

Lithuanian approach to e-government in the international context

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Content

- Evolution of e-government development trends
- Implementing e-government in Lithuania: past and present context
- Main achievements of Lithuania in the development of e-government
- Overcoming e-government barriers in Lithuania
- Conclusions: putting Lithuanian approach to e-government in the international context

Change in e-government development trends (1)

- EGOV 1.0 – an old vision of e-government
 - Key priority and flagship: making public services available online
 - Investment in electronic identification, databases, payment platforms, workflow management systems, etc.
 - Ommiting back-office improvement, multi-channel delivery, e-participation, usage and impact

Adopted from: David Osimo. Benchmarking eGovernment in the Web 2.0 era: what to measure, and how. European Journal of ePractice, No 4, 2008

Change in e-government development trends (2)

- EGOV 2.0 in accordance with Web 2.0
 - A new flagship: transparency of public data and public processes
 - Using information and communication dimension of ICT
 - Monitoring government performance, exposing inefficiency and enhancing accountability
 - Closer G2C, G2B and G2G relationships

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E-government in global financial crisis

- It would be too simplistic to say that this is the time for e-government to deliver the efficiencies and societal benefits that have long been promised, but it certainly is the time to focus on delivering impact in the right areas

(Michael Blakemore, Editorial of European Journal of ePractice No. 5)

- There is an inherent responsibility to manage information technology investments wisely

(Expanding E-Government: Achieving Results for the American People, 2009)

- There has never been a better time to focus on IT innovation...

(Thom Rubel, Practice Director, Global Government Programs)

Challenges for the new Lithuanian Government

**15th Government of Lithuania started its work in the end of 2008 with motto:
LET'S START NECESSARY CHANGES**

THE PROBLEMS TO DEAL WITH:

- Selfishness of public representatives
- Corruption and lack of transparency in public institutions
- Interest-oriented justice
- Recession of economy
- Inflation
- Highly priced energy resources
- Increasing social differentiation
- High emigration and brain drain
- Weak bond of citizens with their homeland and the State

STARTING POSITION

- **Crisis management plan**
- **Essential changes in 2009 within:**
 - State governance
 - Fight with corruption
 - Development of innovative economy
 - Energetics
 - Educational system
 - Health care
 - Social exclusion

**E-GOVERNMENT AS THE FIRST CLASS
CITIZEN FOR CRISIS MANAGEMENT AND
ESSENTIAL CHANGES?..**

Source: The Programme of 15th Government of Lithuania

E-government in Lithuanian national policy up to now

	<i>E-government conception</i>	<i>Strategy of Public Administration Development till 2010</i>
	<i>2002-12-31</i>	<i>2004-04-28</i>
Vision	Improve the provision of public services for Lithuanian state and municipal institutions, citizens and business	Create public administration system capable to provide better public services and meet users' needs
Strategic aim	Increase the transparency of decision-making process in Lithuanian executive power, improve the quality and enhance the effectiveness of public services provision process using ICT	Build transparent, effective, results and customer oriented public administration system, that would be based on ICT usage
Objectives	All public services for citizens and business, that are identified in the EU strategic documents, should be provided using ICT till 2005	Improve the accessibility, quality, transparency and duration of public services provision process, using secure and trusted ICT
	–	Improve public administration system
	–	Optimise the regional administration system
	–	Enhance the municipalities and involve their inhabitants into the decision-making processes

Main achievements of e-government development in Lithuania

- National electronic identity card (eID)
- Establishment of public internet access points
- Development of pan-European e-government services



National electronic identity card (eID)



