# egosta

## E-Government Stakeholder Involvement

**Author: Silke Weiß, Josef Makolm**

**Vienna, 8th September 2009**

# Overview

- Motivation
- Stakeholder Involvement
- Project Settings
- Use Case „VCD“
- Why we need „egosta“?
- Research questions

# Motivation...

- e-Participation = the participation of citizens and businesses in the political decision making processes through the use of ICT.
- Participation helps to strengthen the mutual trust between politics, public administration, citizens and businesses.
- Results can be broader accepted and innovative solutions can be developed through transparent and open decision making.

# ...Motivation...

- The development of e-government applications is mostly based on ideas and knowledge of the public administration.
- Stakeholders like citizens, enterprises and non profit organizations can not play a part in the development process and do not get informed sufficiently about the purpose and idea behind a project .
- This causes distrust towards new electronic applications.

→ E-Government Stakeholder Involvement

# ...Motivation

- Development of a standard method and a standard tool which integrates stakeholder actively and instantly in the development process of new e-Government applications.
- Based on Web 2.0 technologies like wiki, blog, forum and chat.
- Optimisation of the knowledge transfer between stakeholders and the project team.
- In this way user-friendly applications can be developed and the acceptance of new applications can be strengthened beforehand.

# Stakeholder

- Persons, groups or organisations, which are directly affected by an IT-project or its outcome the IT-application.

- Stakeholders are e.g.
  - future users of the IT application
  - organizations which have interfaces with the application
  - organizations which provide similar services

# Without Stakeholder Involvement

- information about new e-Government applications are only available shortly before the production rollout
- 1:1 implementation of existing paper-based processes
- development of user-unfriendly applications because developers
  - **set other priorities**
  - **speak special languages**
  - **analyse the requirements inadequately**
- stakeholders have less influence

# Offline
# Stakeholder Involvement

- Multi-stakeholder forum = meeting (physical presence)

  participants

  - project team
  - stakeholder or their representatives

  objectives

  - presentation and discussion of project contents
  - collection and contribution of stakeholder requirements and suggestions

→ Stakeholder Involvement: A basis for successful E-Government projects

But Multi-stakeholder forums imply time and money consuming effort

# Online Stakeholder Involvement

- new ways of cooperation are feasible
- improve user acceptance
- support the development process without being physically present at a certain time and place
- small and medium-sized businesses can take part
- as well as peoples from the whole world

# Project Settings

- **Organisational Guidelines** how to implement and run the e-Participation Toolbox and the e-Participation Analysis Tool
- **e-Participation Toolbox** based on Web 2.0 technologies for active stakeholder participation (blogs, discussion forums, wikis for elaborating stakeholder positions)
- **Analysis Tool** for semantic categorisation, clustering and analysing of masses of e-Participation artefacts by Knowledge Discovery and Semantic Technologies (DYONIPOS)
- Developed and tested in context of the **Use Case** „Virtual Company Dossier“ – VCD within the PEPPOL.AT project

# Virtual Company Dossier (VCD)

- Work package 2 of the European PEPPOL project
- PEPPOL (Pan European Public Procurement Online)
- VCD = consolidated collection of all evidences that an economic operator needs in order to participate in a public procurement process as a tenderer
- Implementation of the VCD application in Austria considering pan-European dependencies

# VCD stakeholder

- public administration or their representatives
- economic operators and their representatives
- broker
- administration of registration and attestation

