Where is e-government going in 2020?

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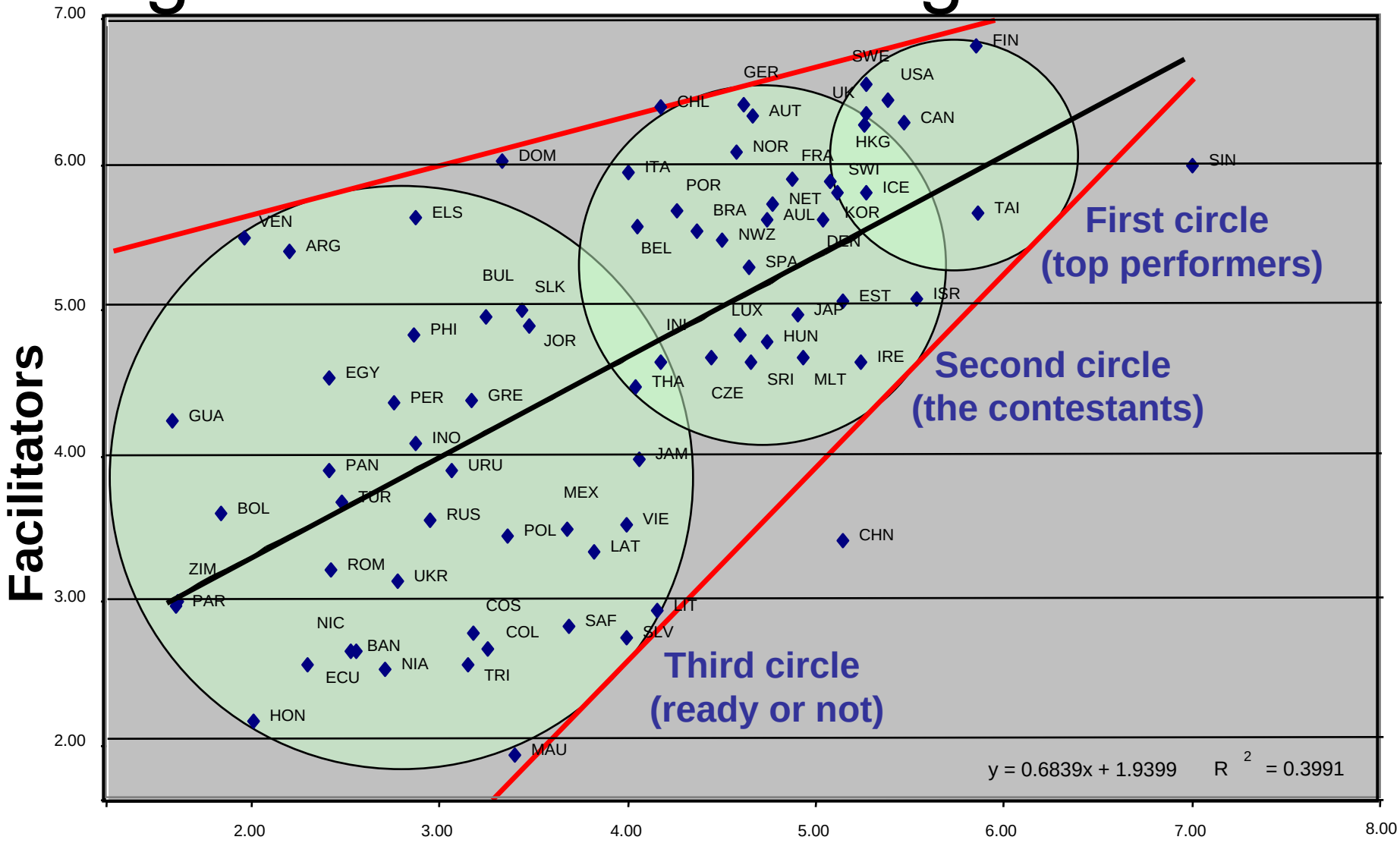
Where is e-Government heading ?

