Open Data and e-Participation as Open Government pillars

Comments and guidelines for a roadmap

Gianluigi Viscusi (Ph.D.)
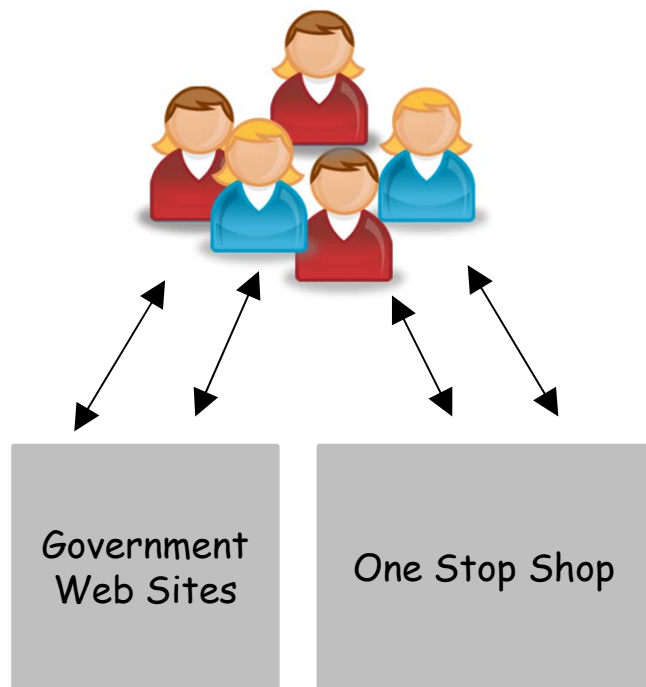
SEQUOIAS Lab - DISCo – Università di Milano Bicocca, Italy

viscusi@disco.unimib.it
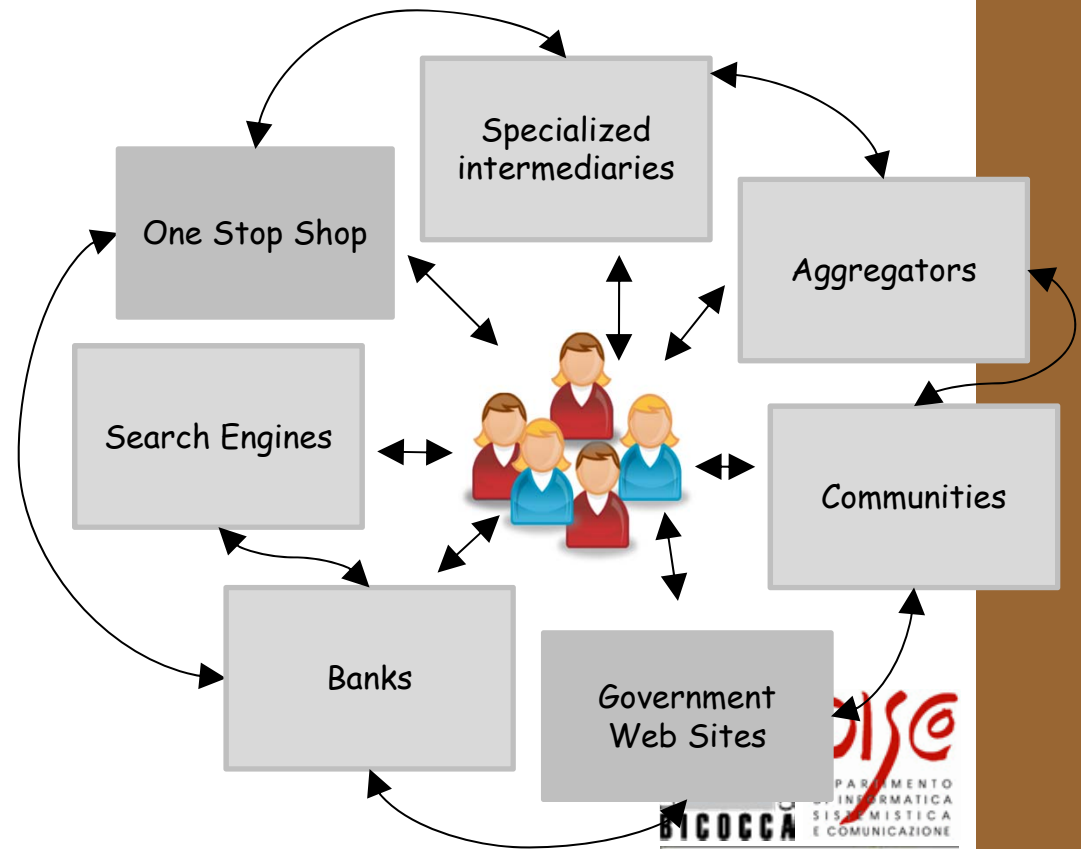
From e-Government to digital era governance

