eGovernment:

from smarter governments to empowering citizens

Jeremy Millard

Danish Technological Institute

eGovernment value chain

Design

Production

Availability / delivery

Access

Use

Benefits: public, private & personal value

SMART GOVERNMENT

BACK OFFICE (EFFICIENCY):
- Public sector (central, regional, local)
- in collaboration with private & civil sectors

Intermediaries:
- public
- private
- civil

FRONT OFFICE (EFFECTIVENESS):
- Citizens
- Communities
- Localities
- Businesses

EMPOWERING GOVERNMENT
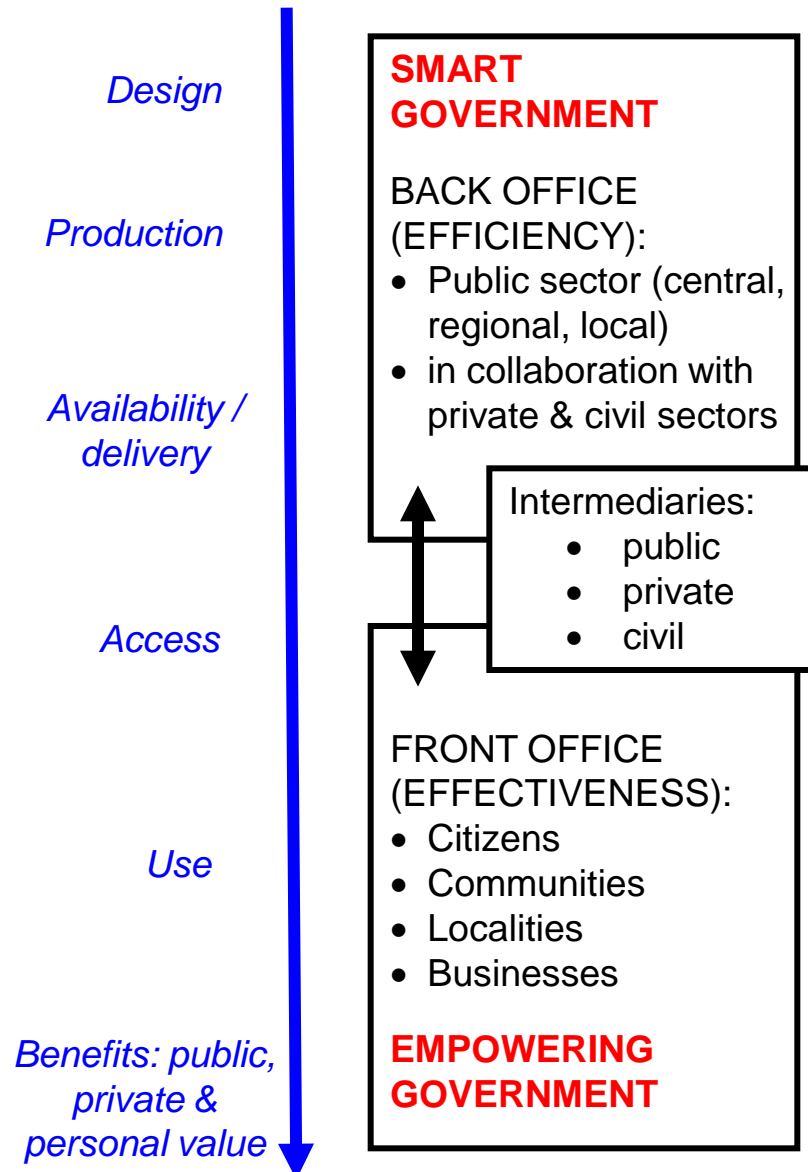
ICT is making the value open and porous

Open governance will be porous:

- **turning government inside-out:**
  - exposure of inside of government (transparency, openness, accountability)
  - e.g. civil servants and politicians out on the streets
- **turning government outside-in:**
  - letting in private & civil sectors (PPPs, PCPs)
  - letting in users (e.g. to design policy, make decisions, as 'co-creators' of services)

**Open governance will be fluid and flexible….BUT also**

- is the ONLY truly democratic and participative actor
- must serve everybody
- must be inclusive
- must provide (a minimum of) stability and continuity
- must be trustworthy AND be seen to be trustworthy

# eParticipation and eEngagement in Europe

- Concerns about 'democratic deficit', falling participation in elections, falling membership of political parties

- There is huge growth in eParticipation & eEngagement BUT government is lagging

- Most citizens are not interested in the institutions or the mechanics but are interested in policy issues that effect them

- Ultimately represents a power shift:
    - is government ready?
    - are citizens ready?
    - what is the future role and mandate of the public sector?

