



Open Government

- Renewed Focus on Citizens & Service

*Presented by
Jury Konga, Principal
eGovFutures Group*

*MISA Ontario
London, Ontario.
October 24, 2011.*

Housekeeping

- Twitter hashtag for this event is #MISA_ON #opengov
- Related hashtags: #gov20 #opendata #socialmedia #yam
- I'm **@jkonga** on Twitter
- Homework
Presentation on **www.slideshare.net/jurykonga**

Acknowledgements

- Appreciation is extended to a number of people and organizations in the Open Government, Gov 2.0 & Open Data Community including:
 - City of London as hosts
 - Special thanks to Elaine Gamble & John Bontje and Connie McCutcheon
 - Today's Open Government workshop speakers and panelists
 - MISA Ontario Gov 2.0 SIG as sponsor
 - Tracey Lauriault, Founder datalibre.ca/
 - Harvey Low, Wellbeing Toronto
 - Heather Leson, Director of Community Engagement, Ushahidi
 - WWW, twitter, YouTube, LinkedIn.... and all my "Open" friends
- Wireframe on title slide by Anonymous via CC BY-SA



Overview

- Context – Open Government, Open Data and Gov 2.0
- Open Government Core Elements – Focus on Citizens
- Open Government and Service Delivery
- Current State
 - Open Data
 - Citizen Engagement
 - Collaboration
 - Innovation
- Challenges and Opportunities
- Concluding Remarks

Context

- Open Government

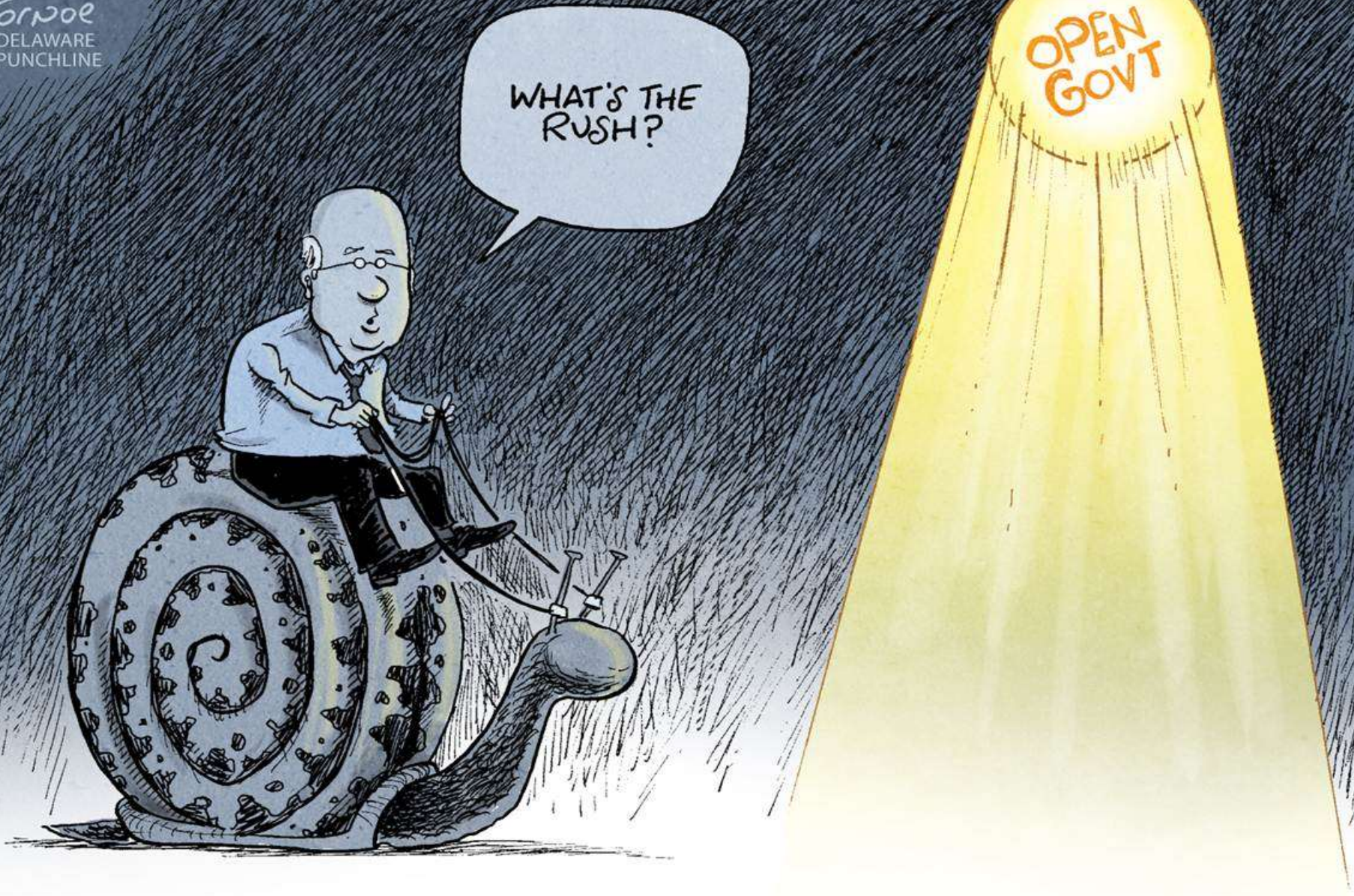
- Roots in Freedom of Information legislation (oldest identified with Sweden in 1766, U.S.A. 1966; Canada FOI as well as Privacy Act; 1983)
- More recently, Open Government focuses on *citizen engagement, transparency, accountability, collaboration and innovation*
- 3 Pillars of Open Government from Senator Kate Lundy, Australia: *Citizen- Centric Government, Open and Transparent Government and Innovation Facilitation* (June 2009)
- President Obama's Open Government directive (Jan. 2009) synopsis: Government should be *transparent, participatory and collaborative*

