Why we need "Open City Portal"?

"Age of Connectivity: Cities Magnets of Hope" workshop
UN Headquarters, NY

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EU's benchmark for on-line services

- Stage1: *information*
  - People can get only information
- Stage2: *One way interaction*
  - People can download forms
- Stage 3: *Two way interaction*
  - People can apply through the Internet
- Stage 4: *Full electronic case handling*
  - People can get results through the Internet

EU15 achieved 72% online service
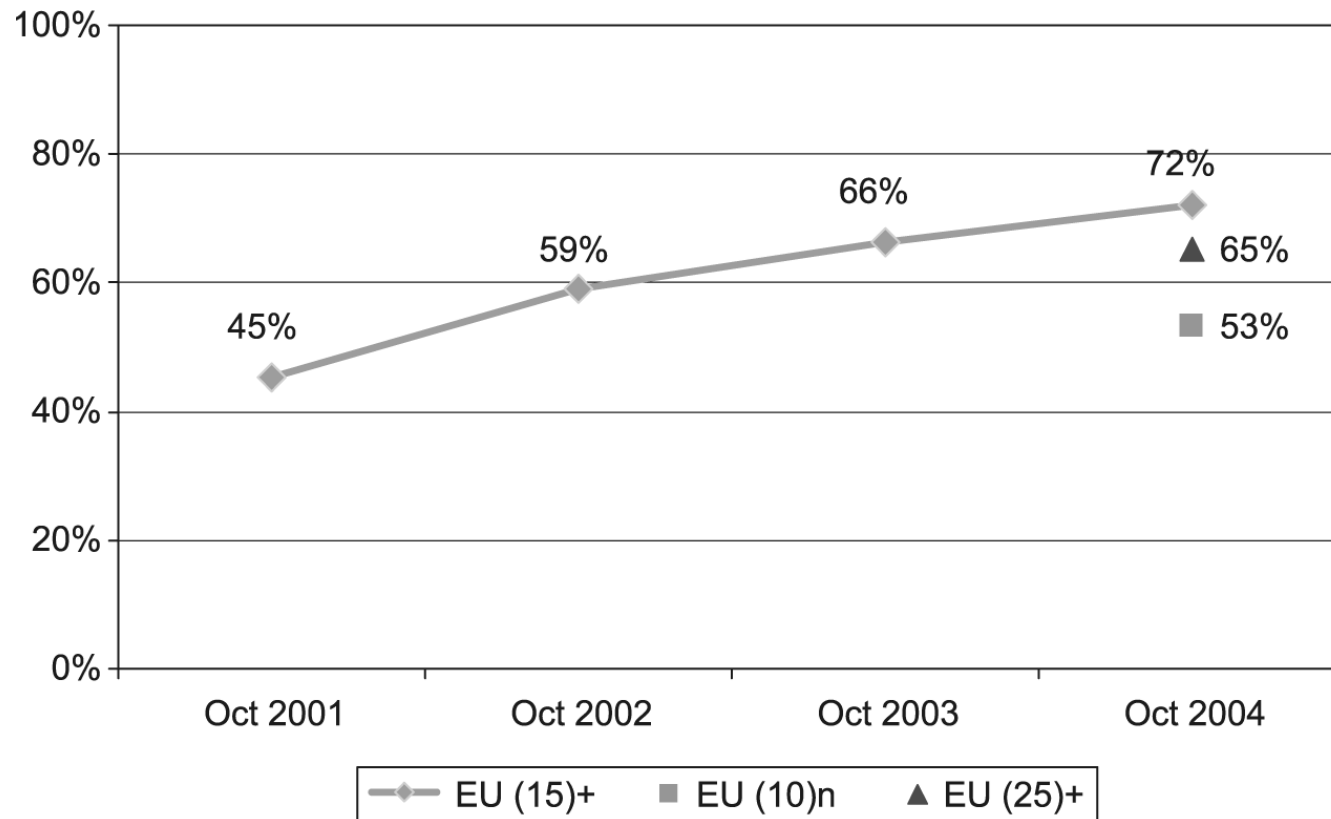
How to benchmark e-government?

- Online service is just one criteria:
  - Integrated Government Portal?
  - Citizen-centric content classification?
  - One-glance Navigation?
  - Able to get all the necessary information?
  - Citizens actually use the portal?
  - Multi-channel access?
  - Achieved the e-government goals?

