

E-Government as a key driver for Information Society

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What is information society?

- **Information society**

- Society where ICTs unlock new possibilities for creation, distribution, use and manipulation of information in the economic, political and cultural activities
- Great impact of emerging technologies to create the society based on inclusion, better public services and quality of life

What is the role of government?

- Capacitating the progress of the country by fostering ICT applications
- Turning from just being IT end-user to the active originator of new technology based solutions for the efficient, effective and innovative governance
- e-Government as the interim result and the main tool converting the manual government into the information government

The forms of government

- Manual government
- E-government
 - e-Government Information
 - e-Government Automation
 - e-Government Re-engineering
 - Information Government (i-Government)
Innovation

E-Government Information

- **Objective:** providing the available public information on a web site
- **Benefits:** the agencies' savings and the 24/7 public information availability
- **Problems:** design requires many fundamental decisions related to the organisation and presentation of the existing information

E-Government Automation

- **Objective:** replacing manual activities with the e-ones
- **Benefits:** the increased efficiency of the services
- This e-Government level is **the easiest to conceptualize and the easiest to evaluate** and the majority of benchmarking studies focuses on automation of services and provides a lot of statistics on how governments progress in this area

E-Government Re-engineering

- **Objective and benefit:** redesign of existing processes to make services not only more efficient, but more effective as well
- **Problems:** a lack of facts about how many and which governmental activities were re-engineered, why they were considered as legacy ones and why were they chosen for the radical changes, what social and economical benefits resulted from the redesign

i-Government Innovation

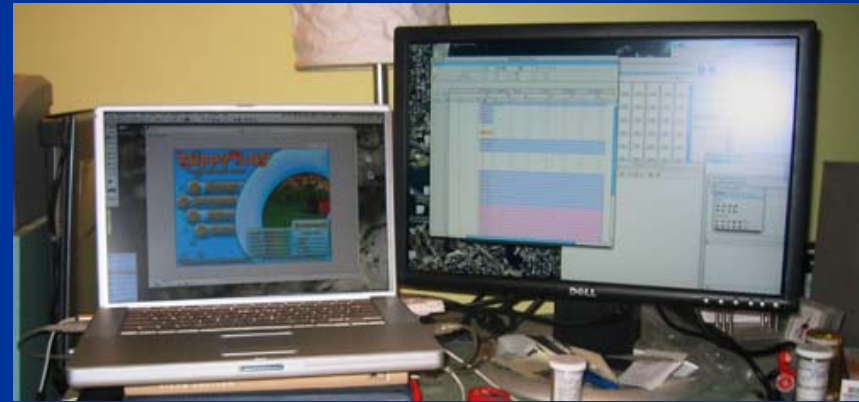
- **Objective:** a strategy for achieving public purposes, usually absolutely new ones
- **Problem:** still very little considered and measured, though it should be the final destination and the main strategic objective of the “electronic” reform of governance and public administration system

Hints for the success of e-Government projects

- Facing government facts
- Risk identification and management
- Knowledge management
- Involving end-users

Facing government facts

- All public IT projects are implemented under the permanent change of public policies
- Unrealistic deadlines set by the highest political authorities which had to be followed by the ICT industry



Risk identification and management

- A key to the success of public project as well as in business case
- The main risk for e-Government projects depends on solutions innovativeness: the gap between “where are we now” and “where the e-Government project wants to get us”



Knowledge management and involving end-users

- The public sector lacks of IT skills as managerial skills in general
- Involving citizens as the end-users into the e-Government projects would ease the task to evaluate the benefits brought by the newly implemented services as the government would be in touch with its citizens or “customers” through-out the whole life-cycle of its systems



Tools to involve citizens: Living Labs

- Living Labs as a research methodology:
 - Serves for sensing, prototyping, validating and refining complex solutions in multiple and evolving real life contexts
 - Where user meets product/service provider in a co-designer partnership

Conclusions

- The transformation of manual government to the information one is appropriate to information society related policies
- E-Government arises as the interim result and the main tool converting the manual government into the information government
- E-Government projects still face many issues related to the specific IT project management risks and usually fail not meeting the major goals of the initiatives

Conclusions

- The objective of ICT industry is not only to make money from providing the high quality e-Government solutions, but although take leading responsibility to nurture the government as its customer which would be able not only to apply the available IT solutions, but also innovatively formulate its needs extending the simple automation of the activities

Conclusions

- The balance between priorities is not the efforts of government to facilitate development of information society through some e-government solutions. The objective is to transform itself to appropriate electronic, information, knowledge-based government to save its functions and necessity for the future society, which is arising in global environment despite of how government performs

**Thank you for your
attention**

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