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# **eGovernment Plenary: Scope of Researching ICT Usage in the Public Sector**

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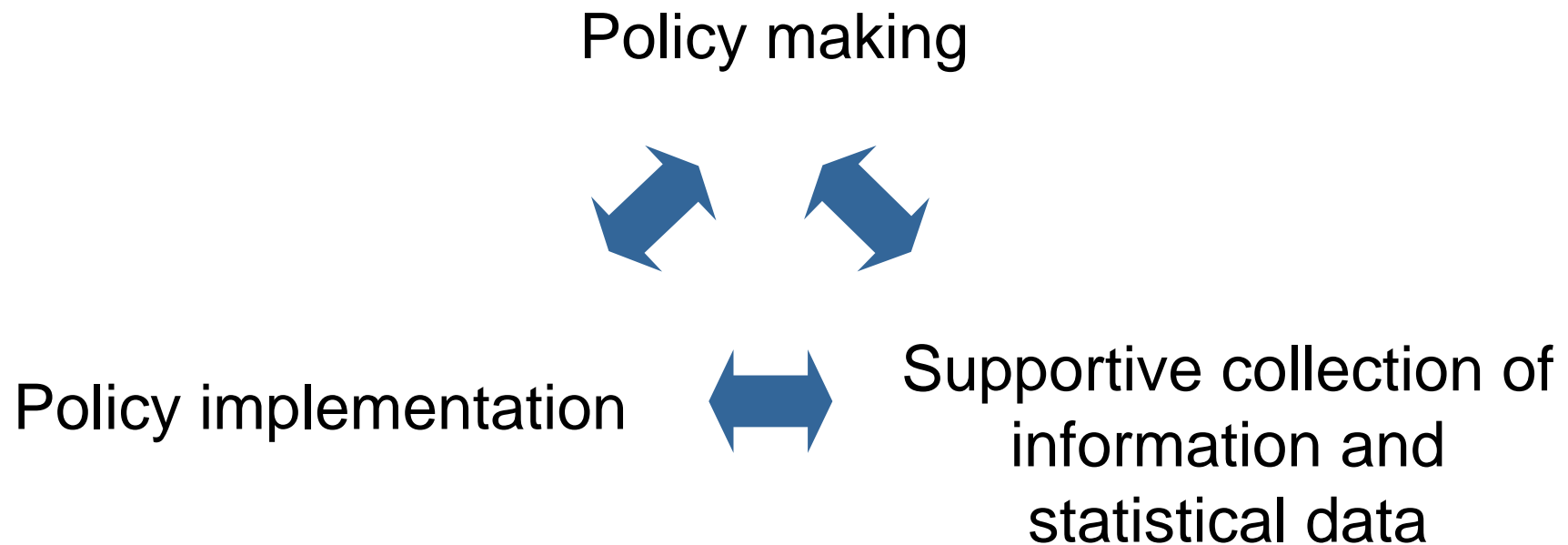
## Definition of eGovernment

„eGovernment is the use of information and communication technologies in public administrations - combined with organisational change and new skills - to improve public services and democratic processes and to strengthen support to public policies.”

[http://europa.eu.int/information\\_society/soccul/egov/index\\_en.htm](http://europa.eu.int/information_society/soccul/egov/index_en.htm)



## Three Main Functions of the Public Sector



Adopted from Lenk & Traunmüller, 1999



## Rethinking Governmental Work

- Redesigning citizen access structures, processes, co-operation and knowledge
- Towards modern government
  - Integration of advanced technology
  - Overcoming current functional, legal and organisational boundaries
  - Networked, virtual organisations



## eGovernment Means ...

- Modernisation of government
  - re-engineering of administrative processes
  - reorganising and restructuring of public organisations
  - citizen- and customer-centred service provision
  - citizen's active participation in government and democracy
- ICT as basic means and enabler to access governmental services and knowledge resources
  - implementing seamless government
  - reaching the Lisbon agenda, eEurope 2005, and i2010 policies



## EU eGovernment Action Plan Priorities

- No citizen left behind
- Raising efficiency
- Implementing eProcurement
- Safe access to services EU-wide
- Strengthening participation and democratic decision-making

[European Commission (2006). i2010 eGovernment Action Plan: Accelerating eGovernment in Europe for the Benefit of All. *COM 173*. Brussels, European Commission.]



