Insights into Innovative and Inclusive policies

Clash of cultures: openness and safety in government 1.0 and 2.0

NIS 09, ENISA, 14th sept 09

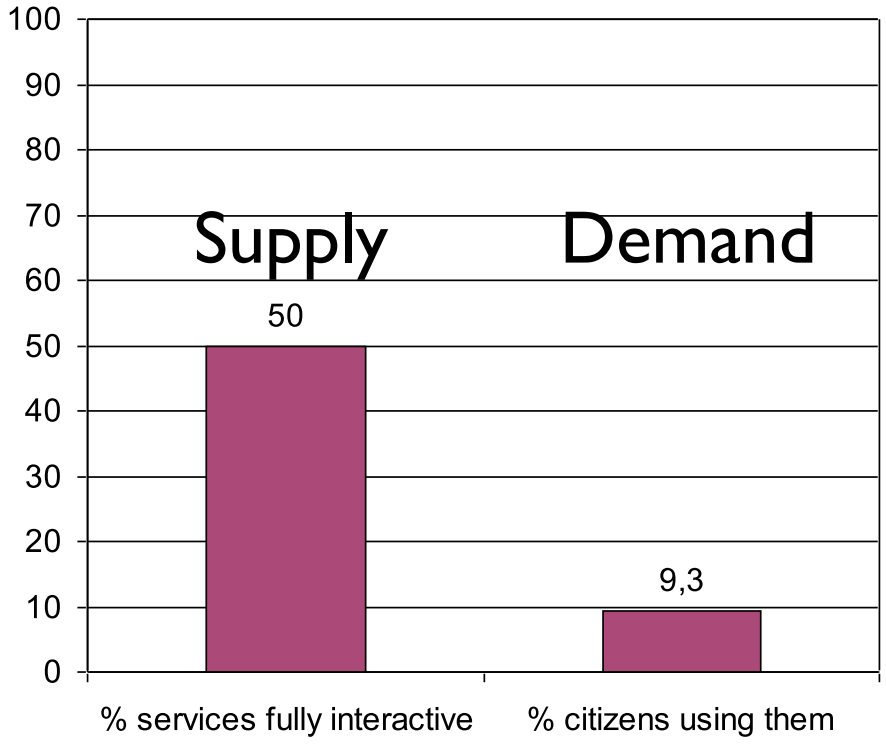
David Osimo - Tech4i2 ltd.

Structure of the talk

1. the background: towards e-gov 2.0
2. cases
3. lessons learnt
4. conclusions

So far ICT has not fundamentally changed government

- 1990s: ICT expected to make government more transparent, efficient and user oriented
- 2005+: disillusion as burocracy not much different from Max Weber's description





Many projects of web2.0 in public services, but not by government

Source: own elaboration of IPTS PS20 project

Opportunities and challenges of government 2.0

- transparency
- openness
- user-generated services
- reduced information asymmetry

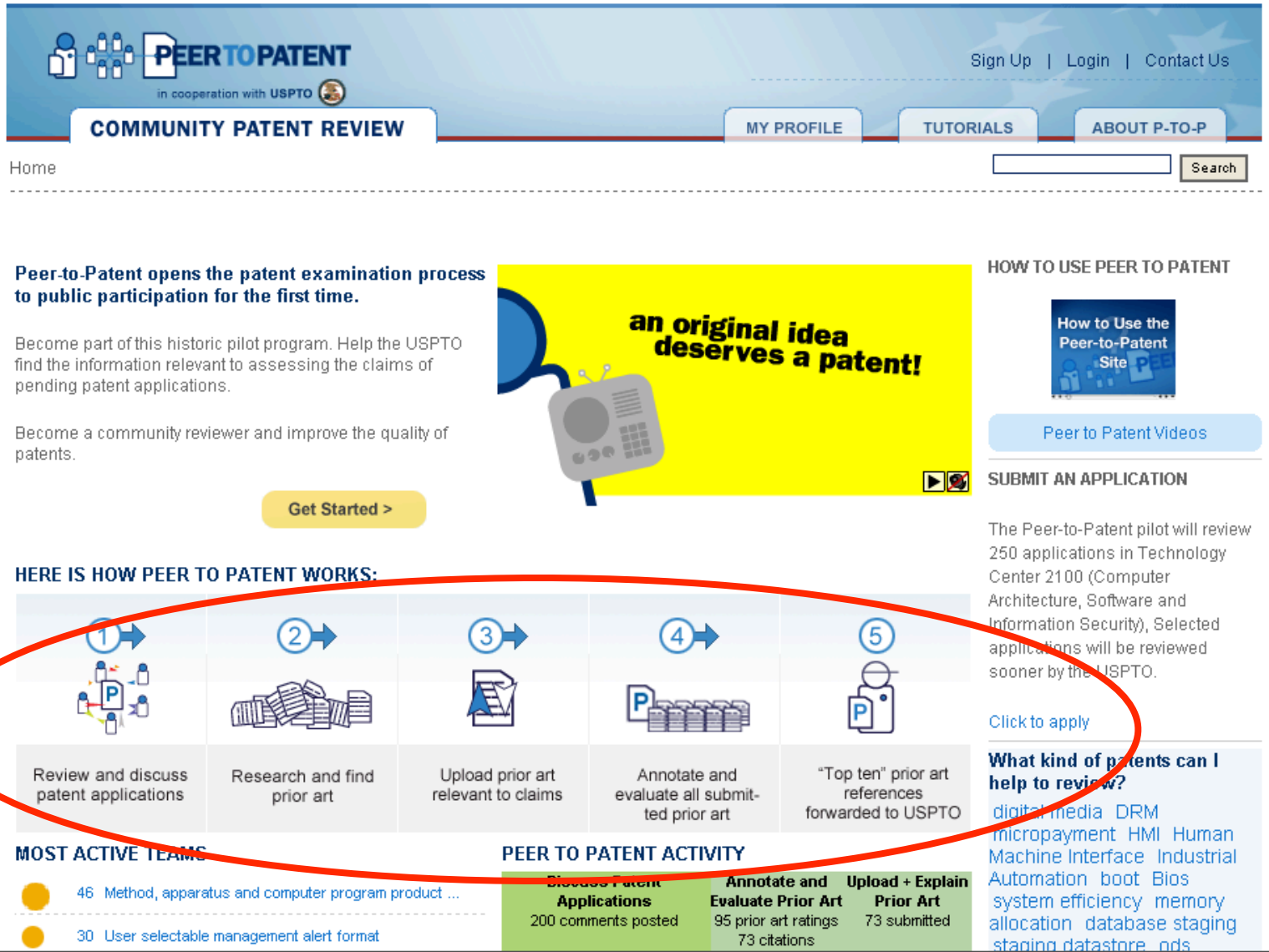
- privacy
- security
- conflict and NIMBY
- representativeness
- universal service and digital divide

web2.0 in key government activities

Back office	Front office
Regulation	Service delivery
Cross-agency collaboration	eParticipation
Knowledge management	Law enforcement
Interoperability	Public sector information
Human resources mgmt	Public communication
Public procurement	Transparency and accountability

source: "Web 2.0 in Government: Why and How? www.jrc.es

Regulation case: Peer-to-patent



Peer-to-patent: an inside look

Governance

- Partnership of US Patent Office with business and academia (NY Law school)
- Self-appointed experts, but participants ensure relevance and quality by **tagging, ranking prior art, ranking other reviewers**
- Desire of recognition as participation driver
- Weak authentication: blog style

Usage: Started June 07. 1000 users, 32 submission in first month.