Context - Gov(ernment) 2.0

- “Government 2.0: Using Technology to Improve Education, Cut Red Tape, Reduce Gridlock, and Enhance Democracy”
William Eggers, Deloitte. 2005
- Gov 2.0 “is the use of technology – especially the collaborative technologies at the heart of Web 2.0 – to better solve the collective problems at a city, state, national and international level”
Tim O’Reilly, “Open Government – Collaboration, Transparency and Participation in Practice”. 2010
- From GovLoop (the government Facebook), working definition (2010):
Gov 2.0 embraces the use of new and old tools, changes of employee and contractor culture, and improvements in processes that make government more transparent, collaborative, and participatory--enabling citizens and others to gain more efficient and timely access to data, information, and services through the sharing and distribution of information within and throughout the government.

Context - Open Data

- Open Data is a foundational component for Open Government and focuses on freely making public data available in a usable format for all to re-use and add value for the benefit of citizens.
- Open Data – it's about public data being easily discoverable, readily accessible and freely available without restrictions (to a degree)
- Recent Open Data initiatives have focused on public sector data and very recently has also turned to private sector corporate data
- Open Data – not new, we've been doing it for a while
... what has changed is the public's expectations of expanded scope and ease of access to government data



Credit: Rob Tornoe / Delaware News Journal, PoliticalCartoons.com

Open Government - Why?

This is the “rush” needs & expectations



Open Government - Perspective for Local Government

- Business: Public Services
- Structure: Corporation
- Governance: Council (Board of Directors)
- Servicing: Citizens and Businesses
- the SHAREHOLDERS

Open Government - the Principles

- President Obama's *goals* from the Open Gov Directive ... stated
 - Publish Government **Information Online**
 - Improve the **Quality** of Government Information
 - Create and **Institutionalize a Culture** of Open Government
 - Create an **Enabling Policy** Framework for Open Government

Source: <http://www.whitehouse.gov/open/documents/open-government-directive>

- A declaration of open government by the **Australian Government**: “Engage: Getting on with Government 2.0”; Report of the Government 2.0 Taskforce

<http://www.finance.gov.au/publications/gov20taskforcereport/chapter3.htm#a5>

Open Government - Principles in Canada

1. The Commissioners endorse and **promote open government as a means to enhance transparency and accountability** which are essential features of good governance and critical elements of an effective and robust democracy.
2. The Commissioners call on the federal and all provincial and territorial governments to declare the importance of open government, including specific commitments for **stronger standards for transparency and participation by the public.**
3. Governments should build access mechanisms into the design and implementation stages of all new programs and services to **facilitate and enhance proactive disclosure of information.**
4. Through ongoing consultations with the public, governments should routinely identify data sources and **proactively disclose information in open, accessible and reusable formats.** Public access to information should be provided **free or at minimal cost.**
5. In implementing open government policies, the federal and all provincial and territorial governments should give **due consideration to privacy, confidentiality, security, Crown copyright and all relevant laws.**

Source : Sept 1, 2010 Resolution of Information and Privacy Commissioners of Canada, Provinces and Territories
http://www.oic-ci.gc.ca/eng/rp-pr-ori-ari_2010_1.aspx

Open Government - Open Government Partnership Principles

- The U.S. and seven other countries launched the OGP, on September 19 & 20, 2011 – highlights of the Open Government Declaration include:
 - **“We uphold the value** of openness in our engagement with citizens to improve services, manage public resources, promote innovation, and create safer communities. We embrace principles of transparency and open government with a view toward achieving greater prosperity, well-being, and human dignity in our own countries and in an increasingly interconnected world.”
- **“Together, we declare our commitment to:**
 - Increase the availability of information about governmental activities.
 - Support civic participation.
 - Implement the highest standards of professional integrity throughout our administrations.
 - Increase access to new technologies for openness and accountability.”

