OECD E-Government Project
E-Government Indicators

Theresa A. Pardo, Ph.D.
The mission of the Center for Technology in Government at the University at Albany is to foster public sector innovation, enhance capability, generate public value, and support good governance.

We carry out this mission through applied research, knowledge sharing, and collaborative problem solving at the intersection of policy, management, and technology.
Strengths

• Increasing recognition of complexity.
• Important link to policy.
• Important link to the role of policy makers and practitioners.
• Attention to dynamic nature of technology and government environments.
• Focus on what citizens want and how services are impacting them.
• Multi-method
  – Focus on triangulation
• Recognition of no one best practice
  – Increasing recognition of the importance of context.
Strengths

• Linking in new ways to outcomes and performance measurement
• Recognition of the important role of the CIO
• Attention to the back office.
• Focus on expenditures.
• Attention to transparency.
• Understanding of cost of data collection and quality issues.
Challenges going forward

• Important link to the role of policy makers and practitioners.
  – Getting the information to them at the right time in the right format to include in the policy making process.
  – Understanding the difference in information needs between policy makers and practitioners.

• Focus on what citizens want and how services are impacting them.
  – How do we know what citizens want?
  – As services models are changing - Government 2.0 – how do we evaluate services that are provided with citizens and in some cases – by citizens.

• Attention to the dynamic nature of technology
  – Policy frameworks for social media
  – Electronic records policy – ediscovery

• Multi-method
  – Expensive and time consuming
  – Acceptance
Challenges going forward

• Role of CIO
  – Attention must also be paid to enterprise IT governance
  – What mechanisms are in place to enable coordination across agencies and between levels of government.

• Transparency
  – What is it?
  – How do we measure it?

• Performance measurement
  – Focus on outcomes are critical.
  – Public value frameworks are necessary.
  – Just beginning to understand this.
Challenges going forward

• **Expenditures**
  – How do we measure it?
  – Relies on integrated administrative infrastructure that may not be in place.

• **Attention to the back office**
  – Focus is on back office of service delivery
    • Process and technology interoperability
    • Cross-boundary coordination
  – Need more attention to the overall capability of government itself to leverage ICTs for responsibilities that involve responsibilities that are less direct service oriented.
    • Public health, public safety, emergency response.
OECD E-Government Project
E-Government Indicators

Theresa A. Pardo, Ph.D.