## Future eGovernment Research: 13 Themes Identified ...



- Information quality
- Ontology and intelligent information and knowledge management
- Governance of public-private-civic sector relationships
- Government's role in the virtual world
- Crossing borders and the need for governance capabilities
- eGov in the context of socio-demographic change
- Data privacy and personal identity

See: D 5.2 at [www.egovrtd2020.org](http://www.egovrtd2020.org)

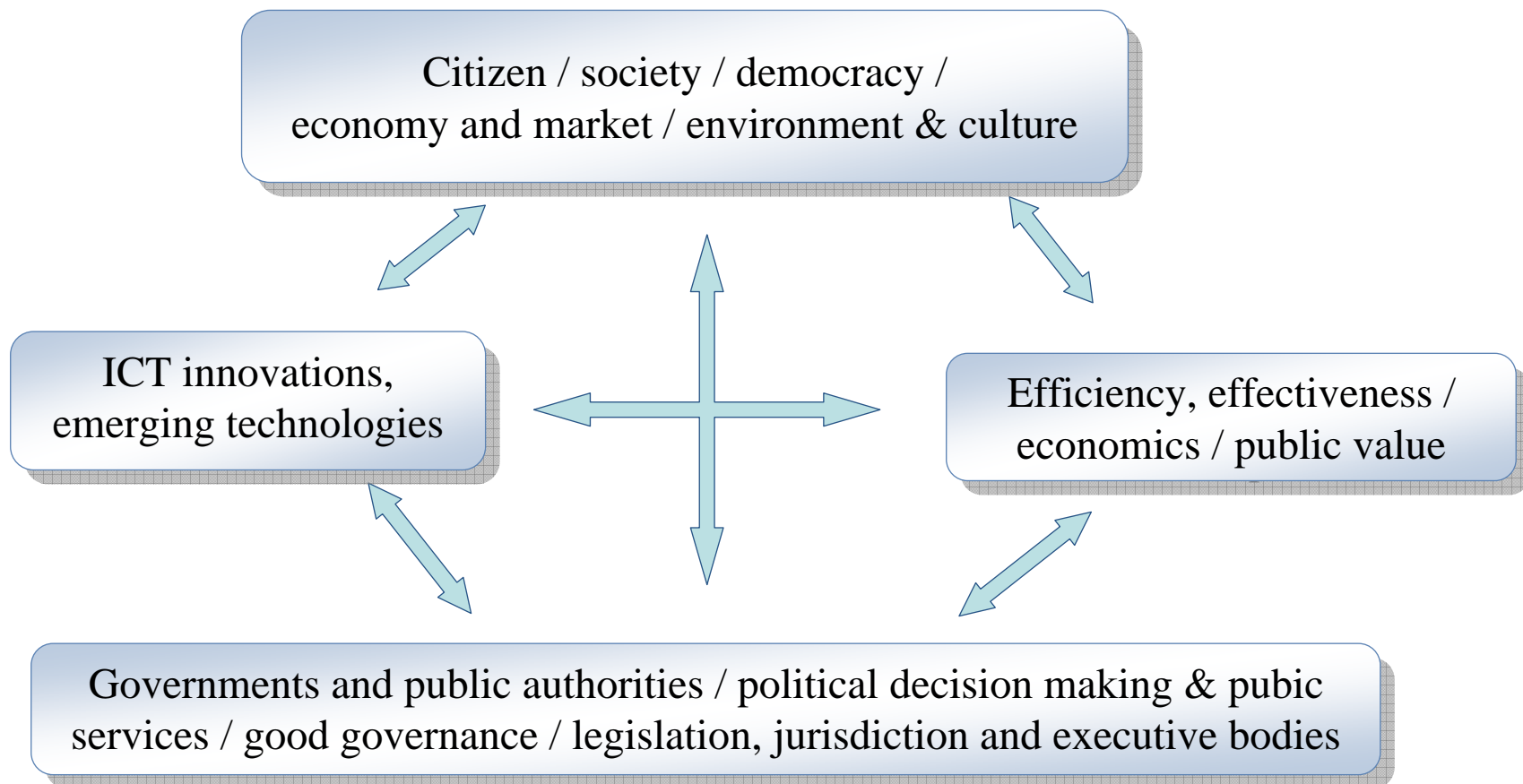


## Future eGovernment Research: 13 Themes Identified ...



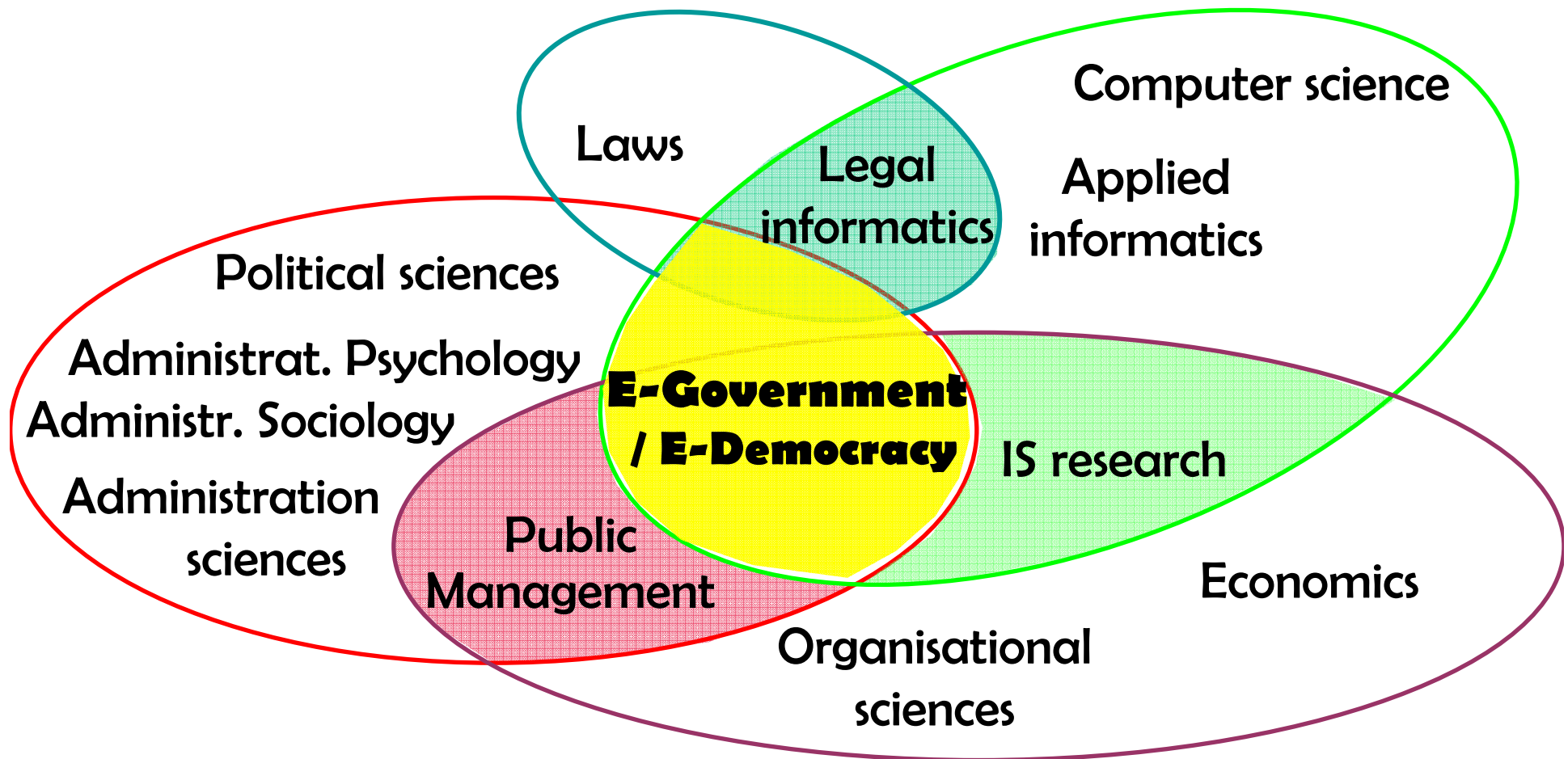
- Trust in eGovernment
- Semantic & cultural interoperability of public services
- Assessing the value of government ICT investments
- E-participation, citizen engagement and democratic processes
- Mission-oriented goals and performance management
- Cyber infrastructures for eGovernment

