The Bundling and Unbundling of Enterprises

and through

IT

Information Technology

Strategies for E-Government ...
And the state of the art

Why the rise of e-government (Europe)?

Policy incentives

Bellensende II: In 2010 NL should be one of the top knowledge economies in Europe. ICT is seen as a vital catalyst of innovation (Lisbon agenda)
Targets: UK all public services online by 2005
NL 2/3rd of all public services via Internet by 2007

Societal incentives

Increased consumerism and expectations around ‘service’ have led to increased dissatisfaction with public services (NY ’311)
Transform the entire range of relationships of public bodies [G2C, G2B and G2G]
Social pressure for de-bureaucratized public services (‘Is this what my taxpayer money is spent on?)
Decreased voter turn-out and political involvement has lead to new search for political legitimacy

Financial incentives

Increased cost of traditional service provision
Increased cost of large scale bureaucracies
Budgetary incentives (eg. Kenniswijk Eindhoven, 45 million, Egem-i, 50 million, …)

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E-Europe 2002 – internet penetration per household

- March 00 vs. November 02


Country Analysis – Availability of e-Public Services

- In nearly each country at least 25% of the basic public services are fully available online.
- In Denmark, Austria, Sweden, Finland, Ireland and the UK more than 50% of public services are fully available online.

Nebraska Online

Full Service Site
How should we define and measure e-Government?

- **e-business**: an organization that uses the Internet for its core operations and interactions between customers, employees, and suppliers.
- **e-Government**:
  - Use of the Internet for online filing of (e-)forms, taxes, etc.
  - A government organization that uses the Internet to connect employees, suppliers, and customers.
  - The use of digital technologies to transform government operations in order to improve effectiveness, efficiency, and service delivery.

Why e-Government?

- Available 24x7, "no wrong door"
- Convenience for users
- Improve speed of delivering info
- Expose users to new info
- Enhance civic participation
- Transform public services

Who benefits from e-Government?

- Residents
- Taxpayers
- Businesses
- Visitors
- Employees

Top Online Urban Services

1. Request service
2. Request info
3. Pay traffic ticket
4. File complaint
5. Apply for job
6. Register for service
7. Pay taxes
8. Report info
9. Report crime
10. Report abandoned autos


Types of Government Websites

- Brochure sites
- Information sites
- Full service interactive sites

Four Segments in the Citizen-Centered Strategy

**Individuals**: building easy to find one-stop-shops for citizens — creating single points of easy entry to access high quality government services.

**Businesses**: reduce burden on businesses through use of Internet protocols and by consolidating myriad redundant reporting requirements.

**Intergovernmental**: make it easier for states to meet reporting requirements, while enabling better performance measurement and results, especially for grants.

**Internal efficiency and effectiveness**: reduce costs for federal government administration by using best practices in areas such as supply chain management and financial management, and knowledge management.
Guiding Principles for E-Government

**Unify**
- e-business/e-government will integrate “islands of automation” while providing a secure environment and protecting privacy

*Unify Now:*
  - Within lines of business (across agencies)
  - Empowering employees

*Unify Mid-term:*
  - Across lines of business
  - Across agencies and levels of government
  - Empowering government’s customers

**Simplify**
- We must simplify business processes to maximize the benefit from technology

*Automating the past has no benefit:*
  - Must use advances in IT and redesign process with new capabilities in mind
  - Must take advantage of newly unified information flows

*Result:*
- Processes that will be faster, cheaper, and more effective

Building the Citizen-Centered Delivery Channel: Integrated Information and Online Tools Will Provide Ability to Best Respond to Citizen Needs

**Enterprise Resources Value Chain**

*Business Processes:*
- Government CRM Knowledge Environment Collaboration, Document Mgmt, Analytics

What Key Trends Are We Tracking?

- Increasing broadband content and transactional interoperability between government, industry, and individuals.
- Commodity transaction components that facilitate increasingly agile integration: shared services and online transactions drive business process integration (“x-engineering”).
- Web services that provide business services.
- Cross-platform process design and web services integration/implementation tools.
- Service delivery models that lower transaction costs and empower customers.
- Increased focus on privacy and security in information sharing tools.

Some Points to Consider:

- E-Government efforts are government reform efforts
- Success will require clear definition of governance, roles and responsibilities
  - Measures of success
  - Change Management while curing chronic problems
  - Modernization by integration and simplification around customer needs
  - Cross-agency seed money – E-Gov Fund
  - Focus on Business, not just IT infrastructure issues

Overcoming Chronic Problems Requires a Passion for Solutions!
What does this mean?
Users Must Have a Unified View of data and Simple Business Processes in order to Reap Benefits From e-Government

- Reduce burden (for example, applying online for services, submitting data and payments online)
- Reuse information, consolidate data bases, and unify islands of automation to reduce maintenance and usage costs
- Publish information to devolve governance to local community
- Improve knowledge management to improve decisions, yielding better service, faster and at lower costs

E-Government opportunities create benefits throughout the Information Value Chain

• Reduce burden (for example, applying online for services, submitting data and payments online)
• Reuse information, consolidate databases, and unify islands of automation to reduce maintenance and usage costs
• Publish information to devolve governance to local community
• Improve knowledge management to improve decisions, yielding better service, faster and at lower costs

WHERE TO NEXT?

BUREAUCRATIC GOVERNMENT

S O C I A L
G O V E R N M E N T

0 2 0 1 0

ENTREPRENEURIAL GOVERNMENT

A large, bureaucratic, but well accepted government navigating its way in a very diverse and antagonistic society

Social Cohesion

Social Fragmentation

FUTURE 1:

WHAT KIND OF E-GOVERNMENT SERVICES

What kind of e-government services would you find in each potential future?

FUTURE 2:

A lean, fast, focussed government navigating its way in a very diverse and materialistic society

Social Cohesion

Social Fragmentation

FUTURE 3:

A fast, focused government (with some large departments) navigating its way in a united and idealistic society

Social Cohesion

Social Fragmentation

FUTURE 4:

A large, bureaucratic, but well accepted government navigating its way in a united and idealistic society

Social Cohesion

Social Fragmentation

WHAT KIND OF E-GOVERNMENT SERVICES

A large bureaucratic government navigating its way in a very diverse and antagonistic society