FROM

TO

Government Web Sites

One Stop Shop

Specialized intermediaries

One Stop Shop

Aggregators

Search Engines
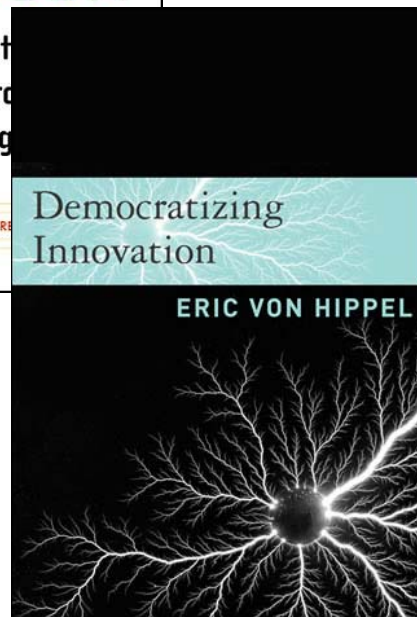
Communities

Banks

Government Web Sites

06/04/2012

Once upon a time

Henry Chesbrough, *Open Innovation: The New Imperative for Creating and Profiting from Technology*, Harvard Business School Press, 2003.

von Hippel, Eric, *Democratizing Innovation*, Cambridge, MA: MIT Press, 2005

CIO and IT role

E-Participation

Open Government value costellation

Open data (example from Italian Local PA)

Open data (example from Italian Central PA)

Open data (example from Italian Central PA)

dati.gov.it
I dati aperti della PA

Home | Cerco i dati | Voglio capire di più | Condivido un dataset |

Cerco i dati

Comune di Rimini: incarichi conferiti 2011
L'archivio contiene i dati riferiti agli incarichi conferiti dall'Amministrazione ai ser
regolamento per la disciplina dei...
Comune di Rimini | IODL 2.0 | CSV

Comune di Torino: strutture socio-assistenziali
Le strutture socio assistenziali, con indicazione dell'utenza, della tipologia di ac
georeferenziazione ed altri informazioni utili.
Comune di Torino | IODL 1.0 | CSV

Comune di Torino: cinema
I cinema con localizzazione geografica e contatti.
Comune di Torino | IODL 2.0 | CSV

Comune di Torino: attività commerciali
Tutte le attività commerciali con indicazioni geografiche, del comparto di riferim
altre informazioni.
Comune di Torino | IODL 1.0 | CSV

Comune di Torino: sedi Polizia Municipale
Le sedi della Polizia Municipale di Torino con indicazione geografica, indirizzi, e
Comune di Torino | IODL 2.0 | CSV

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dati.gov.it
I dati aperti della PA

Presidenza del Consiglio dei Ministri
Ministro per la pubblica amministrazione e la semplificazione

Home | Cerco i dati | Voglio capire di più | Condivido un dataset | Le App della PA | Notizie

Livelli di concentrazione di IPA (2002-2010) in Veneto

Pubblicato il: Lun, 19/03/2012 - 12:38
Il dataset contiene per stazione di monitoraggio il valore annuale di concentrazione di benzo(a)pirene, indicatore della classe più ampia degli idrocarburi policiclici aromatici (IPA)

URL pagina dataset:
http://dati.veneto.it/content/livelli-di-concentrazione-di-ipa-2002-2010