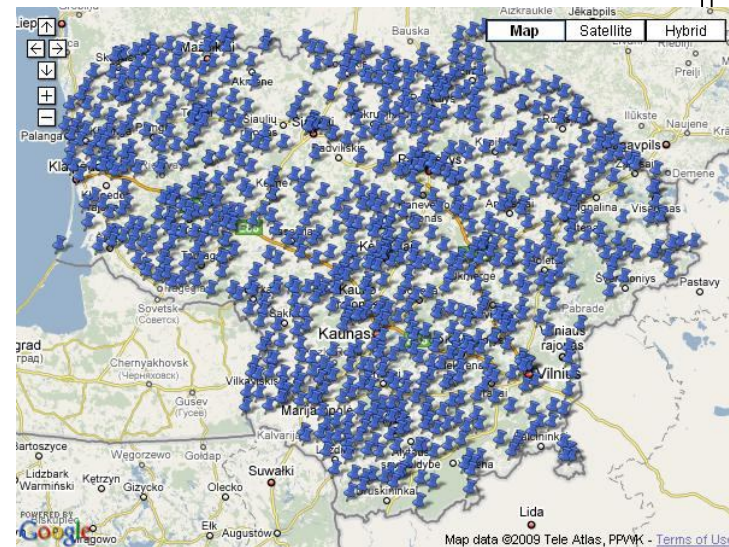
- **Contact chip**
 - Complies with specifications of the European Citizen Card
 - Contains a certificate for an online identification
 - Contains a qualified certificate for e-signature
- **Contactless chip**
 - Stores biometric data: face image and fingerprints

eID cards are issued since 1st January, 2009

Public internet access points – towards more inclusive e-government

- **Establishment**

- *Window to the Future 2003* – 175 internet access points
- *PHARE project 2003-2006* – 300 internet access points
- *EU Structural Funds 2005-2008* – 400 internet access points and modernization of 83

