ESCWA Open Government Framework

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ESCWA

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Understanding open government concept

- Term dates back to 1950s – "the right to know"
- No one definition
  - Can relate to data and information access, online services, and/or citizen involvement, but…
  - The **objectives** between definitions are the same:
    - *improved participation, transparency and accountability*
- Require interaction with technology as an enabler
- Beyond technology
  - Political will to lead the change
  - Innovative processes, structures and technologies require change

Open government is a government that…

- Is effective and efficient in the performance of its duties
- transparent in and accountable for its actions, and
- accessible to all through its services.

- It also refers to a government that is
  - responsive to the needs of its citizens,
  - values their participation, knowledge and expertise in decision-making, and
  - embraces new and emerging technologies to enhance its governance.
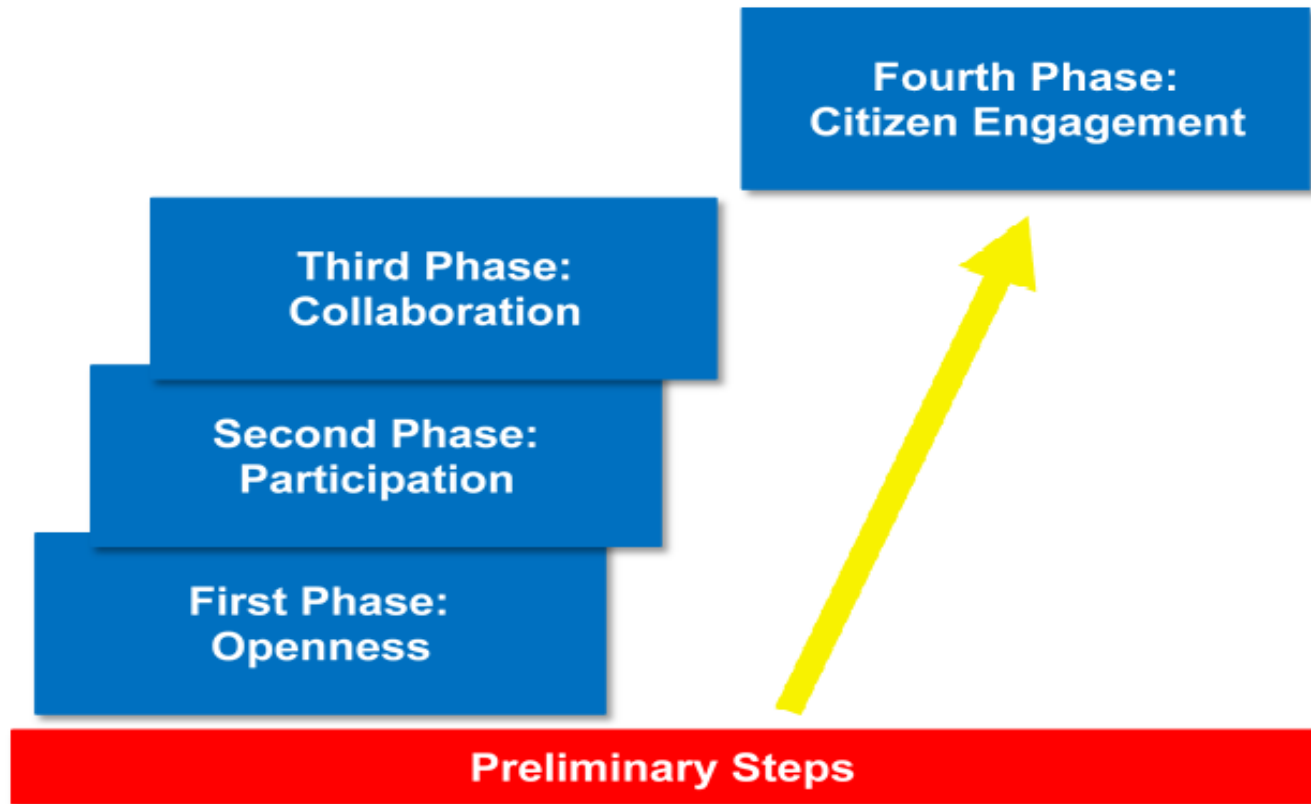
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Principles of the framework

