Breaking Barriers to e-Government: overcoming obstacles to improving European public services

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Information Society
and Media

Background

- Benefits of e-Government
  - seamless and customised service
  - more flexibility of access (time, channel options)
  - greater efficiency
  - enhance mobility across Europe
- Policy commitment to e-Government
- Significant progress
  - increasing number of services available on-line
  - growing number of two-way interactions and fully on-line transactions
  - focus on uptake and use by the customer
- But more needs to be done….
  - legal and organisational barriers

The study

- Sets out to investigate the legal, organisational, technological and other barriers to expanding effective e-Government services
- Aims to suggest possible initiatives at a European level to overcome these barriers
- Project partners
  - Oxford Internet Institute, University of Oxford, UK
  - Gov3, London, UK
  - Tilburg Institute for Law, Technology, and Society, University of Tilburg, Netherlands
  - CRID the Research Centre for Computer and Law, University of Namur, Belgium
  - University of Murcia, Spain
- Three year study – began January 2005

Aims and methods

- Aims
  - create an inventory of issues that are, or can become, barriers to e-Government
  - analyse and assess how such issues affect e-Government advancement
  - identify appropriate and helpful case studies and good practice
  - suggest possible initiatives at a European level to address these issues and overcome the barriers
- Methods
  - review and synthesis of previous e-Government studies
  - engagement with the expert community (on-line inventory, workshops, expert group)
  - empirical research

The barriers

- Legal
    - privacy and data protection
    - identification and authentication
    - liability
    - intellectual property rights
    - public administration transparency
    - relationships between public administrations, citizens and other ICT actors
    - re-use of public sector information
    - administrative law
    - e-procurement
    - e-commerce
- Cultural
    - organisational culture
    - co-ordination
    - channel rivalry
- Definition of the term "barrier"

Get involved…

- Are these the barriers we should be exploring?
- How are these issues affecting e-Government advancement?
- Cases studies, experiences?
- To find out more:
  - visit the project website - http://www.egovbarriers.org
  - bi-monthly e-newsletter
  - expert group
  - events
  - email rebecca.eynon@oii.ox.ac.uk