EU Cities Rating:
Service Maturity

- Moderate (SM > 36%):
  - Vienna, Birmingham, Stuttgart, and Munich.
- Marginal (36% > SM > 30%):
  - Saragossa, Essen, Barcelona, Sheffield, London, Cardiff, Dublin, and Genoa
- Low (30 >SM > 20%):
  - Cologne, Valencia, Glasgow, Edinburgh, Berlin, Madrid, Luxembourg, Seville, Leeds, Hamburg, Brussels, Frankfurt, and Rome
- Very low (20% > SM):
  - Belfast, Lyon, Lisbon, Marseille, Naples, Milan, Paris, and Palermo

Source: Torres Pinna, & Acerete 2005

EU Cities Rating:
Delivery Maturity (DM)

- Moderate (DM > 62%):
    - Barcelona, Frankfurt, Madrid, Saragossa, Cardiff, Berlin, Palermo, and Vienna
- Marginal (62% > DM > 52%):
    - Stuttgart, Edinburgh, Leeds, Birmingham, Valencia, Naples, Dublin, London, Marseille, Milan, Genoa, Hamburg, and Munich.
- Low (52% > DM > 40%):
    - Cologne, Glasgow, Sheffield, Paris, Lyon, Luxembourg, Brussels, Essen, Lisbon, and Seville
- Very low (40% < DM):
    - Belfast and Rome

Source: Torres Pinna, & Acerete 2005

What is the current status of E-Government? (EBRD survey 2005)

- ☐ Level 2: Fragmented---11 Cities, including
  - ■ Gothenburg(Sweden), Dakar(Senegal), New Delhi(India), Tbilisi (Georgia), Chisinau (Moldova)
- ☐ Level 3: Integrated Portal-----7 Cities, including
  - ■ Bilbao (Spain), Karachi (Pakistan), Montevideo (Urguay),
- ☐ Level 4: Online Transaction----27 Cities, including
  - ■ Cork (Ireland), Cologne (Germany), Singapore, Tartu (Estonia)
- ☐ Level 5: Transformation----5 Cities, including
  - ■ Sunnyvale (CA, USA), Issy-les-Moulineaux (France), Madrid (Spain)

Issy-les-Moulineaux
Pioneer in E-Democracy

- Local Information Plan in 1996 to become a cyber-city with four pillars:
  - E-Government to transform administrative services
  - Create e-Citizenship, e-City Council
  - Tackle Digital Divide within the city
  - E-Voting

eVienna
No.1 Online Services in Europe

- Online Transaction: 30 transactions, voting card, parking permit

- E-Inclusion: youth, women, senior, handicapped, foreigners

- Multi-channel Delivery: 50 Public Access Points, PPP, call centres, FAX, e-mail