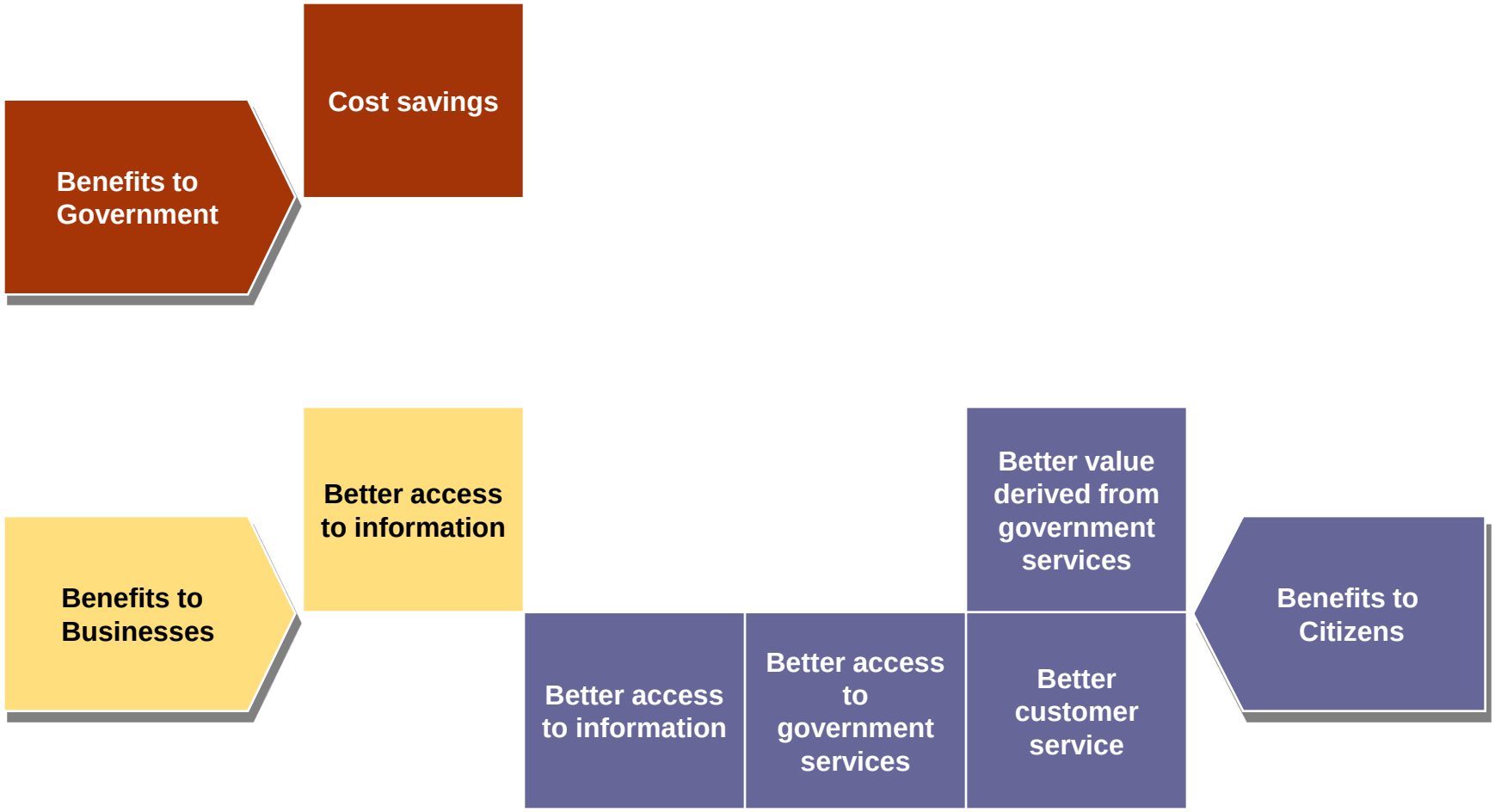
- Changing environment
- Changing purposes
- Changing concerns
- The death of e-Government

