

Breaking Barriers to eGovernment: Overcoming Obstacles to European Public Services

<http://www.egovbarriers.org>

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The breaking barriers project

- To investigate the barriers to expanding effective eGovernment services and suggest possible initiatives at a European level to overcome these obstacles
- Led by the OII
 - 4 project partners: Gov 3, Universities of Murcia, Namur and Tilburg





The approach

- Review and synthesis of previous work
- Online survey
- In depth case studies
- Engagement with the expert community



- Identification and categorisation of barriers
- Study of key legal aspects
- Proposal of solutions





The seven barrier categories

- Leadership failures
- Financial inhibitors
- Digital divides and choices
- Poor co-ordination
- Workplace and organizational inflexibility
- Lack of trust
- Poor technical design





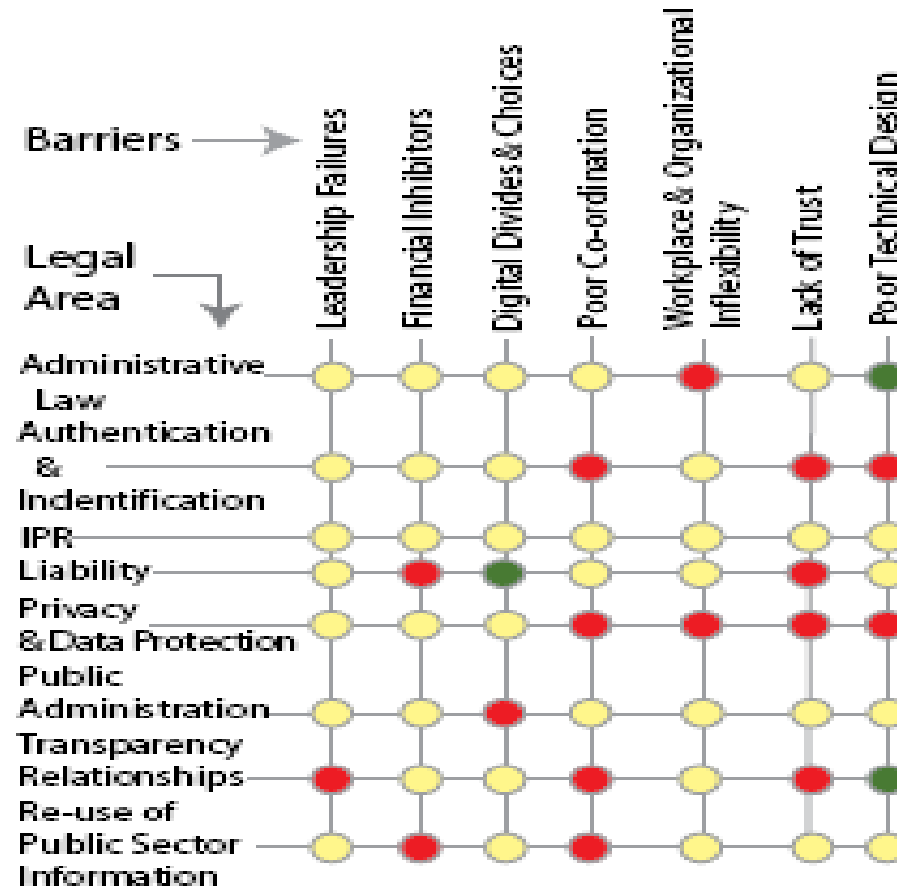
The eight legal foundations

- Administrative law
- Authentication and identification
- Intellectual Property Rights (IPR)
- Liability
- Privacy and data protection rights
- Public administration transparency
- Relationships between public administrations citizens and other ICT actors
- Re-use of public sector information





Prioritizing barriers and their legal dimensions



Red Very significant

Yellow Significant

Green Not significant



Organisational solutions

- Build a network of eGovernment champions (leadership failures)
- Calculate the benefits as well as the costs of eGovernment (financial inhibitors)
- Stimulate wide take-up by targeting eGovernment applications (digital divides and choices)
- Working with chaotic co-ordination (poor co-ordination)
- Encourage and support an 'eLiterate' workforce (Workplace and organizational inflexibility)
- Tailor trust levels to the specific eGovernment service offered (Lack of trust)
- Draw on user-generated creativity in eGovernment applications (Poor technical design)





Legal solutions

- Adapting formalized regulation of public administrations to support effective ePublic Services (Administrative law)
- Improving Co-ordination (Authentication and identification)
- Addressing the potentially high costs of access to IPR protected material (IPR)
- Ensuring liability does not undermine trust in eGovernment (Liability)
- Overcoming disparities in implementations of the Data Protection Directive (Privacy and data protection rights)
- Promoting a favourable view towards active transparency (Public administration transparency)
- Establishing an eRight for citizens to use electronic media to access public services (Relationships)
- Removing disparities between Member States in charges for re-using PSI (Re-use of public sector information)





More information

- Solutions for eGovernment
- A Legal and Institutional analysis of Barriers to eGovernment
- Breaking Barriers Case Study Report

http://www.egovbarriers.org/?view=project_outputs

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