Catalonia 365 Citizens' Portal E-Gov for Job Creation

- Issue: Three levels of governments in Catalonia=>Resources are scattered

- Goal is to create one-stop-shop to businesses

  - To educate and train themselves well

  - To find job

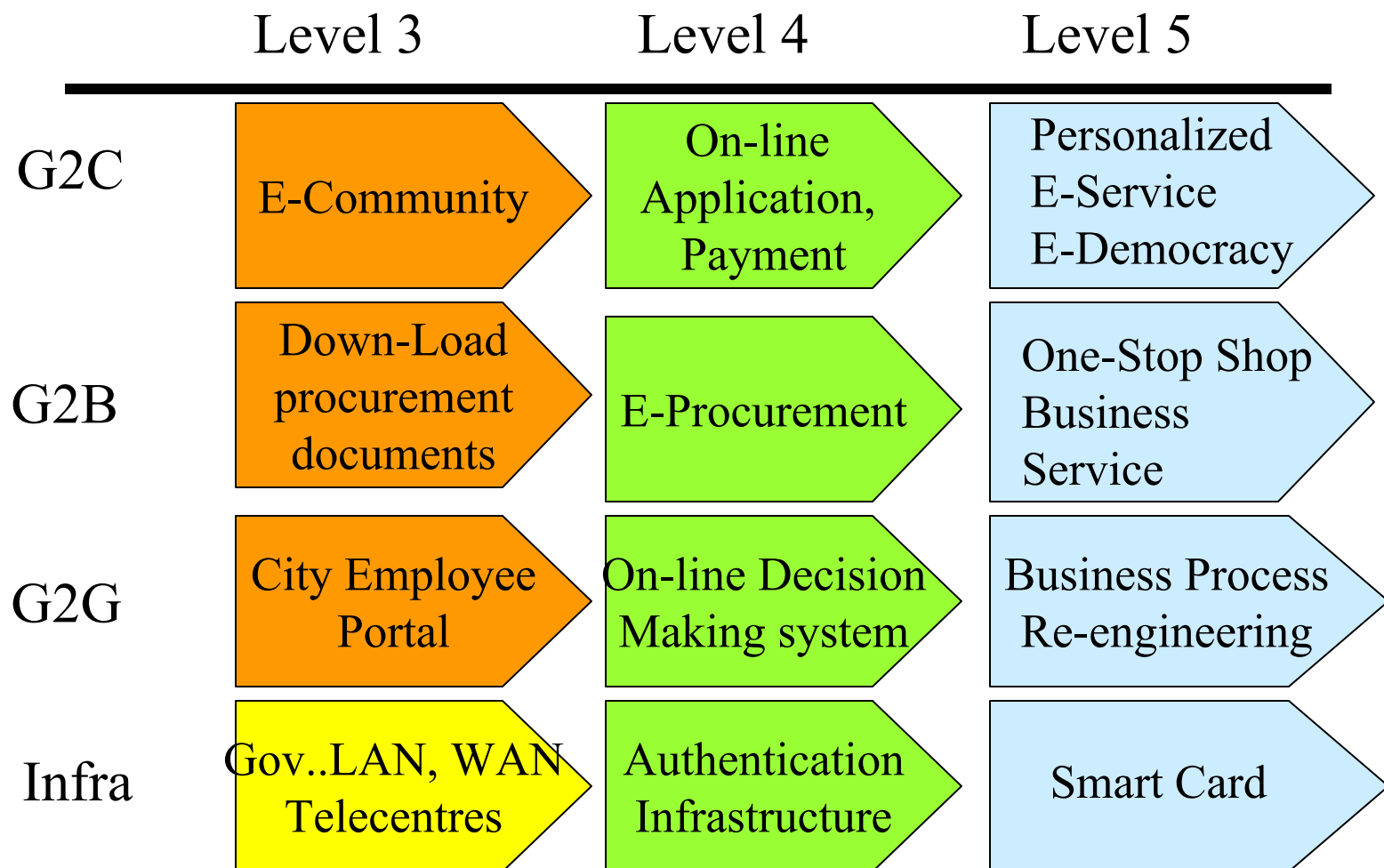 - To facilitate the creation of businesses
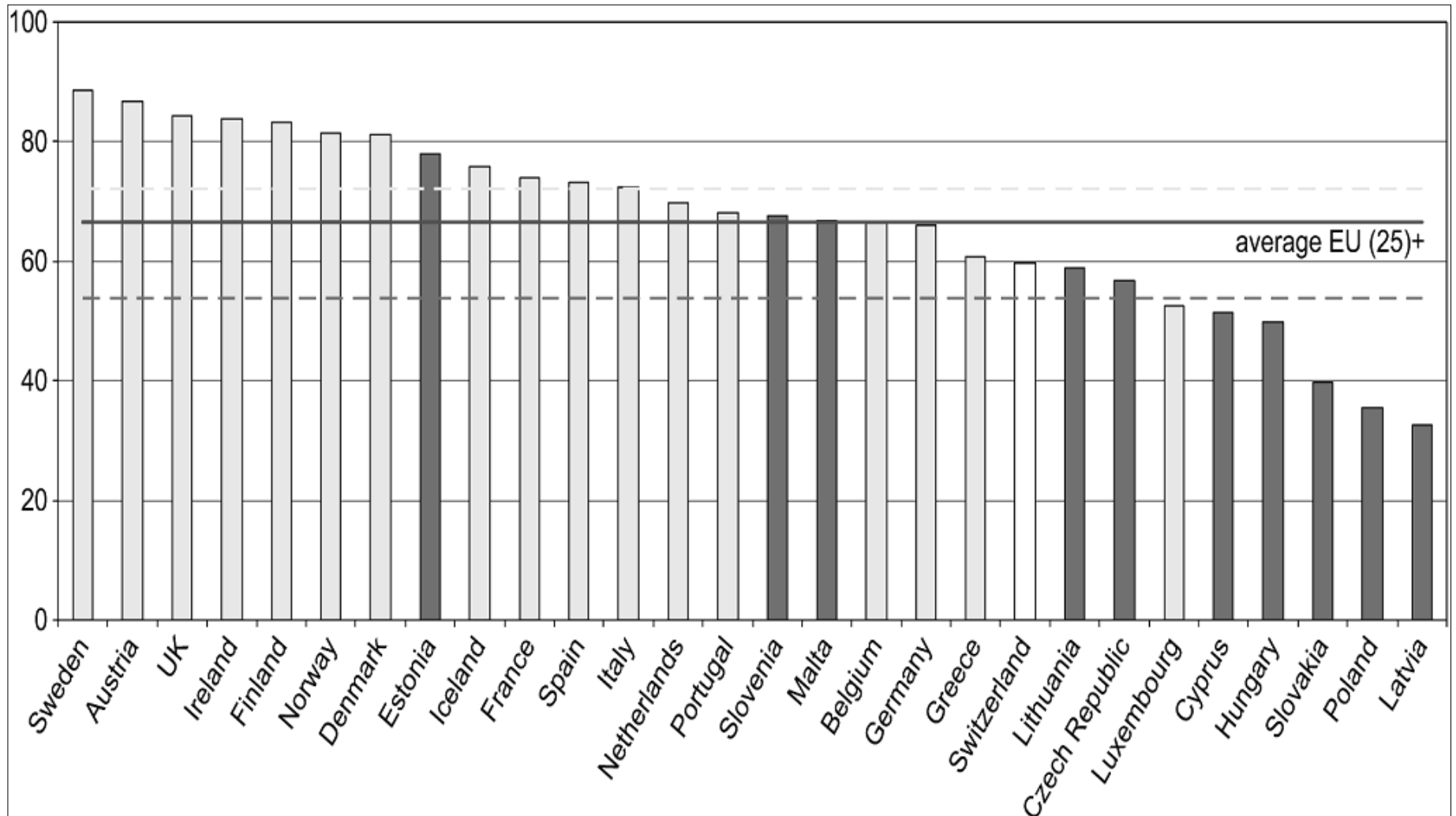
Estonia
Advanced in ID Card