e-government for ‘new’ government

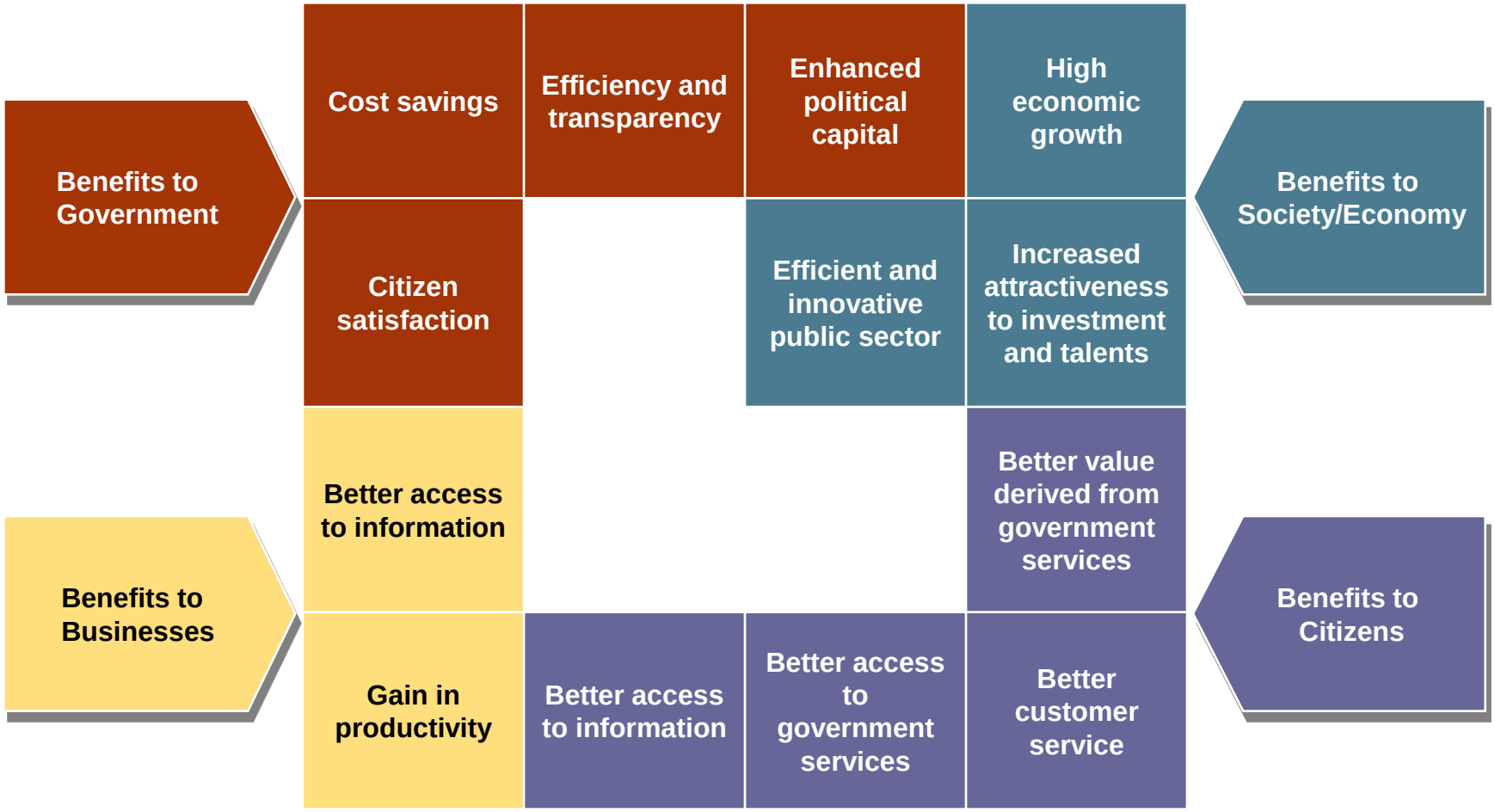


Note : the ‘Government’ variable of the GITR index has been used as proxy for Government leadership (x), whereas ‘Competition in telecoms’ has been used as an indicator of the effectiveness of Governments as facilitators (y)

