

CENTRO DE GESTÃO DA REDE INFORMÁTICA DO GOVERNO **(Management Center for the Electronic Government Network)**

eGovernment – The Endless Frontier

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Summary

- **VISION AND LEADERSHIP**

Vision and Leadership

4 Long-Term Cycles of “eGovernance”

Public Value to Citizens and Business

Paradigm Shift: From i-GOV to c-GOV

- **K NETWORKS: Dissemination and Networks of Knowledge in Atlantic Area**

- **International Cooperation**

- **Research and Development into Key Challenges and eGovernance Life-Cycles**

- **THE POWER OF NETWORKS**

- **Communication Networks**

- **Information and Collaboration Networks**

- **Social Networks**

eGovernance: Vision and Leadership

Vision and Leadership

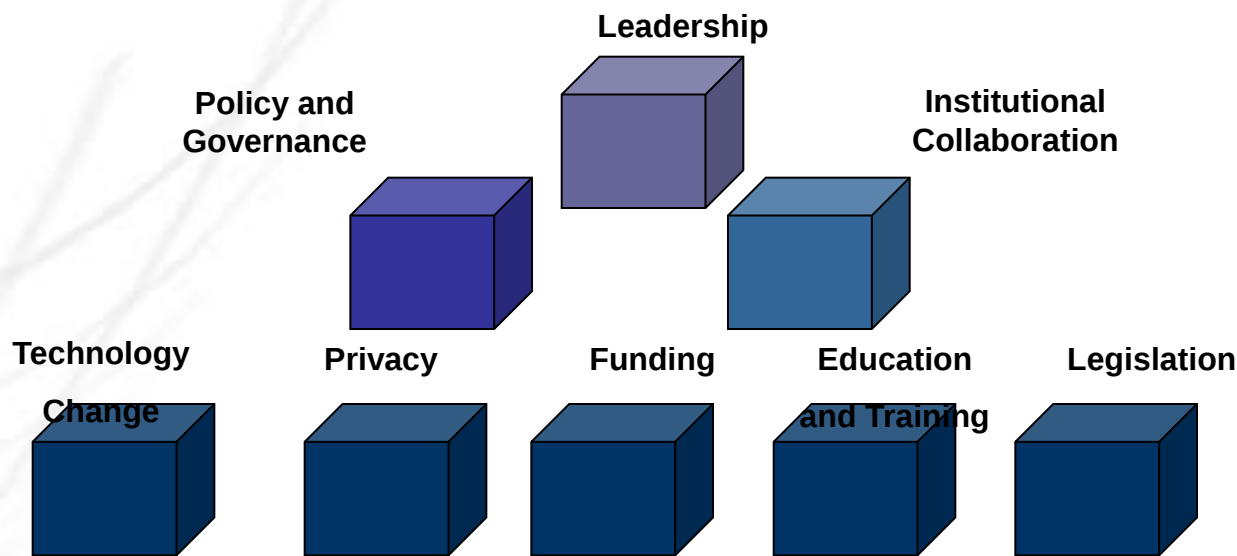
**Vannevar Bush (Director of the Office of Science and Technology)
Letter to President Roosevelt: 1945 - 2010**

65 YEARS

POLICY, FORESIGHT, VISION, AND LEADERSHIP

Long Term eGovernance and Leadership

eGovernance Foresight and Evaluation



... **Average time to resolution of citizen requests**
... Average cases resolved per employee
... Total cases resolved per day/week/month

... **Citizens' satisfaction**
... Number of citizens using the service
... Percent of cases resolved through self-service

