Slide 1

E-Government in large EU cities

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Slide 2

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Previous research
(OECD/ Italian Department for Innovation & Technologies under the EU Italian Presidency)

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Research granted by IBM Center for Business of Government

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How are the 7 largest EU cities dealing with E-Government?

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Slide 3

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Desk research and semi-structured interviews with the E-Government officials

Panel of the EU 7 largest cities:
AMSTERDAM
BERLIN
LONDON
MADRID
PARIS
ROME
WIEN

Critical mass/Complexity
Close to the citizens

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Slide 4

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Urbanization   ICTs

INTERDEPENDENCIES
("digital cities"/"urbanization of cyberspace")

EU large cities are innovation and transactional hubs

Reinventing local governments

Fromefficiency to effectiveness

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Slide 5

Research Areas:

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- Government organization and coordination
- Funding
- Information Systems and integration
- Services (on-line and off-line)
- Enabling the territory
- Citizens participation

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Slide 6

Ad hoc Municipal Units for E-Government

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City	Unit
AMSTERDAM	Program Office for E-Government
BERLIN	IT Competence Center
LONDON	London Connects
MADRID	•General Direction for the Development of ICT •General Direction for Quality and Attention to the Citizens •Autonomous Institute of Informatics of Madrid Municipality
PARIS	Group within the Secretariat General
ROME	Directorate on Information Service & IT services
WIEN	Executive Group for Organization-Municipal Directorate

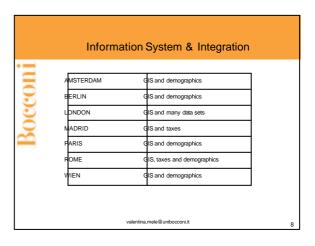valentina.mele@unibocconi.it

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Funding

AMSTERDAM	Specific for e-gov but decentralised
BERLIN	Part of the IT budget
LONDON	Specific for e-gov
MADRID	No specific budget for e-gov
PARIS	Specific for e-gov
ROME	ICT section of the Municipal Budget
WIEN	Budget is scattered through Departments

Information System & Integration

AMSTERDAM	GIS and demographics
BERLIN	GIS and demographics
LONDON	GIS and many data sets
MADRID	GIS and taxes
PARIS	GIS and demographics
ROME	GIS, taxes and demographics
WIEN	GIS and demographics

Enabling the territory

AMSTERDAM	Fiber network
BERLIN	Digital literacy Cabling Media-literacy projects for children, elder and handicapped people
LONDON	Free access from the libraries
MADRID	Local information offices, public libraries and specific public Internet points.
PARIS	Public Internet access points
ROME	Local information office
WIEN	Wireless free access Public Internet access points (PPP). Digital literacy

Caveat: more efficient e-services

Efficiency → Efficiency
Effectiveness
Equity