- Should be derived from the best global practices
- Should be realistic and simple
- Should be clearly linked to adopted e-Government activities
- Should allow effortless use of ICT, particularly social media and web technologies
- Should be adaptable
- Should be vertical and horizontal applicable

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Fourth Phase: Citizen Engagement

Third Phase: Collaboration

Second Phase: Participation

First Phase: Openness
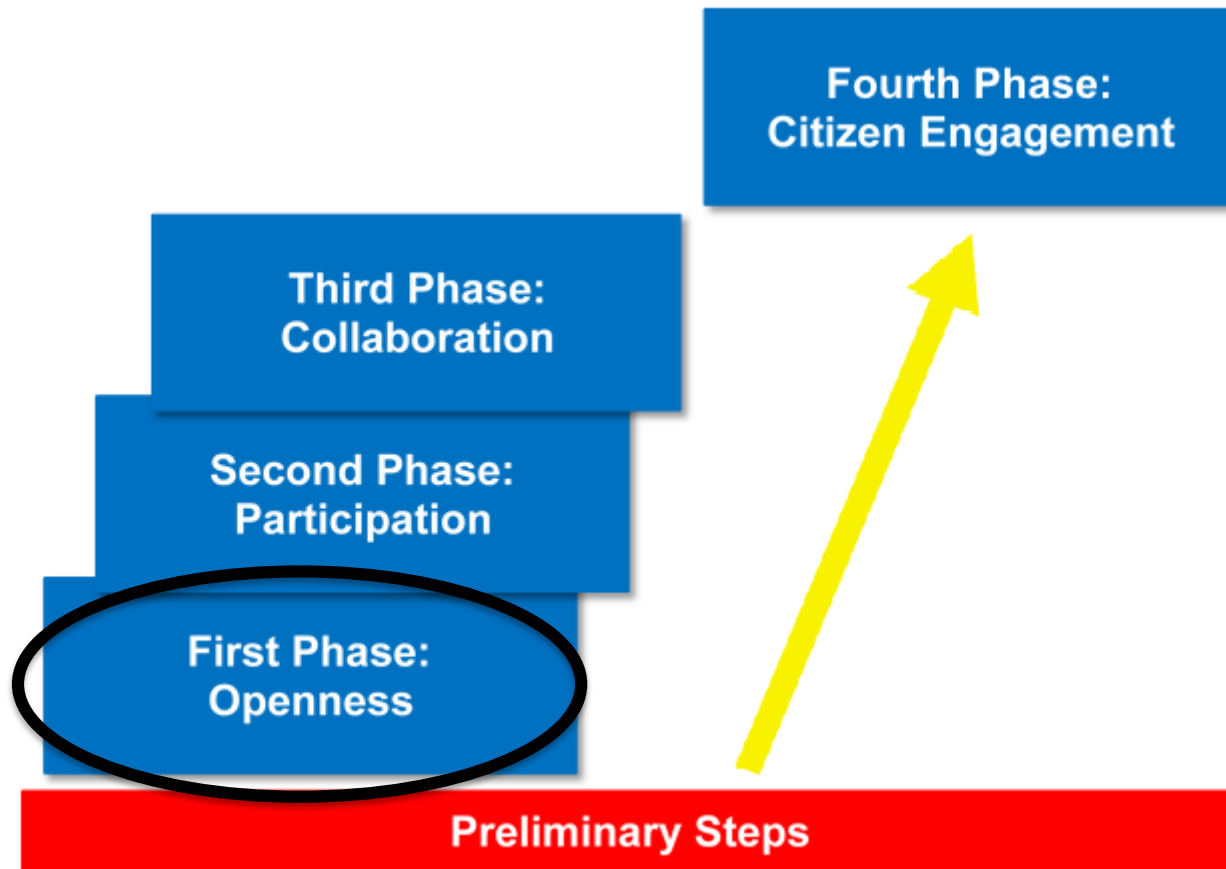
Preliminary Steps

Preliminary steps

- Begin raising awareness among the citizenry of open government
- Increase the capacity of employees in public sector
- Internet and information networks
- Put the required structure in place for the implementation of open government
- Change management in government organizations

