

E-BARRIERS OF E-GOVERNMENT

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Motivation

- **The real-life deployment of e-government is not as fast as expected**
 - What is the reason of this situation?
 - Is it something wrong only inside a particular project or there is a global system error somewhere?
- **ICT can solve everything, so if there are failures, they are on the institution (government) side.**
 - Is it true?
 - Is there some issue inside ICT?

Current Critical Limits in e-government - I

- **Interoperability**

- Large number of subjects
- Great number of governmental activities
- Continuously changing global law framework
- Simultaneously rapidly changing ICT
- Great number of people are dealing with interoperability

- **Privacy protection**

- the “paper world” implicit privacy protection mechanisms do not exist in cyber space
- interoperable systems will enable to link personal data from different resources
- ICT technology itself brings additional privacy threats

Current Critical Limits in e-government - II

- **Complexity**

- How can we **use** extremely complex e-government system?
- How can ordinary citizens understand the complexity of so many government activities, so many web pages?
- Furthermore, everything will keep changing.

- **Management**

- ICT is fuzzy for managers, and it is difficult to describe and verify targets in a clear and measurable way.
- Only a limited number of objective management tools and methods exists

- **Local Government**

- Local governments are the most sensitive part of e-government.

e-barriers - I

- **Distributed Information Management**

- Current ICT are based on foundations that were created in the period of isolated computers.
- We need information-oriented ICT working in global distributed environment
- We need a new theoretical background of ICT, a new abstract concept for working with information in distributed global interconnected and international computer environment.

- **Personalization**

- The background for solving the complexity issue can be found in personalization
- We need a global, more universal “intelligent” personalization, working in a distributed environment of thousands interoperable systems with hundreds of interfering services.

e-barriers - II

- **Security Infrastructure**

- The world of today has a global communication infrastructure
- We need an elementary global security infrastructure with accessibility and technological neutrality that is similar to global networks used today.
- E-government should use this general global security infrastructure instead of building their own proprietary and limited scale authentication and authorization systems.

e-barriers - III

- **Available and High Quality ICT Services**

- Full-range services, including all the parameters needed in particular customer areas are not available yet.
- We need ICT services for less experienced users, who do not have advanced ICT skills.
- Local government is only one specific customer area.

- **Measurement**

- Real life features of ICT systems and ICT solutions cannot be objectively measured and compared.
- We need a standard measurement methodology, a definition of basic measurable variables, measurement units and standard measurement procedures that would be accepted worldwide.
- Just like in other technology areas, we need an *institutional* support of measurement in ICT.

Role of Government - I

- **Research and Development Stimulator**
 - support basic systematic research of e-barriers
 - support of applied, highly innovative ICT research solving citizens' needs
- **Education Stimulator**
 - Current education system focused on new ICT product support.
 - There is no systematic education system in e-government area.
- **Metrology Organizer**
 - Institutional support of ICT metrology
 - E-government metrology is a specific area of ICT metrology

Role of Government - II

- **Informed Demanding Customer**
 - Government should stop simply passive buying of existing products on the ICT market
 - Government should actively participate in all the verification phases of highly innovative products focused on e-government

Conclusions

- **ICT today contribute significantly to low utilization of e-government services.**
- **The described issues are caused by significant errors inside ICT.**
- **e-barriers have been found:**
 - Distributed information management
 - Personalization
 - Security infrastructure
 - Available and high quality ICT services
 - Measurement
- **Government should become a significant help in crossing the existing barriers by positive stimulation in the following roles:**
 - Research and development stimulator
 - Education stimulator
 - Metrology organizer
 - Informed demanding customer



Thank you for your attention.

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