Licenza:
IODL 2.0

Formato dati:
XLS

Data caricamento:
Mercoledì, 14 Marzo, 2012

Data ultimo aggiornamento:
Mercoledì, 14 Marzo, 2012

Periodo validità:
Martedì, 1 Gennaio, 2002 to Venerdì, 31 Dicembre, 2010

Ente gestore:
ARPAV

Home page ente:
http://www.arpa.veneto.it/

Nazione:
Italia

SEQUOIAS

Open Linked Data (example from UK)

Open Government Apps

Morocco eGov 2.0

- Gathering end-user feedback and suggestions via social networks and **FIKRA** initiative

- **One Stop Shop** as a central directory for citizens and businesses where online services and public information are tagged (user profile, life events, theme, ...), packed and structured

- **Open data** portal

- Promoting **mobile** technology as one of many services distribution channels
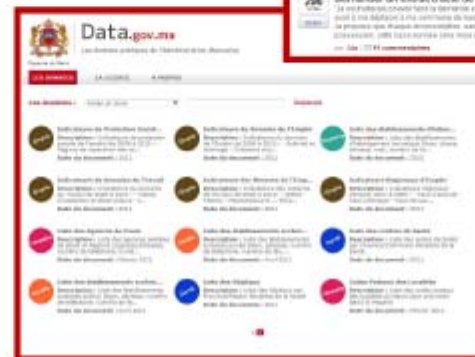
Korea e-people(Sinmoongo)

The People

e-people
- Corruption reporting
- Proposals
- Civil petition
- Policy discussion
- Administrative appeals

integration
- Central Agencies
- Office of Education
- Korean missions

linked
- Local Governments
- Major Public Agencies
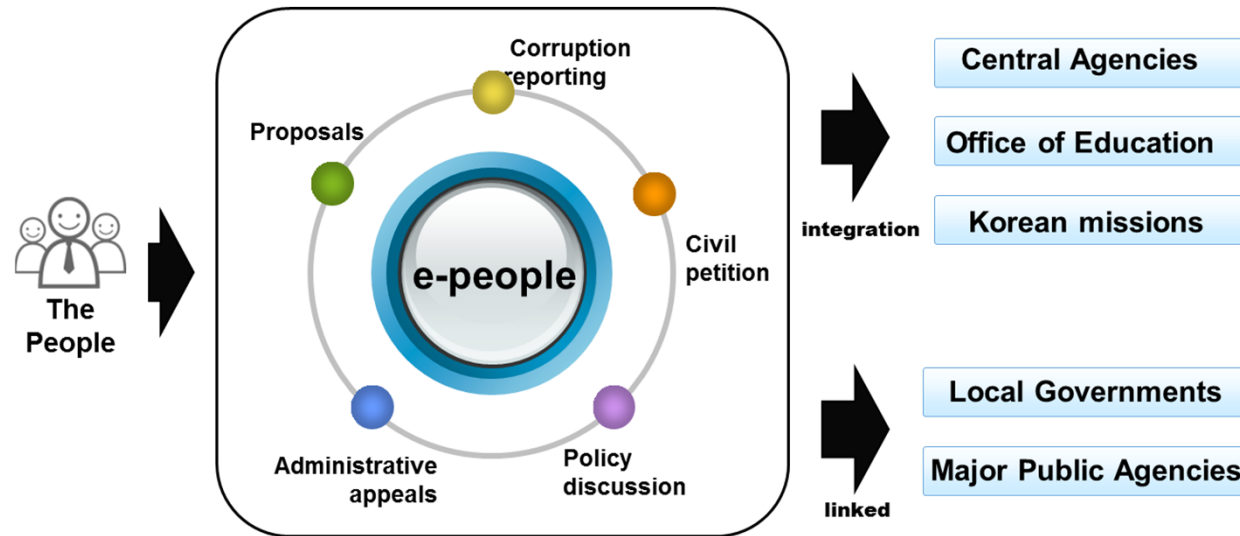
Source: Ministry of Public Administration and Security''Introduction of Innovative and Open Government in Korea" 7th Meeting of the Working Group II on Open and Innovative Government "Open to be innovative: a new partnership between citizens and their governments"