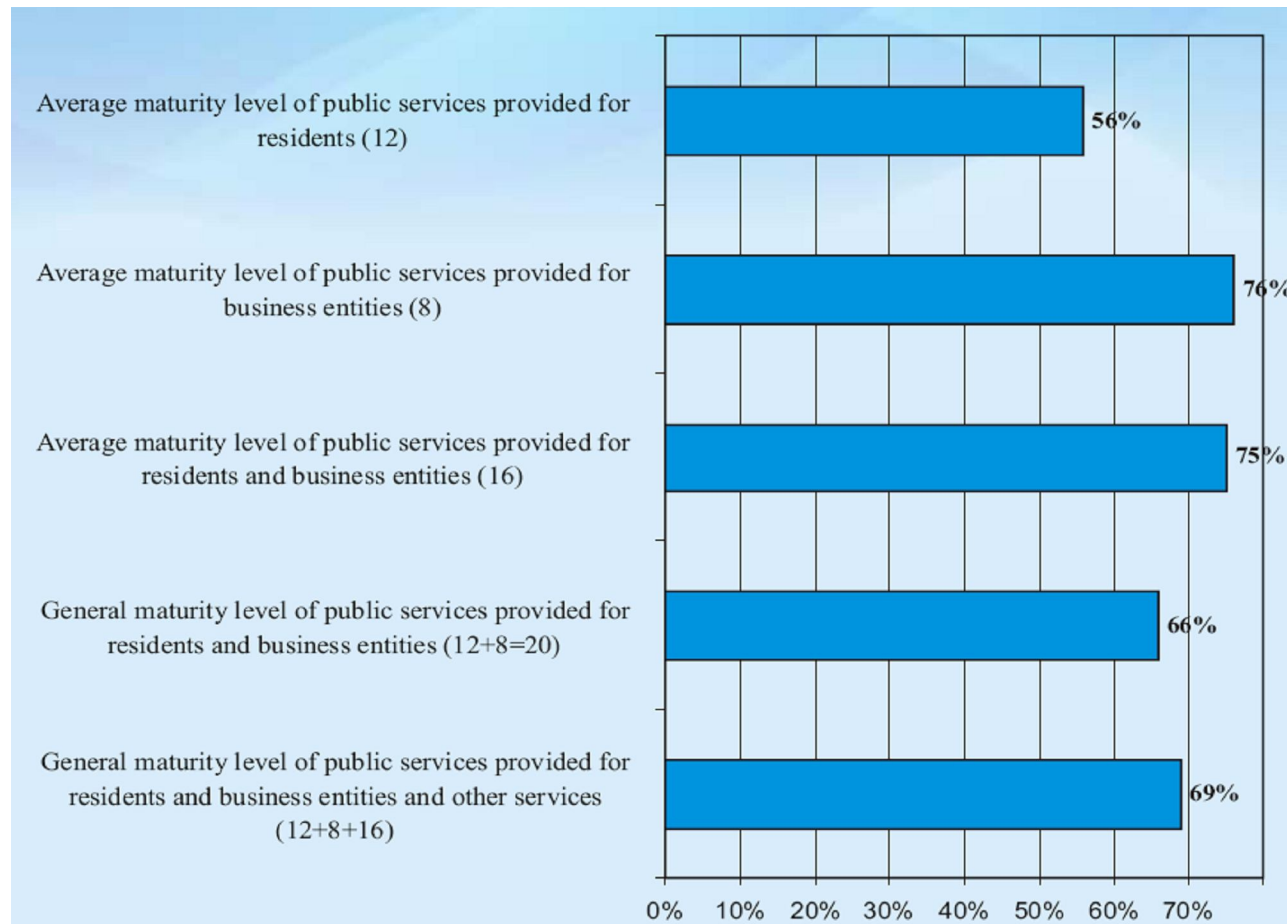


- **Serves as:**

- access point to the internet and electronic content (information, electronic services, etc.) to all groups of society
- ICT education, consulting and knowledge center

- **Official website:** <http://www.vipt.lt>

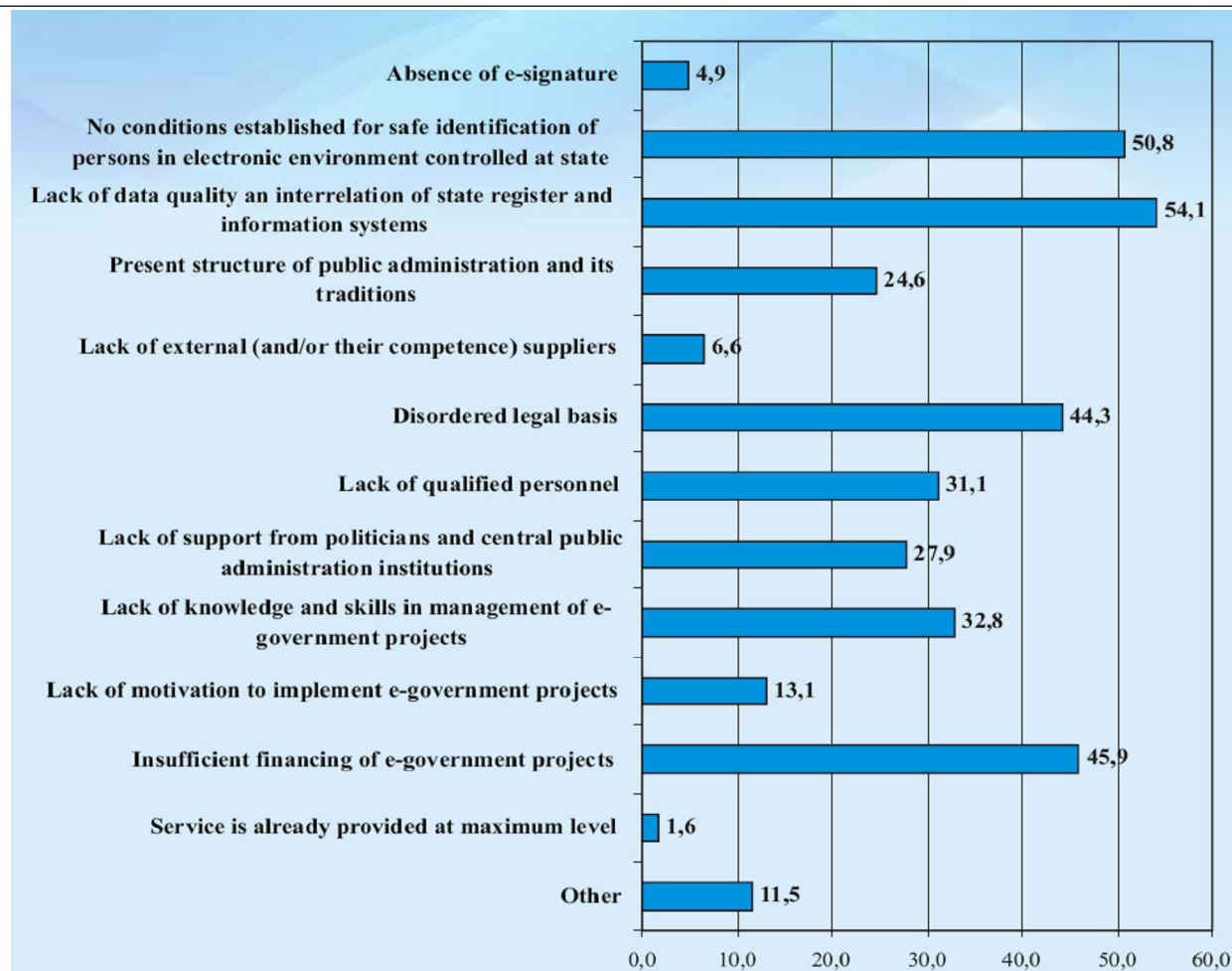
Maturity level of electronic public services in Lithuania



