Workshop on fostering innovation in the public sector of Arab Countries
30-31 March 2017, Cairo

Developing and implementing an e-participation, open government and open data road map

GENERIC E-PARTICIPATION,
OPEN GOVERNMENT & OPEN DATA
ROADMAP

Stage 4: ENGAGEMENT

Stage 3: COLLABORATION

Stage 2: PARTICIPATION

Stage 1: TRANSPARENCY

Time

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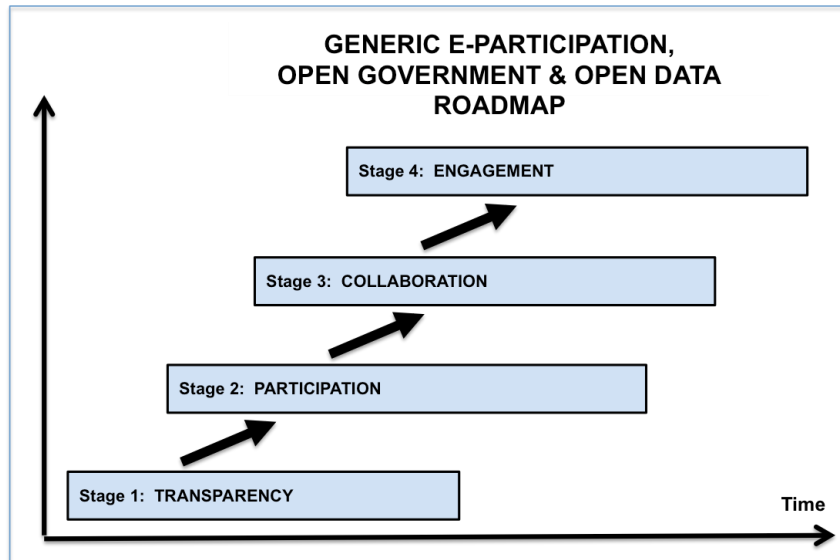
Purpose

- Work currently being undertaken to develop materials for developing the capacity of government decision-makers implementing open government

- Develop a generic road map through the stages of 1) transparency, 2) participation, 3) collaboration and 4) engagement, also indicating the relevant technology enablers

- Based on global good practices and taking account of the situation in the Arab countries

- The generic roadmap will be applicable to any level of government and offer specific guidance for implementation

- For example, providing checklists, illustrative case studies and guidance based on global good practices and how these might be applied to a given stage

- Where appropriate, it will articulate links with relevant SDG 16 targets, as well as SDG 5 on gender equality and SDG 10 on reducing inequalities

Why e-participation, open government & open data (1)

Participation, including e-participation, is very important given that:

•Although governments countries are not omnipotent, their actions affect millions of citizens' lives

•As citizens we have a right to know how our institutions are making decisions, who participates in preparing them, who receives funding, and what information is produced or underlies the preparation or adoption of legal acts

•Without this, there is increased danger that high levels of corruption (even perceived corruption) and lack of trust in governments will undermine their ability to act effectively

•If e-government is developed without e-participation and open government, it may result in the actors in society (citizens, businesses, public bodies, etc.) not trusting each other and lead to an increase in transaction costs across society as a whole

•Such costs place a burden on all of society, making it less effective and less coherent.

Why e-participation, open government & open data (2)

E-participation, open government & open data should:

- Connect ordinary people with the political and policy-making process

- Ensure that citizens understand decision-making processes

- Allow citizens to speak with politicians and decision-makers and vice versa

- Ensure that people are, and feel they are, heard and included when decisions are made, even when their point of view cannot be accommodated

- Ensure that citizens can directly engage with and influence:

  o Government policies and decisions

  o Public services, including e-government services

  o The arrangements, administration and procedures of government and the public sector

  o Express their comments and complaints about any aspect of government and the public sector, and have these addressed in a timely, professional and effective manner that satisfies the citizen and/or explains why their needs cannot be met or input used

- Enable governments to tap into the collective knowledge of society quickly and directly

Global context: UN e-government surveys

United Nations' e-participation stages

(since 2003, now biennial):

1.E-information: enabling participation by providing citizens with public information and access to information without or upon demand = *transparency*

2.E-consultation: engaging citizens in contributions to and deliberation on public policies and services = *participation*

3.E-decision-making: Empowering citizens through co-design of policy options, coproduction of service components, delivery modalities = *collaboration*

Global context: open government

The Obama Presidency's Open Government Directive from 2009 based on three principles forming the cornerstone of an open government:

•**Transparency** promotes accountability by providing the public with information about what the government is doing.