Status of work handled by e-People

Satisfaction	On-line referral	Repetitive complaints	Average handling time	Handling time compliance

Satisfaction: 45.9 % (2006), 55.3 % (2010)

On-line referral: 44,787 cases (2006), 224,421 cases (2010)

Repetitive complaints: 21,491 complaints (2006), 32,843 complaints (2010)

Average handling time: Complex petition 14.4 days, General petition 7.8 days (2006); 9.4 days, 6.1 days (2010)

Handling time compliance: 90.4 % (2007), 97.7 % (2010)
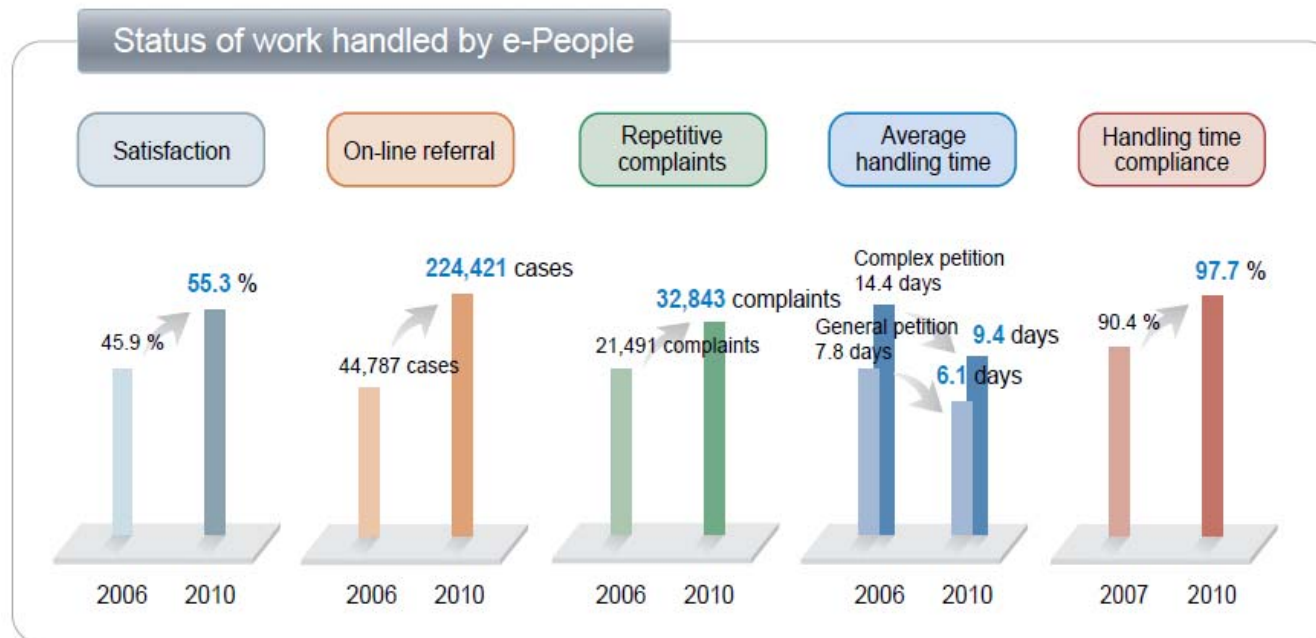
Portugal PUBLIC CONSULTATION AND POLICY MAKING Crowdsourcing Platform

Source: 'Lobo, P. (2011) 'Towards Citizen Participation in e-Government " 7th Meeting of the Working Group II on Open and Innovative Government "Open to be innovative: a new partnership between citizens and their governments"

Focus point

- E-Governance
- Quality
- Interoperability

The key questions

- What decisions should be taken?
- Who has decision-making power or control of IT resources and data?
- How decisions should be structured and enabled?

