

ICEGOV 2014

c/o **Thomasen**

International Conference on the Theory and Practice of Electronic Governance

27- 30 October 2014, Guimarães, Portugal

Track 6 – Leadership and Organization

Technological Trends

Louise Thomasen, 27 October 2014

louise@cothomasen.dk

Mobile

Almost 40 per cent of the world's population are online by the end of 2013; but in Africa, only 16 per cent of people are using the Internet.

Mobile phone subscriptions exceeded 6 billion in October 2012 and the number is approaching global population (7 billion), with more than half in the Asia-Pacific region (3.5 billion out of 6.8 billion total global subscriptions).

In fact, more people have mobile phones than have access to flush toilets and electricity.

Smartphones outsold feature phones for the first time ever in the first quarter of 2013, with Asia as the fastest growing market with 74.1 per cent growth.

(<http://www.itu.int>)



Whole of Government

UN eGov Survey 2014 definition

Whole of Government

“Agencies working across portfolio boundaries to jointly achieve integrated responses to the issues of policy development, program management and service delivery” (Ojo et al.)

Collaborative governance

Refers to a process of governing based on collaboration between government and non-government stakeholders.

Whole of Government => Transformational government

Encompasses a new "virtual" business layer within government which allows an integrated, government-wide, citizen-focused service to be presented to citizens across all channels, but at no extra cost and without having to restructure government to do so. (OASIS)

- Personalised services designed around user needs not needs of the provider
- User-centred, convenient, integrated, proactive, inclusive, and efficient

Examples: GOV.UK, borger.dk (Denmark)

Service Integration

Back office

- Interoperability and standards
- The 'once-only' principle and base registries
- Data exchange
- Data quality
- Data protection

Front office

- Access, affordability, usability and inclusiveness
- Multi-channel
- Simplification and personalisation
- Process simplification and reduction
- Personalisation
- User-centred design

Cloud

Public clouds (e.g. Amazon EC2, Google)

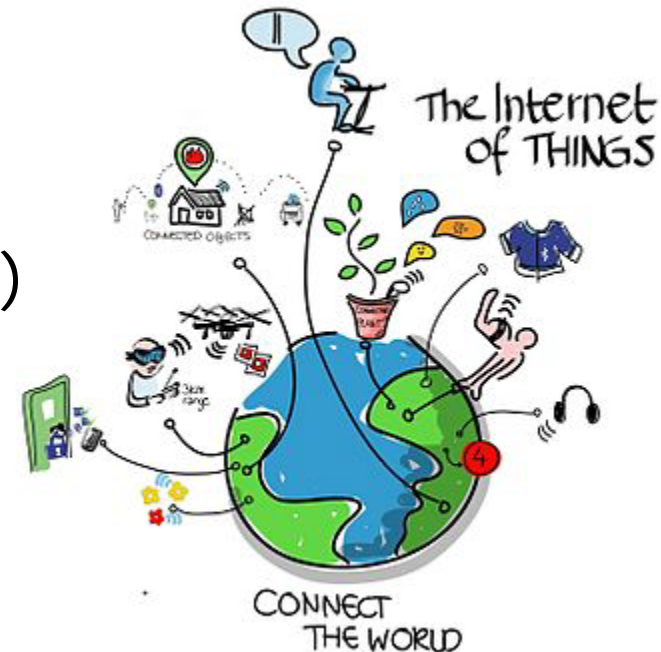
Private (government) clouds

- Shared services - shared resources (e.g. email, CRM, SaaS)
- Scalable and flexible
- Software-configurable
- Centrally coordinated applications to any device
- Cost reduction (IT consolidation)

Every

The Internet of Things (IoT)

- IoT advanced connectivity of devices, systems, and services
Beyond machine-to-machine communications and covers a variety of protocols, domains, and applications
 - Internet for communication
 - Internet of sensors
 - Internet for energy (e.g. Smart Grid)
 - Internet for digital logistics and transportation (e.g. 3D printing)



Big data

Access to new sources of data

- Sensors connected to the Internet
- Wearable devices (e.g. quantified self)
- Constant reporting by machines

Automation technologies

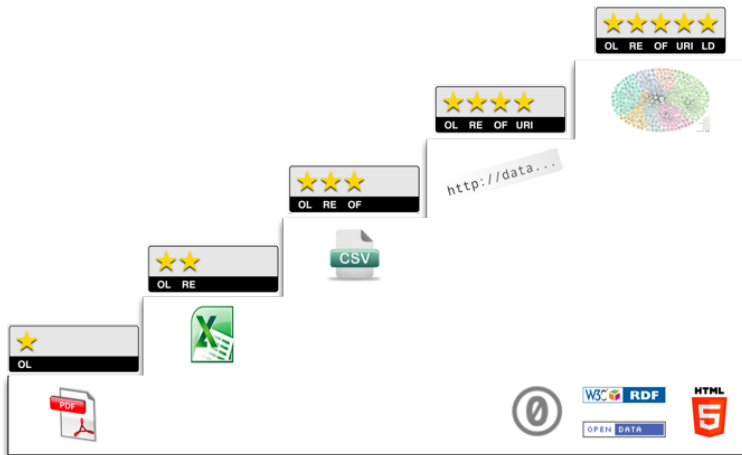
- Complexity of predicting, and then anticipating, events. (*Realtime monitoring of not just what occurs, but what does not occur*)