•**Participation** allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society.

•**Collaboration** improves the effectiveness of government by encouraging partnerships and cooperation within the Federal Government, across levels of government, and between the government and private institutions.

Global context: Open Government Partnership
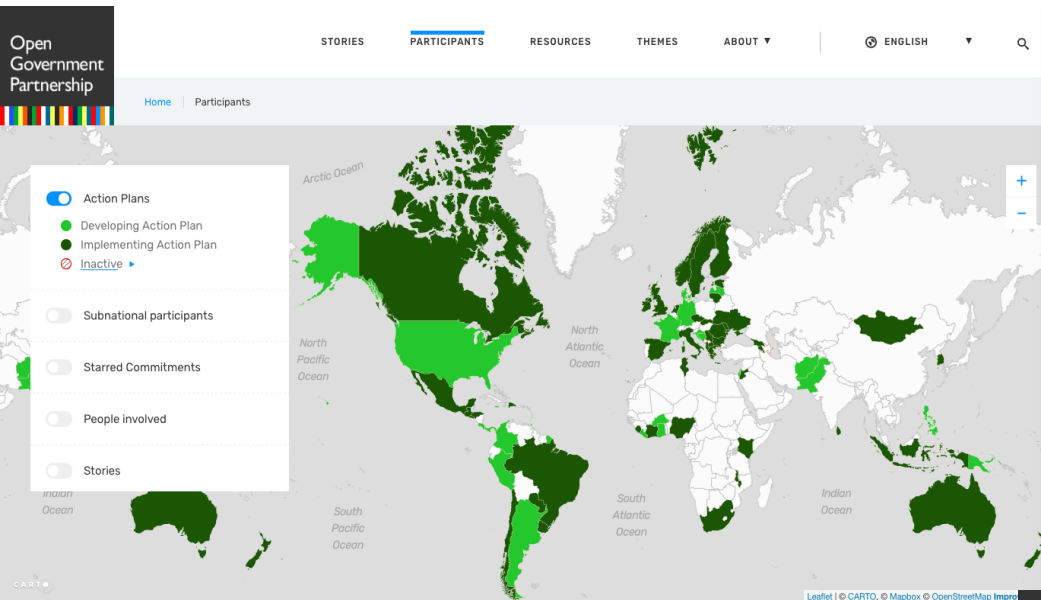
This led to the Open Government Partnership from 2011:

October 2017: 75 OGP participating countries and 15 subnational governments have made over 2,500 commitments to make their governments more open and accountable.

Alicia Bárcena, Helen Clark, Ngozi Okonjo-Iweala, and Helle Thorning-Schmidt to Serve as Open Government Partnership Ambassadors

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Trust: The Fight to Win It Back

