

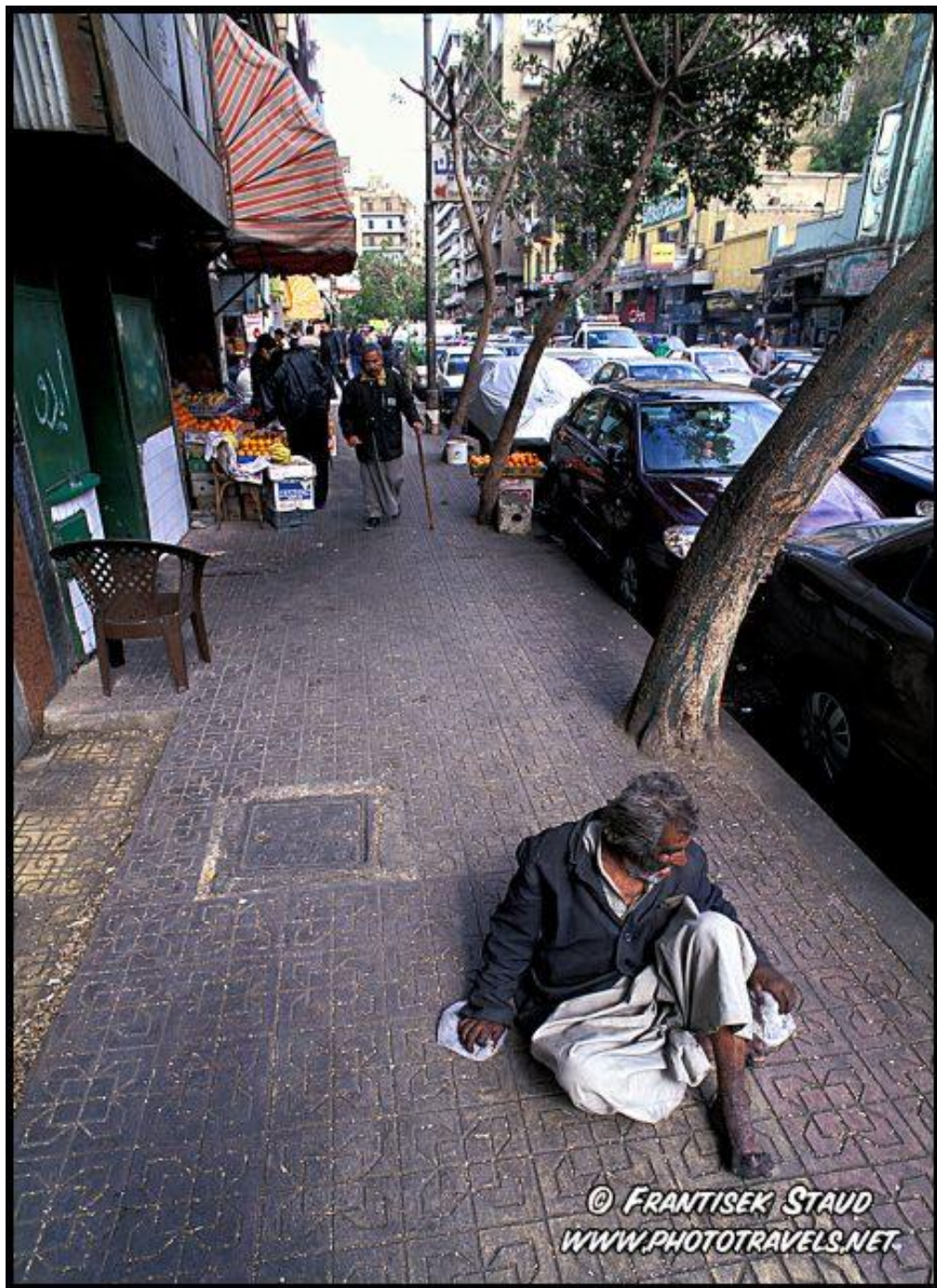
EEGOV DAYS
Prague, 22 April 2010

eGovernance and global crises

Jeremy Millard
Danish Technological Institute



DANISH
TECHNOLOGICAL
INSTITUTE



© FRANTISEK STAUD
WWW.PHOTOTRAVELS.NET

Current crisis is too good to waste: historical lessons

General purpose technologies over last 200 years:

