



eGOVERNMENT

# eGovernment Research Management Knowledge, Services and Cooperation



# KNOWLEDGE

## COMMON FRAMEWORK FOR eGOVERNMENT RESEARCH

The common European eGovernment Research Programme Framework integrates the main results from the eGOVERNMENT project. This framework, with its prioritized research topics, should be considered a handbook for understanding and potentially applying the many possible ways to support eGovernment research. Thus, it is a tool for developing and presenting rich and growing national and regional eGovernment research in Europe.

## eGOVERNMENT RESEARCH BAROMETER

The EU eGovernment Research Barometer contains practical measurement indicators for each of the eight goals (see box) for eGovernment research management identified in the common framework. The Barometer should be used to regularly monitor the development of eGovernment research activities, management and cooperation in Europe.

[“Proposal for a European eGovernment Research Programme Framework”](#)

Documents referred to are to be found at [www.egovernnet.org](http://www.egovernnet.org)

## EIGHT GOALS FOR SUCCESS

To reach a future desired state in eGovernment research programme management, the common framework identifies eight goals, with policy options and potential visions, which are essential for success:

1. Establish organisation and management infrastructure for eGovernment research activities.
2. Define long-term eGovernment vision and strategy in correlation with research programme management.
3. Define relationship between users and stakeholders.
4. Establish correlations between different types of research.
5. Increase priorities of eGovernment research.
6. Exploit technological development in terms of new ICT, new business models and open-source principles.
7. Develop pan-European services.
8. Build a European Research Area (ERA) in eGovernment research.

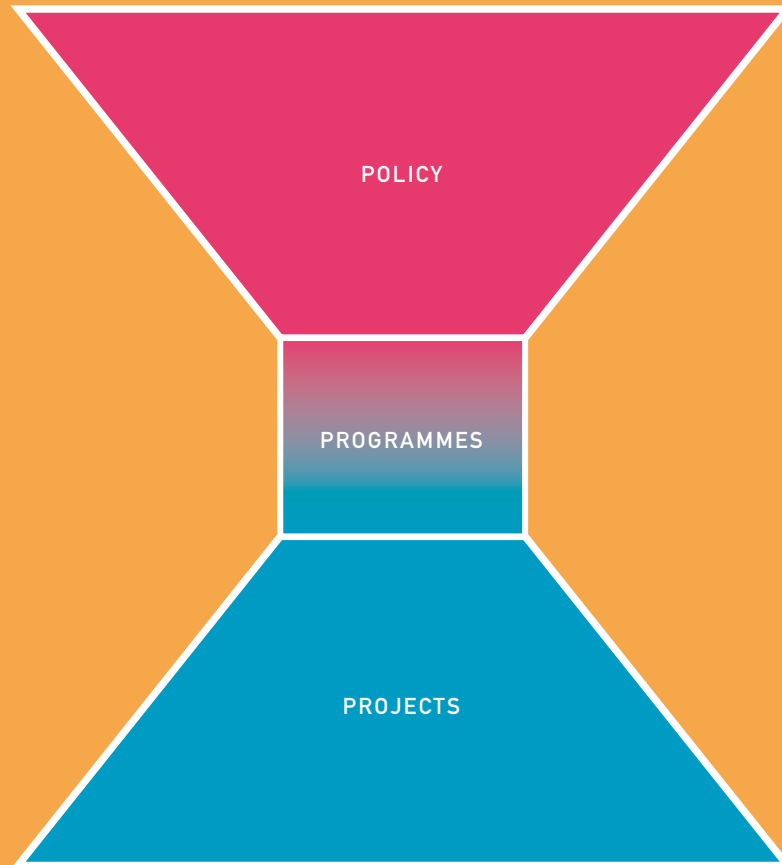
[“eGovernment efforts should be aligned with policies to activate knowledge; thus, they should support, enrich and catalyze existing policy orientations toward knowledge production, knowledge sharing, and the governmental and economic information infrastructure necessary to develop and support the information economy.”](#)

Jane Fountain, Professor of Political Science and Public Policy, Director of National Center for Digital Government, US

[“I believe research could play a major role in overcoming eGovernment challenges by advising Member States on standards and their evolution, on technology developments, as well as on the complex aspects of semantic interoperability. Research could definitely help Europe to develop cross-border interoperability in the respect of the specificities of each country.”](#)

Frank Leyman, Manager International Relations, FEDICT, Belgium

## RECOGNIZING THE BOTTLENECK PARADOX



This is the bottleneck paradox in eGovernment research. On the one hand many policies declare the importance of eGovernment research. On the other, a large number of research projects are carried out on the ground. However, there are very few programmes that match these interests.