Source: Social and Economic Development Center, Ministry of Interior of the Republic of Lithuania, 2008

Egle Malinauskiene, Lithuanian approach to e-government in the international context,
9th National E-Government Conference, WTC Rotterdam, 2009-01-20

E-government barriers in Lithuania – opinion of public institutions



Source: Social and Economic Development Center, Ministry of Interior of the Republic of Lithuania, 2008

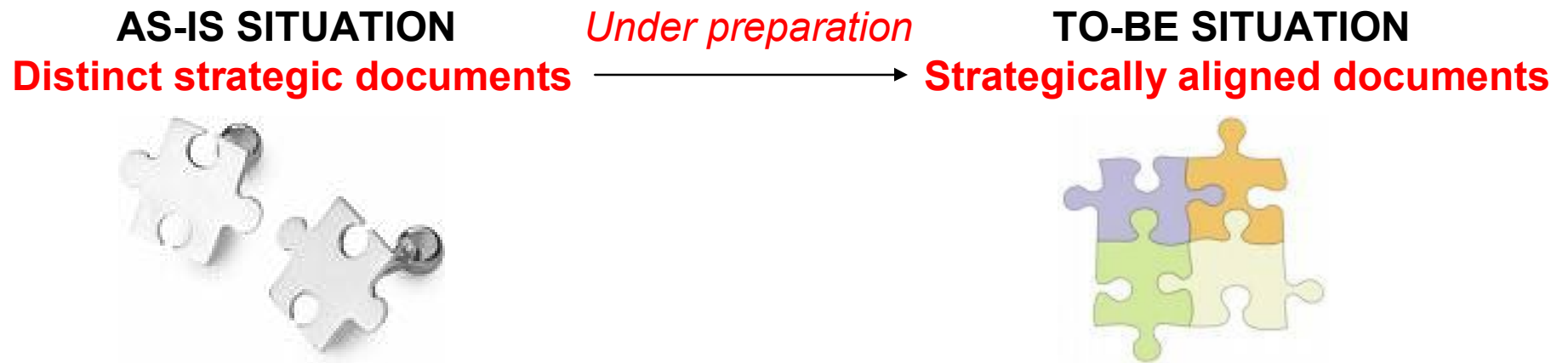
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E-government barriers in Lithuania – findings of National audit office

