

e-Democracy

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Toward a New Model
of (Inter)active Society

 Springer

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Preface

This volume explores the main elements of e-Democracy, as is usually termed the implementation of democratic government processes through electronic means. This “e” approach was initiated some years ago, and it is still under development. Starting from the middle of the 1990s, the rapid diffusion of online content and services ignited a true revolution in many sectors, including the interaction between citizens and their government.

The pervasive role of “cyber” technology is stimulating changes in the way most people earn their incomes, varying the balance between our roles as consumers and producers, changing the way we educate succeeding generations and train ourselves, changing the fruition of the world’s cultural heritage, transforming the delivery of health care, altering the way we govern ourselves, changing the way we form communities, varying the way we obtain and communicate information, contributing to bridge some cultural or physical gaps, modifying patterns of activity among the elderly and perhaps contributing to a greener world. This is not a complete list of changes, but highlights some of the most prominent and important effects of ICT on our society.

This book is part of a collection of books devoted to the added value use of ICTs for citizens; the first volume introduces the fundamentals of technology and human factors in e-Citizenship; following volumes are devoted to a specific set of aspects and services targeting citizens. They present a view of a society changing under the influence of advanced information technology. Computers have been around for about half a century, and their social effects have been described under many headings.

The purpose of these books is to help in drawing and understanding a realistic scenario of what we can term e-Citizenry even if, as stated many times, “prediction is difficult, especially if it involves the future!”¹ Sometimes this term simply identifies members of the network, Internet users. These books identify as “e-Citizen” a

¹Quote from Neils Bohr, who won the Nobel Prize in Physics.

Citizen surrounded by private or public administration's digital services and the transition from his traditional role and behaviour to the new ones.

The major part of the population has already started this journey from Citizens to e-Citizens; they already ask and receive certificates online, book a medical service and receive the feedbacks online or pay taxes and vote in this way. Anyway, this is a critical process involving opportunities and threats, benefits and drawbacks. In addition, there is still a gap to be bridged due to cultural behaviours, age and education.

Starting from the first decade of the twenty-first century, a relevant number of governmental agencies, institutions and private enterprises spread all over the world in both industrialised and developing countries invested time and resources on e-Services. We are now in a position to draw some conclusions about this preliminary phase. *Are such investments effectively useful and appreciated by citizens? Apart from technology what are the most relevant factors influencing their success or failure? Governments, institutions and citizens are ready and willing e-Services? Are e-Services a real "tsunami" for governmental institutions and agencies? Are citizens concerned about privacy issues and "cyber" security?*

This volume provides an insight about the main technological and human issues to governance, government, participation, inclusion, empowerment and procurement, all of them not forgetting ethical and privacy issues. These last aspects are undoubtedly relevant; everyone experienced in "ICT-based innovation" knows that "it is not only a matter of technology". The main aim of this work is to bridge the gap between technological solutions and successful implementation and fruitful utilisation of the main set of e-Services totally or partially care of governments. Different parameters are actively influencing the success or failure of e-Services: cultural aspects, organisational issues, bureaucracy and workflow, infrastructure and technology in general, users' habits, literacy, capacity or merely interaction design. This includes having a significant population of citizens willing and able to adopt and use online services and developing the managerial and technical capability to implement applications to meet the needs of citizens. A selection of success stories and failures, duly commented on, will help the reader in identifying the right approach to innovation in governmental e-Services.

This volume is part of a collection of books; the first three volumes are *e-Citizens: Toward a New Model of (Inter)active Citizenry*, *e-Democracy: Toward a New Model of (Inter)active Society* and *e-Services: Toward a New Model of (Inter)active Community*, all of them published by Springer International 2019.

Target Audience

Public authorities, decision-makers, stakeholders, solution developers, university students.

Prerequisite Knowledge of Audience

Informed on e-Content and e-Services, basics on technology side.