Leadership, Governance and performance

Administrative procedures efficiency

Administrative services efficiency

Innovation Growth

Performance

Public managementMonarchy

IT Monarchy

Federal

Duopoly

Feudal

Governance

Centralized

Mixed

Decentralized
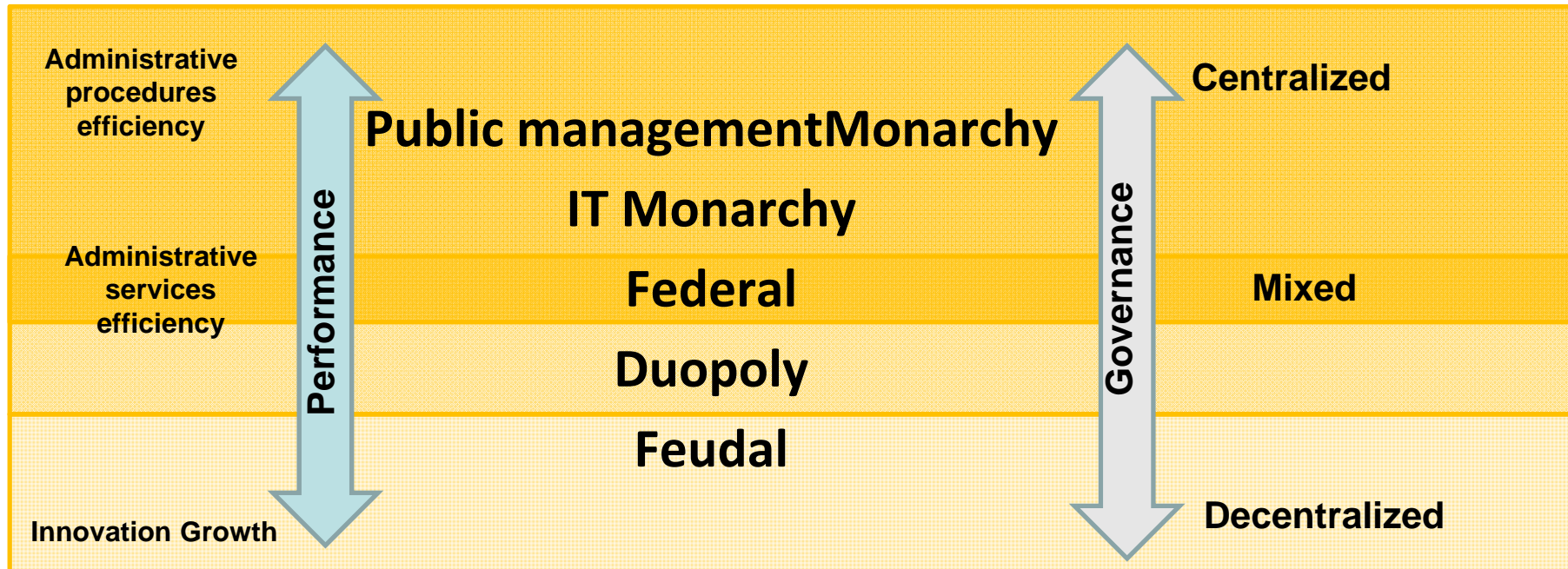
Adapted, Weill, P. and Ross, J. (2004) IT Governance: how top performers manage decisions rights for superior results, HBP