Monitoring and Indicators

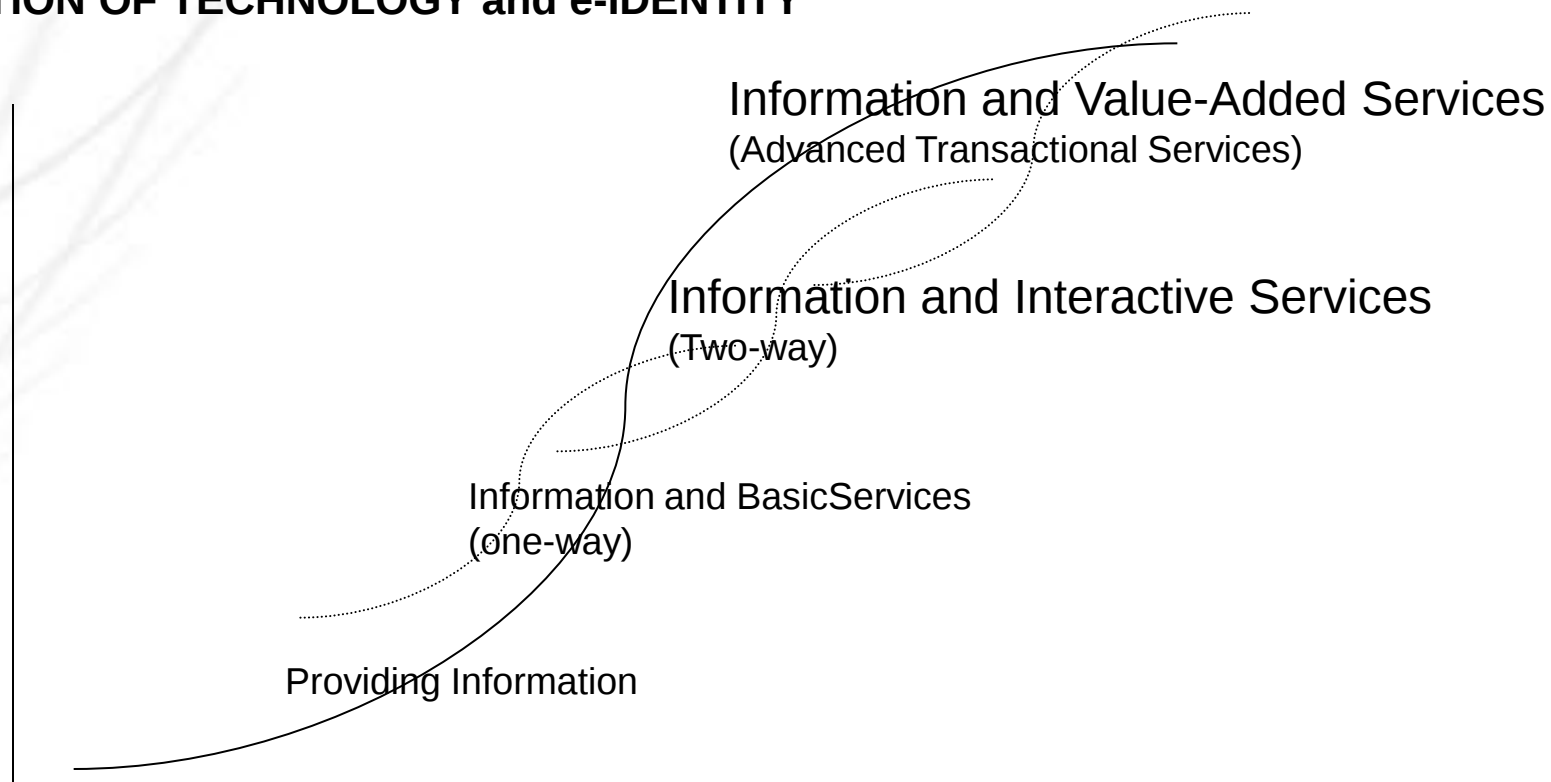
... **Average cost per case resolution**
... Annual operating costs
... Annual fees or revenue collected

... **Percent of relevant services available online**
... Number of cases / requests filed online
... Number of visitors to organizational portal / website

