

NESSI and Public Services: Why “i”-Government?

One of the main challenges of NESSI in Government is to understand, model, and validate the next generation of public services as complex service systems.

Future generation public services will be impacted by social networking and ICT-based citizens interactions, and they will be realized as networks of inter-governmental and business collaborations.

NESSI envisages a multi-disciplinary effort for tackling the resulting complexity of public services, based on technological, economic, social, and organizational aspects of service systems.

“i” means “i”nnovative government instead of “e”lectronic government, but also Inclusion, Intelligent, Integration, Interoperability, ...

NESSI i-GOV WG: The Context

The growth of the Internet are setting up a services-driven world at a scale and pace never before seen in history, and it is expanding from an “information service” to a “critical infrastructure” for all aspects of society; in this scenario **services** will be essential to the growth of the Information Society in Europe and will play a central role in European ICT Research.

Starting from these, designing Future Internet is about R&D but also about economics, ownership, trust, policies, ... In this frame iGov WG is interest to develop Internet of the Services, deeply Internet of Public Sectors Services.

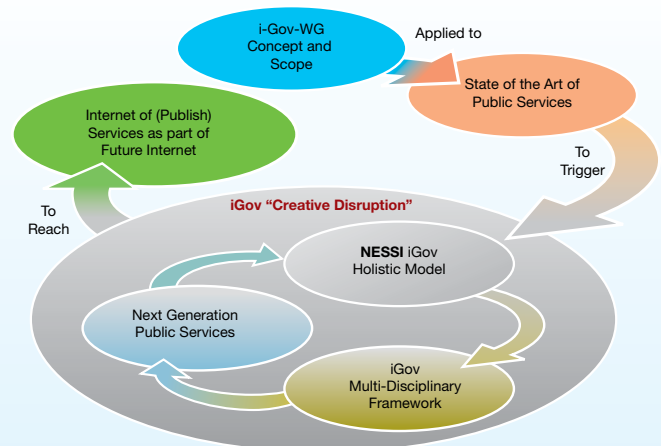
The way towards Future Internet, based on the next generation of Internet services and communities, is more than just traditional communication schemes and public services facilitated by new tools. It has the potential to change and extend social interaction as such and thereby also change the way in which societies and democracies work.

Therefore we need a new approach in order to fix a discontinuity from the past, and to be not left behind. Public Administrations play strategic role at different levels and domains, and affect different sectors. Improvement of Public Administration Role and Presence is a socio-economic need.

Such change-driving forces gives Government enterprises the potential to improve in both effectiveness and in efficiency of **Public Sector (PS) Services** by providing high quality service more easily and affordably than ever before. Public Administration, in this emerging services-driven world, needs to be able to gain **PS** services related information through direct interactions with citizens in order to model and deploy PS services that can serve citizens better.

NESSI i-GOV WG at glance:

- Working since February 2008
- As of December 2008, WG includes nearly 30 members from 8 Member states representing Industry, Academy and Institutions such as: Engineering Ingegneria Informatica, Atos Origin, Thales, IBM, IntraSoft International, Fbk, National Technical University of Athens, DIT (Italian Government), and others.
- Monthly meeting in NESSI Office
- Has already delivered an official document for EU Commission about Research in ICT for Governance and Policy



NESSI i-GOV WG: The Approach

Enabling an i-Government “creative disruption” process, studying new models for public sector services, applying a multidisciplinary approach through the NESSI Holistic Model, and defining an i-Gov Multi-Disciplinary Framework.

Public Sector Services need to be considered in a multidimensional perspective, the IT Dimension (eGovernment approach up to day) but also: Socio economic, Cultural, Organizational, Political, Demographic, ... All these dimensions need to be integrated into a coherent whole, to start-up the “New Wave of Public Sector Services”. The basic idea is that PS services are not solely technical systems designed to accomplish managerial goals, but they also embed social systems that are characterized by people’s interactions in social groups with complex goals. Only through the mutual interdependency of their technical and social dimensions will the PS services take full advantage of the new societal context created by the generalization of electronic services and networks”

NESSI i-GOV WG Mission

NESSI i-GOV WG: The Vision

i-Government targets "cizenry" (citizen collectivity) in government, but also quality government services and delivery systems that are efficient and effective. To reach this objective, it is necessary for the coming years to look at i-Government policies, strategies and approaches in a systemic way, taking into account the evolution of the EU society towards the eSociety (knowledge society, knowledge economy, ...).

NESSI i-GOV WG Multi-Disciplinary Framework

Public Sector Services need to be considered in a Multi Dimensional perspective, not only ICT Dimension:

- Socio economic Dimension
- Cultural Dimension
- Organizational Dimension
- Political Dimension
- Demographic Dimension

All these dimensions will be mixed up in a coherent fashion through the i-Gov WG Multi-Disciplinary Framework. The Framework represents the "i-Gov Tool Box" which will allow the transition from the state of art of public services to the Next Generation of Public Services as a part of Future Internet.

NESSI i-GOV WG: The Mission

In terms of processes and delivery systems of Public Services, i-Gov WG aims to:

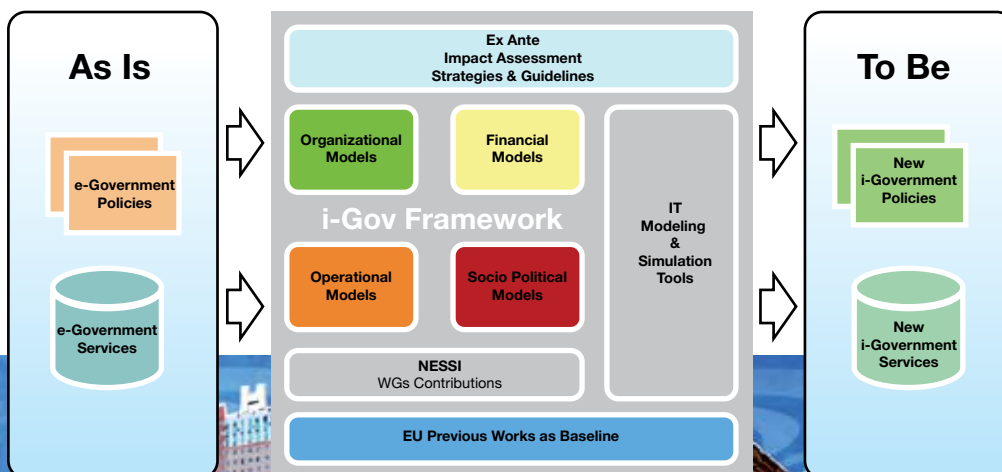
- Give a Conceptual understanding of Public Services and the processes and systems required for their delivery
- Propose analytical methods for modeling Public Services and the processes and systems required for their delivery
- Define socio-economic methodologies and engineering tools for modeling public services and the processes and systems required for their delivery
- Analyze the business ecosystems of Public Services
- Define methodologies for observing and measuring and asses Public services
- Define mechanisms for delivery into services and consulting businesses
- Enable the integration of the disciplines that contribute to the sciences of systems and Public Services

NESSI i-GOVERNMENT WG Mid Term Operational Activities:

Assessing, Proposing and Sustaining new models, policies and approaches at NESSI level to cope the following themes and challenges:

- Service Directive in the context of Public Services Delivery
- ICT for Governance and Policy Modeling
- Internet of Public Services

NESSI i-GOV WG Multi-Disciplinary Framework



Interested in Join us?
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