eGovernment and the Citizen
A New Perspective
Current Situation in Ibero-America
Digital Cities Map.
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[Slide 2] Aim of the Presentation
Explore Digital Cities initiatives in “Latin-America”.
Consider “New Paradigms” that affect our lives
Discuss the “Citizen” perspective
Assess the “Status” of the technologies
Introduce the “Digital Cities Map”.

[Slide 3] Major Topics
Introduction
Cities and Citizen
Different Models
A Methodology – A map
Latin-America Current Situation
eCity – eGovernment – eLife

[Slide 4] Cities through the time
Picture

[Slide 5] Digital Cities: Evolution
Picture

Picture

[Slide 7] Topics to Discuss
Picture
[Slide 8] The Challenge - 2002-2005

[Slide 9] Convergence of Technologies
and its impact on:
- Telecommunications ---
- The Citizens ---
- Homes and Offices ---
- The Government ---
- Markets ---
- Services ---

[Slide 10] Convergence of Technologies
- Fixed                           Mobile
- Static                           Dynamic
- Local                           Global
- Open TV                           CATV
- Individual Services               FSN (Full Ser. Net.)
- Dial-up                           DSL/Cable/BFW
- Broadcast                         Access
- Closed System                      Open System
- Traditional Telephony               Telephony IP - Cable
- Passive Users                       Active Users

[Slide 11] Convergence of Technologies
- Traditional Commerce
- Sectorial                           Universal
- Few access Technologies              Several Technologies
- Monopolies                          Liberalization
- High Access Cost                    Free Access
- Real Kiosks                         Virtual Kiosks
- Cable                              Wireless
- News                                eNews
- Life                                eLife
- Traditional Society                 Information Society

[Slide 12] Convergence of Services

[Slide 13] Access Alternatives to eGov Models

[Slide 14] eGovernment Current Situation
The today’s technological transformations can be reflected in:
Political Transformation is being redefined by the creative use of two-way communications.
Greater Transparency in planning and transactions is making markets and institutions work better.

[Slide 15] eGovernment Current Situation
Picture

[Slide 16] eGovernment Current Situation
The eGovernment programs in the region are recently starting.
The maturity of sites is in the lower levels of the scale:
Federal level websites presents basic and application support services. Information requests, search engines and payments of personal documents are available.
Many states have small informative websites for their municipalities. Information regarding tourism, lodging, and geographical data is displayed.
Web hosting providers, designers and developers have local presence. Few have national presence.
The five countries have federal portals. Only Argentina, Brazil, Chile and Mexico have services of transact level in the maturity website scale.

[Slide 17] The Digital Gap
Picture

[Slide 18] The Digital Gap
Picture

[Slide 19] Internet penetration and GNI per Capita
Picture

[Slide 20] Defining a eGovernment Strategy
Main advantages to take into consideration include convenience, improved quality of costumer service, and access to more, higher quality information.
Have the possibility to include lower cost of doing business and increased access to information agencies become more productive by allowing each employee to focus on mission critical activities, and permit routine inquiries to be handled electronically, besides eGovernment can improve the image government entities in the eyes of citizen and businesses.

[Slide 21] eGovernmet Solution Areas
Picture

[Slide 22] gCentral environment
Picture

[Slide 23] A Methodology
Picture
[Slide 24] Defining the Level

[Slide 25] How to reach a good level?

[Slide 26] A Practical Approach

[Slide 27] Level of Development

[Slide 28] More relevant models

[Slide 29] More relevant models

[Slide 30] The Neighborhood

[Slide 31] Why eGovernment?
- Crisis of trust in government -- especially youths
- Reconnect people with government
- Lack of transparency & accountability inside/out
- Open up government to self & public
- Lack of consultation in decision making
- Bring people into gov’t - feedback & interaction
- Processes do not reflect digital economy
- State/National Competitiveness

[Slide 32] Most Important Benefits

[Slide 33] All Groups Foresee Positive effect

[Slide 34] The Use of Internet

[Slide 35] Defining the Citizen Level

[Slide 36] The Citizen and the New Environment
The Citizen and the New Environment

Factors of Success
- Access Market - Globalization
- TIC’s Penetration – Social Impact
- Products for the Users - Adaptation
- Interactivity – B2B - B2C - Comparison
- Simple procedures - Accessibility
- New Technologies - Service Quality

Factors of Success
- Prices of Telecommunication Services
- Lack of Regulation Framework
- Lack of Broadband
- Security
- Cultural Factors - Resistance to changes
- Costs of distribution

Thank You
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Note: Please visit http://www.apcity.org to browse the original slides