- ID Card is used for authentication
  - 34% of population have an ID-card
  - 40% have special PIN-code card by commercial banks
- Citizens can access 100 databases and retrieve their personal data
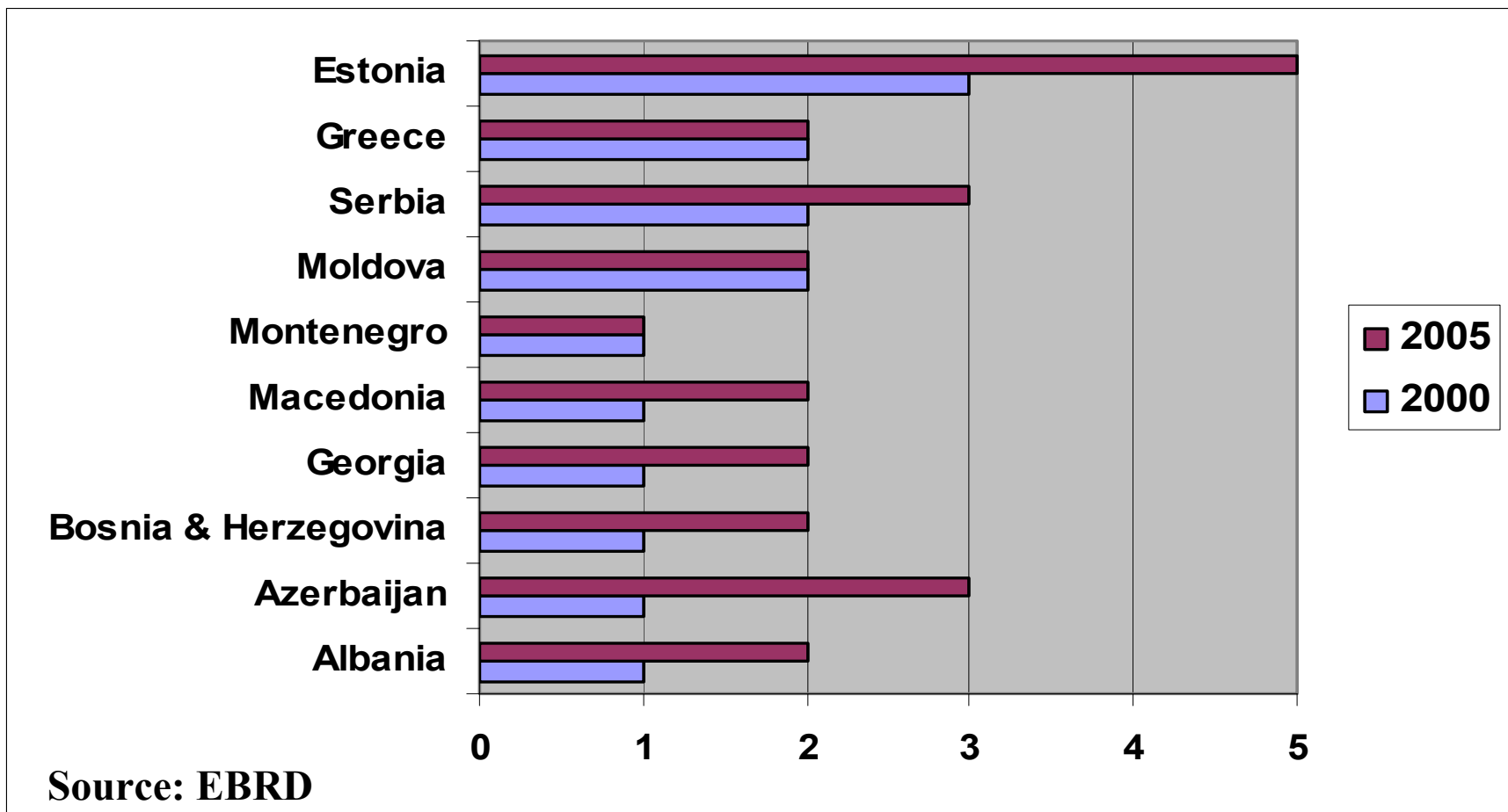 - Common user interface