Benefits

- Faster processes, backlog reduction
- Better informed decisions

Other applications:

- Functions where governments have "to make complex decisions without the benefit of adequate information".

Cross agency collaboration case: Intellipedia

- Based on Wikipedia software: collaborative drafting of joint reports

Governance

- Used by 16 US security agencies – on a super-secure intranet (not public)
- Flat, informal cooperation.
- Risks: too much information sharing. BUT it's "worth it": "the key is risk management, not risk avoidance."

Usage: fast take-up, two thirds of analysts use it to co-produce reports

Benefits

- Avoiding silos effects (post 9-11)
- Better decisions by reducing information bottlenecks

Other applications:

- Social services for homeless (Canada, Alaska)
- Inter-agency consultation

Knowledge management case: Allen and Overy

Answering key questions…

- Which articles do managers think are important this morning?
- Which newsfeeds do my favorite colleagues use?
- What discussion topics are hot in a project team (things you can't anticipate)?
- Who is expert/working on this specific topic/tag?

…by using "Enterprise 2.0" tools:

- Blogs and wikis for discussion and collaboration
- Collaborative filtering of information, recommendation systems, bookmarks sharing (tags, RSS feeds)
- On top of this: algorithms applied to users' attention data and behaviour

Allen and Overy: an inside look

Governance

- Pilot launched on small collaborative groups – then upscaled
- Fast, iterative delivery (not big IT project approach)
- Strong authentication (integrated with company SSO)
- Kept the wiki spirit, low control (non sensitive content)

Usage: became internal standard for collaboration and sharing

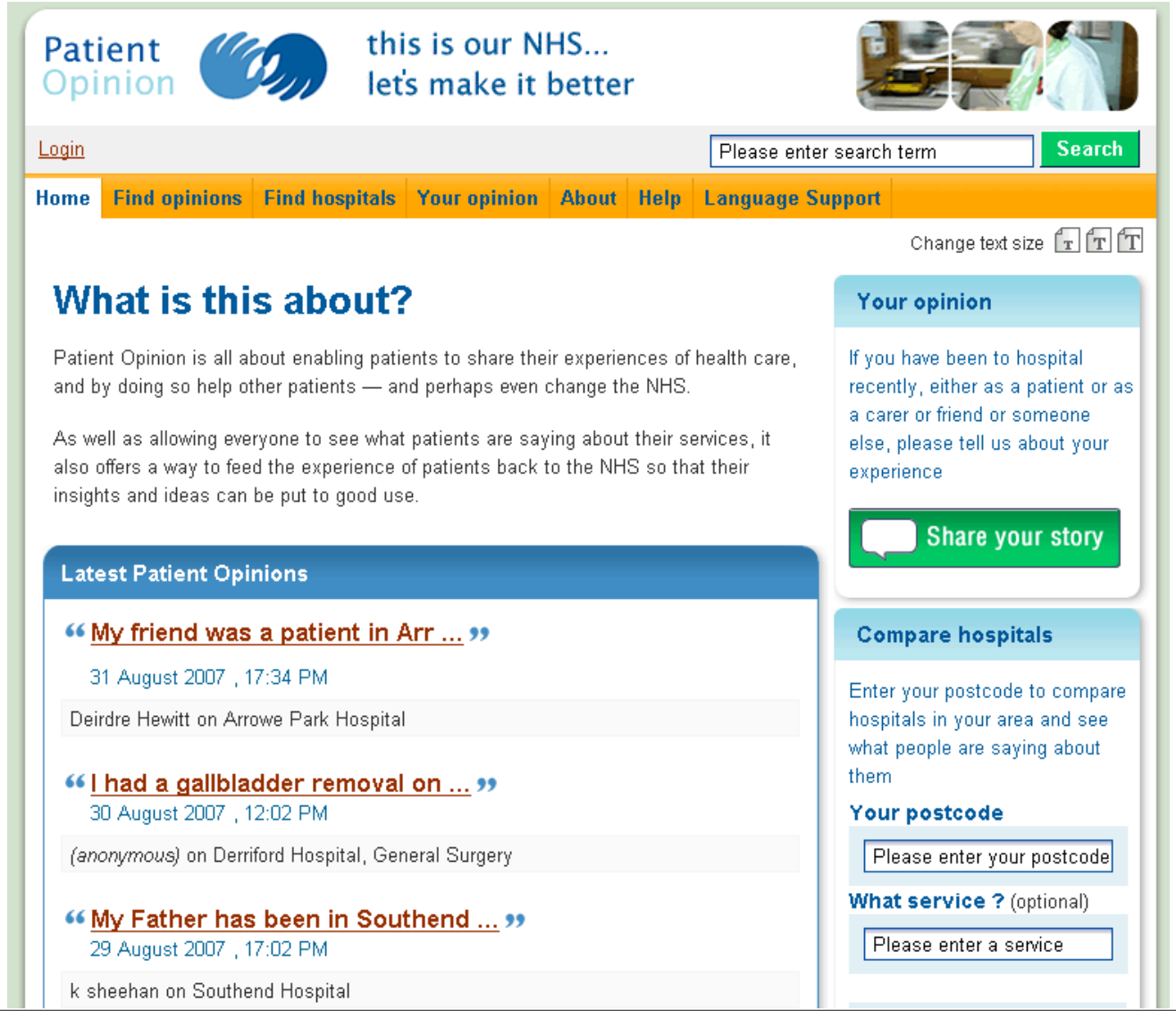
Benefits

- Increased awareness of what others are doing – less duplication of effort
- Reduction in internal e-mail sent
- Better learning and knowledge creation

