

ePractice Event: Collaborative production of eGovernment services

Submitted by: [ePractice Information and Communication Management Team \(European Dynamics\)](#) 

Location: **Brussels (Belgium)**

Date: **27 October 2011**

6229 Visits

 [collaborative tools](#) | [eservices](#) | [public sector](#) | [web 2.0](#)



Basic info

Domain and topic:	eGovernment (Inclusive eGovernment; Services for Businesses; Services for Citizens; High Impact Services with Pan-European Scope; User-centric Services)
Organiser:	European Dynamics, S.A. (Private (large enterprise) Organisation)
Languages:	English
Scope:	Pan-European
Expected participants:	80
Free:	Yes, participation has no cost
Open:	Yes, (event with unrestricted attendance)
Contact email:	Vassilia.Orfanou@eurodyn.com

Description

This event begins at 9:00am and finishes at 4:30pm.

This workshop that will take place on **27 October** will focus on collaborative services and will be held in Brussels, Avenue de Beaulieu 25.

The notion of collaborative production of eGovernment services refers to the modernisation of the way governments engage and work together with their citizens in developing policies and how these citizens are empowered to harness the opportunities that new technologies have to offer.

The European eGovernment Action Plan, 2011-2015, recognises the significance of this collaboration and stresses the importance of finding the most suitable tools and their best applications.

Following the online developments in the business domains throughout Europe with the use of tools and platforms developed, now Governments have embraced and actively supported this evolution in both financial and legal terms. eGovernment services adopt the principles of openness and transparency with the use of Web 2.0 technologies in which people have active participation.

Through this interactive contribution, public administrations can achieve better services for the general public in comparison to traditional service provision. For example citizens can report tarmac damages on the motorway thus informing the Ministry of Infrastructure faster via an electronic platform. This innovative and engaging method of government, may lead to increased efficiency and effectiveness of operations, faster response rates in addition to empowered and engaged citizens.

In this light, the first session of the workshop will discuss the achieved benefits and public value created through the joint production of services by public administrations and citizens.

The effective collaboration between the private and the public sector will be discussed through the presentation of case studies. The best practices of effectively engaged businesses, civil society and individual citizens will be presented for participants to comprehend how they can be actively involved in the design and production of eGovernment services.

Furthermore, the second session of the workshop will discuss the interim findings of the study launched by DG INFSO H2. The study addresses key questions such as: "Is collaborative e-government just a hype, or a well-founded and EU-wide trend"? "Does it involve only a minority of highly engaged people"? "Does it bring actual benefits to citizens, civil servants, public administration and companies"? "What are the risks"? And last but not least: "what should European government do"?

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14 October 2011 | 0 replies
introducing the workshop, one post at the time

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 **Facilitators for this event**

 **Vassilia Orfanou**
European Dynamics, S.A.
Greece

In addition this session will complement the discussion by presenting real-life experiences of collaborative e-government from all over Europe. Furthermore, it will discuss potential policy recommendations for the European Commission, as well as for all stakeholders. The discussion will directly feed into the final report of the study.

Overall, this workshop aims to invite and engage interested parties who will present their cases and opinions in an open discussion that will stir debate and stimulate spreading of best practices within the EU and beyond.

Workshop topics

Potential topics to discuss include:

- Design and production of eGovernment services by users
- Design of eServices encouraging collaboration between public sector and customers
- Use of technology for successful and sustainable co-production of eGovernment services
- Web 2.0 services for collaborative production
- Government transformation and customer centricity
- Benefits achieved and public value created through co-production of services by public agencies and citizens
- Engagement of citizens in citizen-government collaboration: Motivation mechanisms stimulating collaboration
- Collaborative business models in eGovernment
- Social computing for public services

Goals of the event

This session aims to openly discuss the key policy questions addressed by the [dedicated study](#):

- What is collaborative eGovernment and to what policy areas is it applied?
- How are Europe and its Member states positioned?
- Does it have a substantial positive impact on the quality of services, while maintaining for universality and accountability?
- What are the drivers and the barriers?
- What policy actions should Europe promote and with which target?