How does the Open City Portal link to longer-term e-government plan?

	Level 3	Level 4	Level 5
G2C	E-Community	On-line Application, Payment	Personalized E-Service E-Democracy
G2B	Down-Load procurement documents	E-Procurement	One-Stop Shop Business Service
G2G	City Employee Portal	On-line Decision Making system	Business Process Re-engineering
Infra	Gov..LAN, WAN Telecentres	Authentication Infrastructure	Smart Card

Online Service Ranking

What is the current stages of E-Government In Eastern Europe ?

Source: EBRD

Challenges of Cities (EBRD survey 2005)

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Challenges in Cities

- Majority of cities don't have a portal
- Even if they have a portal, they are not fully utilizing the potential

What are the impediments for municipal e-government?

- ◆ Insufficient Budget   73%
- ◆ Lack of Organizational Support   60%
- ◆ Inadequate Technical Skills   46%
- ◆ Insufficient ICT Infrastructure   43%

- ☐ Source: E-Municipality Forum Survey (Japan): Oct. 2000

Mistakes in municipal e-government strategies

- Vender-led strategies---too expensive for cities
- Starting the e-government with sporadic computerization of offices---"Locked-in"
- Too much emphasis on online transaction
- Fragmentation by the government structure
  - Central, regional and city
  - Department-by-department

New Approach for Cities

- Starting the e-government by creation of a Portal---Integrated Information System
- Provide
  - citizen-centric service categories,
  - single windows for one service
  - two-way communication, and
  - down-loads
- Include private sector, NGOs to create community information---Inclusion

What is *OpenCityPortal*?

- The *OpenCityPortal* is an affordable open-source city portal platform without a need for IT specialist

- Cities can achieve major e-government goals.

- The *OpenCityPortal* has a knowledge sharing function among partner cities.

Feature 0. Portal can be created at a few clicks

- ***OpenCityPortal:*** Once the city has identified the way it wishes to present its services, the portal can be created with a few clicks

- ***Traditional Approach:*** System Engineers work for months to develop a portal. Medium-size portal requires USD100,000.

Feature 1: citizen-centric

- ***OpenCityPortal:*** all the information classified according to the citizens' need & life events

- ***Traditional Approach:*** Content is classified by government organizations

Feature 2: participatory content development

- ***OpenCityPortal:*** Many contents are developed by citizens, private sector, NGOs;
  - Schools, hospitals, libraries, tourism spots, unique products and shops, urban amenities, voluntary activities

- ***Traditional Approach:*** Content is provided only by the government.