Other applications

- All knowledge-intensive areas of government

Service delivery case: Patient Opinion



Patient Opinion: an inside look

Governance

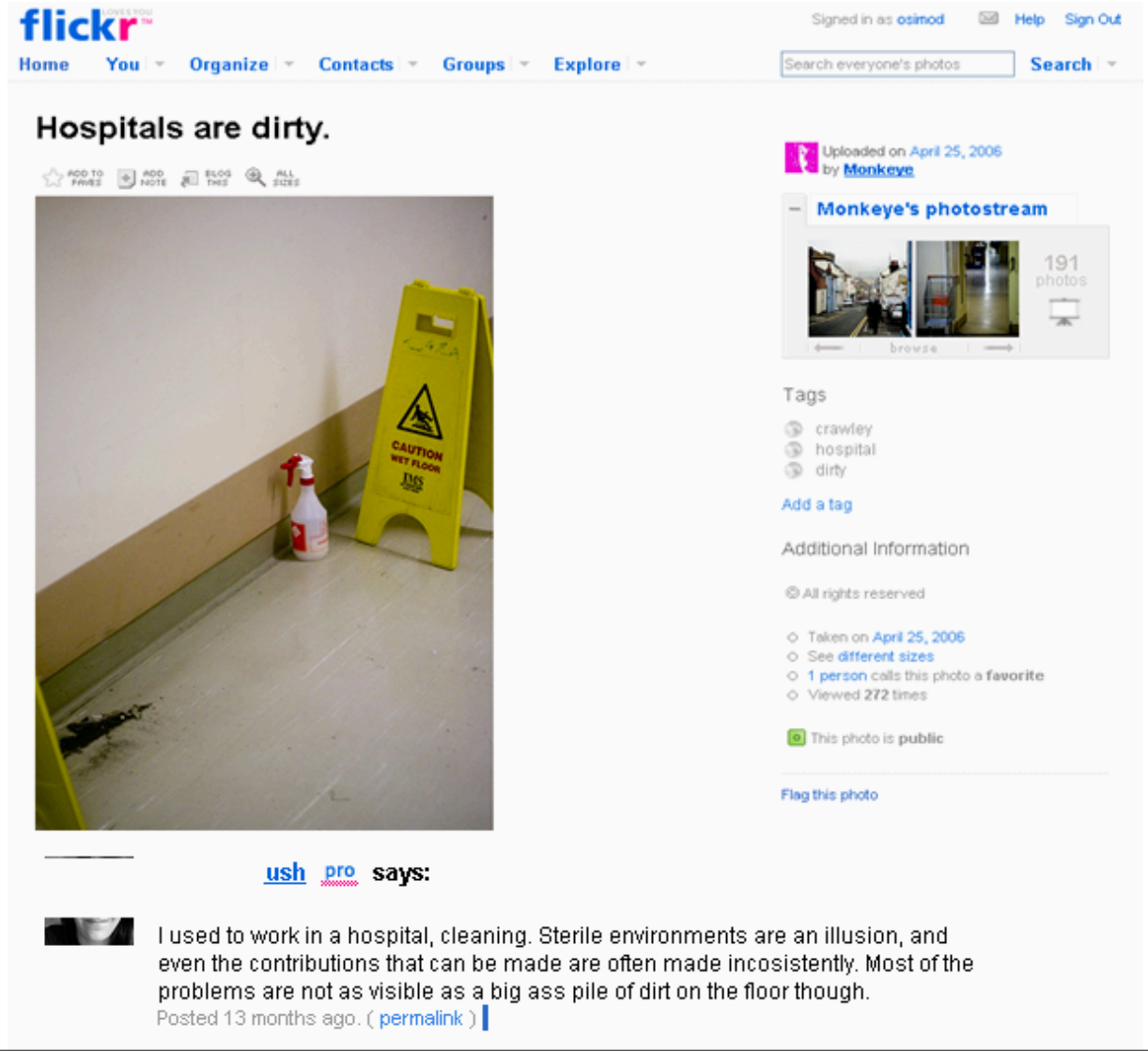
- Launched by a GP as a social enterprise: third party between government and citizen
- Start-up funded by NHS, now revenues from health providers subscribing to the service
- Strong moderation (but also from senior patient)
- Weak authentication (blog-style) to enhance ease-of-use

Usage: 3000 comments in 9 months, 38 health providers subscribed

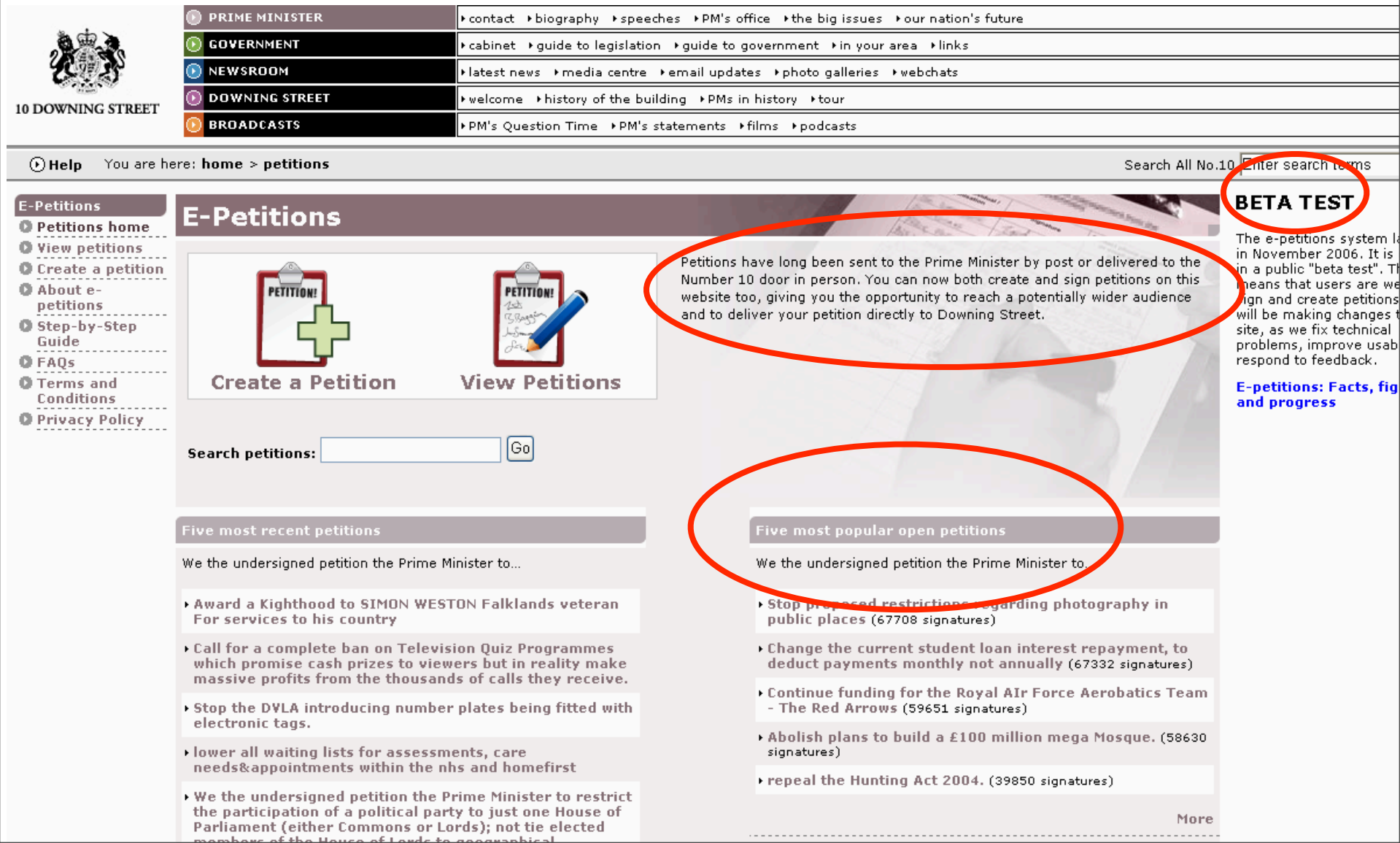
Benefits of ratings/reviews

- Enabling informed choices (for citizens)
- Understanding users needs (for government)
- Monitoring quality compliance for service improvement

Reminder: citizens and employees do it anyway



eParticipation case: e-petitions in UK



E-Petitions: an inside look

Governance

- Hosted in the PM website, run by NGO MySociety.org (fixmystreet.com, theyworkforyou.com, planningalerts.com etc.)
- Ex-post moderation (nearly all petitions are listed)
- Weak authentication (blog-style)
- Launched as beta, 15 major changes in first 48 hours

Usage: 2.1M individuals signed petitions in 6 months

Benefits

- Stimulates citizen participation
- Real impact on current legislative process
- Especially effective in agenda-setting

Law enforcement case: MyBikeLane

Login Register

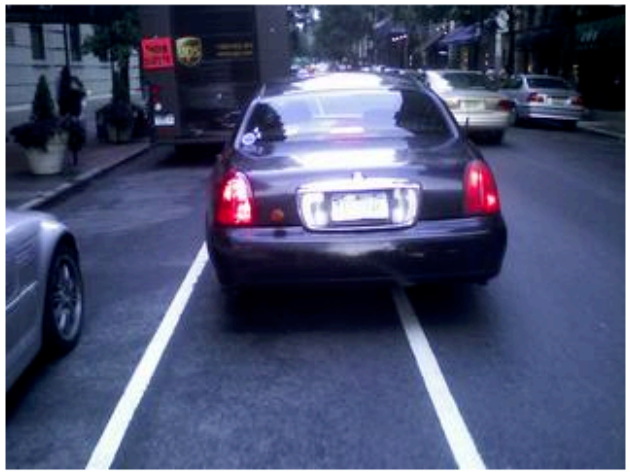
MyBike LANE
Get out of my bikelane!