e-governance and e-identity

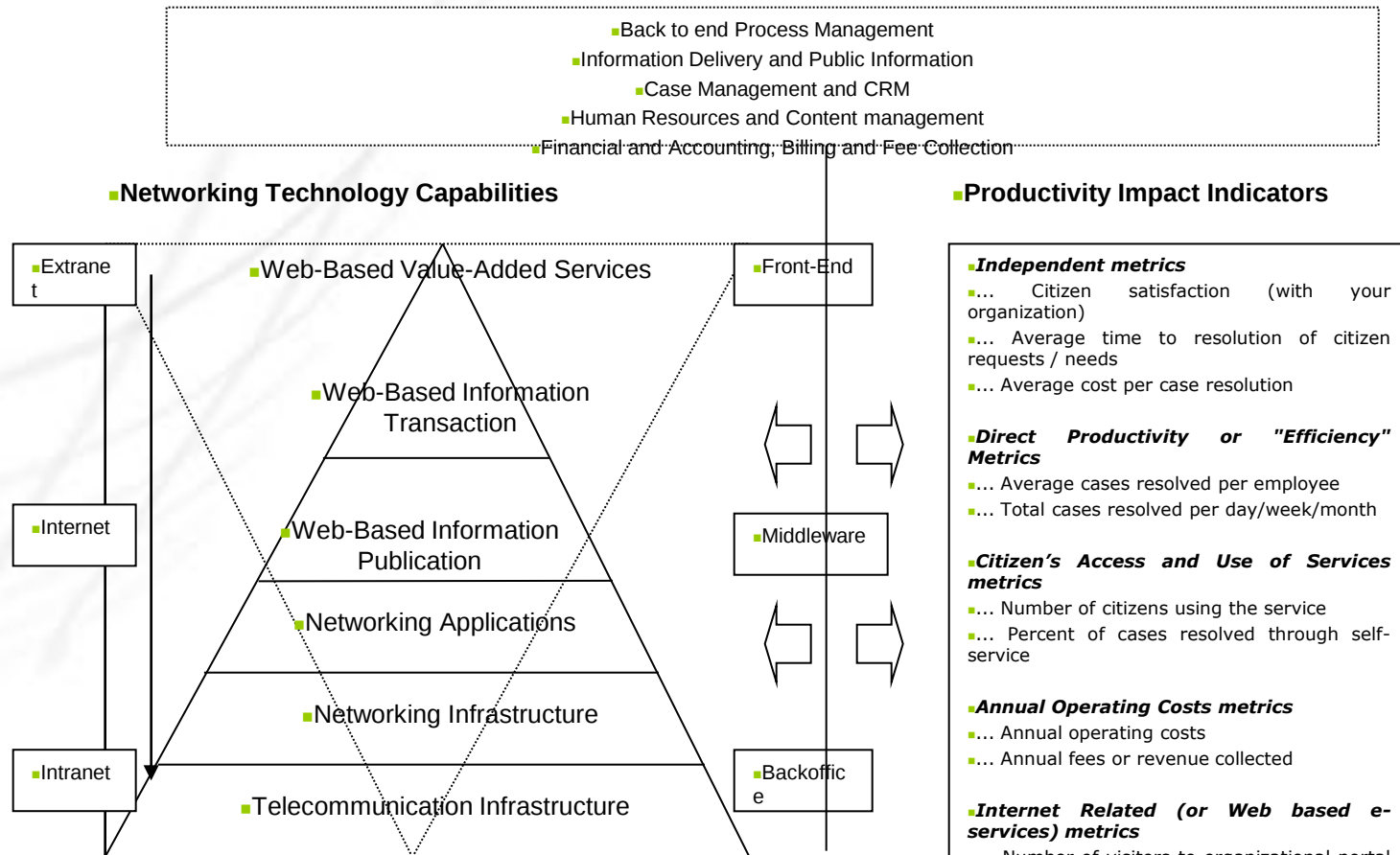
PROVIDING INFORMATION AND SERVICES TO CITIZENS, BUSINESS AND THE STATE

CO-EVOLUTION OF TECHNOLOGY and e-IDENTITY



The Public Value Structure of eGovernance

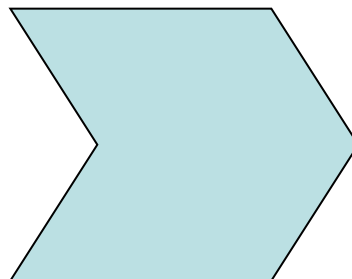
Citizen Services PUBLIC VALUE



Paradigm Shift: from i-Gov to c-Gov

i-GOV

- Information
- Investigation
- Innovation
- Investment
- Interactivity



c-GOV

- Conhecimento (Knowledge)
- Citizen
- Cooperation
- Competition
- Communities

K NETWORKS

Dissemination of Knowledge

World Collaboration Networks



