

eGov World 2012, Mobile applications for public services
New Delhi, India, 19-20 January 2012

*Developing an m-Government
applications ecosystem*

*A view from outside:
Government as an open
collaboration platform*

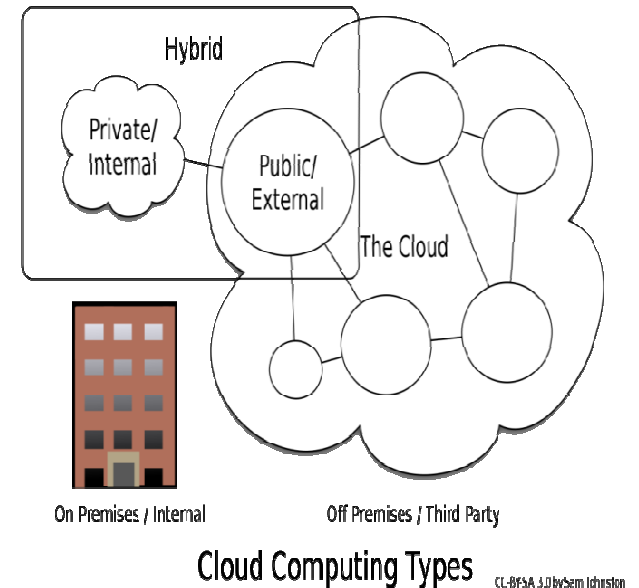
Jeremy Millard



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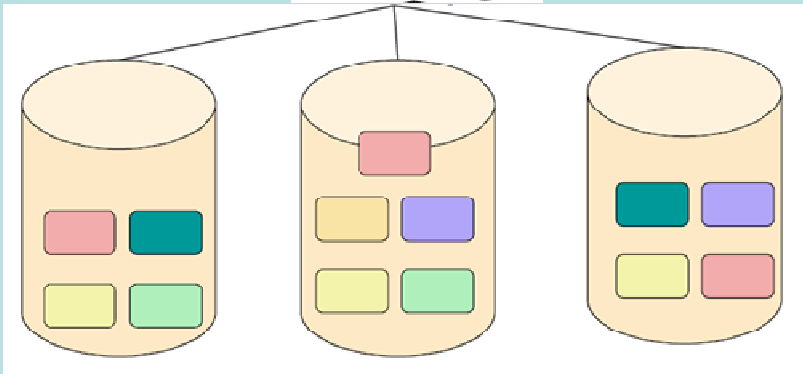
A cloud of public services

- Highly specialised and personalised services somewhere in the cloud using advanced search engines
 - Standardised building blocks
 - From scratch
- Combining data, content, apps, widgets, service components normally requires programming skills – but if users could simply drag and drop them to create unique service combinations, the sky's the limit
- The necessary semantic-based SOAs are in place or under development