- steam – railways
- electricity
- (internal combustion engine)
- mass media (print, broadcast)
- ICT

Each gives rise to a techno-societal paradigm shift:

- mainly evolutionary and gradual
- punctuated by swift, transformatory changes
- involving many actors
- drawing on and impacting many domains (social, economic, cultural, political, governance)

Each paradigm shift tends to go through 3 phases

1. Installation – supply push

- fuelled by short-term financial capital investment seeking quick returns
- institutions, mindsets still largely from previous epoch

2. ‘Bubble’ crash (or large scale disruptive adjustment)

- supply-demand mismatch
- economic imbalance
- e.g. railway crash mid 1800s, ‘Belle Epoch’ early 1900s, 1930s, 2007-?

3. Deployment – demand pull

- fuelled by longer-term production capital investment
- better economic balance
- institutions, mindsets adjust to new paradigm
- technology use (not just access) becomes widely embedded across society

Lesson for today → 2020 ?

Successful transition to deployment requires

- Support to private and civil sectors, and users, to make transition (incentives, tools, competencies)
- Coordinated and integrated policies and strategies widely across society
- Leading role for the public sector
- New societal institutions and policies to promote demand, use, capacity building, cohesion → new 'social contract'
- The will and energy to do this often arises out of the turmoil

United Nations: looking to the long-term and tackling global challenges (1)

The financial end economic crisis

UN eGovernment Development Survey (April 2010):

Context

- \$2.6 trillion fiscal stimulus
- \$18 trillion underwrite of financial and other sectors
- Public unease and resentment
- Public spending on infrastructure, services, cut dramatically

1. Make the stimulus work for all

- Online tools to enhance transparency
- From transparency to participation
- Potential of open data
- Civil society
- Enable independent actors to analyse government data

United Nations: looking to the long-term and tackling global challenges (2)

The financial end economic crisis

UN eGovernment Development Survey (April 2010):

2. Improve regulation and monitoring

- Need better analysis and scrutiny
- Greater transparency, integrity and efficiency
- Greater agility and real time responsiveness – handling speed and complexity
- But no substitute for good policy, but at least gives citizens powers to question

3. Contain effects of crisis and improve global resilience

- Focus on internationally agreed development goals
- MDGs: employment, education, gender equality, health, environment protection
- Enhance efficiency and effectiveness of public services

OECD survey: short term crisis management versus longer-term investment

The financial end economic crisis

OECD survey of planned eGovernment response, in rank order (December 2009):

1. Improving efficiency and effectiveness / increasing productivity
2. Improving coherency and quality of public service delivery
3. Reducing administrative burden
4. Cutting costs in government budgets
5. Stimulating the private sector through public sector spending on ICT (strategic investment)
6. “Green IT” goals (strategic investment)

My view – what's missing ?

- **Not much talk of 'good governance'**
 - transparency, accountability, participation
 - combating corruption
 - openness and porosity – blurring roles and responsibilities
- **Not much talk of innovation, especially new open innovation**
 - more talent outside any organisation than inside it.
 - PPPs and PCPs
 - innovation is about collaboration, e.g. to enable services, so need to collaborate with end-users or those closest to them (often intermediaries, NGOs, social entrepreneurs, etc.), e.g. using open data, open standards
 - in a democratic society, process is also very important
 - not so much technology innovation seeing users as consumers, but enabling people to participate in their own use of technology
 - e.g. how to organise platforms for collaboration between actors where ICT is an enabler not the driver
 - e.g. by examining projects not with smart tech necessarily but which have transformed people's lives using tech

Future mandate of the public sector – enabled by ICT, and other factors

Open-sourced governance is porous:

- **turning government inside-out:**
 - exposure of inside of government (transparency, openness, accountability)
 - civil servants and politicians out
- **turning government outside-in:**
 - letting in private & civil sectors (PPPs, PCPs)
 - letting in users (e.g. to design policy, make decisions, as ‘co-creators’ of services)

Loss of public sector competence ?

- loss of knowledge, competence & control through commoditisation and outsourcing
- government shrinks to a rump ?
- all it has left is defender / promoter of the public interest based on democratic principles ?