Source : <http://www.opengovpartnership.org/open-government-declaration>

Open Government - A Global Perspective



<http://vimeo.com/theacademy/opengovernment>

Open Government Elements - Focus on Citizens

What needs to improve to benefit citizens ...

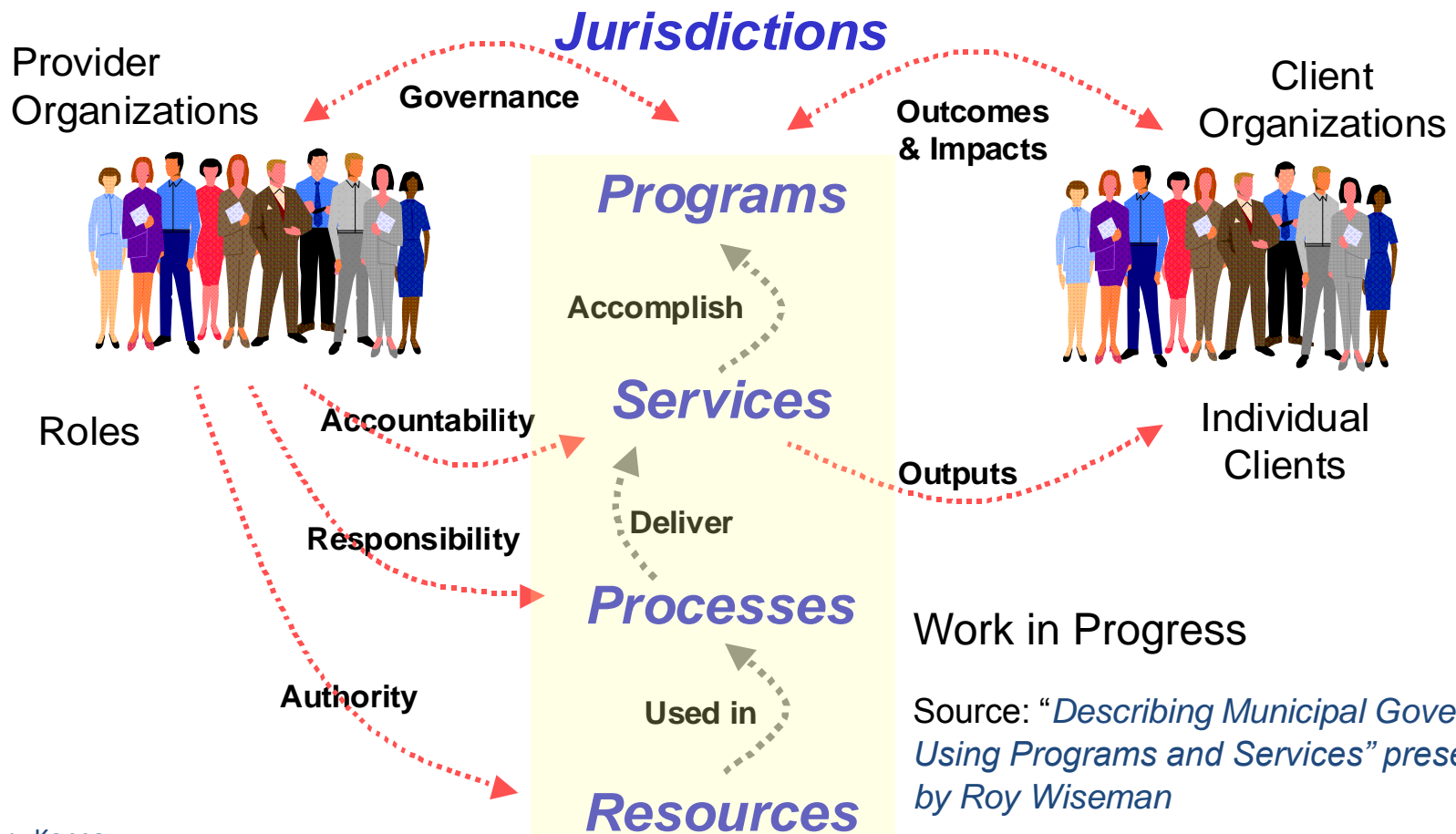
Core Element	Value to Citizens
Citizen Engagement	Democracy with the opportunity to participate and influence policy
Open Data	Transparency via access to public information and potential value added products and services
Collaboration	Efficiencies in government , reduced duplication of effort and better results
Innovation	Enhancing policy , service delivery and optimizing government resources