Speakers/Audience

This is an open workshop intended for policy-makers and practitioners interested in collaborative eGovernment services at European, national and local levels and anyone interested in the area of public administrations as well as businesses and/or citizens who interact with them: eGovernment project implementers; stakeholders in FP6 and FP7 research projects; researchers; businesses; European Commission officers; ePractice members etc.

Registration

To register for this workshop, please create an ePractice account at <http://www.epractice.eu/en/user/register> if you are not a current member. Subsequently, kindly login and once you are in this page click on the yellow button reading 'Participate in this event' to activate your registration. ePractice members can simply login and click on the same page as described above.

Submission of summaries/PPT slides

To be considered for a speaker placement kindly submit a summary of one page and three PPT slides of your intended presentation to events@eurodyn.com.

Regarding your summary, please download and complete the "Workshop proposal form" that may be found in the 'presentation and documents' section below. Final presentations should not exceed 6 power point slides and should be concise and factual.

Please, don't use busy slides, too many graphics or pics and consider that every slide should not use more than 6 bullet points per slide. The main point of your presentation is to briefly inform about the project/initiative and encourage participation, questions and overall discussion.

Deadlines to remember

Submission of summaries/ presentations: **16 September 2011**

Speaker confirmation: **23 September 2011**

Submission of final presentations: **14 October 2011**

Workshop date: **27 October 2011**

Publication of workshop proceedings: **Late November 2011**

Networking

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This workshop is all about networking. A few selected speakers will set the scene with a 15 minute presentation and the rest of the programme will be dedicated to roundtable discussions and networking purposes.

Contact

Please, direct all queries to the above events@eurodyn.com. The event coordinator will assist you promptly.

▼ Agenda

Time	ePractice event: Collaborative production of eGovernment services Thursday 27 October 2011 Avenue de Beaulieu 25, 1160, Brussels Room:BU25-S1
09:00-09:45	Registration
09:45-10:00	Introduction & Welcome by the European Commission Juan Arregui, European Commission
10:00-10:15	How open and collaborative are public administrations in Europe? TBA, CapGemini
10:15-10:30	ePart - Citizens Social Network Roberto Marsicano, Posytron Engineering
10:30-11:00	Discussion
11:00-11:15	Coffee Break & Networking
11:15-11:30	Creating the symbiotic city: Bottom-up collaboration for the co-design of Civic Software Pedro Prieto-Martín, Asociación Ciudades Kyosei
11:30-11:45	MITYCA: Ministry of Industry Portal for social networks in Spain Pablo Burgos Casado, Spanish Ministry of Industry, Tourism & Trade
11:45-12:00	COCKPIT: Citizens Collaboration & Co-Creation in Public Service delivery Christos Georgousopoulos - INTRASOFT
12:00-12:30	Discussion
12:30-13:30	Lunch Break
13:30-13:40	Introduction by the European Commission Juan Arregui, European Commission
13:40-14:00	Overview of study results David Osimo, Tech4i2
14:00-14:30	Discussion
14:30-15:30	Open round table discussion with cases of Collaborative eGovernment (10 minutes per speaker followed by debate) Chris Taggart, Founder of Openlylocal.com Kai Ekholm, Director of National Library of Finland Alberto Cottica, Council of Europe, Edgeryders Project Manager
15:30-15:40	Policy case: Challenge.gov - The crowdsourcing platform of the US government Karen Trebon, Deputy Director Challenge.gov, US General Service Administration
15:40-15:50	Discussion
15:50-16:20	Collaborative work: Building policy recommendations and targets Division in Workgroups of 10 people to elaborate initial policy recommendations and target indicators
16:20-16:30	Reporting of workgroup results
16:30-16:35	Wrap Up by David Osimo

▼ How to get there

Venue:

European Commission premises, Avenue de Beaulieu 25, 1160, Room BU25 / S1, Brussels

Address: Avenue de Beaulieu 25, 1160
Brussels, Belgium