Preliminary steps

Design a general framework of open government

- Develop a declared "policy document"
- outlines the general national framework for open government,
- shows its vision and
- the principles of implementation.
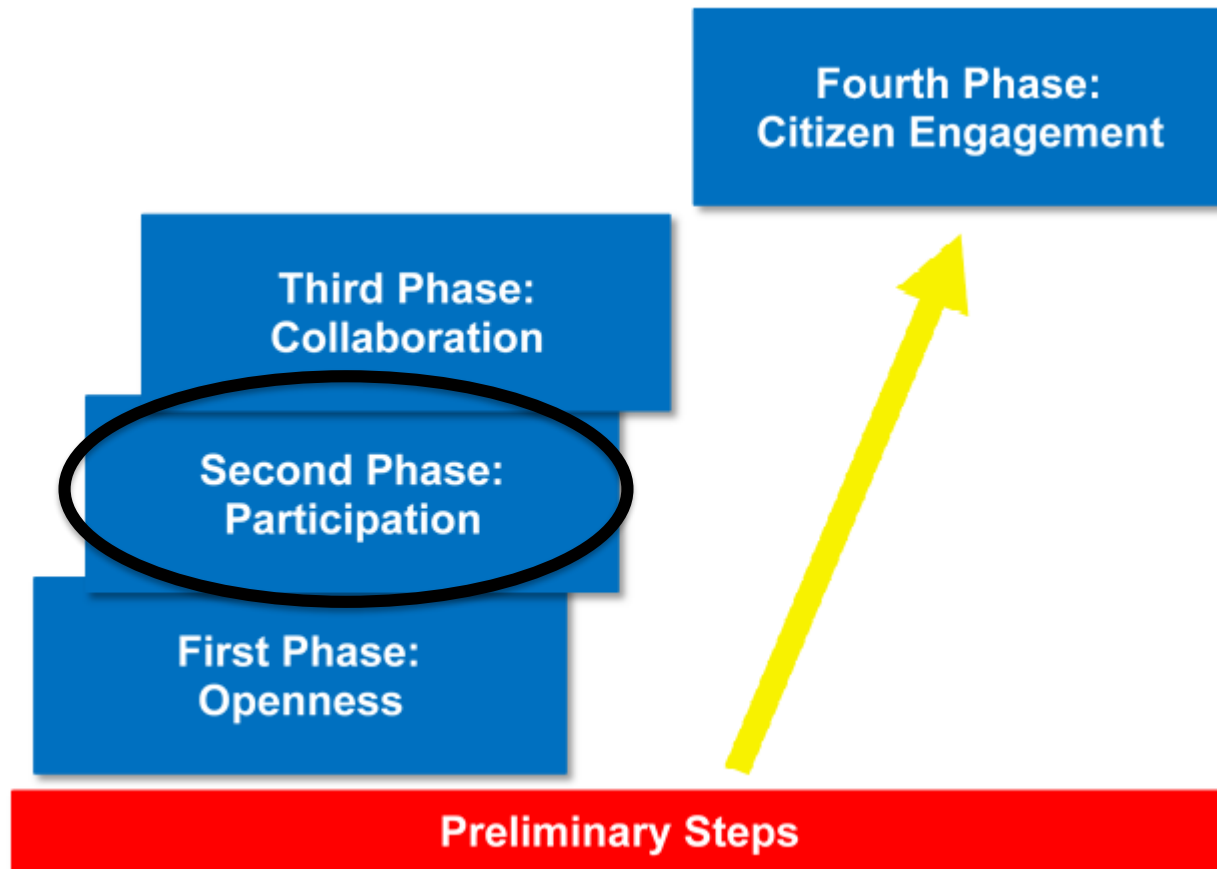
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Phase 1: Openness

Focus on promoting transparency through the following objectives:

- Open data: inventory, its dissemination and quality, dissemination, management and evaluation
- Build a culture of cooperation among government agencies
- Raise public awareness about the importance of openness and the accountability of governments
- Use any available ICT technology – traditionally available web and mobile applications
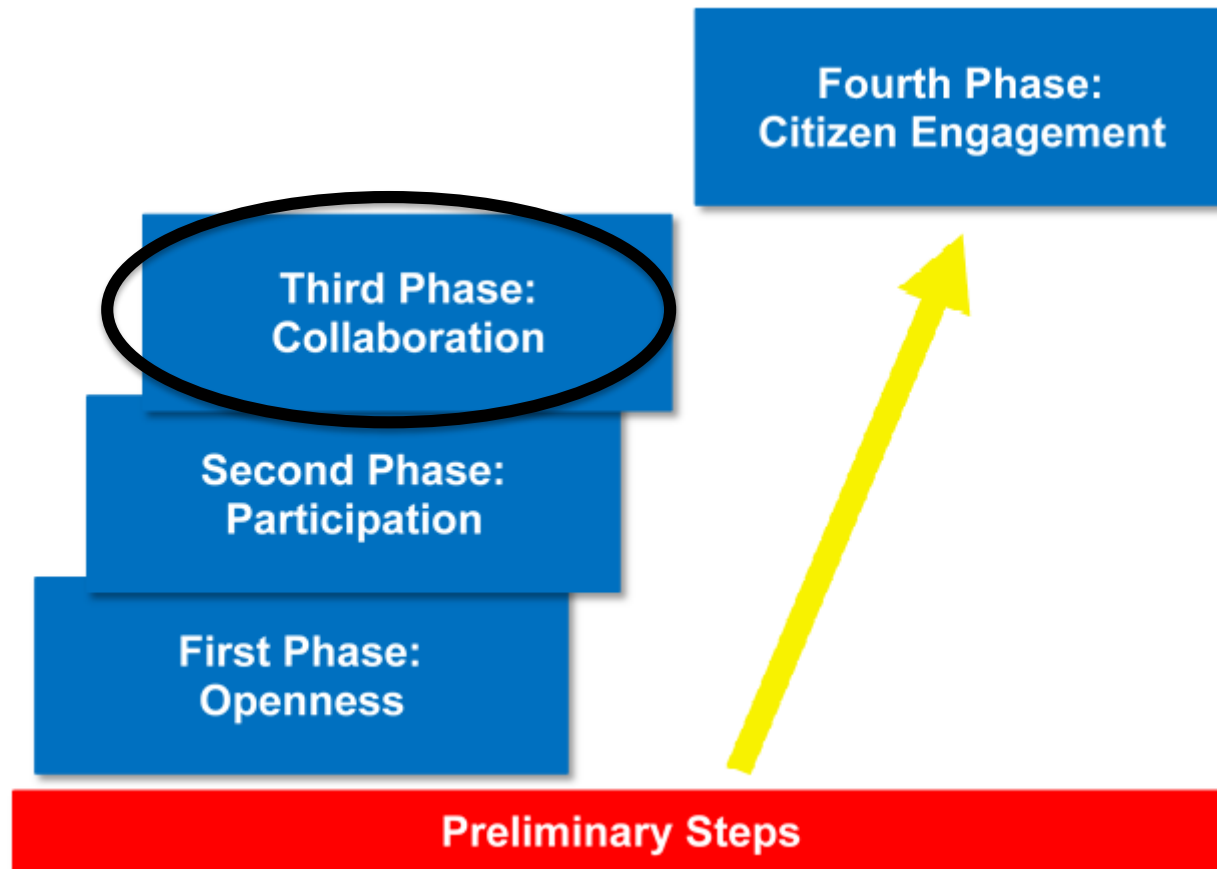
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Phase 2: Participation

To promote citizen participation in government work with the following objectives:

- Enhanced interaction with citizens, civil society organizations, and enhance receipt of feedback and suggestions.
- Intensified use of ICTs, particularly social media, to increase efficiency and effectiveness: Web 2.0
- Improved decision-making mechanisms
- Inclusiveness enhancement
- Combating corruption, building confidence and openness methodology

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Fourth Phase:
Citizen Engagement

