

# 2012 INTERNATIONAL OPEN GOVERNMENT DATA CONFERENCE



**TRANSFORMATIONAL eGOVERNMENT  
DRIVES CITIZEN ENGAGEMENT &  
PROMOTES DEMOCRATIC RENEWAL**

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# TRANSFORMATIONAL eGOVERNMENT



- CONTINUOUS INNOVATION IN THE DELIVERY OF SERVICES, CITIZEN PARTICIPATION & GOVERNANCE THROUGH THE TRANSFORMATION OF EXTERNAL & INTERNAL RELATIONSHIPS BY THE USE OF TECHNOLOGY
- OFFERED THE HOPE & PROMISE TO REVITALIZE & MODERNIZE PUBLIC SERVICES, REINVIGORATE & IMPROVE SERVICES TO CITIZENS, BUSINESS & GOVTS & CREATE AN IMPROVED ENVIRONMENT FOR EMPLOYEES TO WORK
- MANY COUNTRIES ARE ENGAGED & URGED FORWARD BY BOTH PUSH & PULL MOTIVATIONAL PRESSURES TO USE TECHNOLOGY TO IMPROVE DEMOCRATIC PARTICIPATION, SOCIAL HARMONY & ECONOMIC SUSTAINABILITY

# CURRENT SITUATION



- PROMISES OF TRANSFORMATIONAL eGOVT TO REFORM & MODERNIZE PUBLIC SERVICE & CONTRIBUTE TO SOCIAL HARMONY & ECONOMIC SUSTAINABILITY ARE STILL ELUSIVE
- TRANSFORMATIONAL eGOVT'S FIRST DECADE HAS BEEN MUCH MORE TRANSACTIONAL THAN TRANSFORMATIONAL
- RADICAL CHANGES ARE NEEDED IN THIS DECADE: CULTURE, DATA, STRUCTURE, FUNCTIONS, RELATIONSHIP WITH ALL STAKEHOLDERS, ORGANIZATIONAL ARRANGEMENTS, BUSINESS PROCESSES & RESOURCE MANAGEMENT

# RESEARCH DESIGN



- EXAMINE REASONS BEHIND eGOVT LACK OF PROGRESS TO MEET EXPECTATIONS OF THE DOT COM ERA OF HIGH HOPE & HEAVY PROMISE
- INTERNATIONAL SURVEY & FOLLOW UP WITH PRIVATE, PUBLIC, ACADEMIC & THINK TANK EXPERTS

# FINDINGS



INTERRELATED, SYNERGISTIC COMPENDIUM OF 10 eGOVT CHALLENGES

1. CONFLICTING STAKEHOLDERS
2. CONTINUOUSLY BLEND TECHNOLOGY, PEOPLE & PROCESSES
3. BUSINESS MODELS THAT REWARD TRADITIONAL APPLICATIONS
4. SYSTEM MODELS AFFECTED BY POLITICAL REALITIES & PRIVATE SECTOR
5. LACK OF MOTIVATION & ACCOUNTABILITY FOR LESSONS LEARNED
6. PROMISES OF INTEROPERABILITY, INTEGRATION & SAVINGS
7. JUDICIOUSLY MANAGE INFORMATION
8. LACK OF COMPREHENSIVE APPROACH TO PROJECT MGT AS DRIVER
9. LIMITED ACCESS & INEFFECTIVE USE OF SUBJECT MATTER EXPERTISE
10. ORG ENV NOT PREDISPOSED TO ENTERPRISE WIDE TRANSFORMATION

# RESEARCH & OPEN GOVT FOCUS



## RESEARCH FOCUS

TECHNOLOGICALLY & INFORMATIONALLY ENHANCED PROJECT  
MANAGEMENT METHODOLOGY TO CONTRIBUTE TO  
eGOVERNMENT SUCCESS

## OPEN GOVERNMENT FOCUS

RESTRUCTURED GOVERNMENT SUPPORTED BY INTEGRATED,  
ACCESSIBLE, QUALITATIVE & QUANTITATIVE INFORMATION