LEARN MORE

Global context: open government in the EU

The three pillars of open government in the EU
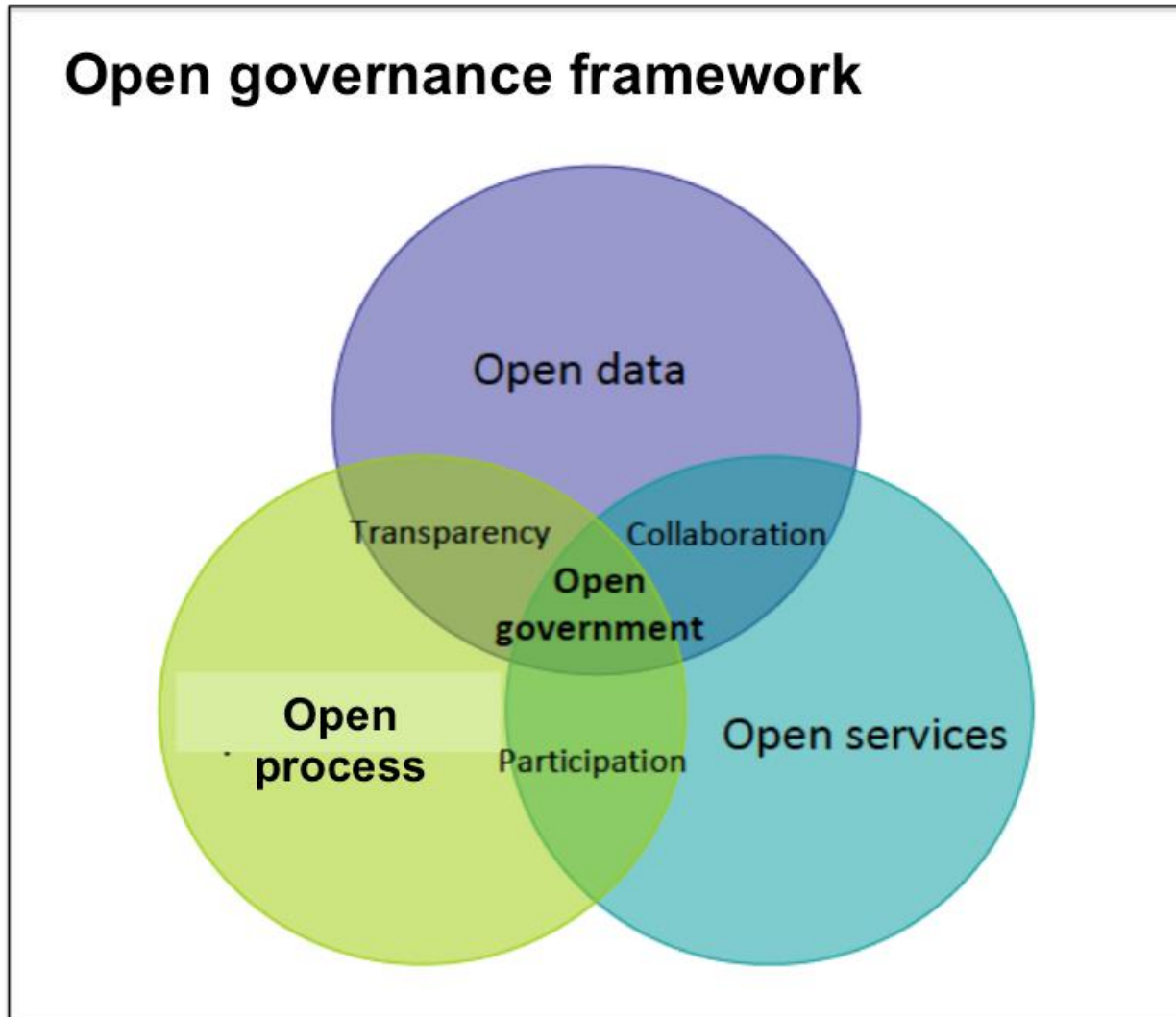
Global context: open data