# SERVICES

## GUIDELINES FOR ENHANCING eGOVERNMENT RESEARCH

These guidelines address on the one hand researchers keen to promote the utilisation of their research and on the other hand public sector organisations keen to enhance the utilisation of research, thus forming a bridge between those utilising and those providing research.

[“Criteria and guidelines for enhancing the impact of eGovernment research”](#)

## OVERVIEW OF eGOVERNMENT RESEARCH IN THE EU

This overview presents an integrated view of how eGovernment research is funded, and suggests measures to overcome the gap between present conditions and the goals set for eGovernment research programme management. Country information sheets, available in an interactive format on the community web portal, provide background on eGovernment research programmes in European countries.

[“eGovernment research in the EU; overview report”](#)

## WHO'S WHO DIRECTORY

A non-commercial, web-based service that makes it easier for people shaping eGovernment policies and with an interest in eGovernment research to get in touch with the right people. The Who's Who directory lists important stakeholders who have an impact on, or are dedicated to, improving eGovernment development at the policy level.

[Search the directory at www.egovnet.org](http://www.egovnet.org)

[“As eGOVERNET's conclusions and recommendations emphasize, both at Member State level and at European level, eGovernment research is still highly fragmented and is lacking of coordination mechanisms amongst the different stakeholders, particularly between public administrations and the research community. Therefore, better coordination of these interactions is needed at national and European levels.”](#)

Marjan Turk, Secretary, Ministry of Higher Education, Science and Technology, Slovenia

[“2007 was a pivotal year for eServices in the UK, with a series of major incidents of data losses and mismanagement not only damaging people's confidence in centralized databases, but putting into sharp relief the urgent need for a much more robust governance framework to ensure that trust, transparency and security are at the core of eGovernment services.”](#)

Dr Andrew Robinson, Honorary Consul for France in the north-east UK, R4eGov Project into Pan-European Government Services

## GUIDELINES FOR HARMONISED EVALUATION AND DATABASE

Guidelines for harmonised evaluation procedures for eGovernment research projects have been developed by the eGOVERNET project. Adequate evaluation procedures are critical when reviewing applications for funding and assessing the results of research projects.

An international database of experts on the evaluation of eGovernment research projects and programmes, together with a set of recommended harmonised routines for efficient evaluation and review, is being further developed through established networks.

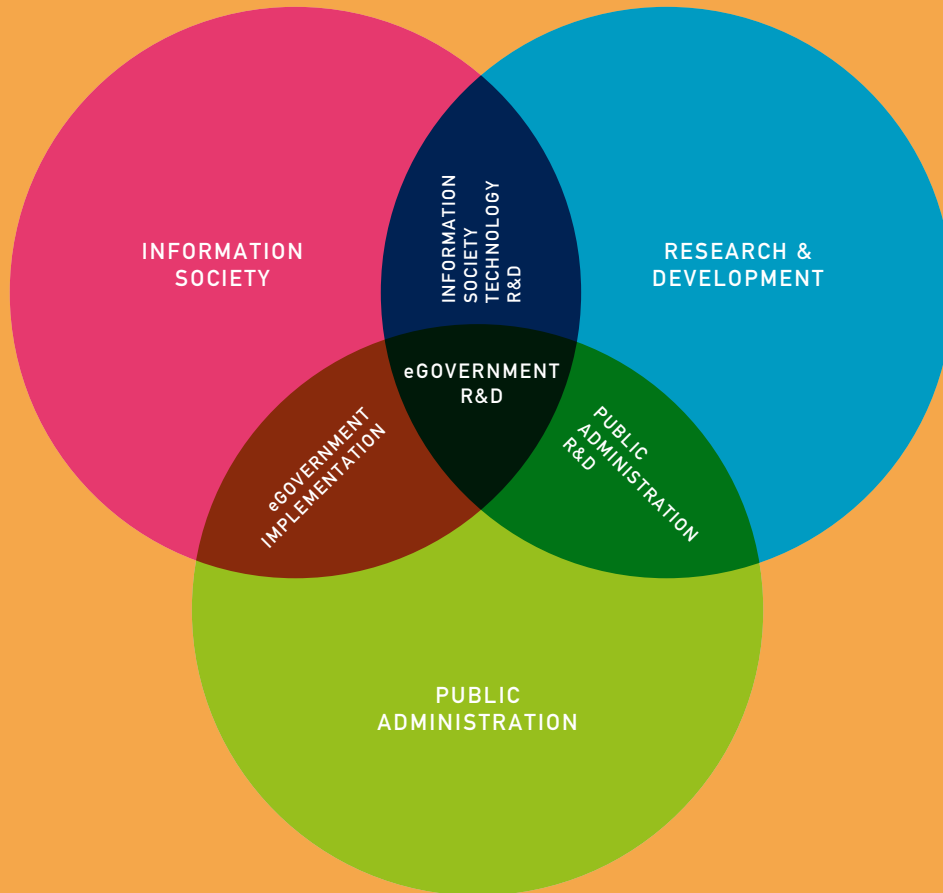
[“Guidelines for harmonised evaluation procedures”](#)