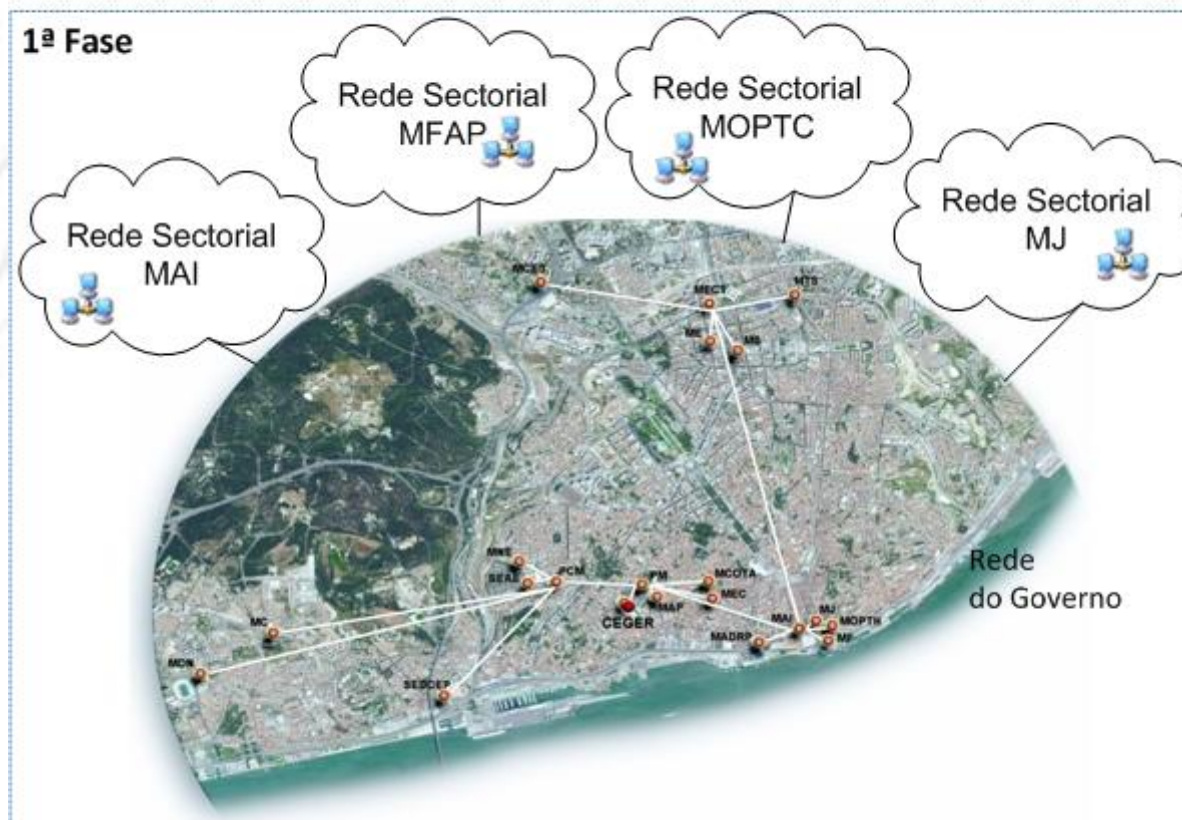
Challenges in Long-Term Preservation of Information and e-identity in Digital Networks

- **How different** is Government information in terms of requirements for e-identity?
- **How “Long”** is the “Long-term” for e-Identity?
- **Who is to be accountable** for violation of e-Identity?
- **The Technology frontiers** for Long-Term e-Identity?
- **Major Barriers** for Long-Term e-Identity?
Institutional frameworks, legal, ethical, ...
- **How to balance Information preservation with Identity and Security?**

