What is e Government?
Synchronize visions

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All citizens
Any Hour
Any Place
With Security

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Social Exclusion

65%

35% Access to the Internet in Portugal?

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How to reach e-Government?
Euphoria

Maturity

Disappointment

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e-Government Dimensions

- Transaction
- Inter-departmental Integration
- Political Participation

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Internet Initiative for the public administration

All the forms for downloading in the Internet

The majority of forms filled on-line

All the public services on-line

RCM nº 110/2000 - 22 August
Our Vanities
The old INFOCID is still alive!

Since 1991

1993

Diskettes

1998

Kiosks

Multiple channels

1995

Internet

CD-ROM

Paper

Videotex
eGovernment
online availability of public services 2001-2

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Source: European Commission (Cap Gemini Ernst & Young)

April 2002

Infocid
Direct Public Service
Declaration of Taxes
Government Services Online
(% of Internet users visiting egov sites. 2001-2)

Source: European Commission (Eurobarometer, June 2001 June 2002)

June 2002
Confusion in the State support many private businesses
Marriage of convenience

Public Administration

RING!

Task Force

Process

Citizen / Enterprise

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Shared territories

Enlarged Organizations
My Initiative

This is for you...

My Initiative

My Initiative

My Initiative
New structures
New relations
O que centralizar

Conceptual infrastructure

Meta-data

Physical infrastructure

Hardware and Telecommunications

Business Specificity

Shared territory

High sovereignty

Autonomous territory

Low sovereignty

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Conceptual infrastructure
Meta-data

Process viability

Hardware and Telecommunications
Physical infrastructure

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Data sharing

Social and economic welfare

Education and Culture

Justice and security

One State

Sovereignty

Legislation

Rules

Community

Citizens

Enterprises

Territory

Maps

Localization
How to solve a big problem?
Paper or Bits?
Traditional Bureaucracy

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Weberian Bureaucracy

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Print ➔ Send

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Sequence control

and favours

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A certificate is just one “touch” in a database

You must take me a proof that you are yourself

You must take me a proof that you are not in dept with us

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A Licence is just a decision chain process in a Workflow
Centralizing or Decentralizing?
Centralization or Decentralization?

Integration
Uniformity Facility
Economy of scale
Strategic Coordination

Identity
Innovation
Velocity Flexibility
Departmental Autonomy

Winners or losers?

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Through technologies as much we centralize as much we personalize.
How to finance e-Government in difficult days?
Actual budget paradigms doesn’t encourage e-Government
New budget paradigms for e-Government

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Attitudes

Against the stream

80%

20%

Technology
Why e-Gov doesn’t happen?

Share
Integrate
Priority to the Citizen
Re-use
Cooperate
Simplify
Cooperation
Integration
Re-utilization
Automation
Chain process
Citizen orientation
Thank you

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