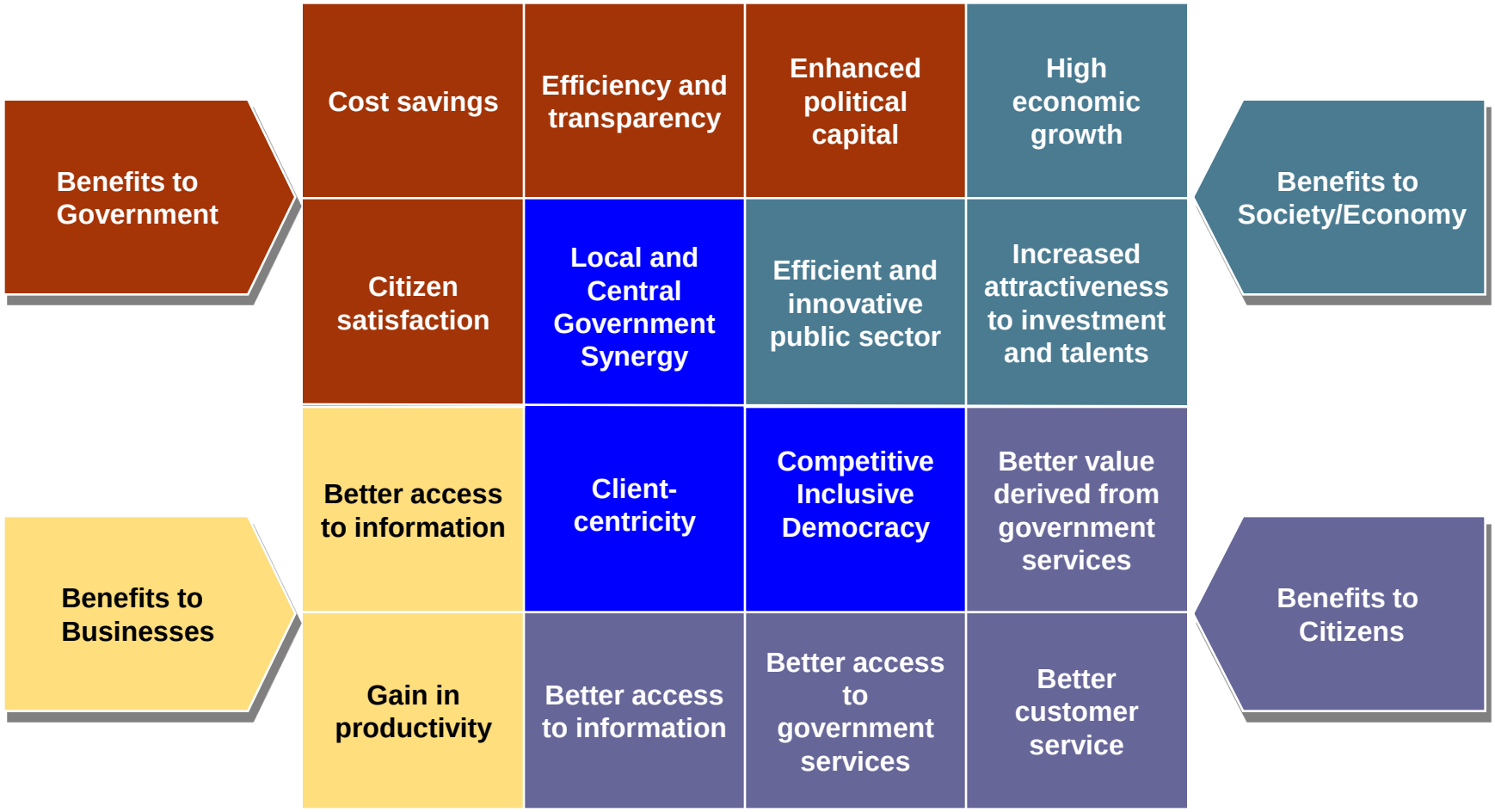
Benefits of e-Government : 1996



Benefits of e-Government : 2008



Benefits of e-Government : 2020



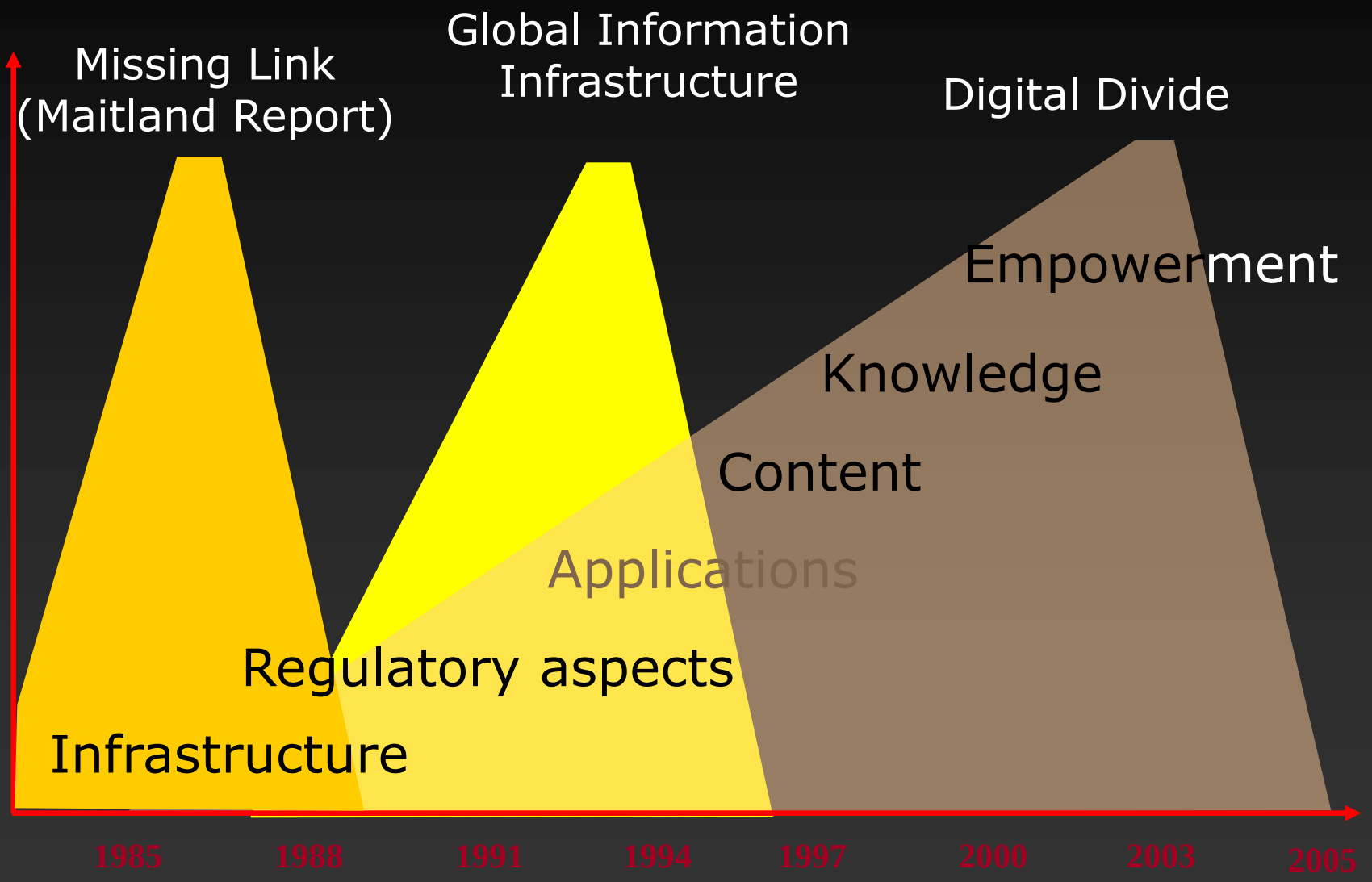
1996-2008 vs 2008-2020

	1996	2008	2020
Infrastructure	▪ Secure private networks (SWIFT) ▪ BitNet ▪ Infancy of the www	▪ Convergence ▪ Mobile/ubiquitous internet ▪ Broadband ▪ Digital divide issues remain	▪ Ubiquitous broadband ? ▪ Commoditized network ?
Information exchange	▪ EDI ▪ 'unsecured' packet switching	▪ Web-based secured (https) ▪ Open networks ▪ Web 2.0 ?	▪ Two-tier internet ? (security, pricing)
E-government purposes	▪ Public spending ▪ Shared data bases	▪ Public spending ▪ Public sector reform ▪ Better government ▪ Governance ▪ Economic development	▪ Public spending ▪ Local vs central govt ▪ Socio-economic efficiency ▪ The death of e-govt ?