MyBikeLane
NEW YORK

Report a bike lane violation
using our anonymous form

ALL CITIES › NEW YORK

Bike Lane Submissions



livery on 5th

East 10th St and university st, New york, NY

reported by lawandorder
on Wed, Jul 18 2007

NY T 4962940
1 violation

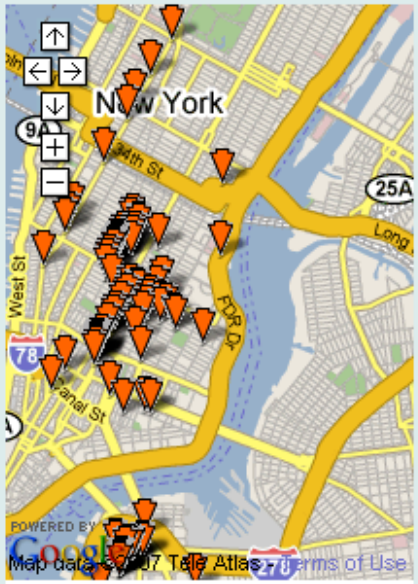
0 comments



truck on 5th

5th Ave and 11th St, New york, NY

View Searchable Map »



Tags in New York

Lessons learnt

Web 2.0 approach

- usability is paramount and anonimity is a value
- weak authentication and ex-post moderation outside the firewall
- strong authentication and no moderation inside the firewall
- soft governance tools rather than control: trasnparent guidelines and decisions, self-regulation
- more collaboration than conflict in open platforms
- multiple federated identities across websites (openID, Facebook connect etc.)

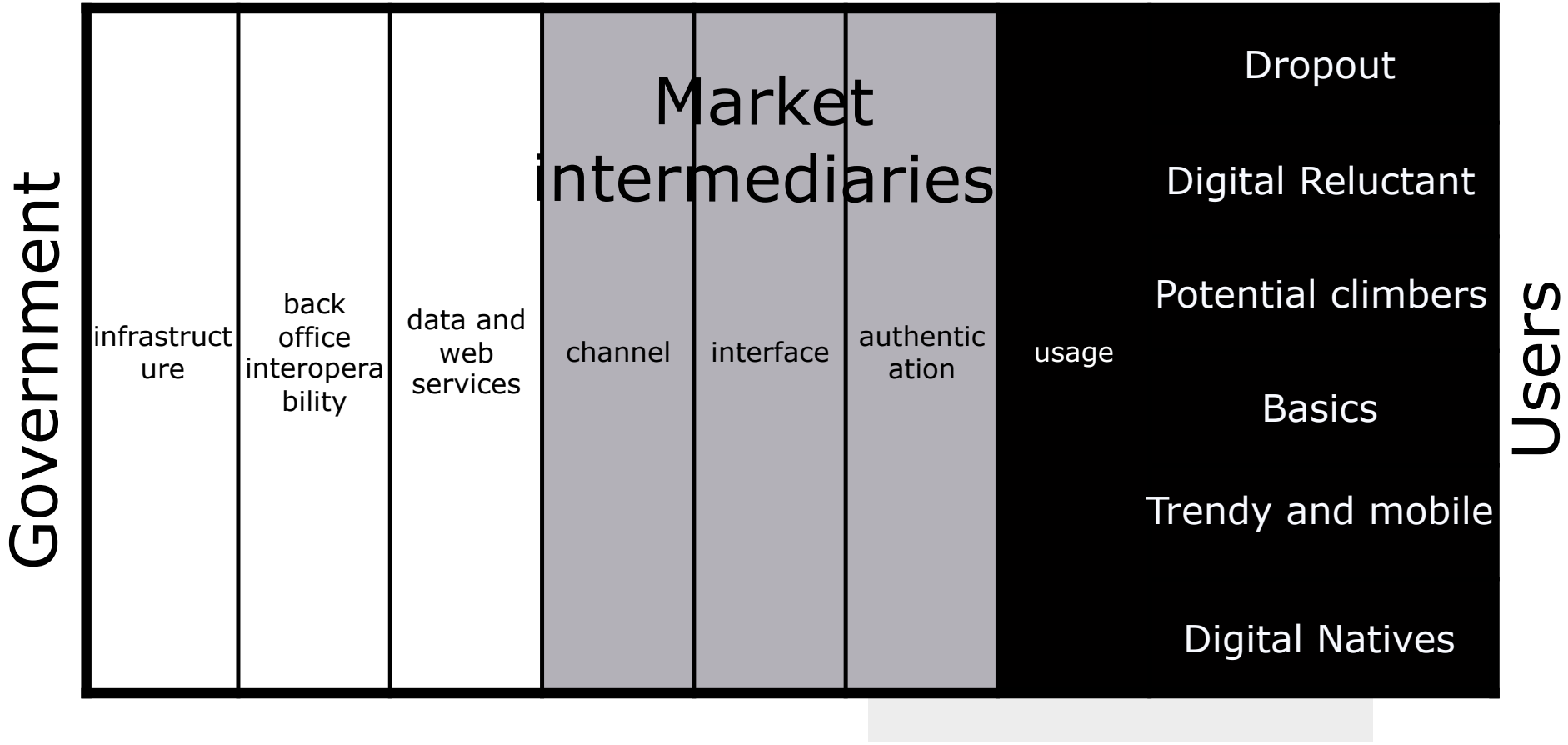
The government way

Governance and participation toolbox:

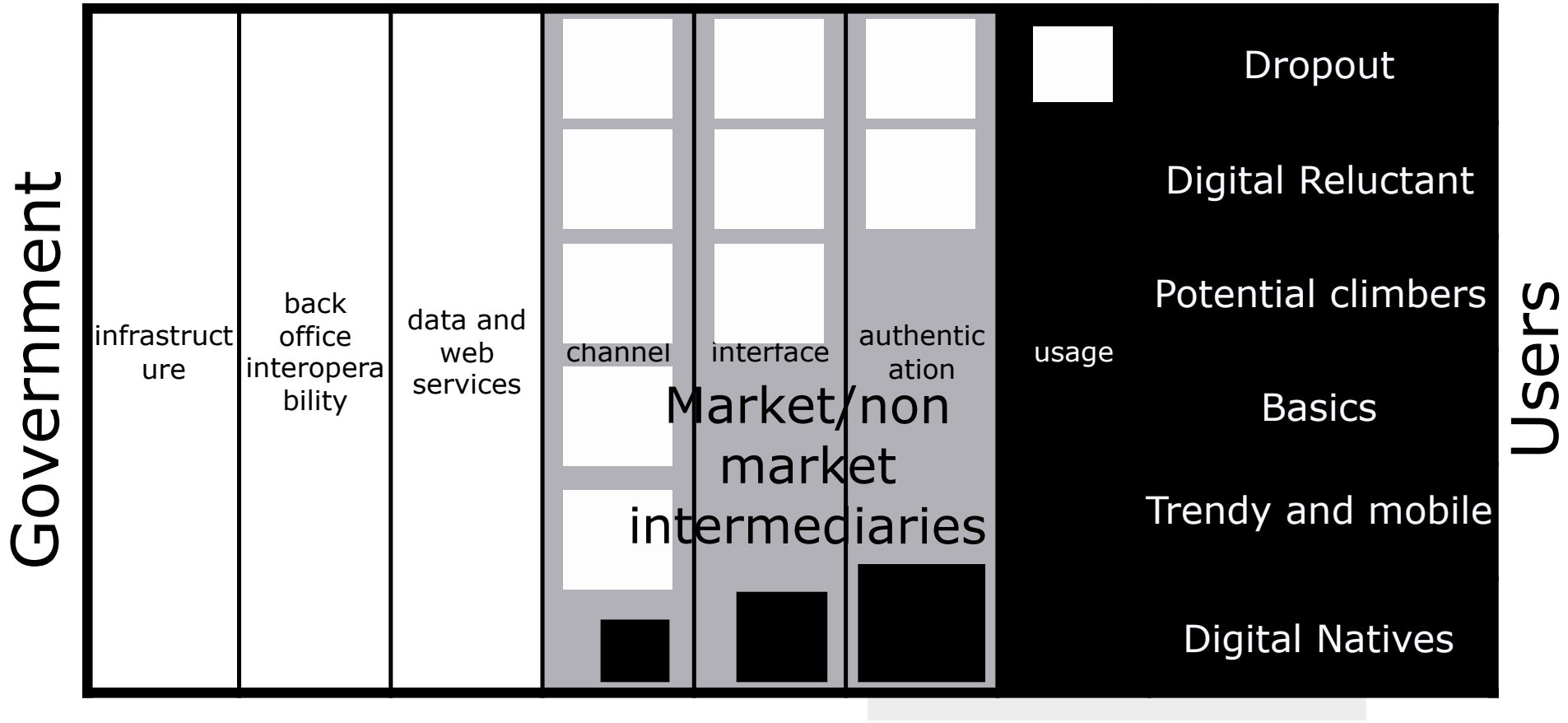
- "The toolbox must include security, identity and access controls to ensure privacy and, where appropriate, the delineation of constituency domains according to the specific needs of government applications"

source: FP7 ICT WP 2009-10

Gartner future: no government?

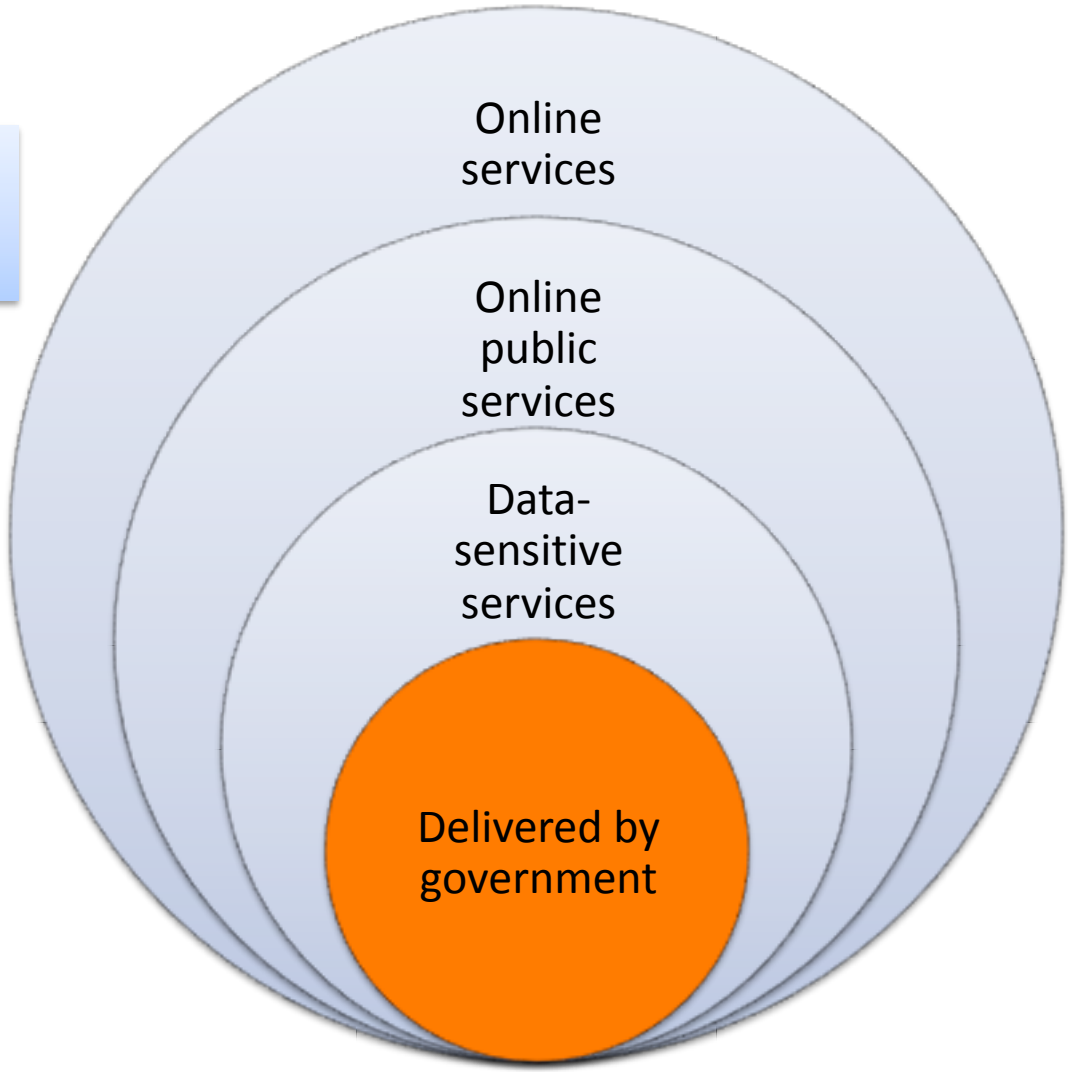


Tech4i2 future: Tao government



Possible future scenario

Commercial/federated eID services



Government eID services

Conclusions

- there is a strong gap between web 2.0 and government thinking on security, privacy, identity
  - web 2.0 approach proved effective so far but there are challenges in upscaling
  - high media literacy is needed for effective participation - a minority of the population has them
  - government approach to become more user-centric, federated
- we have to start bridging this gap ...