Third Phase:
Collaboration

Second Phase:
Participation

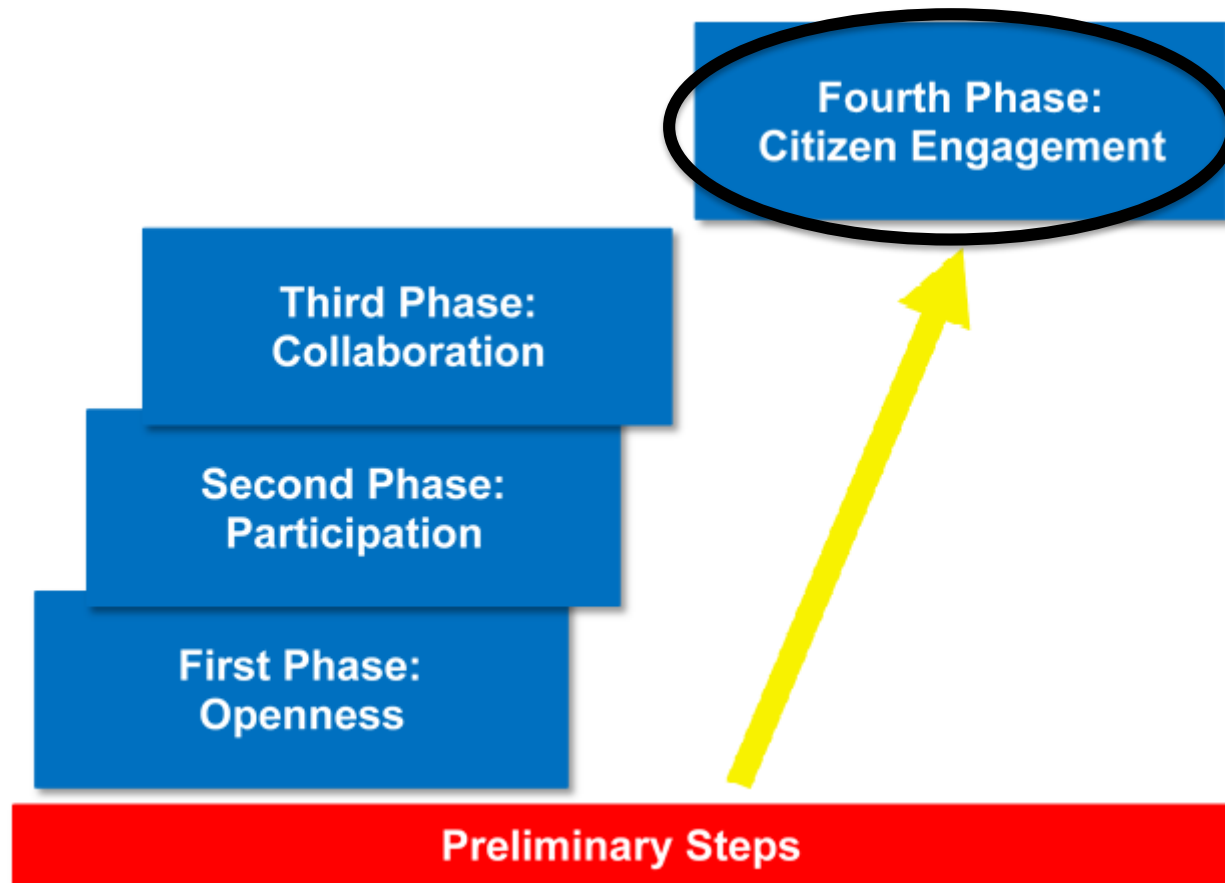First Phase:
Openness

Preliminary Steps

Phase 3: Collaboration

Promote collaboration between citizens and government by:

- Involving government, the private sector, civil society, and the public.
- Citizens to contribute effectively with public debates on public policies and programmes.
- Responding by providing the right services according to the needs of the beneficiaries.
- Work towards achieving an agile government and effective government services

Remember: decision-making remains with policy makers

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Phase 4: Citizen engagement

Government continues the implementation based on the three stages to achieve total citizen engagement in government work by:

- Working on managing and improving existing open government initiatives.
- Working on establishing effective government structures and procedures needed for better citizen engagement programmes
- Working with citizens, the private sector and all other relevant parties, to build a strong sustainable system of engagement.

Challenges and Things to Remember…

Challenges

- Organizational challenges
    - Government commitment and funding
    - Quality and consistency of data collection

- Technological challenges
    - Upgrading infrastructure – time consuming and expensive
    - Digital divide
    - Privacy and security of data

- Societal challenges
    - Citizens cannot afford new technologies
    - Lack of or limited social inclusion
    - Limiting government policies and regulations

Remember that…

Open Government is not a goal in itself

It is a tool to achieve wider societal goals

Forms cornerstone for effective and efficient government

Shifting to it entails amending decisions, legislation and administrative, legislative, regulatory, institutional and technological procedures

Impact various government actors and affect government interaction with citizens and stakeholders

Thank you

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