Tim Berners-Lee: linked open data 5 star scheme

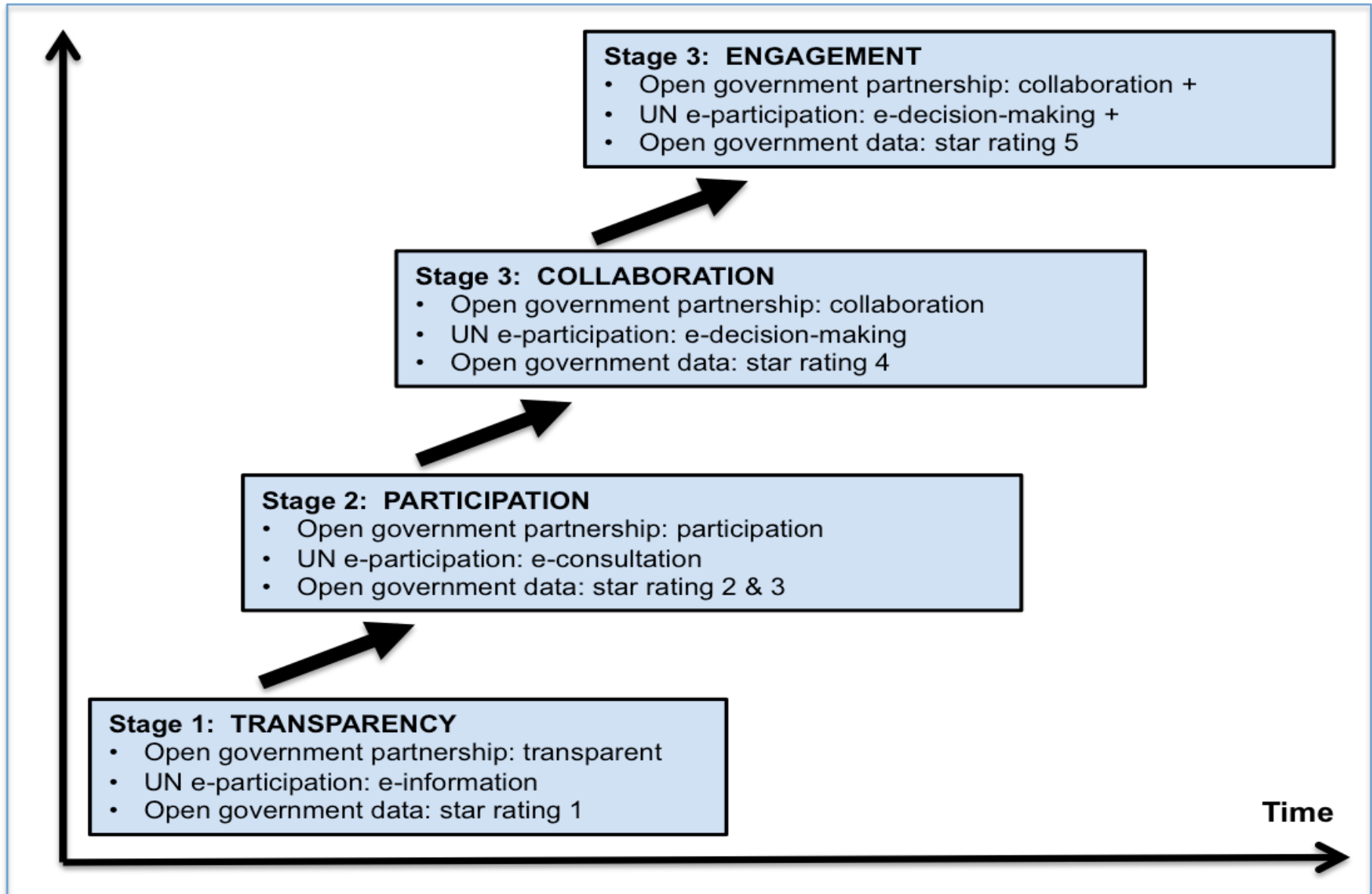|		
★	Available on the web (whatever format) *but with an open licence, to be Open Data*	1) Available in any format with open licence
★★	Available as machine-readable structured data (e.g. excel instead of image scan of a table)	2) As 1) plus machine read-able & structured
★★★	as (2) plus non-proprietary format (e.g. CSV instead of excel)	3) As 2) plus non-proprietary format
★★★★	All the above plus, Use open standards from W3C (RDF and SPARQL) to identify things, so point at your stuff	4) As 3) plus open standards
★★★★★	All the above, plus: Link your data to other people's data to provide context	5) As 4) plus link data to other data

https://www.w3.org/DesignIssues/LinkedData.html

Generic e-participation, open government & open data roadmap

Stage 3: ENGAGEMENT
- Open government partnership: collaboration +
- UN e-participation: e-decision-making +
- Open government data: star rating 5

Stage 3: COLLABORATION
- Open government partnership: collaboration
- UN e-participation: e-decision-making
- Open government data: star rating 4

Stage 2: PARTICIPATION
- Open government partnership: participation
- UN e-participation: e-consultation
- Open government data: star rating 2 & 3

Stage 1: TRANSPARENCY
- Open government partnership: transparent
- UN e-participation: e-information
- Open government data: star rating 1

Time

Four stages

Preliminary definitions

1.Transparency requires the opening of (government) data and information, its dissemination, quality and use, as well as the building of a culture of cooperation and openness among government agencies and with citizens and other stakeholders = *one-way, government to citizen (government is active and citizens passive)*

2.Participation relates to boosting the involvement of citizens in the work of the government through feedback loops, and the sharing of ideas and knowledge = *two-way, between government and citizen, but government still sets the agenda (government is active and citizens re-active)*

3.Collaboration refers to more cooperation between the government, citizens, the private sector and civil society to co-create innovative services, strategies, and plans = *two-way, between government and citizen, where both can set the agenda and be active, but based on a government agenda*

4.Engagement moves towards the total involvement of citizens in the work of the government through shared responsibility = *multi-way, between government and citizen, where both can set the agenda and be pro-active based a shared agenda =* 'co-governing'

Six strategic areas: 1-3

1. **Policy & strategy** – lessons & guidance around 5 building blocks:
*   General open government and e-strategies
*   Specific policies and strategies for open government
*   Open government initiatives
*   Opportunities for open government
*   Challenges to open government