## NEW eGOVERNMENT COMMUNITY WEB PORTAL

This new web portal for eGovernment research will function as a repository for the eGovernment community. The platform allows for an interactive and collaborative approach, aiming at gearing up the benefits of eGovernment research and allowing a better use of the results. The web portal will primarily be directed at policy makers and research programme managers, but also include business and end users. Users of the community web portal will also be able to blog, interact with the Wika, and discuss eGovernment topics.

[www.egovcommunity.net](http://www.egovcommunity.net)

## AN INTEGRATED APPROACH TO eGOVERNMENT RESEARCH



eGovernment research lies in the intersection between three policy areas: information society policies, public administration policies, and research policies. A holistic view, including R&D, Information Society and Public Administration, suggests an integrated approach to eGovernment research.

# COOPERATION

The eGOVERNMENT project has focused on building networks of dedicated people and arenas for cooperation, including national eGovernment research programmes, the ERA and public and private service developers and providers. The Interest Group has been a vital part of the eGOVERNMENT project, while the Ambassadors' Alliance and the eGovernment Pathfinder Alliance are new initiatives for the changeover of the project into new venues for continued cooperation.

## INTEREST GROUP NETWORK

The Interest Group is a forum for partnership building and knowledge exchange on eGovernment research utilisation and includes some sixty actors and key players from public administration, research and industry in nearly 30 countries in Europe. Owing to its scope among policy makers and frequent meetings around Europe, the network has played an important role in the formulation of a European framework for eGovernment research strategies. It will continue to work in the new settings of alliances and networks when concluding the eGOVERNMENT project.

## eGOVERNMENT PATHFINDER ALLIANCE

The eGovernment Pathfinder Alliance is a forum for low-key cooperation between public funding bodies for eGovernment research that aims to encourage national projects to meet and learn from each other.

Through this initiative from a group of eGOVERNMENT partners, synergies in eGovernment research will be

achieved among researchers and states and the results will be more comprehensive and more rapidly integrated in Europe. The Lisbon process will be reinforced in that the Pathfinder Alliance is intergovernmental where interested governments can address specific themes.

## AMBASSADORS' ALLIANCE

The eGovernment Ambassadors' Alliance will link the results of European eGovernment research with the needs of national public authorities, creating opportunities and challenges affecting citizens in areas such as consular and diplomatic protection, health, identity, work, services and study.

This is an Alliance for action, bridging research, practice and foresight to sustain understanding and confidence in eGovernment practices among citizens, business and government across the European Union. It is also a basis for a future Alliance for eGovernment learning and leadership, through the present Slovenian and coming EU presidencies.