Open Government Identity Management Solutions
Privacy Workshop, August 10, 2009

Location of the Workshop: The American Institute of Architects (AIA) Building, The AIA Boardroom, 1735 New York Avenue, NW, Washington, DC 20006

Copy of the "Agenda" in PDF

Copy of the Federal ICAM "Trust Framework Provider Adaoption Process for Levels of Assuranc 1, 2, and non-PKI 3" in PDF

Copy of the Federal ICAM "Identity Scheme Adoption Process" in PDF

Agenda for the August 10, 2009 Privacy Workshop

8:00 am - 9:00 am	Registration & check-in
9:00 am - 9:15 am	Welcome & Overview of the Initiative Judith Spencer Co-Chair ICAMSC
9:15 am - 9:45 am	White House Vision Vivek Kundra, Federal CIO
9:45 am - 10:30 am	Technical Approach Chris Louden, Protiviti Government Services
10:30 am - 10:45 am	Break
10:45 am - 11:30 am	Open Trust Frameworks for Open Government Don Thibeau (OpenID), Drummond Reed (InfoCard), Bob Morgan (InCommon), Brett McDowell (Kantara)
11:30 am - 12:30 pm	Panel discussion - benefits of initiative Representatives of OpenID, InfoCard, InCommon, Kantara Initiative
12:30 pm - 1:30 pm	Lunch (on own)
1:30 pm - 2:00 pm	Federal Privacy Considerations CIO Privacy Committee Chair/designee

Thank you

david.osimo@tech4i2.com

Further information:

Osimo, 2008. Web2.0 in government: why and how? www.jrc.es

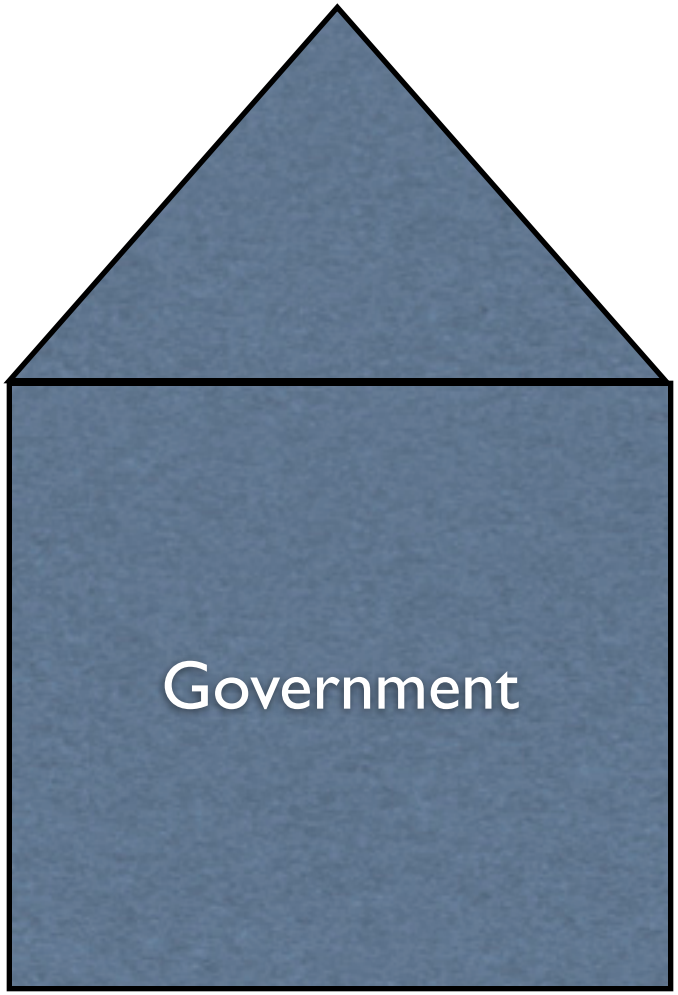
Osimo, 2008. Benchmarking e-government in the web 2.0 era: what to measure, and how. European Journal of ePractice, August 2008.

