



eGOVERNMENT

## European eGovernment Research Network

### **Workshop report: Beginning a Framework for eGovernment research**

*eGOVERNMENT Workshop held at  
Representació de la Comissió Europea a Barcelona  
Tuesday, 24 October 2006*

*Version 1.0 30th January 2007*

*Authors DEPTAO*

*Dissemination Level: Open*



eGOVERNMENT IST-2004-026575 - Project Cofunded by the European Commission under FP6

---

eGOVERNMENT Coordinator: Mrs Madeleine Siösteen Thiel  
Postal Address: VINNOVA, SE- 101 58 STOCKHOLM, Sweden  
Visiting Address: Mäster Samuelsgatan 56  
e-mail: [info@egovernet.org](mailto:info@egovernet.org), Phone: +46 (0)8 473 3000, Fax: +46 (0)8 473 3005  
URL: [www.eGOVERNMENT.org](http://www.eGOVERNMENT.org) - [www.VINNOVA.se](http://www.VINNOVA.se)



## Document Information

**Work package:** WP6: A Common Framework for eGovernment Research Programmes

**Task:** T6.1 – Arrange workshops and expert hearings leading to the proposal of a common European research framework for eGovernment

**Document Id:** eGOVERNET/WP6/T6.1/Workshop report from Barcelona

**File name:** eGOVERNET Doc6.1 Workshop report from Barcelona.doc

**Document owner:** RCN (eGOVERNET)

### Document history:

Version	Author(s)	Date	Changes made
0.1	Colm Butler	2006-10-24	Initial draft
0.5	Kim Davis	2007-01-30	Report version
1.0	WP 6 Planning meeting	2007-02-08	Final editing

### Review history:

Reviewed by	Date	Validated
Trond Knudsen	2007-01-30	Input to partners





## Table of contents

<b>BEGINNING A FRAMEWORK FOR EGOVERNMENT RESEARCH .....</b>	<b>1</b>
WORKSHOP BACKGROUND.....	1
STRATEGIES AND RESULTS FROM EGOVERNMENT RESEARCH IN THE REGION OF CATALONIA	1
AUSTRIAN STRATEGIES AND SUCCESSES FOR EGOVERNMENT AND EGOVERNMENT R&D .....	2
EGOVERNMENT RESEARCH PROGRAMME MANAGEMENT NEEDS .....	4
EGOVERNMENT RESEARCH PROGRAMMES IN EUROPE: AN OVERVIEW .....	5
USING RESEARCH TO ENHANCE EGOVERNMENT: OPPORTUNITIES AND BARRIERS .....	5
<b>WORKSHOP AGENDA .....</b>	<b>6</b>



## **Beginning a Framework for eGovernment research**

The eGOVERNET project is building the foundation for the creation of national eGovernment RTD programmes and initiatives, as well as to stimulate the cooperation of and learning from existing national eGovernment R&D programmes. This first workshop in a series, under WP6 of the eGovernet Project, had as its goal to begin a Framework for e-Government through: drawing inspiration and examples of eGovernment research activities; learn the results of preliminary work on user needs; begin understanding the various support mechanisms available for eGovernment research throughout Europe, and; starting the discussion on what recommendations might be made for the framework.

The workshop brought together speakers many levels of eGovernment research activity. From a regional perspective expressed by Marta Contiente Gonzalo, Secretary, Government of Catalonia, Presidential Department, Secretariat of Telecommunications and the Information Society Catalonia in Spain and from a national perspective by Josef Makolm, of the Federal Ministry of Finance, Austria. Both these speakers filled in information necessary for the framework not covered directly by project members.

### **Workshop background**

Ms. Madeleine Siösteen Thiel, VINNOVA, Sweden, the e-Governet project coordinator, opened the Workshop with an overview of the e-Governet project, explaining that it is to support the creation of national e-Government RTD programmes and initiatives, as well as to stimulate the operation of and learning from existing national e-Government R&D programmes. In relation to this Workshop, she explained that the objective was to:

- Identify and examine the variations of e-Government research programmes throughout Europe
- Establish a discussion forum on e-Government research strategy and programmes, and
- Report on progress with the e-GOVERNET project.

### **Strategies and results from eGovernment research in the region of Catalonia**

Ms. Marta Contiente Gonzalo, Secretary, Government of Catalonia, Presidential Department, Secretariat of Telecommunications and the Information Society gave a detailed presentation on strategies and results from e-Government research in the region of Catalonia. Catalonia has an active and sophisticated public sector that serves a dynamic user group. n terms of public participation where 58% of the public uses the Internet. The

main uses are entertainment or recreational and access to information about government services where 50% are aware of Gencat.net, the government web site.