- **Poor alignment of strategic documents**
 - Outdated national e-government conception
 - Poor strategic alignment of Public administration development strategy and strategic documents of e-government
- **No clear functional responsibilities of e-government management**
 - The coordination, management and monitoring of e-government are assigned to the different institutions
 - Their roles often overlap - as a result the responsible institution remains unknown
- **Lack of strategic IT management on institutional level**
 - 57,9% of public agencies still do not have the IT tutors responsible for the IT strategic management and IT alignment with business objectives
 - There are no clear guidance how to manage e-government projects
 - Institutions have poor knowledge in IT projects management and software engineering processes
- **No national framework for state information systems interoperability**

Source: National Audit Office, 2007

Overcoming barriers: strategic business and IT alignment



- E-government conception of Lithuania
- E-government conception action plan
- Strategy of Public administration development till 2010
- Action plan of Public administration development for 2007-2010

- Updated Public Administration strategy and its action plan with respectively integrated e-government development goals and means for successful public sector reform in Lithuania

Overcoming barriers: optimisation of governance of e-government (1)

Majority of responsibilities overlap and situation creates uncertainty



- **Ministry of Interior – MOI**
 - ✓ e-Government projects management
 - ✓ Monitoring provision of public e-services



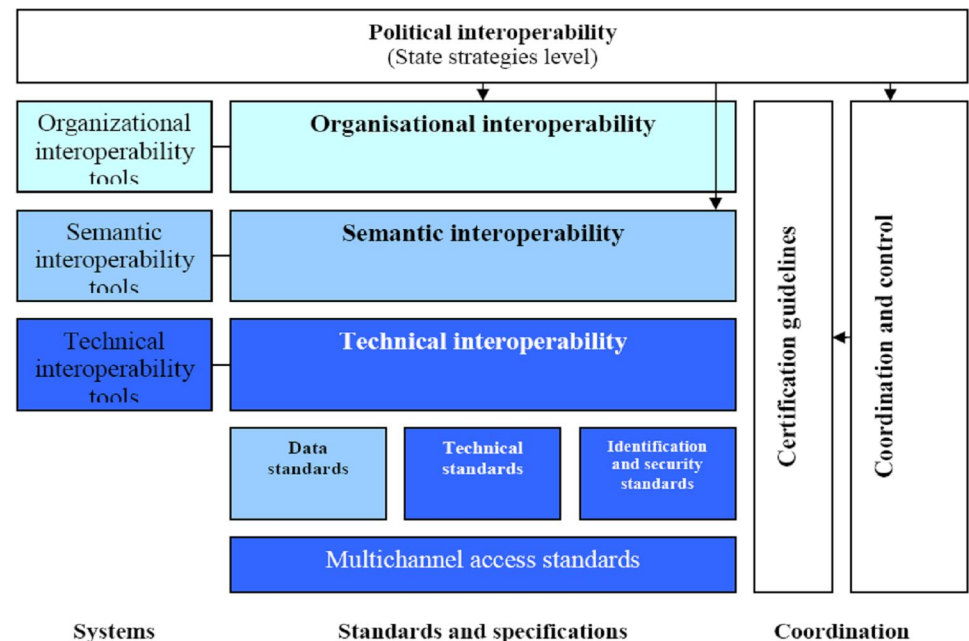
- **Information Society Development Committee – ISDC**
 - ✓ Coordination and Monitoring of implementation of e-Government projects

Overcoming barriers: optimisation of governance of e-government (2)

- MOI and ISDC to change their regulations – to assign the functions of e-government development only to MOI
- This was done by altering the regulations of MOI on the 2008-04-09 - **“MOI under the responsibility participates in forming e-Government politics in Lithuania”**

Overcoming barriers: interoperability framework

- Lithuanian e-government interoperability framework was created during the research funded by Ministry of Interior of the Republic of Lithuania and Lithuanian State Science and Studies Foundation in 2008
- Lithuanian framework is based on Greek e-government interoperability framework, which incorporates the elements of UK eGIF and German SAGA
- The framework is compatible with the European Interoperability Framework v2.0
- **It is planned to elaborate the framework further in 2009 and fill each component with detailed implementation guidelines**