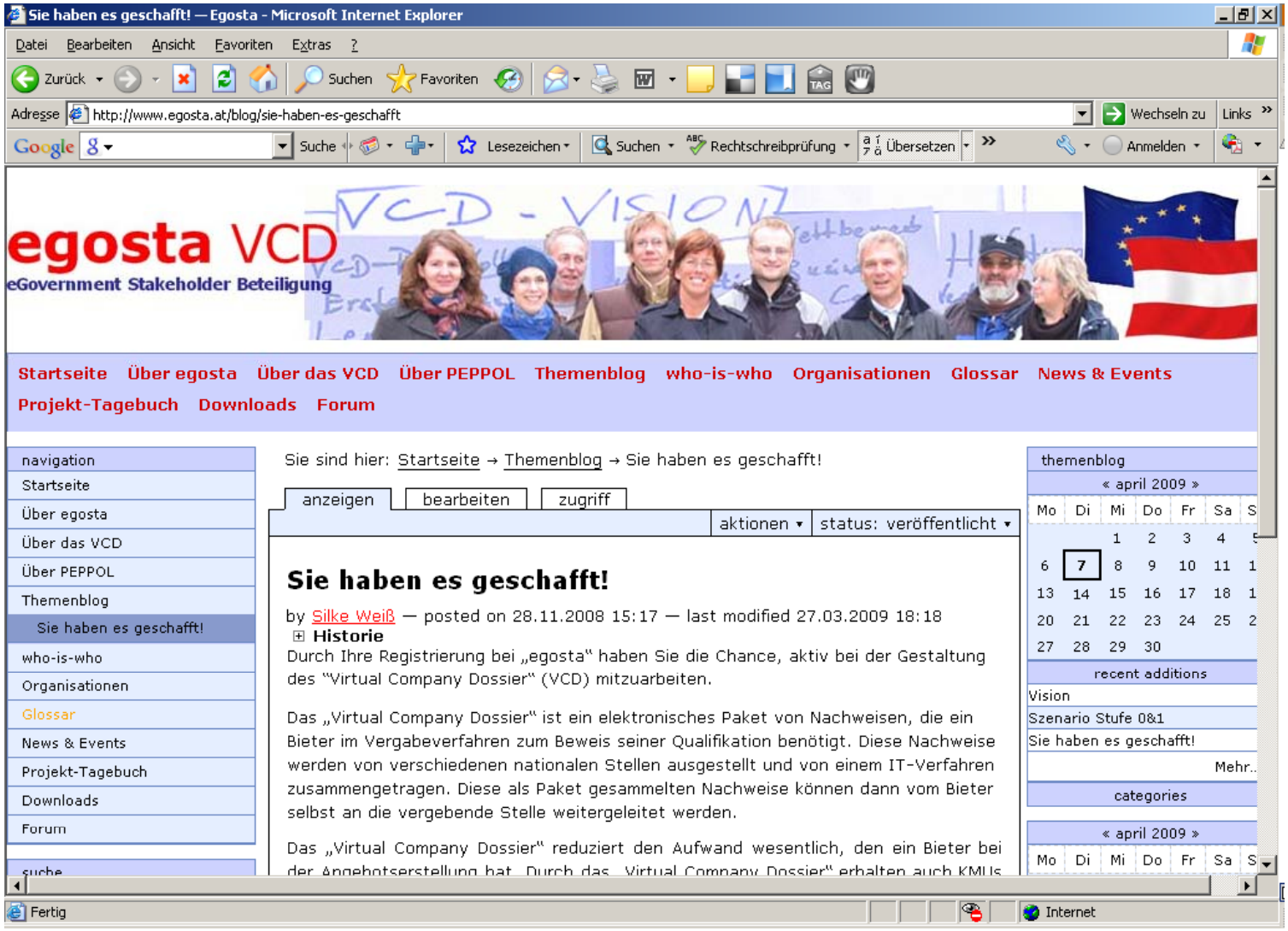
# „egosta“ objectives

- transfer of background and status information
- collaborative development of a vision and collaborative decision making
- collaborative understanding of technical terms
- collaborative development of governance, process, legislation, data and infrastructure models as well as collaborative selection of the best solution

# egosta

- **Technical realisation: PLONE**
- **Key functionalities:**
  - well structured provision of **information**
  - **VCD blogs** written by the project team
  - **stakeholder discussion forum** discussion of alternative positions
  - **stakeholder wiki** collaborative development of technical terms
  - monthly **Chats** between experts and stakeholders
  - **rating functionality** to identify the most innovative stakeholder contribution
  - exploration of the „egosta“ contents via a **DYONIPOS-Connector** and summarisation of the results in the theme blog
  - **Idea discussion forum** for the VCD team
  - it is considered to inform the public about the project results

# www.egosta.at



# Optimisation of egosta

- Through feedback of the stakeholders and evaluation
- Which Web 2.0 technologies are excepted from the stakeholders and which not?
- Feedback to the following questions:
  - How user-friendly is egosta?
  - Which additional functionalities should be implemented?
  - Which topics should be discussed in the future?
  - Are the blog and forum entries understandable?
  - How interesting are the top-down given topics?
  - To what extend are the Web 2.0 technologies be used?

# Information Transfer

Multi-stakeholder forum

„egosta“

Stakeholder Involvement

# Why egosta?

- Implementation and test of a stakeholder involvement platform.
- The stakeholder involvement platform “egosta” should be used to develop new e-Government applications.

→ „egosta“ standard method & standard pro

- **Creation of a „win-wi**
  - active s ject team
  - ion of stakeholder
  - vement of stakeholders in design decisions of an e-Government application

www.egosta.at

- **Implementation of user-friendly applications**
- **Improvement of acceptance**

JH1

# Evaluation of egosta

- **Within the evaluation of egosta the following research questions shall be investigated:**
  - **To what extent can Web 2.0 technologies be used as a tool to involve stakeholders?**
  - **How much moderation does the website need?**
  - **Can e-Participation find acceptance in small and large e-Government projects?**

**JH1** der letze satz der notizen versteh ich nicht
Huntgeburth; 07.09.2009

Thank you for your attention

# egosta
# e-Government Stakeholder Involvement

Josef Makolm
josef.makolm@bmf.gv.at
Silke Weiß
silke.weiss@bmf.gv.at