Interoperability and e-Governace
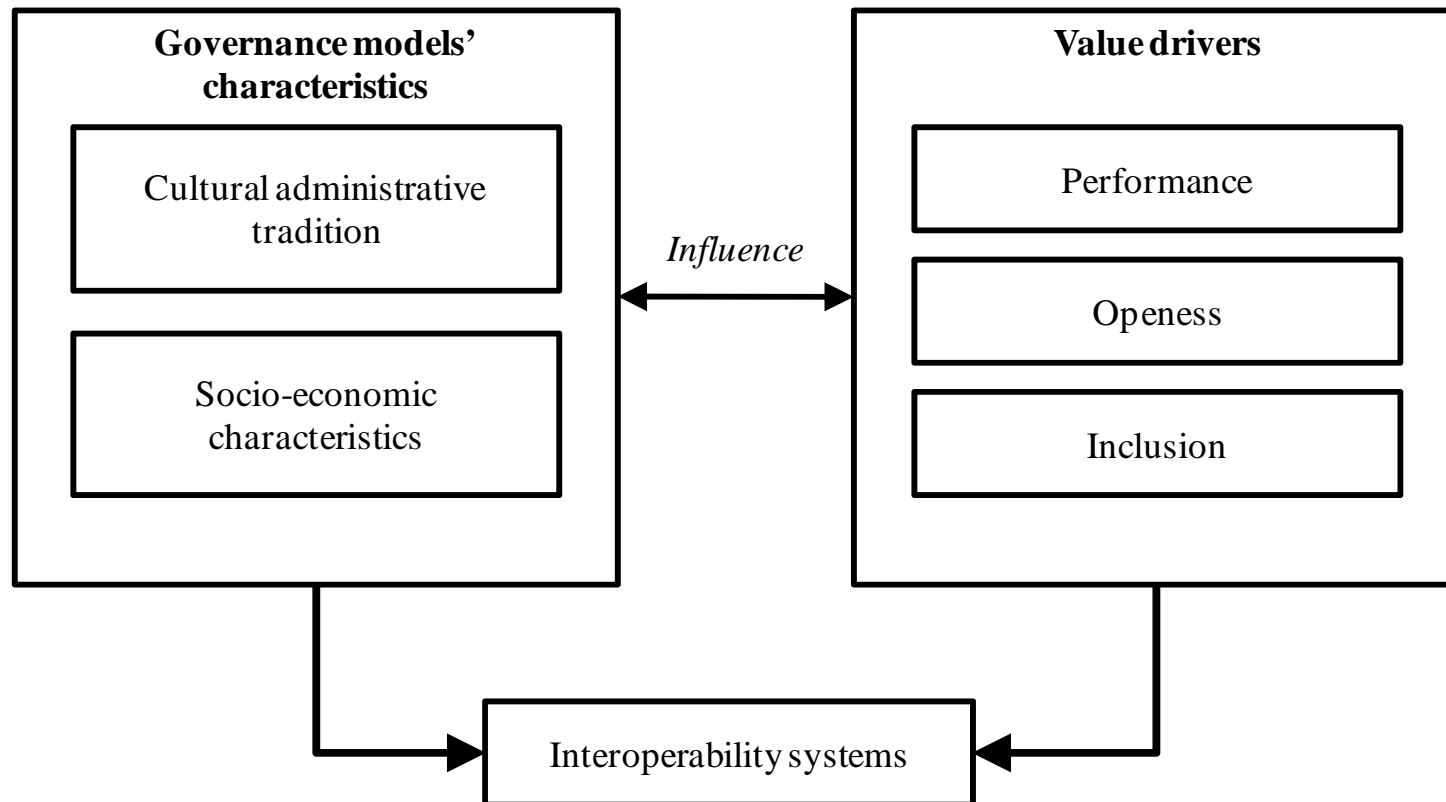
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Value drivers, Governance and Quality dimensions

| Value Driver	Governance Dimension	Quality dimension
Performance	Efficiency	Economic
		Temporal
		Procedural (i.e. the obligations and constraints imposed by law on the administrative processes and on the interactions between administrations and users)
	Effectiveness	Service Reliability, including Accuracy and Completeness of information requested for the service provision in order to achieve the user's expectation
Openness	Access to information	Temporal
		Cultural
	Interoperability	Technological (i.e. diffusion of standards and technological infrastructures and systems for interoperability)
		Shared data / services (i.e. the ability of administrations to access data by means of the inter-administration back office, and the possibility for external users to access administrative data via ICTs)
	Accountability	Transparency (i.e. the volume of information that the public administration provide to users describing their internal functioning and informing users on what they can expect or claim while using the service)
		Participation (i.e. the effective level to which users' opinions reach the public administration in charge of the service and influence the provision)
Inclusion	Accessibility	Service accessibility for disabled people
		Technological (i.e. diffusion of the infrastructure and technologies which support the service provision) and channel accessibility (i.e. it focuses on the existence of different channels for service access and delivery, such as desktop PC, mobile phone, TV and radio, etc.).
	Equity	ease of access for minority groups
		ease of access for disadvantaged groups (e.g. poor, illiterate and elderly people)

