OECD E-Government Project

OECD SYMPOSIUM FOR SENIOR E-GOVERNMENT OFFICIALS
From Theory to Practice: Prioritising E-Government Action

AGENDA

9 June 2003, Washington DC

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INTRODUCTION

The OECD, with the support of the U.S. government, will hold an international e-government symposium of senior officials on 9 June 2003 in Washington DC. This symposium coincides with the publication of the OECD Flagship Report, “The E-Government Imperative”. The symposium will provide participants with an informal setting to:

1. Reflect upon the aspects of e-government where leadership is essential.
2. Share short- and long-term country priorities, goals and strategies.

ORGANISATION OF THE DISCUSSION

The symposium will be organised around a frank and confidential discussion among high-level peers. Each session will begin with a short introduction by one of the participants to launch the discussions. The focus will be on analysing common issues to be solved at the decision-making level and on identifying possible approaches and solutions at the national and international levels.

PARTICIPANTS

Participation is restricted to senior participants such as heads of national e-government initiatives (Directors General / CIOs / Permanent Secretaries / Heads of Agencies) with responsibilities for leading the planning and implementation of e-government in their countries. Participants from the private sector and universities may also be invited.

CO-ORDINATION WITH OTHER MEETINGS

The one-day symposium will take place between two other international e-government events. Some participants may already be participating in the Government Online International Network’s (GoL) annual meeting to be held in Ottawa, Canada, 4-6 June 2003 (http://governments-online.org/about/members/index.shtml). In addition, the e-government trade fair “E-Gov 2003” takes place in Washington DC, 9-12 June 2003 (http://www.e-gov.com/events/2003/egov/). Participants in the OECD symposium will receive a 25% discount to this conference (enter the discount code “EG0325” when registering online). Please email Liz Dacier [liz.dacier@oecd.org] if you register for E-Gov 2003, as we will make VIP passes available to Symposium participants.

LOGISTICS

The OECD has negotiated a discount rate at the Hotel Washington (Tel: 1-800-424-9540) of $125 / night for meeting participants (mention the OECD when you make the reservation). The meeting venue will be confirmed shortly.
ANNOTATED AGENDA

8:30 – 9:00  Breakfast

9:00 – 9:30  Welcome and introduction: What is the role of the e-government leader?

- Welcome by Chair
  Mark Forman, Program Associate Director for Information Technology and E-Government, U.S. Office of Management and Budget

- Welcome by OECD
  Richard Hecklinger, Deputy Secretary General, OECD

- Introduction to the OECD Flagship report, “The E-Government Imperative”
  Rolf Alter, Deputy Director, Public Governance and Territorial Development Directorate, OECD

9:30 – 10:30  Leadership and governance models for co-ordinating e-government: Achieving a whole-of-government perspective

The cross-cutting nature of e-government requires a co-ordinating force to make sure that individual e-government initiatives are all pulling together in a common direction. A key challenge for e-government leaders is balancing the need to promote interoperability, standards for content quality and seamless services while supporting decentralised innovation and flexibility. Planning the structure or architecture of ICT processes within government can reduce duplication, improve circulation of information and networking inside the administration and breakdown silos.

E-Government leaders need to enhance co-ordination of e-government initiatives, provide a sense of ownership and accountability for highly dispersed initiatives, and strategically identify areas of need. OECD countries have developed many types of e-government co-ordination models to deal with their specific needs and contexts. What lessons can be learned from these experiences to date?

Questions for discussion:

- How can e-government leaders help facilitate e-government co-ordination and collaboration?
- Are powerful central co-ordinating bodies more of a help or a hindrance?
- How can leaders build support for government-wide e-government plans and/or architecture?
- What are the next steps necessary to improve inter-agency co-ordination and collaboration?

10:30 – 11:00  Coffee Break

11:00 – 12:00  E-Government from a modernisation perspective

Traditional administrative structures need to adapt to information society practices and expectations, and e-government has provided an opportunity for administrations to rethink their processes. Transforming the structures, relations and behaviours within the administration will require building stakeholder support in a government-wide vision and plan.
Questions for discussion:

- What roles do leaders play to help facilitate the back-office organisational changes that are necessary for improved inter-agency collaboration?
- What incentives do leaders have at their disposal?

12:00 – 13:30 Lunch

13:30 – 14:30 Moving the e-government agenda forward: Addressing barriers and incentives for advancing e-government

More than ever, e-government leaders need to master the budgetary and regulatory environments in which e-government is taking place. Experience to date has provided e-government leaders with a wide array of tools to advance action, ranging from incentive funds to service targets to regulations. What have been the major lessons learned from these experiences? Have there been unexpected or secondary outcomes, both positive and negative?

In addition, some regulatory and budgetary frameworks may be inadequate for the establishment of cross-government e-government systems and initiatives. These frameworks may become external barriers unless e-government leaders can address them.

Questions for discussion:

- What tools and incentives have been most appropriate for e-government leaders to advance action in specific contexts?
- What steps can e-government leaders take to better understand and influence legislative, regulatory and budgetary processes related to establishing e-government initiatives?

14:30 – 15:30 Optimising success through international co-operation

E-government leaders have recognised the value of international exchange in identifying areas where co-operation should be reinforced in order to further national e-government objectives. For example, to date, there is little international agreement on standards for data transfer, data security, and e-government statistics. Developing a shared understanding and/or good practices can also help strengthen the protection of e-government data that is shared across borders.

Questions for discussion:

- What is the role of national e-government leaders to further international co-operation?
- What channels are best suited for improving international co-operation (e.g. organisations, international bodies, private sector consortia, etc)?
- Can common governance approaches be found to strengthen the security of cross border data exchange, including the reinforcement of a data security culture?
- How can international data sharing regimes be made more transparent, effective and harmonious (for example through the use of XML for business filing by multinationals)?
15:30 – 16:00  Coffee Break

16:00 – 17:30  Maintaining momentum while working together

Most national e-government strategic plans cover a period roughly through the end of 2004. As the first stage of digitising information and services and putting them on line comes to a close, what are the new challenges and priorities anticipated by e-government leaders?

Based on the previous sessions, participants will have the opportunity to compare priorities for their countries for 2005 and beyond. The aim of this discussion is to provide participants with a framework to analyse and prioritise action. (Advance written submissions will be welcome for diffusion at the symposium.)

17:30 – 18:00  CONCLUDING REMARKS

•  Mark Forman
•  Richard Hecklinger

18:00 – 19:30  Cocktail

19:30  Dinner