http://egov20.wordpress.com

insights into innovative and inclusive policies

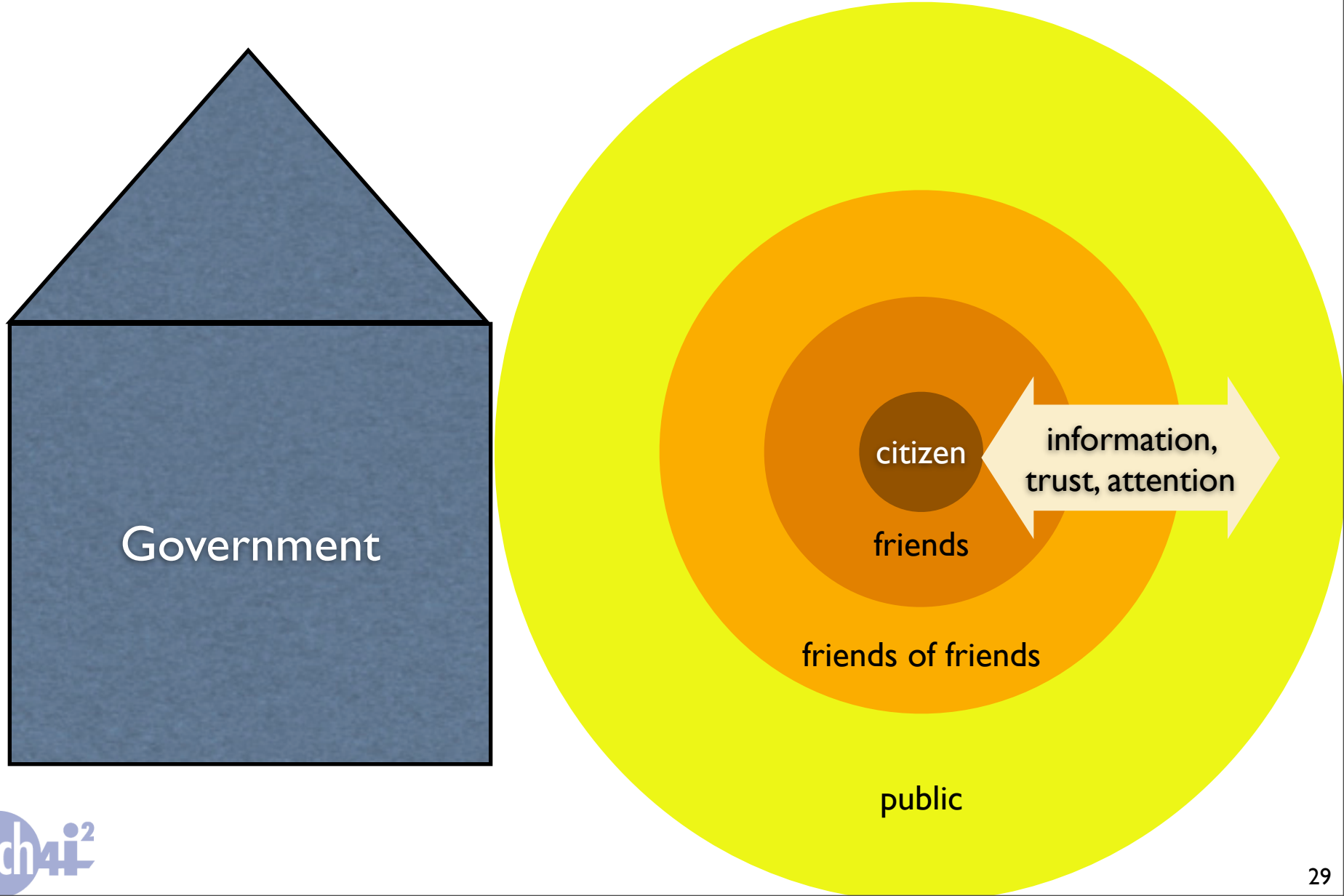
Back-up slides

Before



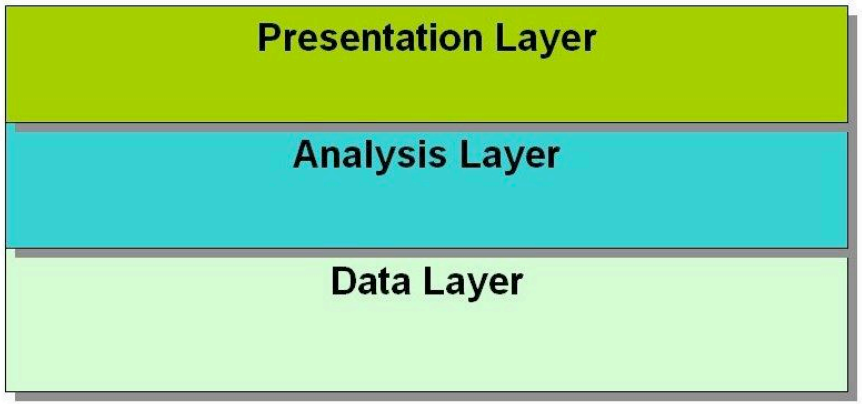
citizen

After

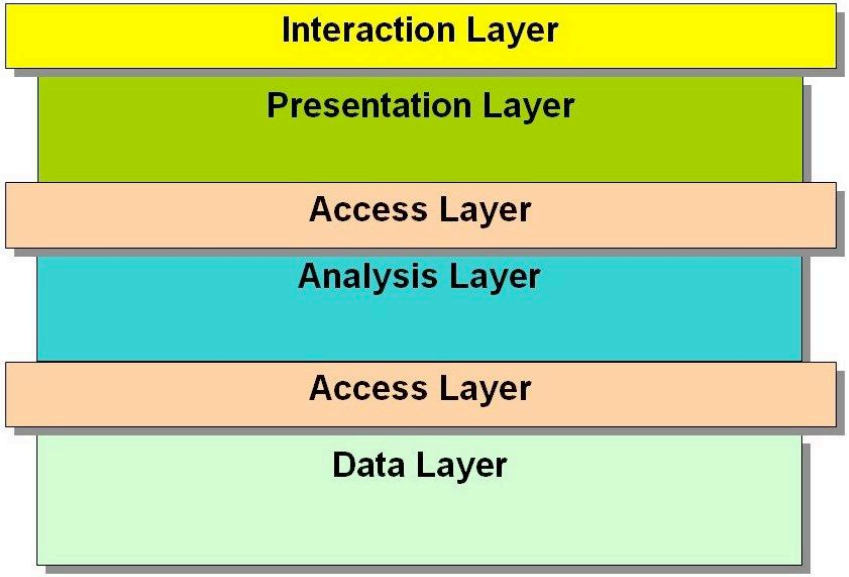

Government
citizen
information,
trust, attention
friends
friends of friends
public

Web-oriented government architecture

OLD



NEW



UK Cabinet, "Power of information task force report"
Robinson et al.: "Government Data and the Invisible Hand"
Gartner: "The Real Future of E-Government: From Joined-Up to Mashed-Up"

1 - DO NO HARM

- don't hyper-protect public data from re-use
- don't launch large scale "facade" web2.0 project
- don't forbid web 2.0 in the workplace
- let bottom-up initiatives flourish as barriers to entry are very low

2. ENABLE

- blogging and social networking guidelines for civil servants
- publish reusable and machine readable data (XML, RSS, RDFa) > see W3C work
- adopt web-oriented architecture
- create a public data catalogue > see Washington DC

3. ACTIVELY PROMOTE

- ensure pervasive broadband
- ✶ create e-skills in and outside government: digital literacy, media literacy, web2.0 literacy, programming skills
- ✶ fund bottom-up initiatives through public procurement, awards
- reach out trough key intermediaries trusted by the community
- listen, experiment and learn-by-doing

Promoting e-skills

- Old IT competences: ECDL
- New competences:
  1. digital literacy: making sense of text and audiovisual
  2. media literacy: produce web content using free tools (ning, facebook, youtube, wordpress...)
  3. running a server: capacity to install free tools on own server - you own the data
  4. coding skills: you can create cool website for "stuff that matters to you"

★ Do we need "computational thinking"?

Not only spontaneous: INCA awards

- Context in Flanders: very few government 2.0 project
- INCA prize: 1 month, 20K euros for new applications "socially useful"
- results: 35 brand new applications on: family, mobility, culture, environment
- double dividend: ICT innovation and social impact

INCA 09
Innovative and Creative Applications

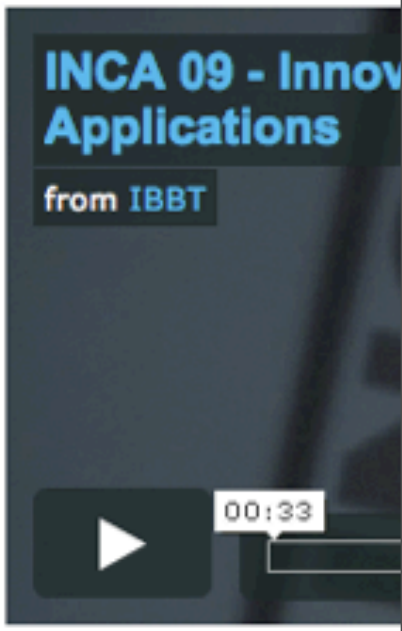
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submissions

INCA09 : all 35 submissions

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knnkt-twitterwall
Peoplium
Ecoplan.be
Lopend vuur
Belgische Spoorwegstations
WAMM/9266
Verdwaald vuil
Mimip
Hupskadee!
TVtweets
Jaaper
Automaatje
Realtime Belgian Traintimes
Franel.mobi
Emergency
Twits FM
Mymori
Gameleon
Startcomputer
Samenschrijven.be
Mijnlucht.be
Tableau
WatSchaftDePot
Twoddler
iVisit
Road Quality
Kinderopvang
Carcontact
Inca - The game
Onveilig verkeer
Mijndroom.be
Frietfindr
Eidcontact