Feature 3: Interaction with citizens

☐ ***OpenCityPortal:*** Citizens can ask questions, make complaints, state opinions. City contact person respond to the queries promptly

☐ ***Traditional Approach:*** There are many "interactive" portals, but not necessarily guarantees a prompt response

Feature 4: Download forms and documents

- ***OpenCityPortal:*** Citizen can download all the application forms and public documents

- ***Traditional Approach:*** A few online transactions are available, but no systematic document publication system

Feature 5: streamlining administrative processes

- ***OpenCityPortal:*** provides a "single entry point" for every service category. This facilitate the simplification of processes

- ***Traditional Approach:*** Administrative process is the same as before, just replaced by the Internet

Feature 6: participation of citizens to policy-making

- ***OpenCityPortal:*** encourage participation of citizens to policy making processes (E-democracy)

- ***Traditional Approach:*** e-democracy is not a priority of the e-government

Feature 7: knowledge sharing among cities

- ***OpenCityPortal:*** For any service categories, the Portal provides two views;
  - **Global View**: provides global knowledge, other cities' experience, tutorial, resource persons, and toolkits for policy makers and citizens.
  - **City View**: for the city specific information for the citizens,
- ***Traditional Approach:*** No knowledge sharing functions

Focus of Knowledge Sharing

- E-government Benchmarking
- Cities' performance in
  - innovation, entrepreneurship, ICT,
  - Sustainability, quality-of-life
- Impact of urban regeneration strategies,
  - such as "sustainable cities", "creative cities", and "age-friendly cities"
  - collecting best practices

OpenCityPortal: Three areas of activities

- Creating a platform
  - Platform is published in the Internet since 2006
- Training of Local Capacity Building Teams
  - Online Action-Learning Tutorial
  - Creating a cooperative network with Training Institutions
- Creating Global Content
  - Cooperate with cities and universities to create a research network

Pilot Implementation Program

□ Selecting a country with 5-7 cities

□ Create a local Taskforce, including CIOs of national and city governments

□ Capacity building specialists will visit the country for

  ▪ "awareness raising" and

  ▪ "training-the-trainers" using action-learning tutorials

□ Local Taskforce will lead the pilot implementation and scaling up

OpenCityPortal Implementation Target

- Every year create local capacity building teams in 5 countries, 2 in low-income countries (5 cities in each country)

- In corporation with OCP Support Centers, local team will install 2 additional cities every year.

- Within 10 years OCP will be installed in 1,000cities, 400 cities in low-income

Action-Learning Program (1)

- ☐ Step 1. Creation of a "development portal"

- ☐ Step 2. Developing a "vision statement"

- ☐ Step 3. Creating an "organizational guidelines" to support the city portal

- ☐ Step 4. Designing and conducting the "e-readiness and demand survey"

- ☐ Step 5. Identify "city service categories"

Action-Learning Program (2)

- ☐ Step 6. Creating Basic City Service Content

- ☐ Step 7. Involving the Private Sector to develop content: Schools, Hospitals, Amenities

- ☐ Step 8. Creating content to promote businesses

- ☐ Step 9. Including vulnerable groups and access channels

- ☐ Step 10. Creating an Interactive System with citizens

Organization to support the *Open**City**Portal*

- Currently OCP is supported by the LightHouses Taskforce, a voluntary network of developmental organizations
  - Bilbao Summit secretariate, EBRD, UNDP, UNITAR, E-Governance Academy, Essex University, European School of Management, Waseda University, Development Gatway Foundation, ICCC, Bridge Institute,

Creating Three Organizations
by autumn 2008

- ☐ OpenCityPortal Foundation
  - ▪ Coordinating OCP activities and business plan
  - ▪ Fund raising
- ☐ OpenCityPortal Support Centers
  - ▪ Regional- or country-based, commercially operated
  - ▪ Providing technical support and develop advanced modules
- ☐ OpenCityNetwork
  - ▪ Supporting global knowledge content creation,
  - ▪ Cities, universities and training institutes
  - ▪ Offline networking of participating cities

OpenCityNetwork

- Network of 100 cities, universities & training institutes

- **Training Institutes:** design capacity building carriculums,conduct training

- **Universities:** design benchmarking studies, creating regional development content

- **Cities:** cooperate in benchmarking studies, benefit from *OpenCityPortal* installation, and global knowledge sharing

Thank you for Listning!

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