

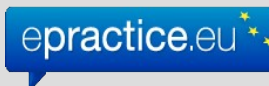
EUR *e* GOV

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Re-inventing the Wheel? – Transferring Best Practices in eGovernment

Sharing Best Practices in eGovernment

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Fundamental Trends in eGovernment

- Service Integration
 - Technology: integration of increasing number of services in one eGovernment solution
 - Policy: EU Services Directive demands One-Stop-Shops, eInclusion (Lisbon Agenda)
- Geographical Integration
 - eGovernment solutions integrate services provided by different authorities
 - European eGovernment solutions integrate existing national eGovernment bodies in MS

Main Questions

- Service integration and geographical integration related?
 - HELP.gv.at: national portal but can be distributed to other countries (Germany)
 - [e@SY Connects](#): Integration across different service providers in independent municipalities, exported to other countries
- What are the territorial and organisational / administrative limitations of integration & expansion of eGovernment services / solutions?
- Is there a need and a chance for PEGS?

Observations

- European governments have found solutions for almost all eGovernment problems (Capgemini, ePractice cases) :-)
- Many have been found many times :-(
 - Examples: Portals, CMS
- Many best practice award winners observe little or no take-up
- Conclusion: Trend towards re-inventing the wheel instead towards standard solutions

General Barriers to Best Practice Transfer

- Barriers towards eGovernment (BB2eGov)
 - Leadership Failures
 - Financial inhibitors
 - Digital Divides and Choices
 - Poor Coordination
 - Workplace and organizational inflexibility
 - Lack of Trust
 - Poor Technical Design

Specific Barriers to Best Practice Transfer

- EUREGOV
 - Lack of information (no best practice monitoring)
 - Lack of marketing capacities
 - Lack of technical competences
 - Lack of funding
 - Lack of capacities to provide technical and organisational advice to third parties
 - Loss of visibility
 - “Uniqueness” of public authorities
 - Competition between different public bodies (power losses)
 - Budget losses
 - “Cultural heritage” of the public sector

Solutions?

- More project funding
- More personnel
- Transferability as a requirement from design (APLAWS list of public services)
- Cultural change: Public authority as part of a European set of institutions providing similar services (=> sharing experiences and practices)
- Institutional help: Transfer agency that takes responsibility for best practice monitoring and transfer

Towards PEGS?

- Top-down: EC as an enabler / initiator of European eGovernment solutions
- Bottom-up: expansion of existing eGovernment solutions from local / regional / national level to European level
- Demand-driven or supply-driven?
 - Most successful solutions realised in a top-down approach
 - Say's theory
 - “opaqueness” of government service procedures: what is the citizens' demand

Thank you!