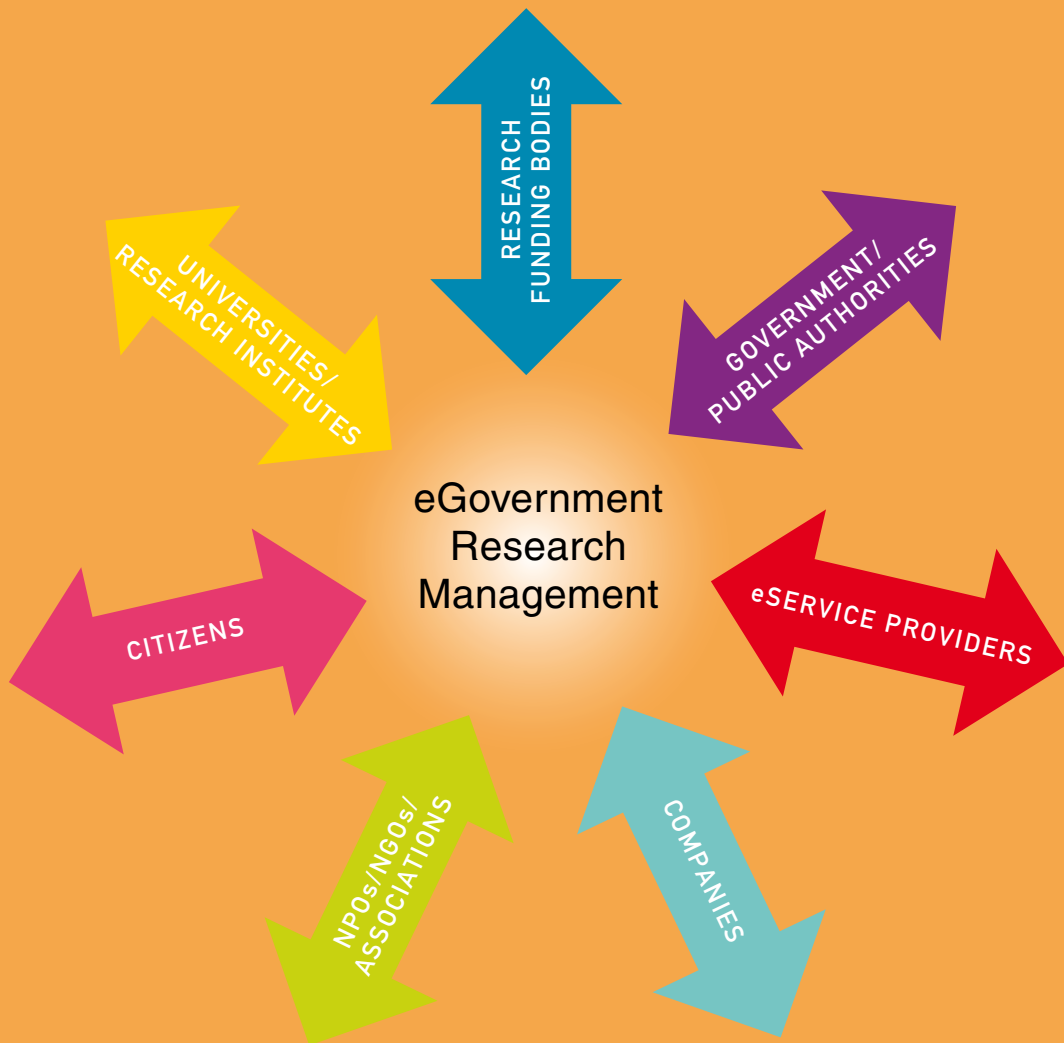
## CITIZENS' SERVICES – TURNING PUBLIC-PRIVATE OUTSIDE-IN

The Citizens' Services project, which is part of the NordForsk NORIA-net initiative between the Nordic and the Baltic countries, in part builds on the experience gained in the eGOVERNMENT project. The project's purpose is to develop a research funding programme in order to boost e-service development. The citizen is the starting point and the focus is on useful knowledge for public and private service developers and providers.

*“In a world that is increasingly using non-physical communication and borderless interaction, traditional roles and responsibilities of public administrations will be subject to considerable change and classical boundaries between citizens and their governments are blurring. The balance of power between governments, societal actors and the population will have to adapt to these challenging new possibilities.”* Dr Jeremy Millard, Senior Consultant, Danish Technological Institute

*“In the future we will need politicians who recognize the opportunities offered by ICT to change the traditions in politics and administration. ICT issues should already come to mind in the decision-making process. In Germany we believe that we take a good start in having appointed the Federal-CIO for the coming years.”* Ernst Bürger, Head of the Information Society and E-Government Division and the Deutschland-Online Secretariat, Federal Ministry of the Interior, Germany

## USERS AND STAKEHOLDERS IN eGOVERNMENT RESEARCH



In the case of eGovernment research, identification of users and stakeholders and the understanding of their needs is a crucial point in meeting the challenges that the evolution of society will pose.

### eGOVERNMENT PROJECT

Funded by the European Union, the eGOVERNMENT project's main objective has been to coordinate the creation of national eGovernment RTD programmes and initiatives and to stimulate the integration of existing national eGovernment programmes in Europe.

The results of the eGOVERNMENT project include a common framework for how eGovernment research can be funded in the European Research Area (ERA) at the national and regional levels, as well as a set of services that aim to strengthen eGovernment research management in Europe.

The eGOVERNMENT project has been running for two years, 2006 and 2007, and the experience and results are now being passed on to new eGovernment initiatives and cooperation on a European basis.

### eGOVERNMENT PARTNERS

- Swedish Governmental Agency for Innovation Systems (VINNOVA), Sweden
- Academy of Sciences of the Czech Republic (ASCR), The Czech Republic
- Research Council of Norway (RCN), Norway
- Slovenian Ministry of Higher Education (SLOMIS), Slovenia
- Polish Ministry of Interior and Administration (MNII/MSWIA), Poland
- Information Society Development Committee, Government of Lithuania (ISDC), Lithuania
- Information Society Policy Division, Department of the Taoiseach (DEPTAO), Ireland
- Centro Nazionale per l'Informatica nella P.A. (CNIPA), Italy
- Institute for Prospective Technological Studies (IPTS), Joint Research Centre/CEC

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