

Collaborative Government



Everyday eGovernment



Next step change: everyday eGovernment

- Everyday, not just 2-3 times a year
- ‘Public’ services are potentially all around us and could be used constantly – services which are really valuable in people’s everyday lives: health, education, care, transport, infrastructures, utilities, clean and safe environments, congestion & pollution watch, culture, amenities, leisure, sports, security, crime watch, weather, participation, engagement, etc.
- Often very location specific
– depends where you are, maybe who you are, and what you are doing
- Also very personal –
move from one-size-fits-all
to precisely-my-size



Everyday technologies can deliver this

- Smart mobile phones + GPS (digital TV)
- Location-based / place-related
- Real time, augmented reality

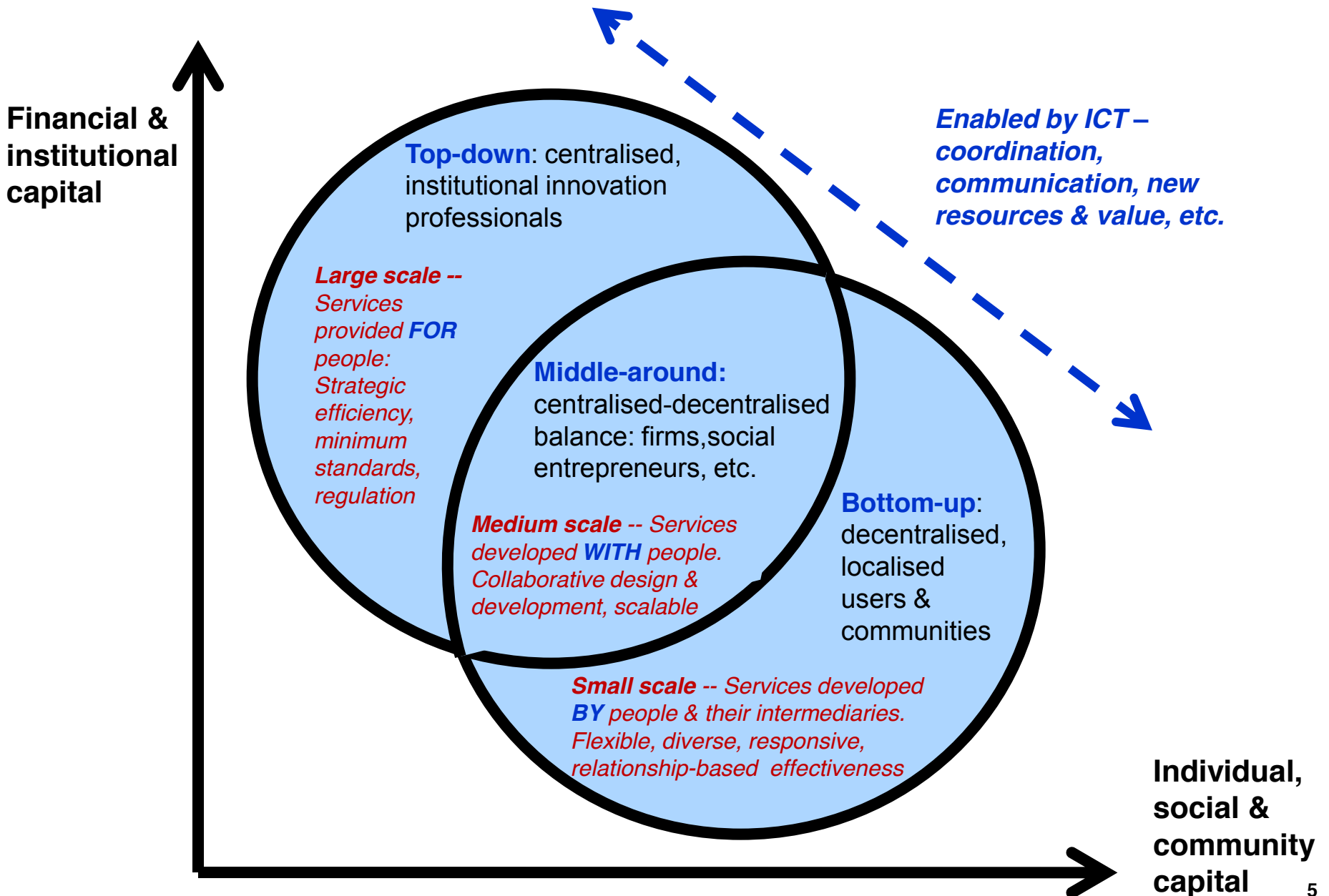


- Offered appropriate services as walk down the street
- Location or event creates real time opportunities for content, engagement, participation
- **BUT** only very small % of 100,000 iPhone apps are for public services

At least five policies (probably) needed

1. **Release public data** – it's ours not the government's – and in the medium term include data from other legitimate sources (e.g. citizens and communities themselves, private sector, technical operations, internet of things, etc.) – safeguards and ground rules are needed
2. Make it easy and provide incentives for non-government actors, including to develop **standard building block** apps, BUT do not get in the way and regulate only against illegal or mis-use
3. **Empower the civil servant !** – actually, s/he is an even bigger asset for government than citizens as they are there, on the frontline, professional and dedicated
4. **Privacy, data protection**, very robust conformable security, mitigate mis-use and exploitation
5. Probably need some neutral **trusted third parties** – to hold the ring and protect interests (government is just one actor with own interests), ensure data quality (as well as quantity), data protection, privacy, traceability, provide moderation, etc., etc.

New, diverse, interdependent 'value chains'



New bottom-up business and innovation models

- **Mainly a bottom-up ad-hoc process which exploits existing resources**
- **Contextual implementation of ICT – start from the needs of the user (perhaps mediated by people or organisations closest to them) rather than government**
- **Leadership, ownership & accountability at the grassroots**
- **New (power) relationships between professionals and users**
- **Builds widespread skills and competencies**
- **Re-use existing public sector information (open government / open data)**
- **Involves much less finance, has much shorter development cycles, and includes a whole range of stakeholders**
- **More experimental and may ‘fail’ as often as large scale top-down government initiatives, but being cheap and small can be quickly corrected, and then scaled up if successful (*Clay Shirky: “publish then filter, rather than filter then publish”*)**
- **Because they start from the bottom, many address not just the traditional service needs of users but also helps give them new skills, confidence, self-fulfilment and esteem, etc.**
- **Lessons: just do it, get it wrong, then learn, do it better and scale up.**