2. **Institutional frameworks** -- lessons & guidance around 4 building blocks:
*   Institutional framework for transparency and participation
*   Institutional framework for collaboration
*   Institutional framework for engagement
*   Institutional framework for open government data and data protection

3. **Legal & regulatory frameworks** -- lessons & guidance around 4 building blocks:
*   Legislation on transparency and participation
*   Legislation on collaboration
*   Legislation on engagement
*   Legislation on open government data and data protection

Six strategic areas: 4-6

4. **Government capacity** -- lessons & guidance around 5 building blocks:
   - Financial capacity
   - Technical capacity
   - Human capacity
   - Social media and e-capacity
   - Open data capacity

5. **Technology features & channels** -- lessons & guidance around 6 building blocks:
   - E- portals
   - Transparency and participation features and channels
   - Collaboration features and channels
   - Engagement features and channels
   - Open government data features and channels
   - Targeting specific groups

6. **Public capacity** -- lessons & guidance around 6 building blocks:
   - Technical capacity
   - Human capacity
   - Take-up
   - Citizen trust
   - Citizen demand
   - Capacity of specific groups

Mapping stages against strategic areas

Plotting generic e-participation, open government & open data building blocks

STRATEGIC AREAS	Building blocks	BUILDING BLOCK ELEMENTS			
		Stage 1: TRANSPARENCY	Stage 2: PARTICIPATION	Stage 3: COLLABORATION	Stage 4: ENGAGEMENT
Policy & strategy	E-strategy	• Main e-strategies • Open government data policies • PPP/PCP policies and initiatives • Open government policies • PAR policies and initiatives			
	E-participation policies and strategies	• General e-participation strategies • Rating e-participation policies and strategies	• E-engagement strategies • Engagement strategies		
	E-participation initiatives	• Completed e-participation initiatives • Planned e-participation initiatives • On-going e-participation initiatives • Rating e-participation implementation			
	Opportunities for e-participation	• Thematic areas of potential benefit • Drivers and opportunities • Government needs for e-participation			
	Challenges to e-participation	• Past challenges • Future challenges			
Institutional frameworks	Institutional framework for transparency	• State/national authority for information (transparency) • State/national authority for e-information activities (e-transparency) • Rating national authority for public information (transparency)			
	Institutional framework for engagement		• Institute for public consultations (engagement) • Institute for public e-consultations: activities (e-engagement) • Rating national authority for public consultations (engagement)		
	Institutional frame-work for data privacy	• State/national authority for data privacy • State/national authority for data privacy: activities			

Example lessons & guidance (1)