E-government drivers	▪ Public sector ▪ IT departments ▪ Finance/accounting	▪ Public sector (+ PPPs) ▪ Reform/change agents ▪ Government as a whole ▪ Local governments	▪ Mostly PPPs and 'franchise' models ▪ Internationalized ▪ Localized
E-government concerns	▪ Security ▪ Sharing of info resources and equipment	▪ Security/privacy ▪ Institutions/enterprise architecture ▪ Standards/interoperability ▪ ROI	▪ Security/privacy ▪ Innovation/change mangt ▪ Transparency/Governance ▪ Democracy/empowerment ▪ Inclusion (worldwide) ▪ Skills (worldwide)

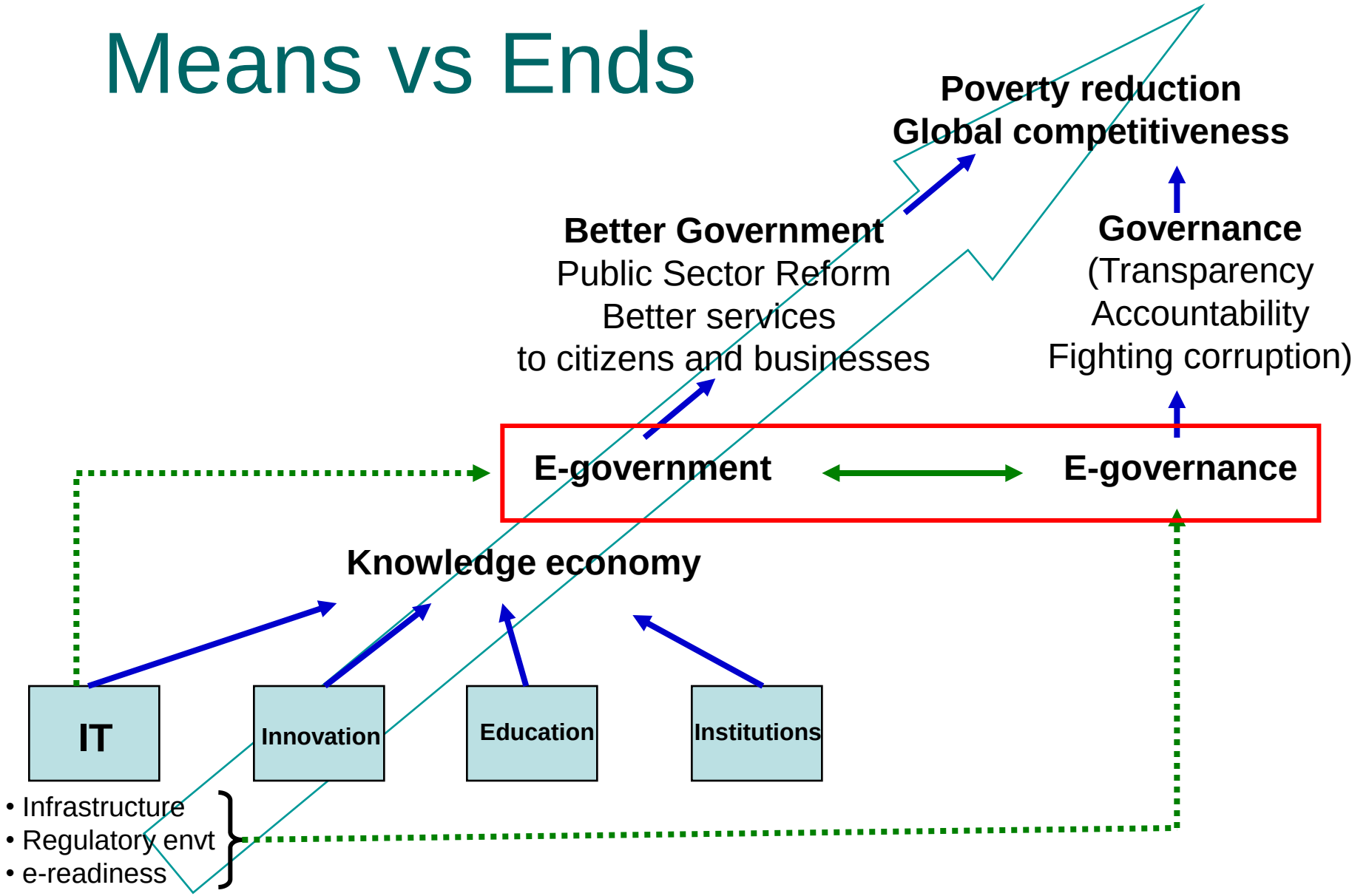
Changing environment

- Regulatory landscape
- Technology
- Delivery models (from multi-channel to channel-neutral)
- Business models
- Roles of governments
- Behaviors