In terms of the e-Government governance, Catalonia supports both central and local government channels through AOC (Open Administration of Catalonia), which has five core functions:

1. the “Indexer” search engine,
2. CATCERT – the digital signature certification facility,
3. Services to Administrations – for content and CRM
4. Interoperability, Applications Connections, Administration databases – to facilitate exchanges of information
5. Interoperability, Clearing Centre, Back Office – serving Ministries and departmental back offices including at the local authorities.

The government web site GENCAT 2 takes a citizen centric view of development, with the citizen changing from being a consumer of government services to being an ‘active citizen’. The site focuses on innovation within government, exploiting the features of Web 2.0 and using ‘active portals’ to address key issues such as healthcare etc.

A challenge for the future in eGovernment services is to make innovation a social attitude of its active citizens, especially in the context of growing globalisation. Further needs include “...an education system that trains people who move in this global world, position our system of competition, our business systems.” Without such a system and citizen-centered eGovernment services “we won’t be able to meet this challenge”.

While Catalan society is innovative in itself, government needs to be structured in a way that innovates and supports innovation in Catalan society. That implies significant reorganisation of government back offices. The question of how to go about this forms the basis of eGovernment research,

## **Austrian strategies and successes for eGovernment and eGovernment R&D**

Mr. Josef Makolm, Federal Ministry of Finance, Austria gave a presentation on Austrian strategies and successes for e-Government and e-Government R&D. –On a structural level, Austria is a federal state with nine provincial states and 2,359 municipalities, all independent in e-Government. This structure is a challenge in terms of coordination. It is also an opportunity to engage people across public bodies that want to

bring eGovernment forward. The Federal Chancellery is charged only with the 'competence to coordinate'. As a result there are several coordinating boards including:

- The "Platform Digital Austria" (Platform Digitales Österreich) with the Federal CIO, is at the top.
- The Federal ICT-Board (IKT Board) coordinates the E-Government activities of the federal ministries.

The "BLSG Board" (Bund, Länder, Städte, Gemeinden Koordination) coordinates the three levels - federal, provincial and municipal. There are several workgroups at the "BLSG Board", e.g. for style guide and online dialogue; for the communications architecture; for registration and back office interoperability; for programming standards; for financing etc.

At federal level, e-Government is promoted by the Federal Ministry of the Interior, the Federal Ministry of Justice, Federal Ministry of Finance and in some areas by Statistics Austria. The complex federated structure of Austria means that there has to be dialogue and cooperation to achieve good e-government development.

Coordination and cooperation extends beyond governmental bodies to include organisations in science, economy and administration working together in the eGovernment Forum of the Austrian Computer Society (OCG, Österreichische Computer Gesellschaft) - an 'open discourse platform' with workgroups and with links to the European EGOV Society. Further the e-Government Forum organises the annual Eastern European eGovernment Days and co-organises Austrian E-Government Conferences and workshops.

According to The Holistic Reference Framework, Austria has 'paradigms of e-Government implementation' for each view.<sup>1</sup>

- Cultural, societal and political view
- Legal view
- Process view
- Organizational view
- User view
- Knowledge view
- Security and privacy view
- Technical view

---

<sup>1</sup> 1) Palkovits, Silke and Maria A. Wimmer. Processes in e-Government – A Holistic Framework for Modelling. Electronic Public Services. [Lecture Notes in Computer Science](#). Springer Berlin / Heidelberg. Volume 2739/2003

There are identifiable stakeholders for each view including: Internal (governmental) stakeholders, external stakeholders (e.g. lobby organisations).

Major research areas includes the transorganisational processes that use a technical basis of XML-Data formats and SOAP-Interfaces for interoperability. Most important eGovernment research concerns the project DYONIPOS (Dynamic Ontology based Integrated Process Optimisation), a self-learning knowledge system that integrates knowledge artefacts (e.g. texts, emails) into a knowledge ontology. This research and development project is led by a research consortium while an implementation project by the Federal Ministry of Finance works in parallel with continuous exchange of information and results. DYONIPOS is a good example for accelerated transformation because of the instant transfer of R&D-results into practice.

## **eGovernment research programme management needs**

Early results on Workpackage 2 of the project on “e-Government research programme management needs” were presented by Ms. Anna Bramska, Polish Ministry of Interior and Administration, Poland were presented.

The preliminary overview was generated through a series of workshops around Europe between March and June 2006, with talks and open discussions with representatives from different stakeholder groups in this field. There were participants for 14 countries (EU, Norway, Switzerland, Ukraine) whose represented central administration, local authorities, academia, industry, and associations.