eParticipation levels and funding in Europe

Level of initiative
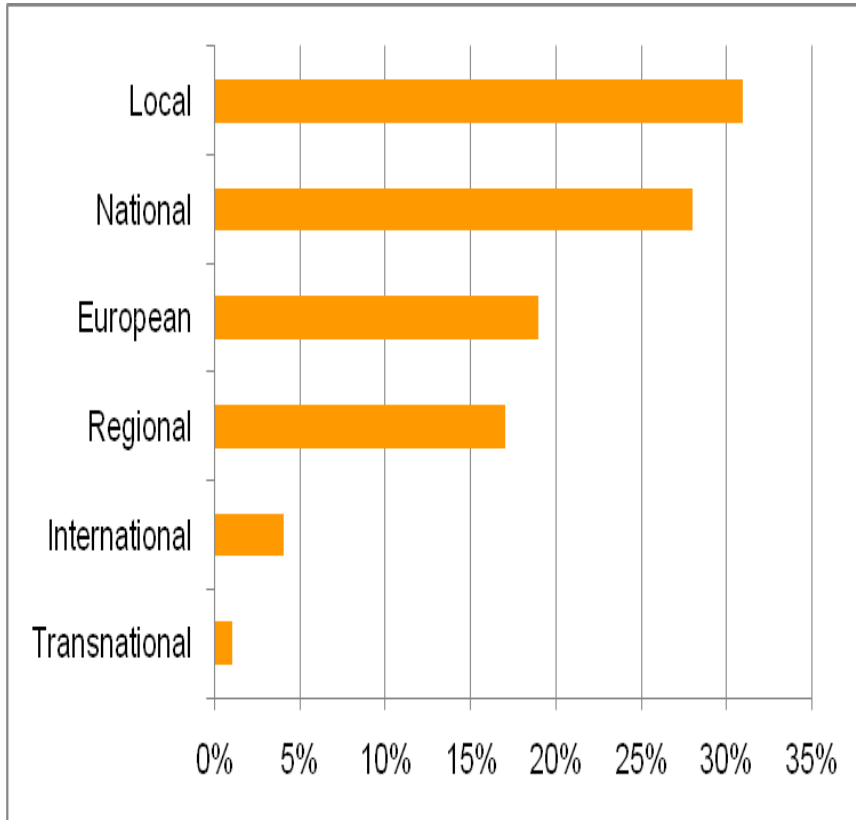
Source of funding
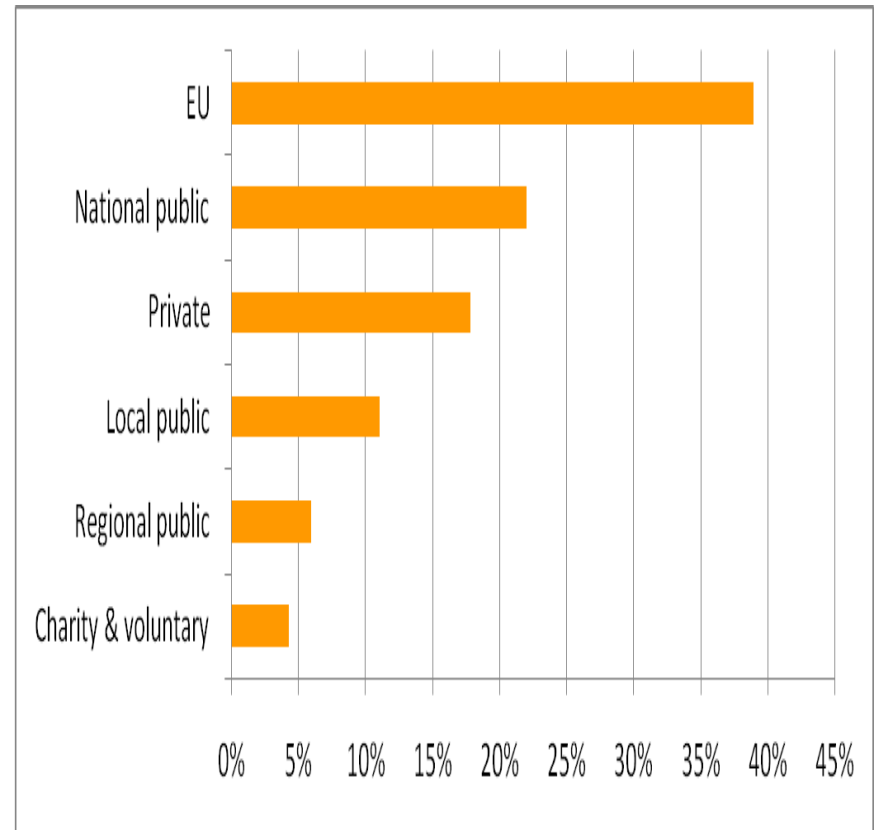
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Summing up the changes in a nutshell

Done to ➜ **Done for** ➜ **Done with**

government-centred   user-centred   user-driven

PAST & STILL TODAY   **STARTING TO DO**   **STILL DREAMING**
(but users doing it themselves anyway)

➜   **Done by others**

'no government'

NO ROLE FOR GOVERNMENT