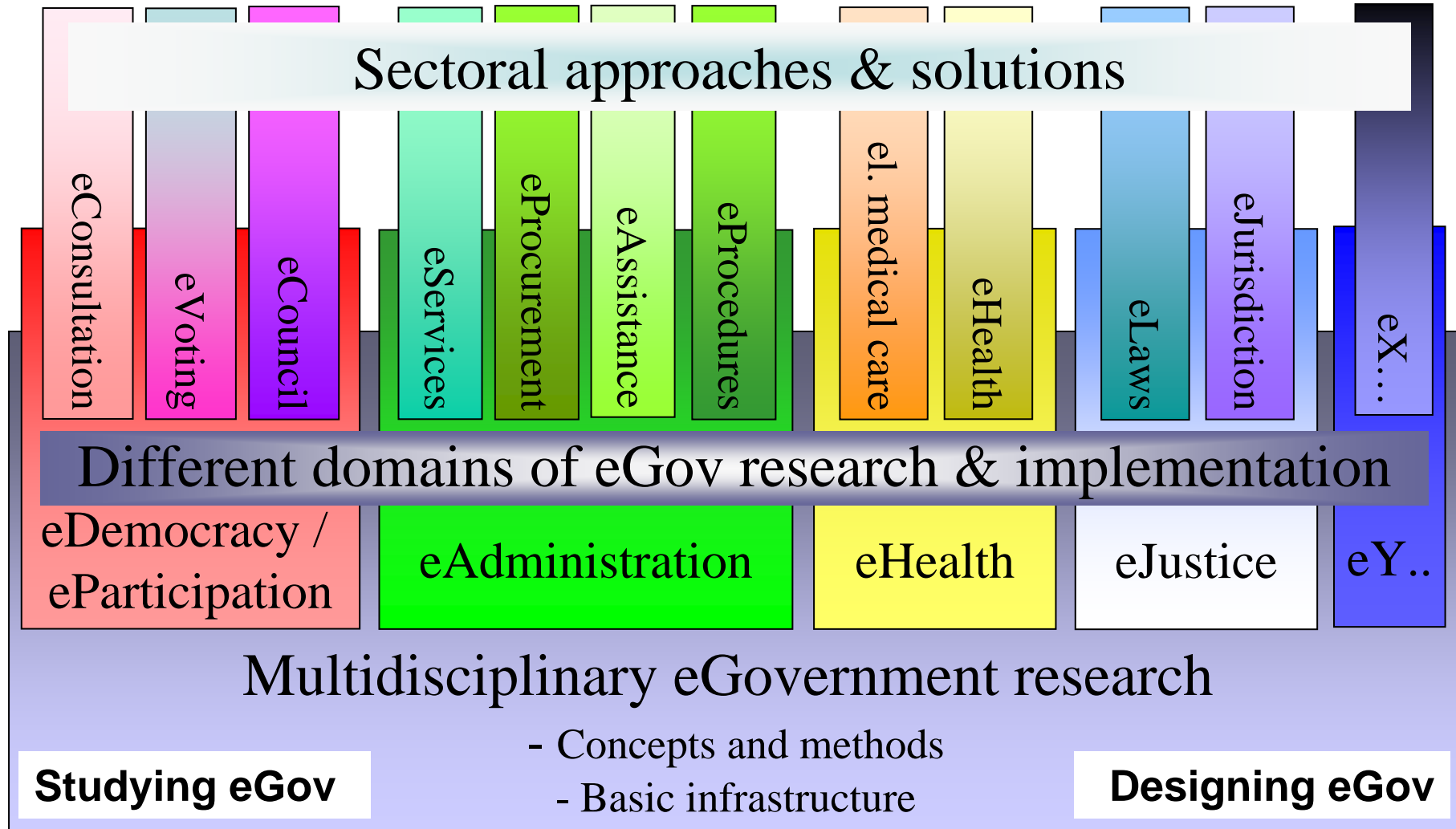
# Holistic Understanding: A Framework





## Multiple Disciplines Engaged ...







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Thank you for your attention!

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eGovRTD2020 project: [www.egovrtd2020.org](http://www.egovrtd2020.org)

European EGOV Society: [www.egov-society.org](http://www.egov-society.org)