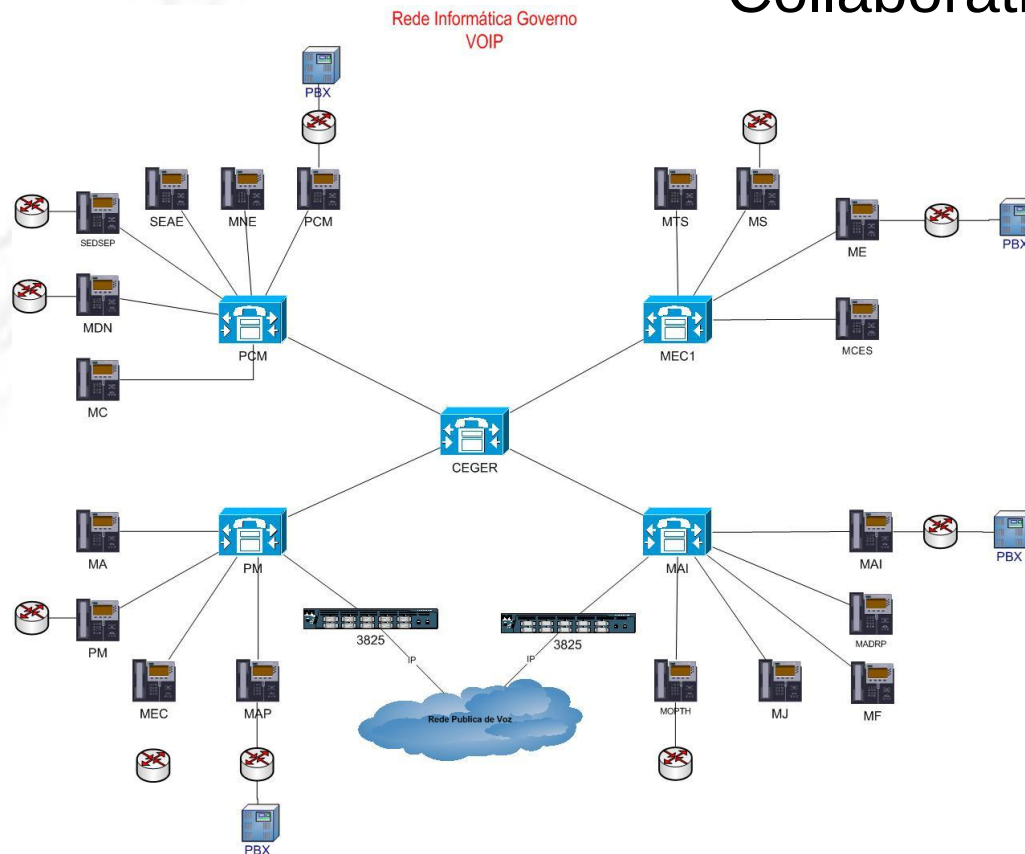
The Power of K Networks

Secure Communication Networks

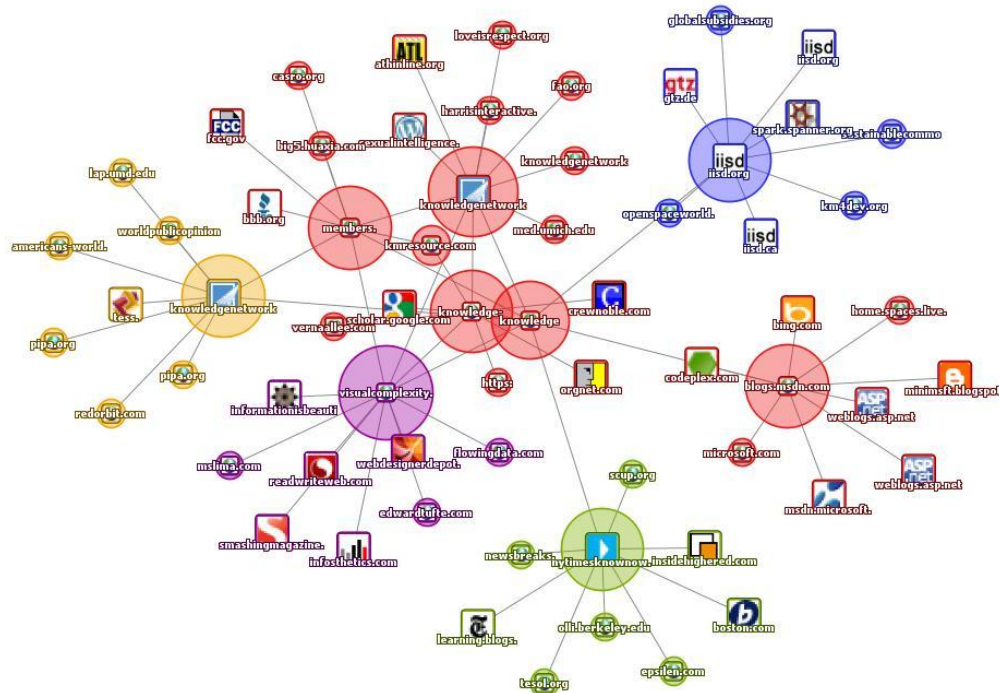
Diagrama do Projecto



Collaboration Networks



Social Networks and Knowledge Networks



Obrigado! Thank You!

Governance and Knowledge Networks

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