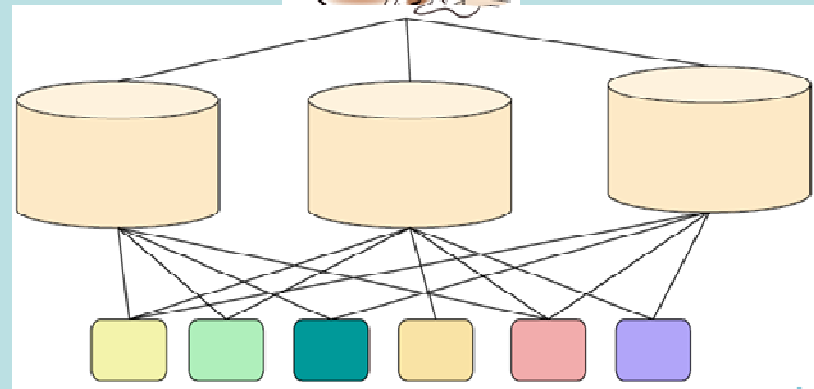


A cloud of public services

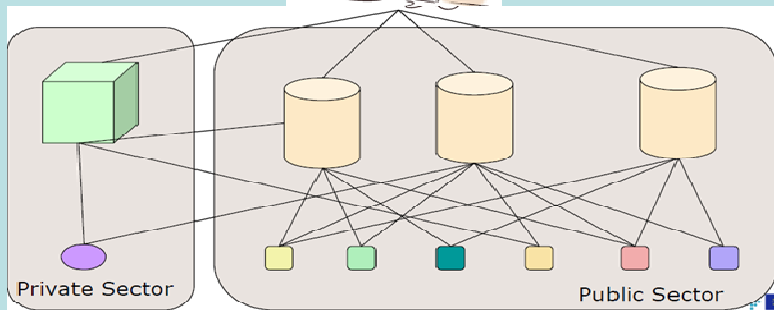
The silos approach



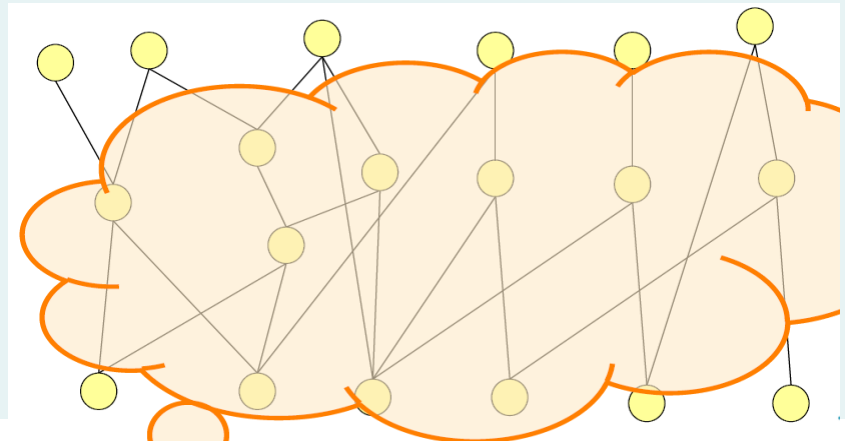
Breaking down into fundamentals



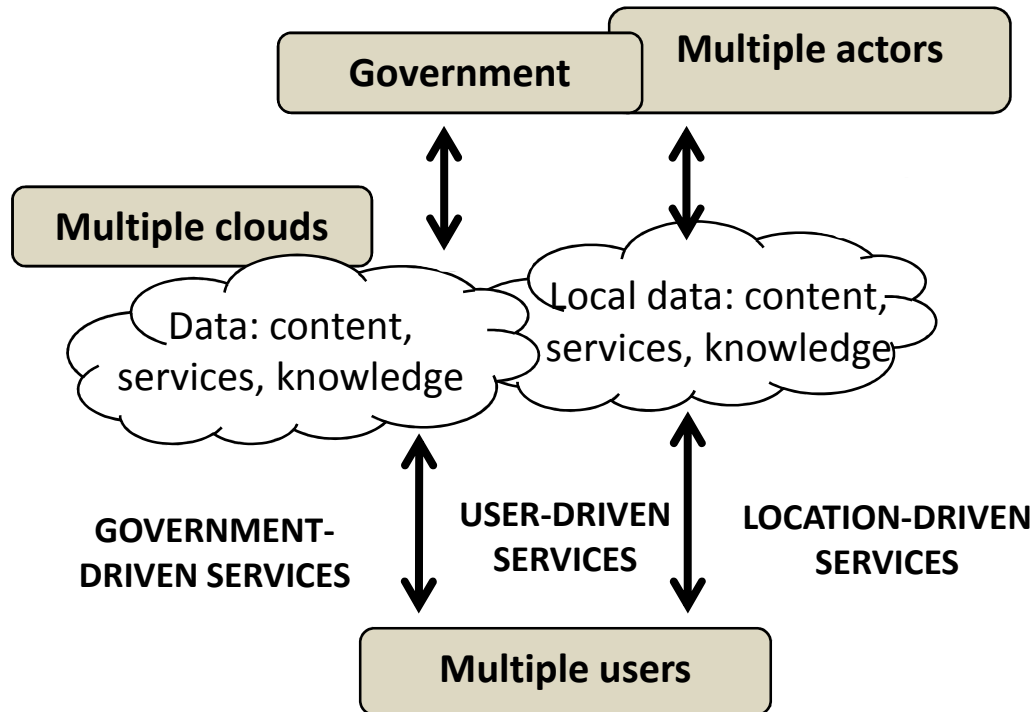
Opening up



Cloud of public services (*who's in charge?*)



An ecosystem of public services



All actors

- Provide & use data
- Provide & use services
- Roles are blurring

Multiple service types


- pro-active
- automatic
- disappearing
- pre-emptive
- personal pathways
- self-directed
- user driven
- co-production
- personal budgets
- crowdsourcing
- social & professional networks
- location-based
- everyday
- place-related
- augmented reality
- human interaction, relationships, behaviour

Multiple channels:

- Mobile
- Internet web
- Kiosk
- Call centre
- Traditional

UK and now European local authorities

Site map | Search: Go Advanced



4you: What is esd?