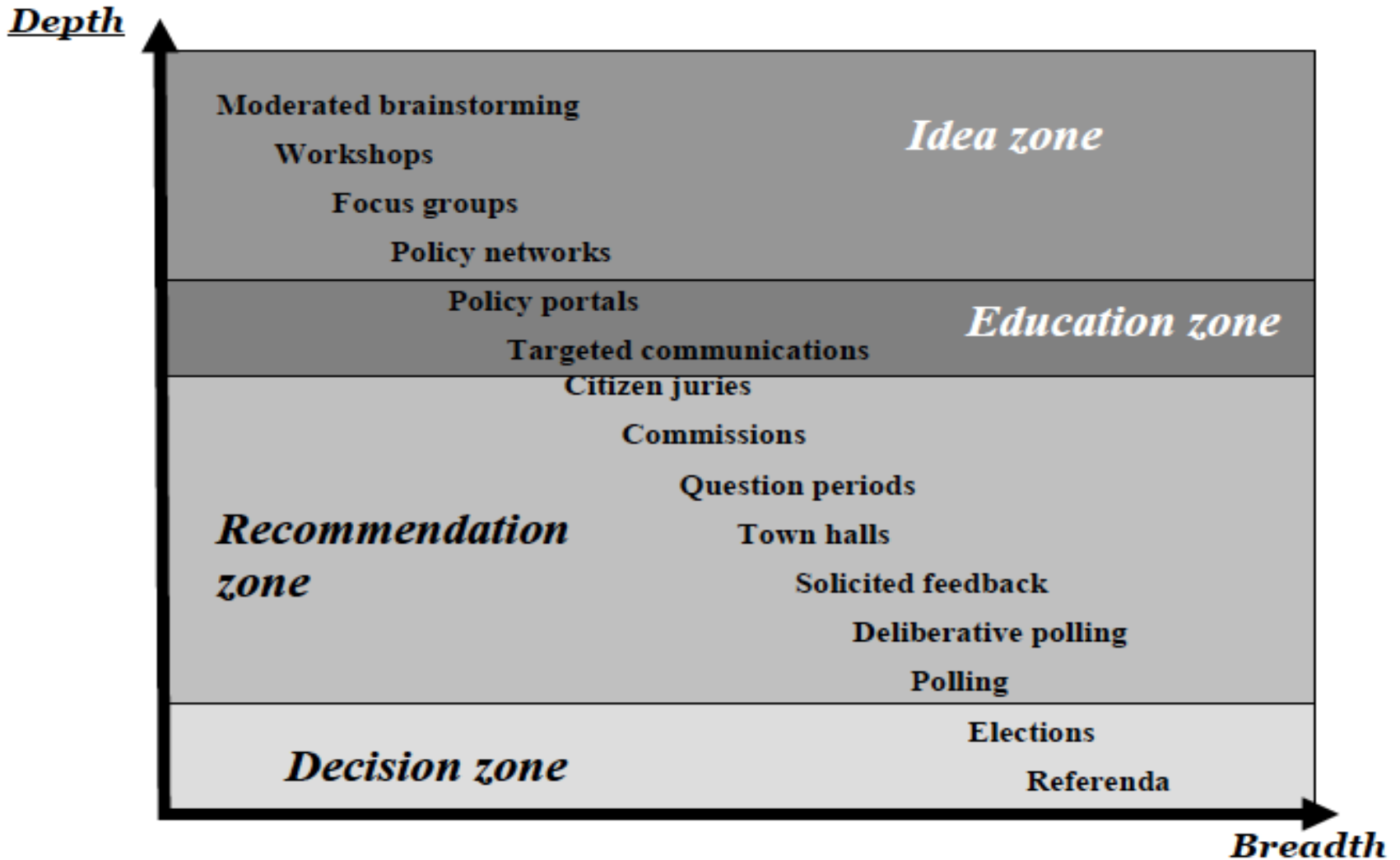**Stage 1 TRANSPARENCY: policy & strategy issue** (provides the basis for the following 3 stages)**:**

- Policy design and implementation
- Devise policies and strategies taking account of their likely as well as actual impacts, benefits and costs
- Quick wins
- Develop, align and enforce relevant policy, institutional, legal and regulatory provisions
- Form collaborative alliances across government
- Tackle the resistance of government entities to recognise e-participation and open government as part of the core business of government
- Align the e-participation roadmap with the e-government agenda and the wider political agenda

Stage 2 PARTICIPATION: policy & strategy issue (builds on stage 1 and further provides the basis for the following 2 stages)**:**
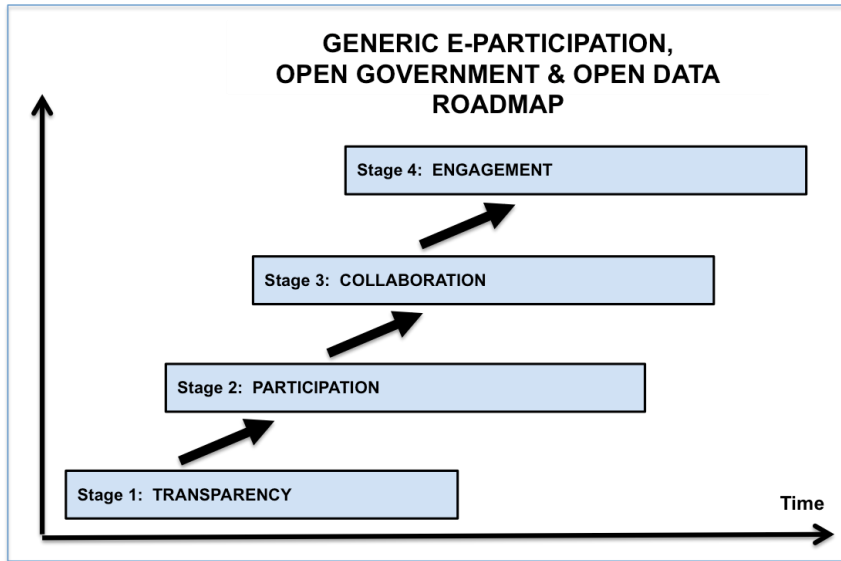
- Four pillars of e-participation policy
- Success criteria for e-participation
- Process simplification and reduction
- User-centred design
- Personalisation

Example lessons & guidance (2)

Digital age engagement methodologies

شكرا جزيلا

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