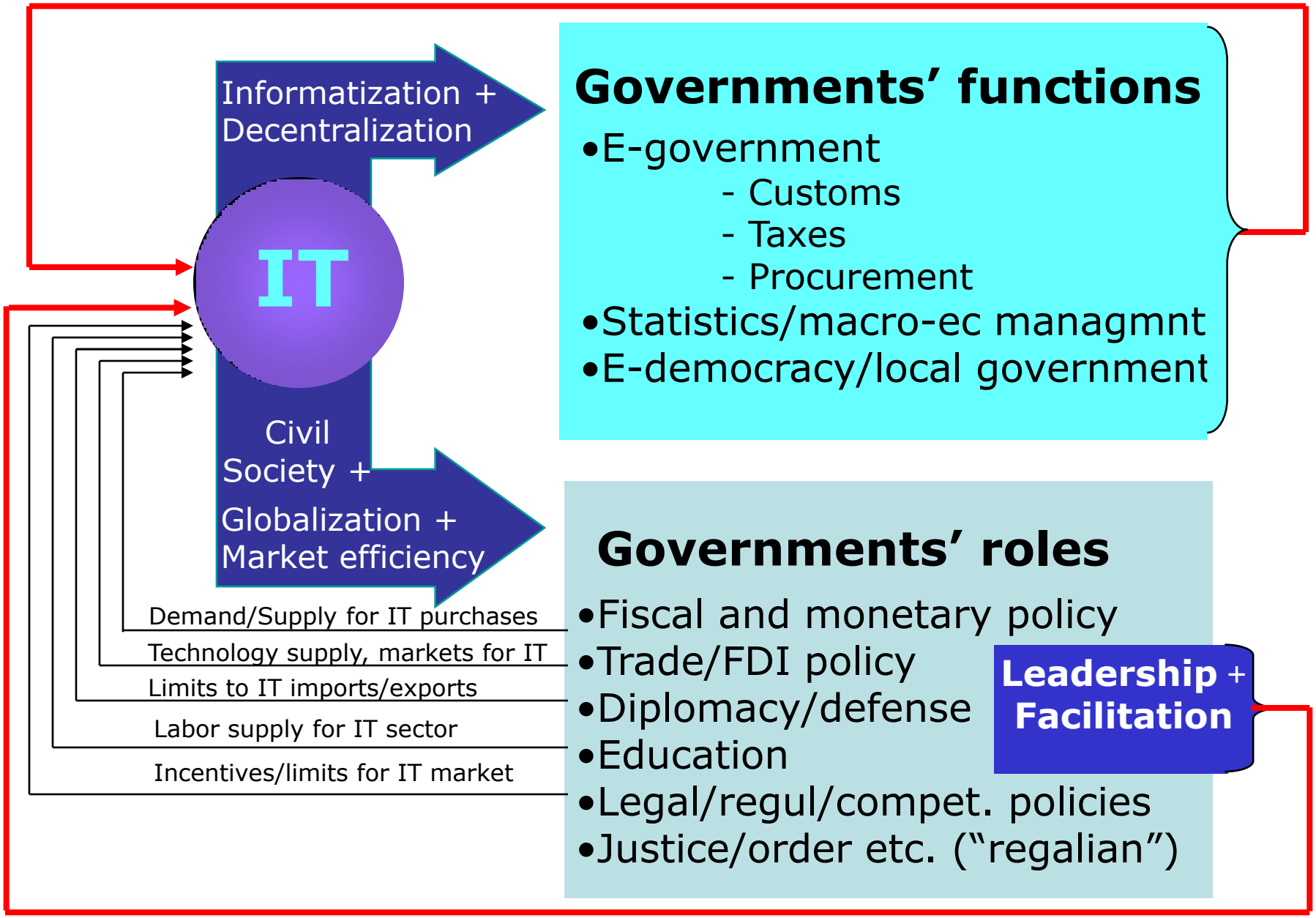
Shedding different lights at a complex set of issues



Means vs Ends



Demand for IT solutions/leading through example



E-strategy, national ambition/social project pursued through IT

New roles for governments

NEW
(increasing role)

Leader

Facilitator

Producer

OLD
(diminishing role)

G5

E-government
- services on line
- procurement
- trade facilitation
- civil society participation
- good governance

G4

Provide and promote vision (KISS)
- Address 'Digital Divides'
  - domestically
  - internationally
- Give signals to markets
  - ICT as a national priority
  - large projects or objectives
- Promote and defend national interests in international and global forums

G2

Provide proper environment
- Macro-economic environment
- Fiscal policies (cost, innovation, investment, VC, PPP)
- Legal/regulatory environment for ICT (competition, independent regulator, rule of law)