[esd](#) / What is esd?



What is esd?

esd stands for **e**ffective **s**ervice **d**elivery and this website incorporates various different tools which help local authorities from the UK deliver services to residents more effectively.

There are three distinct subscription status in the esd-toolkit:


- 1) **Subscribed** - Your organisation pays an annual subscription and you have full access to all the functionality and events.
- 2) **Registered** - You login to the esd-toolkit but your organisation does not pay any annual subscription. You have limited access to functionality.
- 3) **Open** - You don't need to login, this area is open to all.




These levels of subscription are indicated on each of the functions with the following key:

-  You have the functionality
-  You don't have the functionality


[Click here to open a PDF of the functionality available for the 3 types of subscription](#)

Which section should I use?



-  [Visit esd-toolkit](#)
-  [Register for esd-toolkit](#)
-  [What is esd-toolkit?](#)

What are your interests?



esd
for policy and performance

Changes in user behaviour

Accessing (e)government services

- many stops
↓
- one stop – portal; **WHERE WE ARE TODAY**
↓
- no wrong door
↓
- personalised push/pull services in and from the cloud:
 - delivered direct to individual user
 - *who ever, where ever, whenever* they are

Mobile does this best (at present time!)



Government as a collaboration platform

All ministries/agencies and all levels of government:

- Open government and open data
- Pro-active resource and collaboration platform for eGovernment services, knowledge and support for other PAs, companies including SMEs, civil society organisations, communities, groups, people & hackers
- Innovation camps, competitions, hack-the-government events
- Stop favouring own/local solution providers
- Only works short-term; kills innovation; let's weak players survive
- Collaborate for a 'single-market' of solutions as building blocks (in the cloud)
- Gives good solution providers a much larger market
- Own/local solution providers compete on putting together building blocks for bespoke solutions – **THE NEW BUSINESS MODEL**



UK world's second (and best?) open public resource platform *launched January 2010*

HM Government Log in or sign up


data.gov.uk^{BETA}
Opening up government

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Enter your postcode to find tools and information about your local area using government data


Who does what in Whitehall?