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List of Abbreviations

AAAA	Addis Ababa Action Agenda
AfDB	African Development Bank
App	Software Applications
B-2-B	Business to Business
B-2-C	Business to Consumer
B-2-G	Business to Government
BRS	Business Requirements Specification
C-2-G	Consumer to Government
CA	Contracting authority
CARICOM	Caribbean Community and Common Market
CBA	Cost-Benefit Analysis
CCTS	Core Data Technical Specification
CDO	Chief Data Officer
CEN/ISSS	European Committee for Standardisation/Information Society Standardisation System
CIDX	Chemical Industry Data eXchange
CIO	Chief Information Officer
CPI	Corruption Perceptions Index
CPV	Common Procurement Vocabulary
CS	Classification Scheme
DESA	Department of Economic and Social Affairs
DPADM	Division for Public Administration and Development Management
DPS	Dynamic Purchasing System
DUNS	Data Universal Numbering System
ebXML	Electronic Business Extensible Markup Language
EC	European Commission
ECCMA	Electronic Commerce Code Management Association
EDIFACT	Electronic Data Interchange For Administration, Commerce and Transport
EEA	European Economic Area

EEA	European Environment Agency
EFTA	European Free Trade Association
EGDI	e-Government Development Index
EIA	Environmental Impact Assessment
eOTD	ECCMA Open Technical Dictionary
EPI	e-Participation Index
ePDC	electronic Product Description and Classification
ERP	Enterprise Resource Planning
EU	European Union
FA	Framework Agreement
FOI	Freedom of Information
FOIAs	Freedom of Information Acts
G2G	Government-to-Government
GCC	Gulf Cooperation Council
GFW	Global Forest Watch
GIS	Geographic Information System
GLN	Global Location Number
GNI	Gross National Income
GODAN	Global Open Data for Agriculture and Nutrition
GPC	Global Product Classification
GPS	Global Positioning System
HCI	Human Capital Index
HCI	Human-Computer Interface
HTML	Hypertext Markup Language
HTTP/HTTPS	HyperText Transfer Protocol/HyperText Transfer Protocol (SSL)
ICT	Information and Communication Technology
ICTs	Information and Communication Technologies
ID	Identification
IDRC	International Development Research Centre
ILO	International Labour Organization
INTOSAI	International Organization of Supreme Audit Institutions
IoT	Internet of Things
ITU	International Telecommunication Union
LCD	Liquid Crystal Display
LDC	Least Developed Country
LVL	Latvia Lat
MAMA	Mobile Alliance for Maternal Action
MDGs	Millennium Development Goals
MEAT	Most Economically Advantageous Tender
MENA	Middle East and North America
METEP	Measurement and Evaluation Tool for Engagement and e-Participation
MFI	Micro Finance Institutions
MYS	Mean Years of Schooling

NEPAD	New Partnership for Africa's Development
NES	Northern European UBL 2.0 Subset Working Group
NGO	Non-governmental Organisation
OASIS	Organisation for the Advancement of Structured Information Standards
ODETTE	Organisation for Data Exchange by Tele Transmission in Europe
OECD	Organisation for Economic Co-operation and Development
OGD	Open Government Data
OSI	Online Service Index
OSM	Open Street Map
PPPP	Public-Private-People Partnerships
PRICAT	Price/Sales Catalogue
PRODAT	Product Data
RFQ	Request for Quotation
RSS	Really Simple Syndication
SDGs	Sustainable Development Goals
SIDS	Small Island Developing States
SKU	Stock Keeping Unit
SME	Small and Medium Enterprise
SMS	Short Message Service
SWOT	Strengths, Weaknesses, Opportunities and Threats
TGEG	Task Group on e-Government
TII	Telecommunication Infrastructure Index
UBL	Universal Business Language
UGC	User-Generated Content
UML	Unifying Modelling Language
UMM	Universal Modelling Methodology
UN/CEFACT	United Nations Centre for Trade Facilitation and Electronic Business
UN/ECE or UNECE	United Nations Economic Commission for Europe
UNCTAD	United Nations Conference on Trade and Development
UNDG	United Nations Development Group
UNDP	United Nations Development Programme
UNECA	United Nations Economic Commission for Africa
UNECLAC	United Nations Economic Commission for Latin America and the Caribbean
UNEP	United Nations Environment Programme
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNESCWA	United Nations Economic and Social Commission for Western Asia

UN-OHRLLS	United Nations Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States
UNPOG	United Nations Project Office on Governance
UNSC	United Nations Statistical Commission
UNSPSC	United Nations/Standard Products and Services Codes
UNU-IAS	United Nations University Institute for the Advanced Study of Sustainability
URL	Uniform Resource Locator
UTC	Coordinated Universal Time
VAT	Value Added Tax
VDA	DA Verband der Automobilindustrie (German, translating to “German Automotive Association”)
VIES	VAT Information Exchange System
W3C	World Wide Web Consortium
WOG	Whole of Government
WRI	World Resources Institute
WSIS	World Summit on the Information Society
xCBL	XML Common Business Library
XML	eXtensible Markup Language