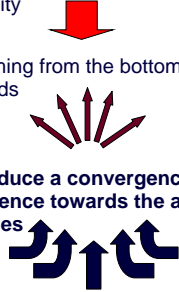


### PARTICIPATED WAY TO STANDARDS

- Top-down, standard centralised approach bound to fail for lack of flexibility
- Experiences coming from the bottom usually do not produce standards
- **We need to produce a convergence stemming from the local experience towards the adoption of standard services**



### COMMON APPLICATIONS: PROS

- Cultural and social exchange
- Common growth
- Better and more flexible solutions
- Brand new opportunities may arise
- Economies of scale



### COMMON APPLICATIONS: HOW TO

- Joint procurement (beyond the common purchase of goods)
- Network of cities (local/European)
- Support
- Promotion



### PERSONALISED AND INCLUSIVE SERVICES

- Integration not only for economical and technical reasons: - to speed up evolution
- Provide more targeted and personalised services
- Bring down barriers
- eInclusion



### eDEMOCRACY

- Increasing citizens' democratic participation in the public life to reach a new level
- Fostering the full transparency of PAs
- Obvious key role of local/regional administrations



### NEXT GEN CITY WEB PORTAL



- Many available experiences
- New tools of web 2.0 (social web, wiki approach,...)

- Possibility to enrich and widen the information available in the municipal web portals
- Multi-language and inclusion



4TH MINISTERIAL eGOVERNMENT CONFERENCE

**NGCWP: PROBLEM = PROJECT**

Social Internet with web 2.0 to enhance City portal

↓

Risk of unreliable or not up-to-date information

↓

Develop suitable tools and procedures to let the user be aware of source, reliability, updates

↓

Project under development in cooperation with other Cities (local level + Eurocities at the European level)

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

4TH MINISTERIAL eGOVERNMENT CONFERENCE

**eGOV "NATURAL" EVOLUTION**

→

Ok, but not enough

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

4TH MINISTERIAL eGOVERNMENT CONFERENCE

**NOT NECESSARILY A TWOFOLD CHOICE**

**USED TO BE:** traditional services at the counter

**NOW ALSO:** eGov services through the Internet

**FUTURE IS:** (in between)  
new services and customised communication channels

— → ← —

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

4TH MINISTERIAL eGOVERNMENT CONFERENCE

**EX 1: ASSISTED LIVING / eCARE**

New ways to provide home care and assistance

Large effect on organisation and logistics

Communication channel of major importance

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

4TH MINISTERIAL eGOVERNMENT CONFERENCE

**EX 2: INCLUSIVE AND SAFE CITIES**

Wireless city networks

Videosurveillance

eRights

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

4TH MINISTERIAL eGOVERNMENT CONFERENCE

**SHAPING THE DIGITAL CITY OF THE FUTURE**

**A blend of technological innovation & traditional tools**

ICT impact not simply sectorial but global

ICT not "owner" of the future nor simply technical "assistance"

Same dignity for ICT and other specific matters

e-Gov services are often on the common ground

e-Gov future is to lose the "e-"

EU2007.PT [www.egov2007.gov.pt](http://www.egov2007.gov.pt)

## CITIES WORKING TOGETHER



[www.eurocities.eu](http://www.eurocities.eu)

KSF-T will promote the “knowledge society” both as a tool for Cities to improve the use of existing resources and for service effectiveness, as well as to reshape or at least to influence the design of the new City model.  
(From the 2007 E-KSF-T Strategic Document)

Thank you for your attention!

Giuseppe Paruolo  
Chair of KSF – Telecities  
Deputy Mayor for Health and ICT, City of Bologna  
[Giuseppe.Paruolo@comune.bologna.it](mailto:Giuseppe.Paruolo@comune.bologna.it)



**Giuseppe Paruolo**  
**Chair of Eurocities Knowledge Society Forum**  
**Deputy Mayor for Health and ICT, City of Bologna**  
**[Giuseppe.Paruolo@comune.bologna.it](mailto:Giuseppe.Paruolo@comune.bologna.it)**

## **Foreword**

More than a decade has gone after the advent of the Internet and the past years showed an important growth in e-government services offered by Public Administrations.

Many novelties, many experimentations, many innovations have been carried on by local administrations and cities, that have been the real protagonists of this season. And we need to recognise that cities provide most part of egov services, since they are closest to citizens and enterprises.

## **Towards the maturity of e-government services**

As regards the online provision of administrative services, we now need to recognise, that the time of experimentations is getting to a close and it is instead "time for delivery", as mentioned in the title of the Knowledge Society Forum Spring Event held in Barcelona this year.

It is now time to sum up, identify the most convincing characteristics among the various experiences and move towards an extensive implementation. Services should be as much integrated as possible and should seek standardisation within the various municipal services as well as in the territory. Harmonisation among different cities at the European level would be desirable, too.