Challenges

- Collecting, managing and storing of data
  - (**Data Governance** Costs)
- Capacity Building
  - (**Information Orientation** Costs)
- Privacy and Security
  - (**Risk management** Costs)

Open Government Implementation Model
(Lee & Kwak 2011)

High

Value/benefits

Phase 4:

Realizing Ubiquitous Engagement

Phase 3

Enhancing Open Collaboration

Public engagement/ openness

Phase 2

Improving Open Participation

Phase 1:

Challenges/risks

Increasing data transparency

Low

Low   *Technical/managerial complexity*   High
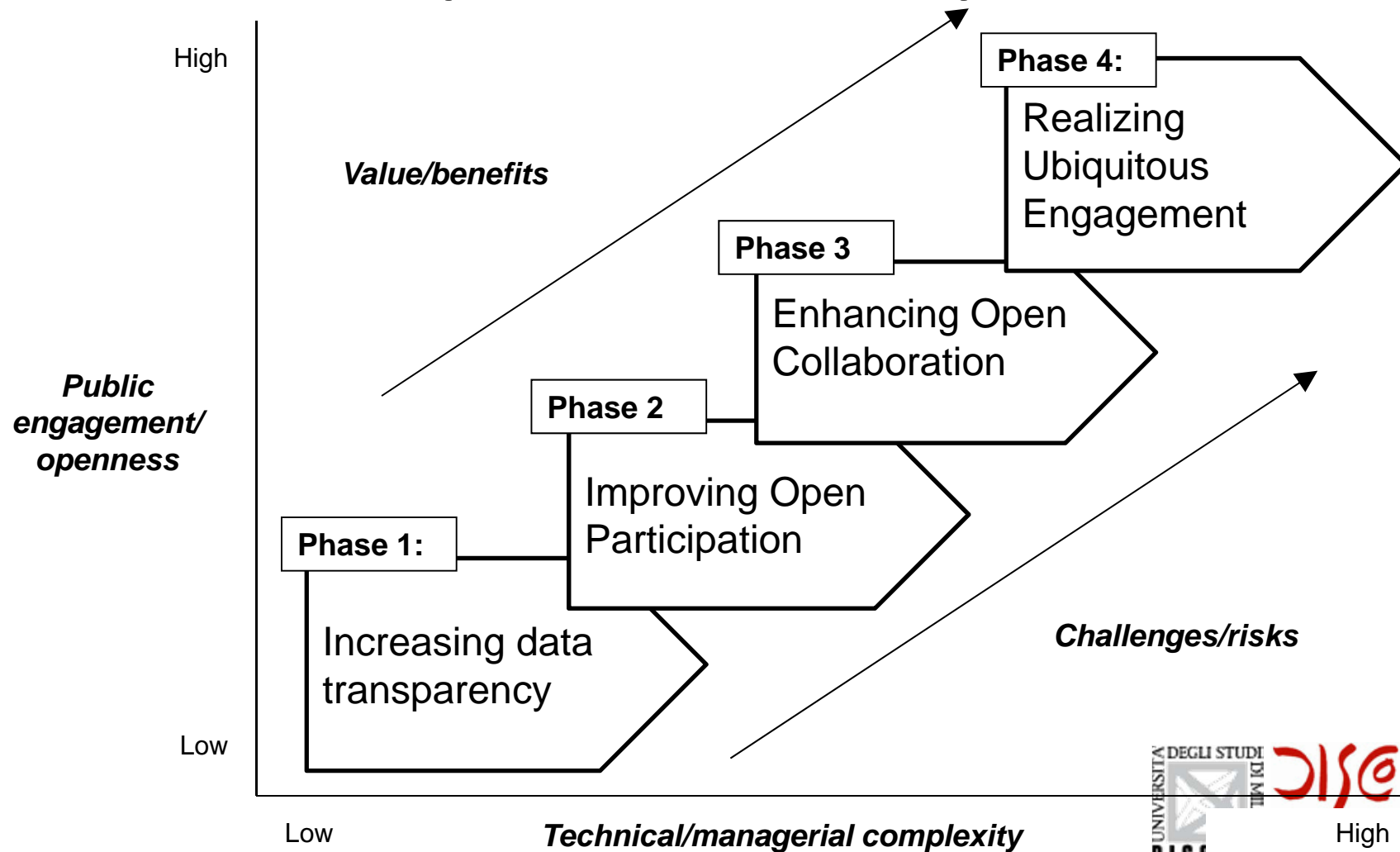
Adapted from: Lee, G. & Kwak, YH (2011) Open Government Implementation Model: A Stage Model for Achieving Increased Public Engagement, The Proceedings of the 12th Annual International Conference on Digital Government Research