The workshops identified major challenges of eGovernment RTD programme implementation through pinpointing and mapping research areas that contribute to the development of eGovernment RTD programmes and address the major challenges identified, reviewing the competencies and resources needed for specific future RTD management and finally describing areas where RTD organizations are weak, lacking relevant knowledge and resources. (I don't understand this)

Needs were identified in terms of several general categories. These included: research topics for stakeholders and users, mapping the ‘e-government research landscape’ from an institutional perspective, e-Government research priorities in programmes, the take-up and impact of eGovernment research and existing methods for evaluation, clear indicators on how research on eGovernment can make a difference, dissemination of research results through collaboration and through networking of administrations, clarifying the research area through a good definition of eGovernment research that takes into account its multidisciplinary nature and finally cross-disciplinary research - with strong links to public management research. All these topic needs are more fully explained in the upcoming report generated by the project. In general the user needs reflect a not uncommon feature of cross-disciplinary research, that its unwieldy tentacles stretch into many layers and disciplines.

## **eGovernment Research Programmes in Europe: An overview**

Current state of e-Government Research Programmes in Europe was discussed with the group in a session led by David Osimo of the European Commission's Institute for Prospective Technological Studies. This was rooted in the first results of the survey on existing research programmes in Europe. The scope of the survey covered dedicated e-government research programmes, as well as programmes which include e-government as only one of the priorities. With data collected from official documents, interviews and questionnaire surveys.

Results show that e-government is a research priority in several countries, although in different forms and with different priorities. For example, it is often framed as "research on public sector", and regions appear to play a significant role in supporting it. When there is no dedicated funding for it, e-government research happens within overall research programmes, in a bottom-up but often uncoordinated way. The completed work will be presented in the next workshop.

## **Using research to enhance eGovernment: Opportunities and barriers**

Prof. Paul Foley of De Montfort, University Business School, Leicester, UK and VINNOVA, Sweden, led the discussion on the opportunities and barriers to using research to enhance e-Government based on the work done in the eGovernment project. The work focused on studies that have investigated the use of research in the policy making process to define key terms and consider different models of the research take up process. These include how research is used or the role of research in policy design; what barriers exist to employing research results; what are the catalysts necessary for take up; and, development of a new model for research

The new model was found to not regard 'research' and users as amorphous, it accommodates individual and organisational contexts. It can accommodate and organise a role for statistics as well as 'research'. The new model provides a logical typography for the ways different types of research can be targeted and disseminated and has the ability to better focus on the needs of different users.

However, there are subtle but important differences between information, research and knowledge. Most models are simplistic – polar, two groups -supply and demand, researchers and users but key barriers relate to time, validity/understanding and dissemination and key catalysts relate to relationships, active bespoke dissemination for user needs. The new model is able to differentiate between user groups and provide a focus to better meet user needs.

---

## Workshop Agenda

**Date:** Tuesday, 24 October 2006

**Venue:** Representació de la Comissió Europea a Barcelona, Passeig de Gràcia 9008008  
Barcelona

**Moderators:** Kim Davis and Trond Knudsen, Research Council of Norway

<b>10.00 – 10.15</b>	Introduction to eGOVERNET	<i>Madeleine Siösteen Thiel</i> , VINNOVA, Sweden, project coordinator
<b>10.15 – 10.45</b>	<b>Key Note:</b> Strategies and results from eGovernment research in the region of Catalonia	<i>Marta Continente Gonzalo</i> , Secretary, Government of Catalonia, Presidential Department, Secretariat of Telecommunications and the Information Society
<b>10.45 – 11.15</b>	<b>Key Note:</b> Austrian strategies and successes for eGovernment and eGovernment R&D	<i>Josef Makolm</i> , Federal Ministry of Finance, Austria
<b>11.15 – 11.45</b>	<i>Break</i>	
<b>11.45 – 12.30</b> Presentation, discussion	eGovernment research programme management needs	<i>Anna Bramska</i> , Polish Ministry of Interior and Administration, Poland
<b>12.30 – 14.00</b> Presentation, discussion	eGovernment Research Programmes in Europe: an overview	<i>David Osimo</i> , European Commission, Institute for Prospective Technological Studies
<b>14.00 – 15.00</b>	<i>Light lunch</i>	
<b>15.00 – 15.30</b> Presentation, discussion	Developing the network - Managing European eGovernment research: Who-is-Who directory	<i>Alexander Nilsson</i> , VINNOVA, Sweden
<b>15.30 – 16.30</b> Presentation, discussion	Using research to enhance eGovernment: Opportunities and barriers	<i>Paul Foley</i> , De Montfort University Business School, Leicester, UK and VINNOVA, Sweden
<b>16.30 – 17.00</b>	Summary and discussion	<i>Kim Davis and Trond Knudsen</i> , Research Council of Norway