Education policy
- curricula/life-long learning
- ICT training facilities
- Wiring/networking of schools

G3

G1

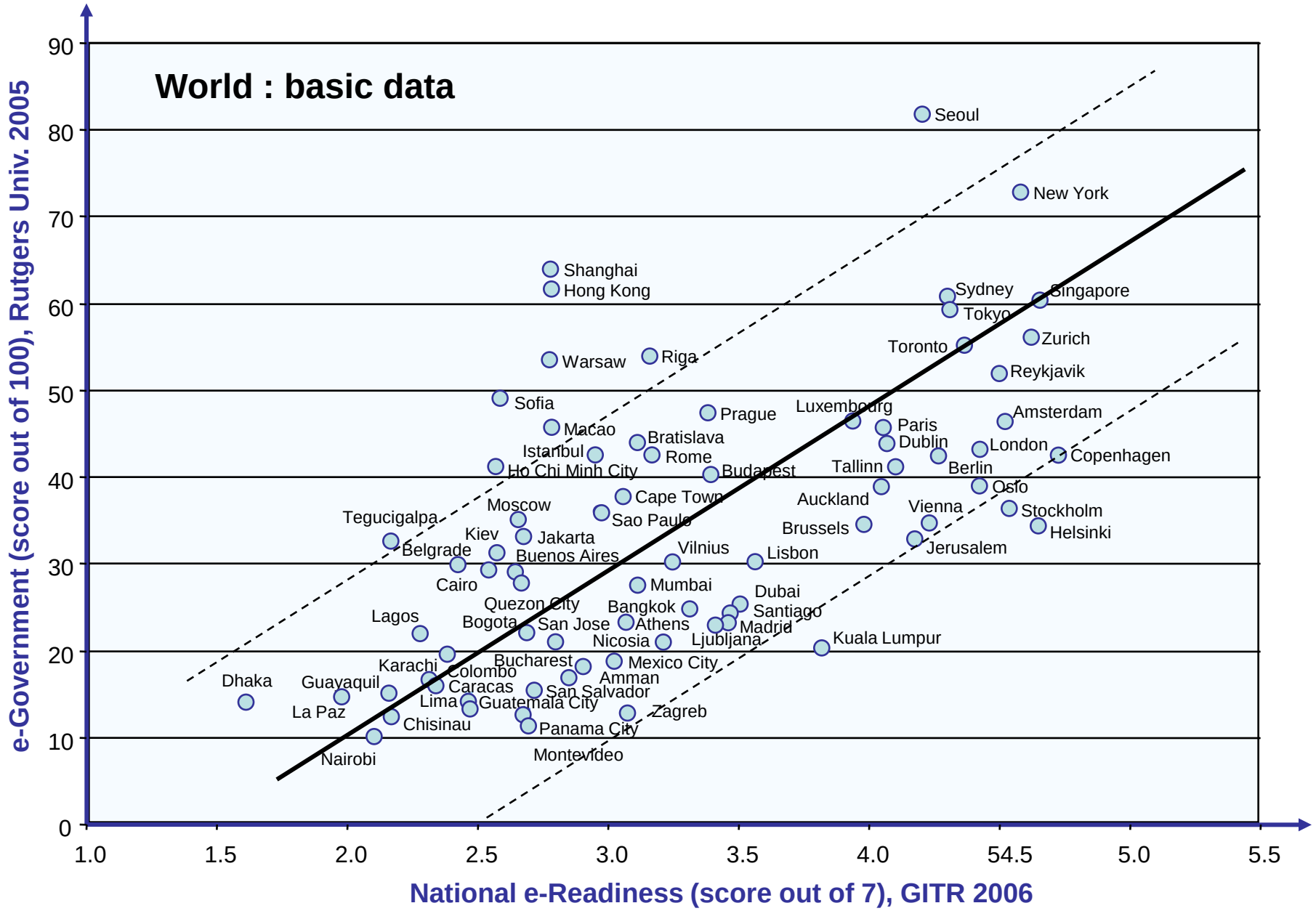
Provide access (univ serv)
- Lay out ICT infrastructure
- Produce ICT equipment
- Finance Public R&D

Environment **Readiness** **Usage**

Changing Purposes

- From cost reduction to better government
- From rationalization to growth facilitation
- From central to local
- From government-centricity to citizen-centricity to client-centricity

