GLOBAL FORUM 2006
SESSION 5
Friday, 10 November 2006
[11:00 am – 1:30 pm]

TRANSFORMING GOVERNMENT, DEMOCRACY
AND PUBLIC SERVICES

PERSPECTIVES & CASE STUDIES IN EUROPE
THE AMERICAS, ASIA & EMERGING MARKETS

Transforming Government, Democracy and Public Services is at the centre of the Modernisation of the State, one of the main pillar of the EU Lisbon Strategy to transform Europe into the most competitive knowledge-based economy in the world.

Since the EU Interministerial Conference on eGovernment organized last year in Manchester by the UK Presidency, "Transforming Public Services" has marked a new phase for eGovernment in Europe leading the way to a new eGovernment action plan in the framework of the EC i2010 initiative focusing on 5 five major objectives:

• **No citizen left behind;**

• **Making efficiency and effectiveness a reality;**

• **Implementing high-impact key services;**

• **Putting key enablers in place;**

• **Strengthening participation and democratic decision-making.**

Therefore, the transformational phase is a key driver for more transparent, accountable and open governance providing more efficient and citizen-centered public services.

e-Government and e-Democracy have become e-Enablers in the transformation of the public sector fostering better governance, effective management of ressources, re-engineering of processes, inclusive government, efficient public services and citizen-centered government.

The modernisation of the State, inherent to an increasingly global and interconnected world, undertaken in many countries, is driven by the notion of '*public sector performance and transformation'*.

The modernisation of the state driven by ICT as a key enabler is emerging as a major challenge for the public sphere since the creation of the 'nation state' at the Treaty of Westphalia in 1648.

Will the transformation of Government, Democracy and Public Services e-Enabled by ICT be a revolution comparable to the Westphalian transformation of the state?

Overcoming this new challenge requires to address critical issues at policy and implementation levels such as:

- the correlation between state performance and country competitiveness;
- organisational change and organisational culture;
- monitoring and assessing change with adapted indicators and measurement frameworks;
- managing human and financial ressources with new processes and skills;
- the need for security and the right for privacy;
- inclusion and accessibility;
- engaging citizens and civil society in decision-making processes for successful take-up of policies;
- enhancing democracy and good governance;
- providing better services to all;
- ...

The present session will offer a snapshot of these transformations across Europe, The Americas and Asia at national and local levels of governance from stakeholders from the private and public sectors and civil society at large.