Open Government: Concepts and Models

Expert Group Meeting on open government: emerging technologies for greater government transparency and accountability in the Arab Region

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Lize Denner
Associate Information Technology Officer
Innovation Section – Technology for Development Division
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Governance and its dimensions

• Governance
  • A process associated with those that have the authority to make decisions and implement actions in order to manage the affairs of a country and/or its sub-divisions.

• Dimensions
  • Accountability
  • Transparency
  • Effectiveness
  • Inclusiveness
  • Contestability
  • Responsiveness
Governance and technology

• Each revolution of technology ➔ opportunities for government and citizen

• e-Government and e-participation

• Informed and aware citizens ➔ demands

• Emerging technologies and innovation
  • Mobile technologies, Social media, etc.

• Innovation: process, “customer”, structure and/or network

• Technology and innovation ➔ enhance the dimensions ➔ open government
Open government

• Term dates back to 1950s – “the right to know”
• No one definition
  • Can relate to data and information access, online services, and/or citizen involvement, but…
  • The objectives between definitions are the same:
    • improved participation, transparency and accountability
• Require interaction with technology as an enabler
• Beyond technology
  • Political will to lead the change
  • Innovative processes, structures and technologies require change
“The town that runs on Twitter”

- Jun in Spain
- Runs work of municipality via the Internet, specifically twitter
- All town officials have accounts & share information
- Began offering basic service – maintenance
- More prolific – act as pressure group to ensure better service
- Reduce some jobs – police officer
- Continued with openness – opening up council meetings and decision-making processes, participate remotely or via messaging.
Models

New Public Service (NPS)

• NPS is not an open government model, but promotes the same ideals

• Centered around 7 principles
  • 1. Serve rather than steer
  • 2. Public interest is the aim, not the by product
  • 3. Think strategically, act democratically
  • 4. Serve citizens, not customers
  • 5. Accountability is not simple
  • 6. Value people, not just productivity
  • 7. Value citizenship & public service above entrepreneurship
Open Government Implementation Model

1. Increasing Data Transparency
2. Improving Open Participation
3. Enhancing Open Collaboration
4. Realizing Ubiquitous Engagement

Public engagement/openness
Value/benefits

Technical/managerial complexity
Challenges/risks
The Loch Ness Model

- Context Factors
  - Readiness
  - Fitness
  - Appropriateness
  - Willingness
  - Fairness
  - Steadiness
  - Trustworthiness
  - Inventiveness
  - Legislativeness

- ICT Enabling Factors
  1. Openness
  2. Timeliness
  3. Directness
  4. Friendliness
  5. Responsiveness
  6. Collaborativeness
  7. Inclusiveness
  8. Collectiveness
  9. Activeness
  10. Effectiveness

- Intended outcomes
  - Enhanced decision-making
  - Inclusive public policies
  - Increased access to and quality of public services
  - Policy reform and institutional change
  - Improved human well-being

- Co-produced government
  - Citizen-centred government

- Collaborative government
  - Government as a platform

- Participatory government
  - Government as a service provider

- Transparent government
  - New Public Administration

- GAP
Open governance system
Challenges of implementing open government

- **Organizational challenges**
  - Government commitment and funding
  - Need to change traditional organizational structures
  - Quality and consistency of data collection

- **Technological challenges**
  - Upgrading infrastructure – time consuming and expensive
  - Digital divide
  - Privacy and security of data

- **Organizational challenges**
  - Citizens cannot afford new technologies
  - Lack of or limited social inclusion
  - Limiting government policies and regulations
Thank you