What's next

Governance

Open | DATA | Government

Consolidation
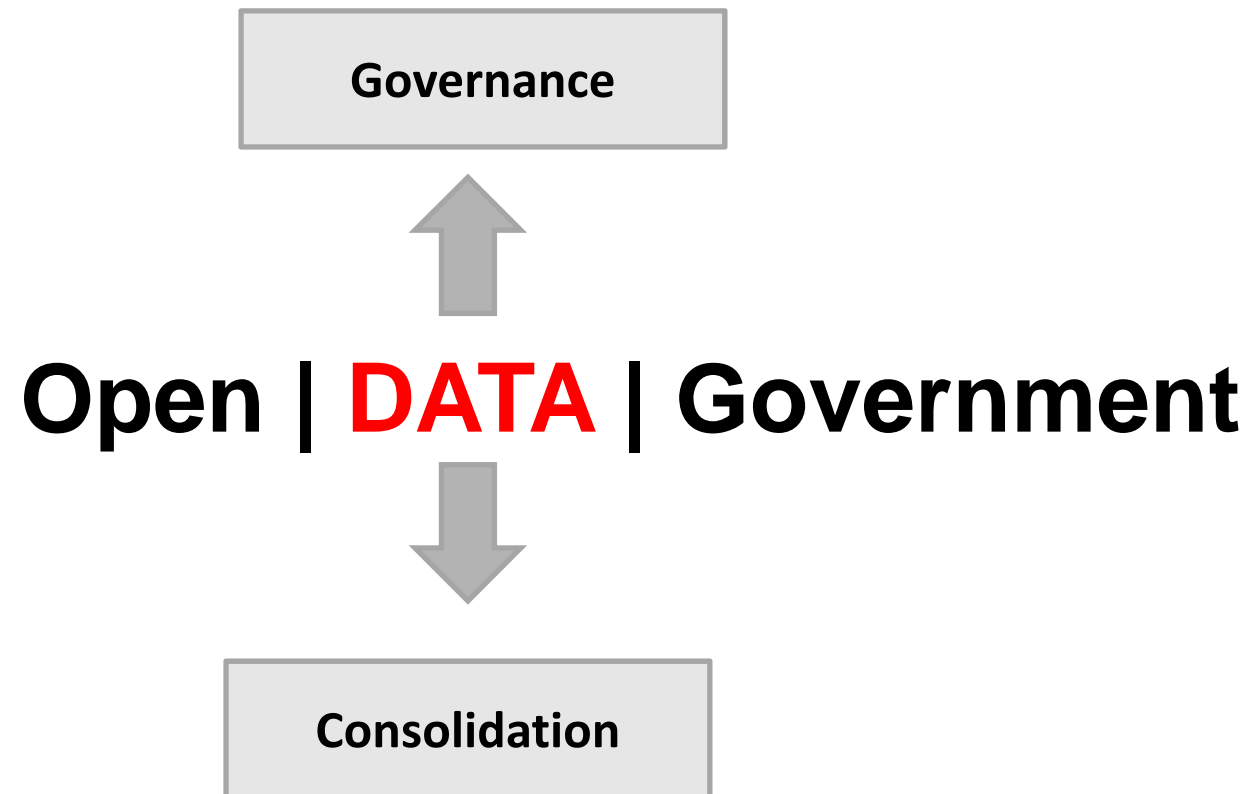
Thanks for you attention

...any questions?