How your money is spent




Government contracts in full




Who ministers are meeting



Business plans

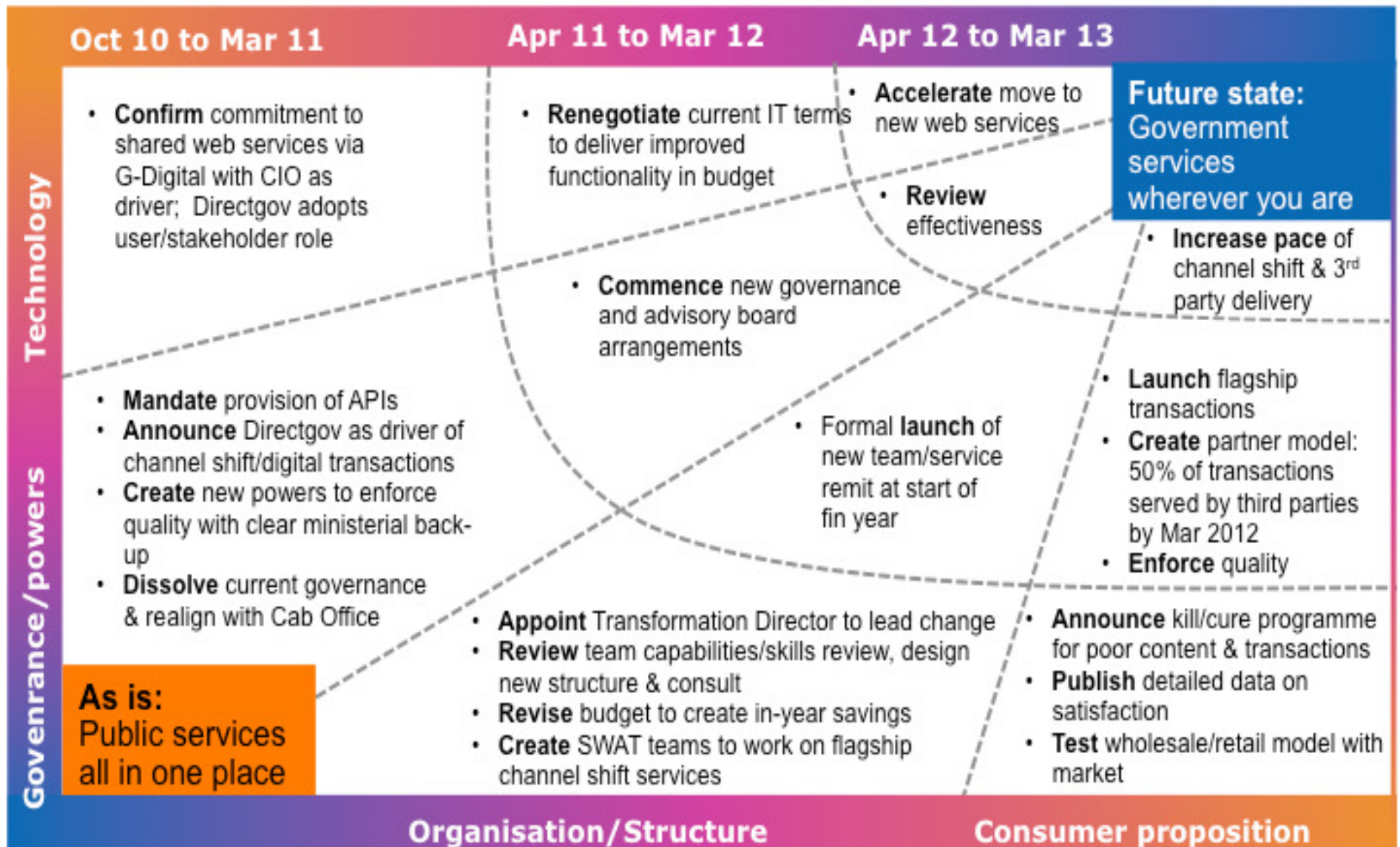


Applications



UK 2010-2013 – integrated strategy

Transformation milestones



Government has to change its role

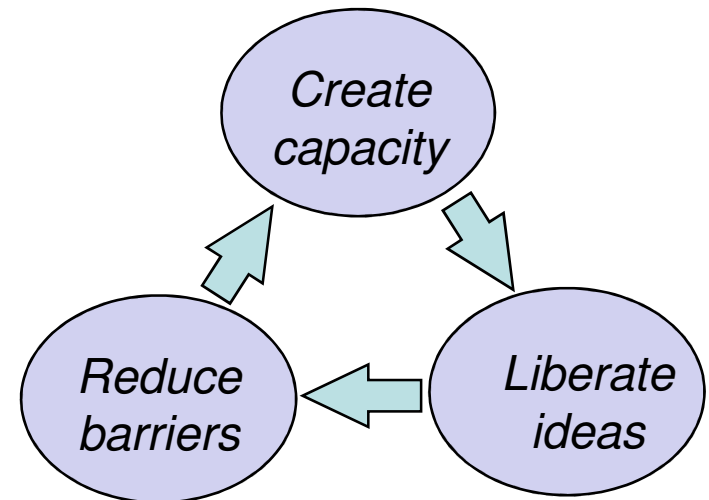
Build open collaborative platforms at all levels

- Release public data (it's ours anyway) in aggregated, machine-readable structured and linked datasets
- Empower the civil servant – the most important asset government has
- Ensure minimum standards, including ensuring basic eAccessibility, eInclusion and eSecurity
- Remove barriers to fair collaboration (e.g. regulatory, standard practices)
- Build appropriate incentive structures (e.g. through procurement, rewarding good practice, by own example)
- Strengthen good and smart governance: be responsible for the overall legal and regulatory framework to ensure fairness and fight corruption and ensure (democratic) accountability
- Probably need neutral trusted third parties – to uphold interests of all



There's never been a better time to innovate

- No longer just the state (**visible hand**) and the market (**invisible hand**): now also all and any groups (**many hands**), self-organising and 'organic' (out of control ?)
- Groups easily and freely forming, cooperating, acting, dissolving -- the platforms are free and the costs are zero
- Complex social problems cannot be solved by the state alone (or by the market alone).....tried that....
- CROWDSOURCING: There is always more relevant talent outside any organisation (including government) than inside. The challenge is to recognise this fact, find the talent, and put it to work



Source: Chris Vein,
White House
Deputy CTO, 2011