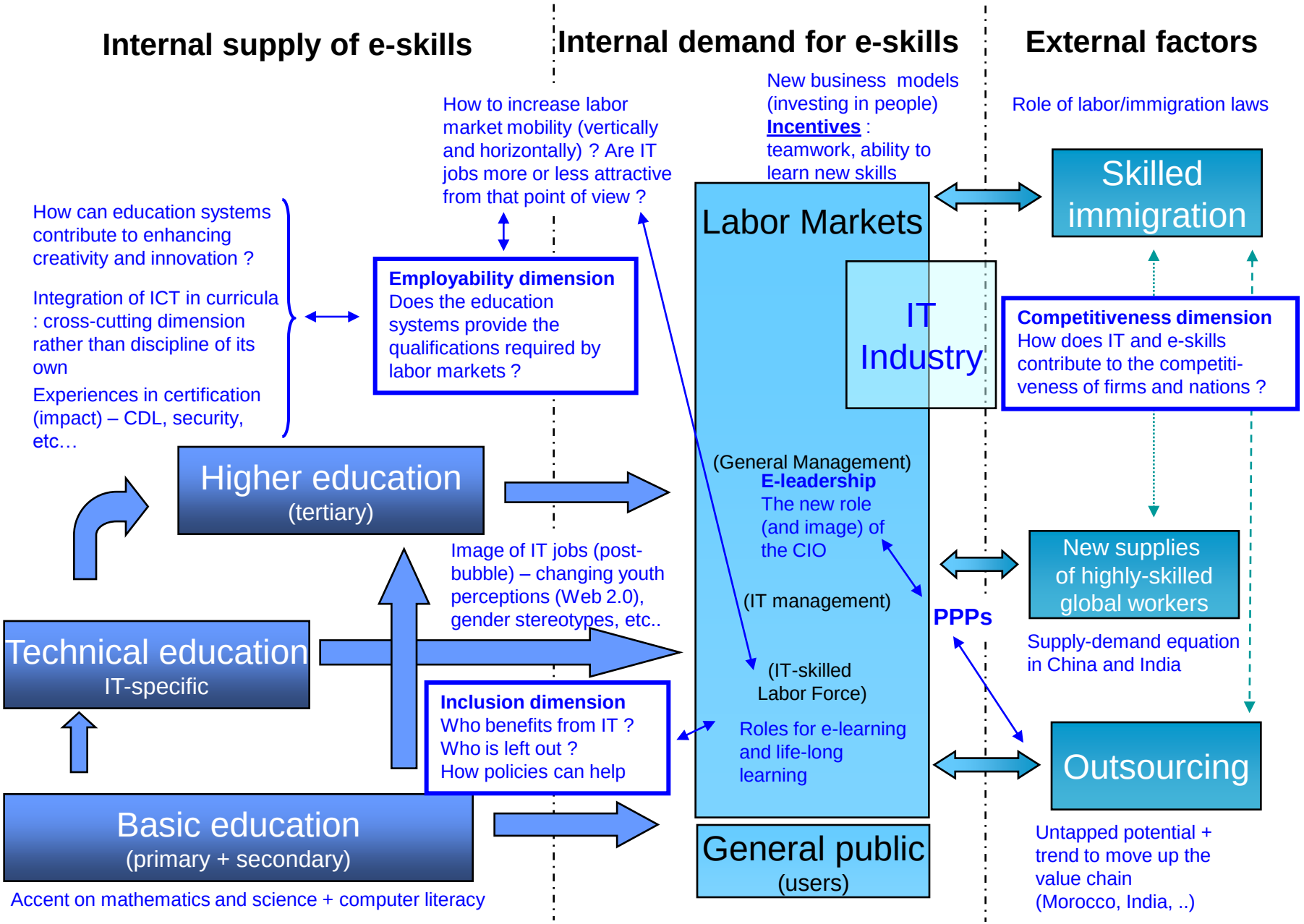
City e-Government vs. National e-Readiness (2005)



Sources : WEF/INSEAD (NRI/GITR), Rudgers-SKKU (e-Governance) and authors' caculations

Emerging concerns

- Security/Privacy
- Skills
- Transparency
- Governance/democracy ?


Internal supply of e-skills
Internal demand for e-skills
External factors
How to increase labor market mobility (vertically and horizontally) ? Are IT jobs more or less attractive from that point of view ?
New business models (investing in people)
Incentives : teamwork, ability to learn new skills
Role of labor/immigration laws
Labor Markets
Skilled immigration
IT Industry
How can education systems contribute to enhancing creativity and innovation ?
Integration of ICT in curricula : cross-cutting dimension rather than discipline of its own
Experiences in certification (impact) – CDL, security, etc…
Employability dimension
Does the education systems provide the qualifications required by labor markets ?
Competitiveness dimension
How does IT and e-skills contribute to the competitiveness of firms and nations ?
Higher education
(tertiary)
(General Management)
E-leadership
The new role (and image) of the CIO
(IT management)
New supplies of highly-skilled global workers
PPPs
Supply-demand equation in China and India
Image of IT jobs (post-bubble) – changing youth perceptions (Web 2.0), gender stereotypes, etc..
Technical education
IT-specific
(IT-skilled Labor Force)
Inclusion dimension
Who benefits from IT ?
Who is left out ?
How policies can help
Roles for e-learning and life-long learning
Outsourcing
Basic education
(primary + secondary)
General public
(users)
Untapped potential + trend to move up the value chain (Morocco, India, ..)
Accent on mathematics and science + computer literacy

Implications

- Balance private-public
- Balance short term-long term
- Balance central-local
- Balance cost reduction-growth facilitation
- Balance efficiency-inclusion
- Balance IT-knowledge
- Balance consistency-innovation

Thank you
for your attention

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