Such integration has to be granted both from the technical point of view, where interoperability among different platforms is the pre-requisite to make different administrative services communicate with each other, but also from the user point of view. Citizens would in fact appreciate the availability of similar approaches that would allow them to approach the different services without being forced to learn everything from the beginning.

We thus need a wider standard approach for common matters (as for instance keeping and exchanging data, assuring the respect of privacy and a real equality in processing sensitive data) able to meet the local needs (so able to be used in a decentralised way, avoiding centralised congestion).

This means an harmonious approach and an effective interoperability without foregoing flexibility or renouncing the correspondance to the diffused requirements that a top-down centralisation wouldn't be able to provide.

The ability to network, to exchange best practices, to develop common approaches and service platforms among European cities is a fundamental aspect that national governments and the European Union should support in order to achieve a bottom-up integration.

This would represent a step forward not only from the substantial point of view, but also for the economies of scale that it could generate. In this context we need a leap forward as regards joint procurement, so as to go beyond the idea of standardised purchasing of material already in present in the catalogue and develop instead applications able to assure an intrinsic interoperability while meeting the peculiar needs of the various actors involved.

### **Strongly personalised and inclusive services**

Nevertheless, it's not only about cooperating for technical and economic reasons, but also to speedily move towards personalised services, explicitly characterising them as social and inclusive.

Offering opportunities is not enough, we need to make them known and provide the tools to let them be used. For this reason cities are on the forefront in the effort to knock barriers down, as we mentioned in our response to the e-inclusion consultation sent to the European Commission.

We need to pave the way to increase the level of democratic participation, with the full transparency of Public Administrations, new participation processes (e-democracy). This is another reason why Local Administrations are called upon to play a key role in this context.

I would like to make a concrete example on the cities' web portals. On one hand different experiences dating back to a decade ago make it possible for us now to sum up what has been done up to now. On the other hand the new web 2.0 tools, the experience of the social web and of the Wikipedia model make us foresee a number of possibilities that had until now been prevented. For instance enriching the information available on city portals with contributions from local associations and citizens and providing translation in many different languages.

It is clear that in order to take advantage of these possibilities we need to develop tools able to avoid the risk that the information is not up-to-date or scarcely reliable: allowing the person that is browsing to know all the time the author and the level of updating and reliability of the page that they are consulting.

In this context separate experimentations could be avoided: the relevance of such a challenge and of public interest suggest that we should cooperate on this and conceive an initiative at the European level. Bologna is engaged both at the municipal and regional level and intends to promote a European project on this within the framework of KSF-Telecities.

### **The new frontiers of e-government**

In the past, services to citizens used to be provided only through a direct relation between municipal staff and the citizen, at a counter or through mail or telephone.

Afterwards the Internet: in this decade, we basically brought on the Internet all administrative services that were once provided through traditional channels.

Now the focus is on personalising the Internet service, seeking the previous social relation of the traditional channels also in the telematic ones, together with a stronger effectiveness linked to the use of new technologies (user-friendly interfaces, use of the natural language tools and so on).

On one hand it is important to bring these services to maturity; on the other hand the frontier is not limited to recreating on the web the same applications and services that were once provided in a traditional way. On the contrary, it is possible today conceive and plan specific services and applications that only the technological evolution and the existence of the web make possible.

Moreover, the traditional channel (personal relation at the counter) and the innovative one (Internet with eGov services) get closer to each other for the above mentioned reasons and at the same time constitute two extremes between which new communication channels and services can find room, able to bring citizens and public administrations closer to each other.

For instance, in key sectors such as health and the social field, the introduction of new technologies makes it possible to personalise the care and create a support for non self-sufficient people with new forms of home assistance. These are changes that will have a major impact on the organisation of services and also on society as a whole.

More than this: regeneration of urban spaces and the shift in their use - together with a redefinition of the right to privacy and equal access to information - will allow a wider and more effective use of technologies able to make cities livable and safe. In this context lies the reflection that was at the centre of Eurocities - KSF Summer Event, held in Bologna.

It is thus important to understand that while discussing about the future of e-government, we're not just talking of an overall improvement of online services for citizens, but of a fundamental contribution to the definition of the model of the city of the future: such dynamic vision of the future should be at the centre of our debate.

At the same time it is important that the European and national governments' Programmes understand that it is important for the discussion on technologies to take place in the same context where the analysis of the logistic and organisational aspects of public administration, associations and enterprises is carried out: to plan the future of cities integrating the technological innovation aspects with the traditional ones, renouncing the convenience of two separate evolution paths that would not succeed.

European cities mean to be the rightful protagonists of this process and EUROCIITIES is committed in promoting cities' awareness and protagonism in this perspective.