TEASER VIDEO | LIN

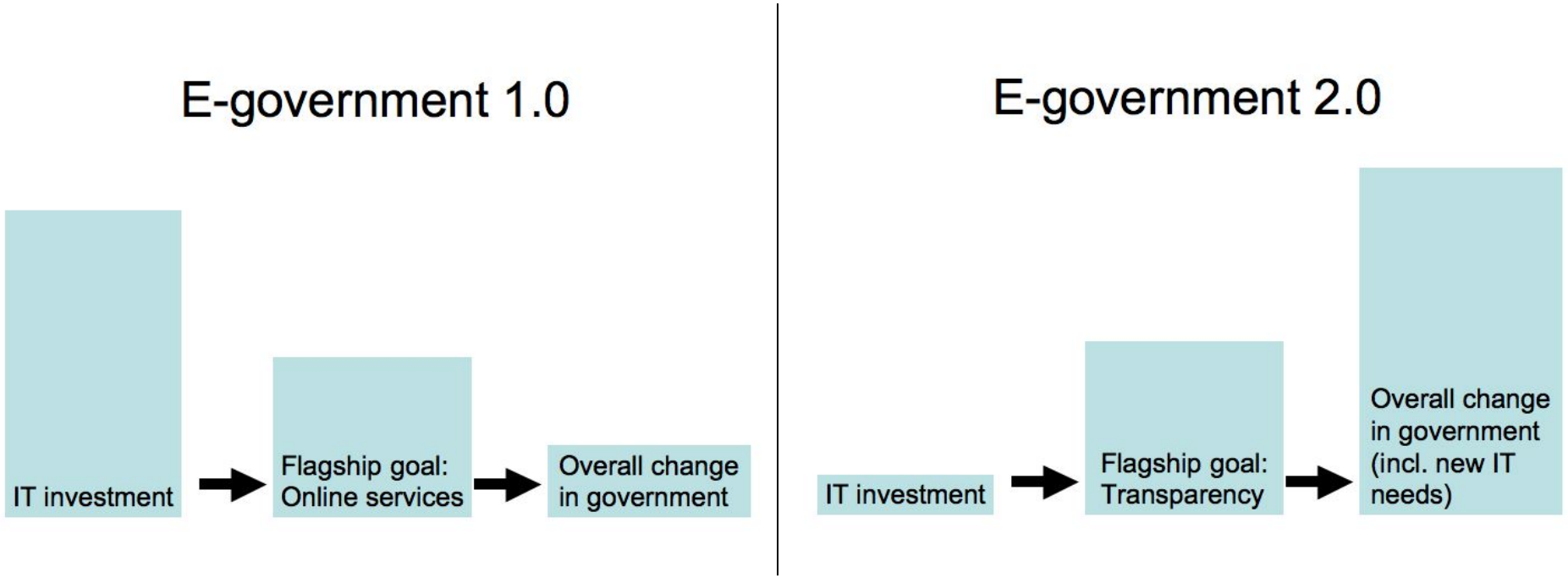


Obama administration

- memo on transparency as first act: transparency by default
- recovery.gov as flagship for reusable data
- agreement with social networks
- appointment of best web2.0 people in WhiteHouse staff
- data.gov catalogue

★what about Europe?

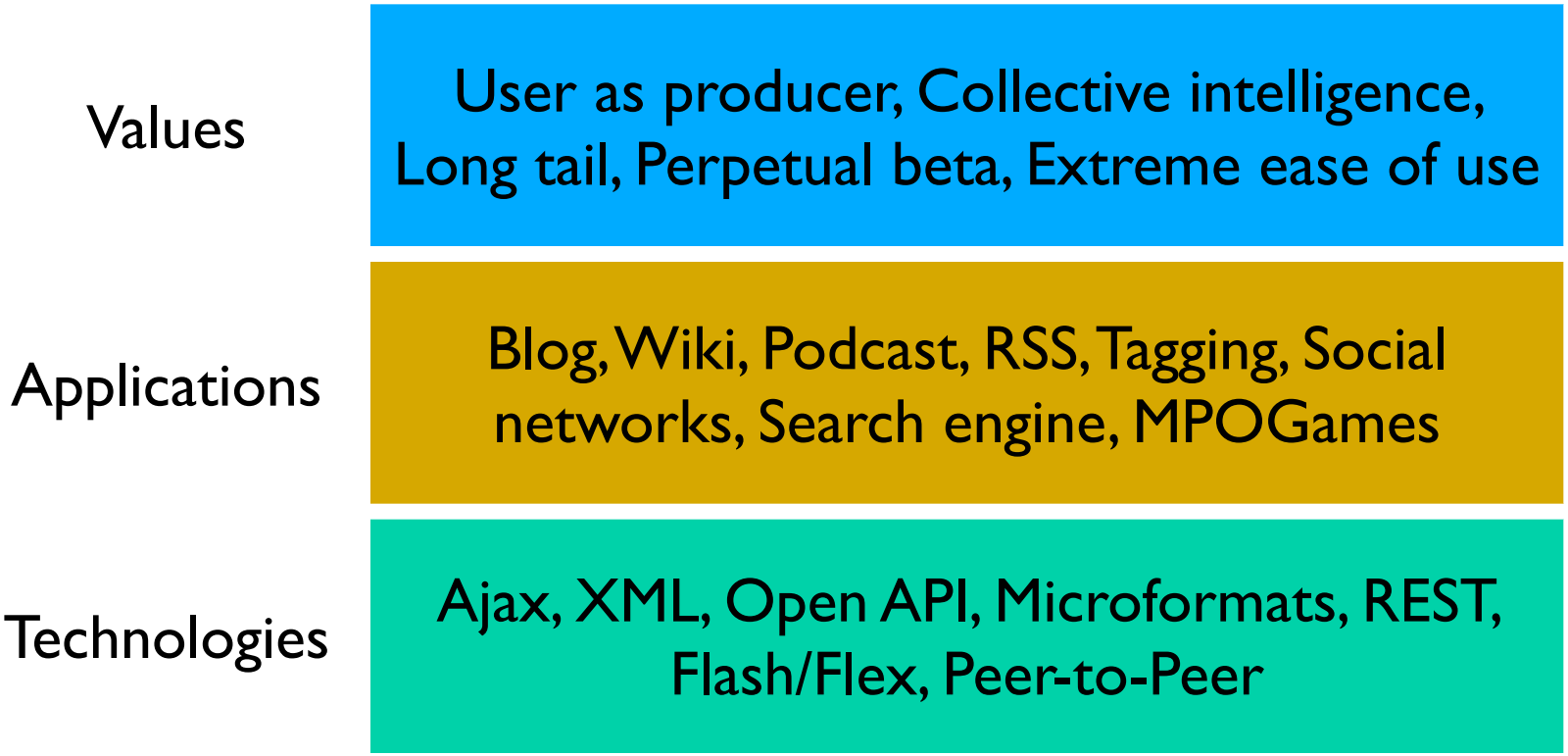
A new vision starting to take shape



Common mistakes

- "Build it and they will come": beta testing, trial and error necessary
- Launching "your own" large scale web 2.0 flagship project
- Opening up without soft governance of key challenges:
  - privacy
  - individual vs institutional role
  - destructive participation
- Adopting only the technology with traditional top-down attitude

Web 2.0 is about values, not technology: and it's the hacker's values



Source: Author's elaboration based on Forrester

Is there a visible impact?

Yes, more than the usage:

- in the back office: evidence used by US Patent Office, used to detect Iraqi insurgents
- in the front office, making government really accountable and helping other citizens
- but there is risk of negative impact as well

CO-CREATING AN OPEN DECLARATION ON PUBLIC SERVICES 2.0

In November 2009, the EU Ministerial Declaration will spell out the EU e-government policy for the next 3 years. We want to help by building a bottom-up open declaration alongside it.

Participate!

Make your proposals here!
The idea-storm platform for proposing key policy recommendations for public services 2.0

Subscribe to the mailing list

Most recent recommendations

Publish all proposed legislation in an accessible web format [updated]

Free government data

What are the top things EU governments should do in the next 3 years to use the web to transform public services?

Posted on May 26, 2009 by osimod | Edit

In November 2009, as every two years, the EU Ministerial declaration on e-government will be published at the Malmo conference. This is an important and welcome action; however, we feel current e-government policies have much to learn from bottom-up innovation happening on the web. We believe that public debate and collective intelligence can make a positive contribution to improve public policy in this field. We aim therefore to build a bottom-up open declaration alongside the official, ministerial declaration.

How to do that? We are now opening the **collective brainstorming**. We will collect and discuss the top recommendations to governments on how to best use the Internet in public services. Post your recommendation here.

Top recommendations so far

What are the top things EU governments should do in the next 3 years to use the web to transform public services? - enter your recommendation - 100 characters left

release government data in free, open, standard, readily available, accessible formats

Publish all proposed legislation in an accessible web format