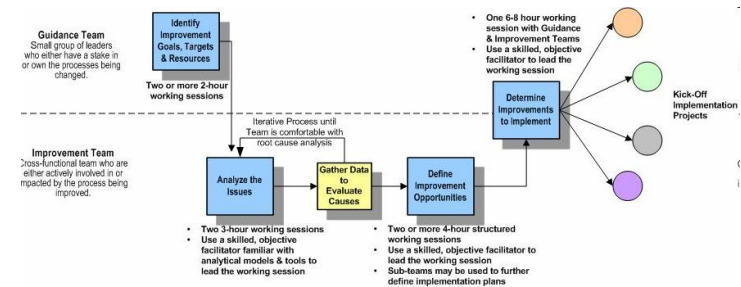


Overcoming barriers: interoperability infrastructure

- **Project:** “Interoperability for Information Systems of Public Administration Institutions: Building the Capacity of Systems Interaction”
- **Duration:** March 2006 – October 2008
- **Budget:** ~ 1,8 mln EUR (funded from the EU Structural funds)
- **Responsible institution:** Information Society Development Committee under the Government of the Republic of Lithuania
- **Main outcomes of the project:**
 - to develop a system for data exchange among public institutions when providing complex online public services for citizens
 - to update the existing Lithuanian e-government portal with new functionality and qualitative features
 - 2 online public services (declaration of place of residence and issuing maternity grants) operating on one-stop-shop principle
- **Gap between Interoperability framework and Interoperability infrastructure...**

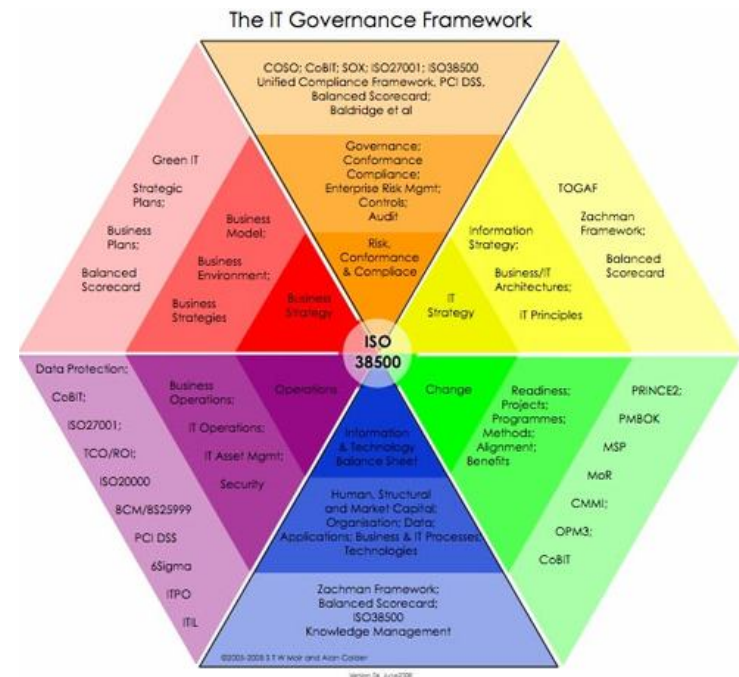
Overcoming barriers: processes and strategic IT management (1)

- **Towards the business process management in Lithuanian public institutions**
 - It is proposed to make changes in the Law of Public Administration and supplement it with the obligation that **each public service provider should formally describe its processes of public services provision**
 - First attempts to implement of CAF (Common Assessment Framework) for high quality public administration – <http://www.vakokybe.lt>