We need systems that can adapt

- Manage exponential growth in data
- Powerful visualization that explore data to find questions worth answering
- Advanced, pervasive, and invisible analytics that delivers the right answers to the right person, at the right time – the value is in the answers not in the data

Open data (1)

Rust a reminder: 5 ★ Deployment scheme for Open Data



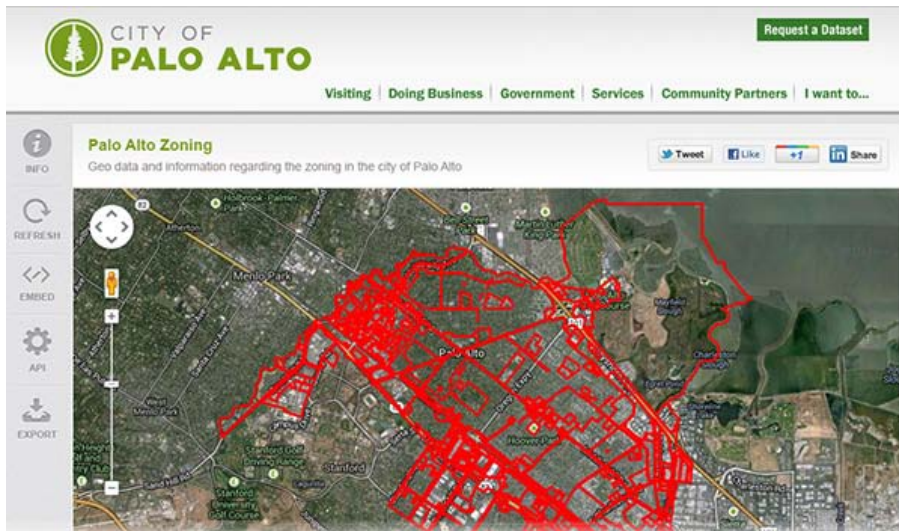
Open data Institute (theodi.org), 5stardata.info

- ★ make your stuff available on the Web (whatever format) under an open license
- ★★ make it available as structured data (e.g., Excel instead of image scan of a)
- ★★★ use non-proprietary formats (e.g., CSV instead of Excel)
- ★★★★ use URIs to denote things, so that people can point at your stuff
- ★★★★★ link your data to other data to provide context

The more open the data, the higher is the cost of publishing

Open data (2)

- Not just about collecting and publishing data
- Context provides information value
- Mashing up data from new/diverse sources
- Analysis provides real value
- But it is also about transparency, participation, collaboration, and community engagement



Source: <http://www.juniar.com/>

Participation and engagement

UN eGovernment Survey 2014

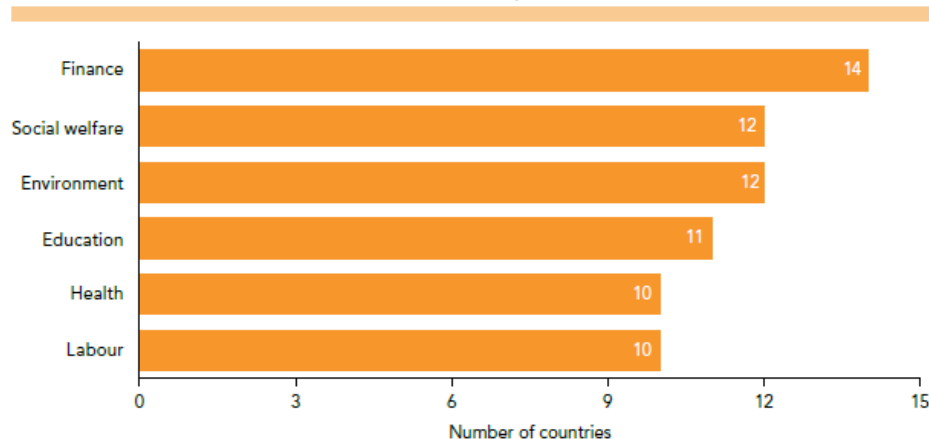
- E-information
- E-consultation
- E-decision making

Purpose:

Service Delivery Innovation: How will governments use technology to support innovative services that produce better results for society?

Open Government: How will governments create and sustain a digital ecosystem that citizens can trust and want to participate in?

Figure 3.8. E-decision making features in the past 12 months, by sector



Who do you trust?

Trust networks

- Trust network data sharing agreements (e.g. UK eID)

Citizen data vaults

- Citizens/businesses own and manage their own (government) data

Social media

- It's communication - not only technology
- Measuring through social media
- Insights