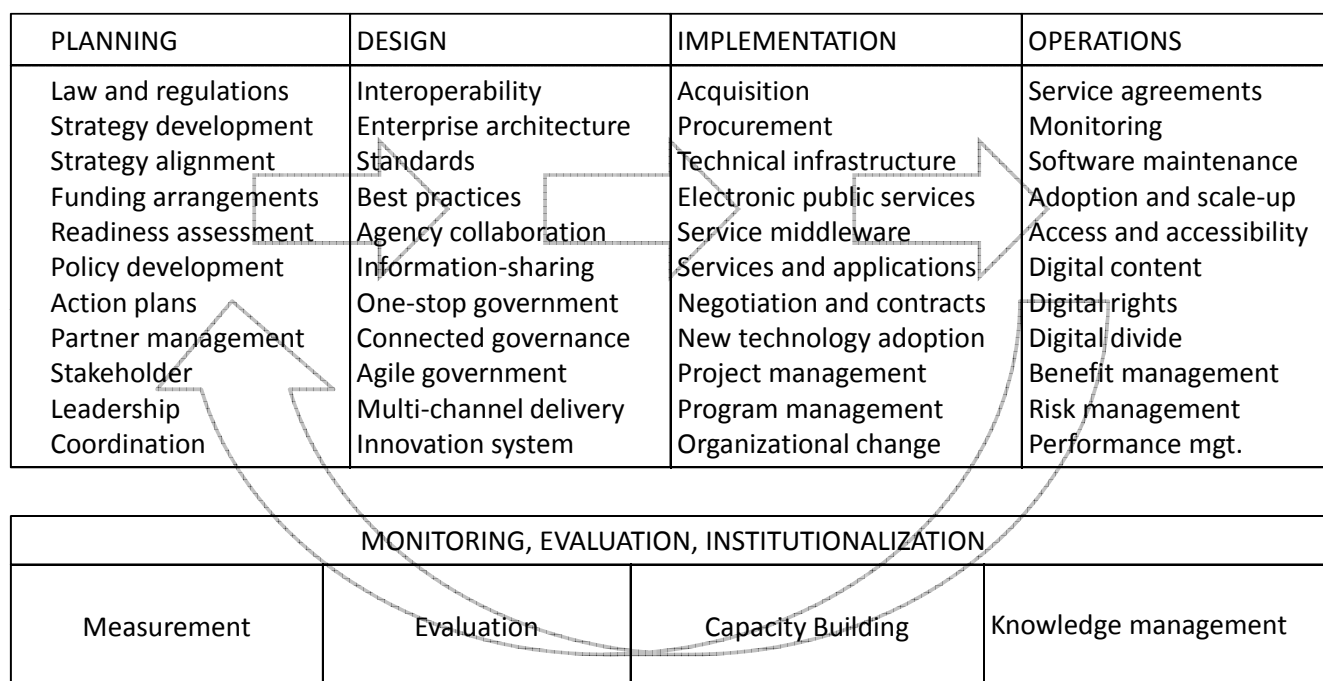
Present the evolution of the public sector ICT, present the next phase in this evolution - Policy-Driven Electronic Governance, and introduce some challenges in the transition to this phase.

1.	EVOLUTION	How is the public sector ICT evolving?
2.	NEXT PHASE	What is the next phase in this evolution?
3.	PROCESS	What process could be employed to drive this phase?
4.	CHALLENGES	What challenges exist in the transition to this next phase?

POLICY-DRIVEN EGOV DEVELOPMENT



EGOV POLICY CYCLE



AIM AND OVERVIEW

Present the evolution of the public sector ICT, present the next phase in this evolution - Policy-Driven Electronic Governance, and introduce some challenges in the transition to this phase.

1.	EVOLUTION	How is the public sector ICT evolving?
2.	NEXT PHASE	What is the next phase in this evolution?
3.	PROCESS	What process could be employed to drive this phase?
4.	CHALLENGES	What challenges exist in the transition to this next phase?

FROM EGOV TO EGOV4SD – CHALLENGES

1.	Understanding EGOV in SD Context	No clear understanding what it means to carry out EGOV in the SD context
2.	Local Policies and Instruments	Locally-owned, context-specific policies, guidelines and indicators
3.	Local and Sector-Specific Capacity	Knowledge of local conditions, ownership of local goals, awareness of local ways of pursuing them
4.	Context-Specific Governance Networks	Engaging non-state actors and other governments in supporting the required adaptive change
5.	Non-Incrementality and Experimentation	EGOV4SD is difficult to build incrementally, requires ability to learn from theory and experiments

ADDRESSING EGOV-TO-EGOV4SD CHALLENGES

EGOV-TO-EGOV4SD Challenges		1	2	3	4	5
		Research and Innovation	Policy Support	Capacity Development	Education	Network Development
1.	Understanding EGOV in SD Context	X				
2.	Local Policies and Instruments	X	X			
3.	Local and Sector-Specific Capacity			X	X	
4.	Context-Specific Governance Networks					X
5.	Non-Incrementality and Experimentation	X	X	X	X	X

Questions, comments?

Tomasz Janowski

UNU-IIST
Center for Electronic Governance