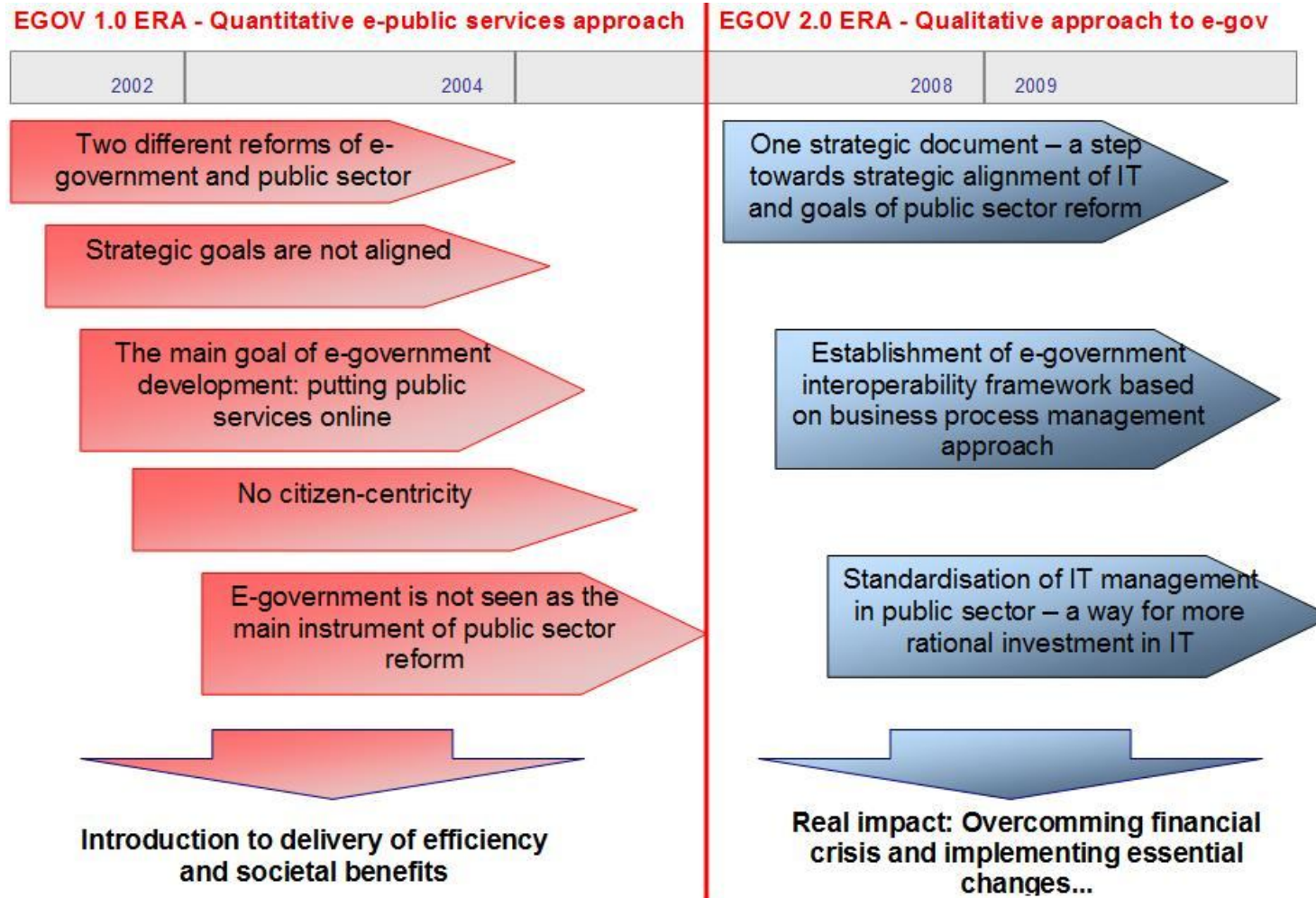


Overcoming barriers: processes and strategic IT management (2)

- We are fostering the idea to implement IT management standards in Lithuanian public institutions and make them mandatory for IT vendors in public sector
- ISO/IEC 38500:2008 „*Corporate Governance of Information Technology*“ standard has already been approved as national standard



Putting Lithuanian approach to e-government in the international context



Final remark

2009 has been clearly predicted to be a year of budgets cuts and shortfalls. Yet a strong political will to implement a new approach to e-government can turn 2009 to be a year of essential change and originality for both government and society

Thank You for Attention

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