Open Government and Service Delivery

- Our business – Public Service
- Our services – Municipal Reference Model v2
MISA project
- Our approach - Citizen Centric Service Excellence
Institute for Citizen Centric Service (ICCS)
- Need integrated service delivery – Service One concept

Open Government and Service Delivery

Municipal Reference Model MRMv2 Components – An Organizing Framework

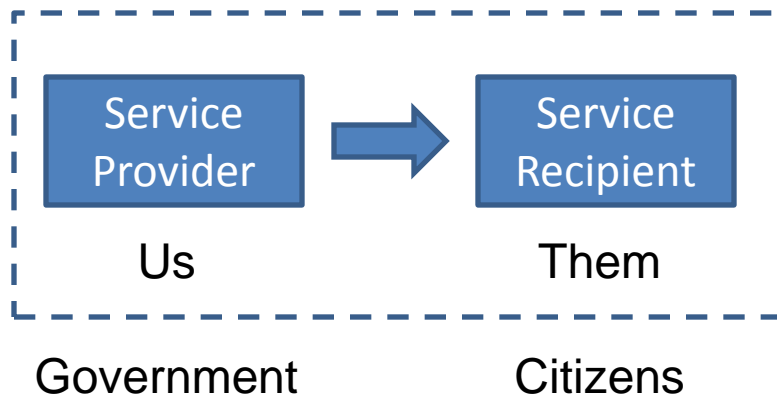


Source: “*Describing Municipal Government - Using Programs and Services*” presentation by Roy Wiseman

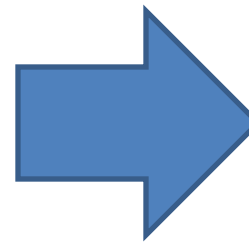
Open Government and Service Delivery

Consider a new focus for the Service Provider – Client Relationship

From this



to this ..



A Community Approach
To Public Service

Open Government and Service Delivery

- A few thoughts for further discussion ...

Service Examples & a Challenge	Open Government Elements – Potential Role				
	Citizen Engagement	Open Data	Collaboration	Innovation	Comment
Communi-cations	2 Way Dialogue	Proactive info access	Communication. Tools	Social media + channels	Increasing Needs
Land Use Planning	Enhance practices	Scenario assessments	Local – global planning	Real-time online	Innovation opportunities
Social Services	Dynamic assessments	Wellness indicators	Share Best Practices	Data /visual mashups	New approaches
Public Works	Field Service Ambassadors	Projects & Status	Common stds & IT tools	Enterprise Mobile Apps	Needs more collaboration
Resource constraints	Comment on budgets	Reduce FOI needs	Intranet Wikis	Shared Services	Direct Impact on services

Open Government and Service Delivery

Government

Municipal

Provincial

Federal

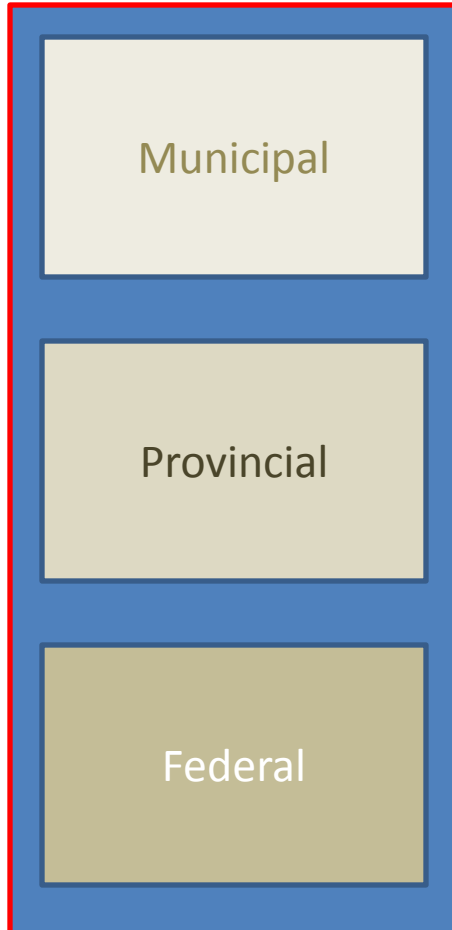


It's ___
Government
#&*!%?

**We need to move
from this**

Open Government and Service Delivery

Government



To this

It's GOOD
Government !!!



*Integrated Service
Delivery
– Service One concept
MISA 2010 conference*

Open Government - Current State

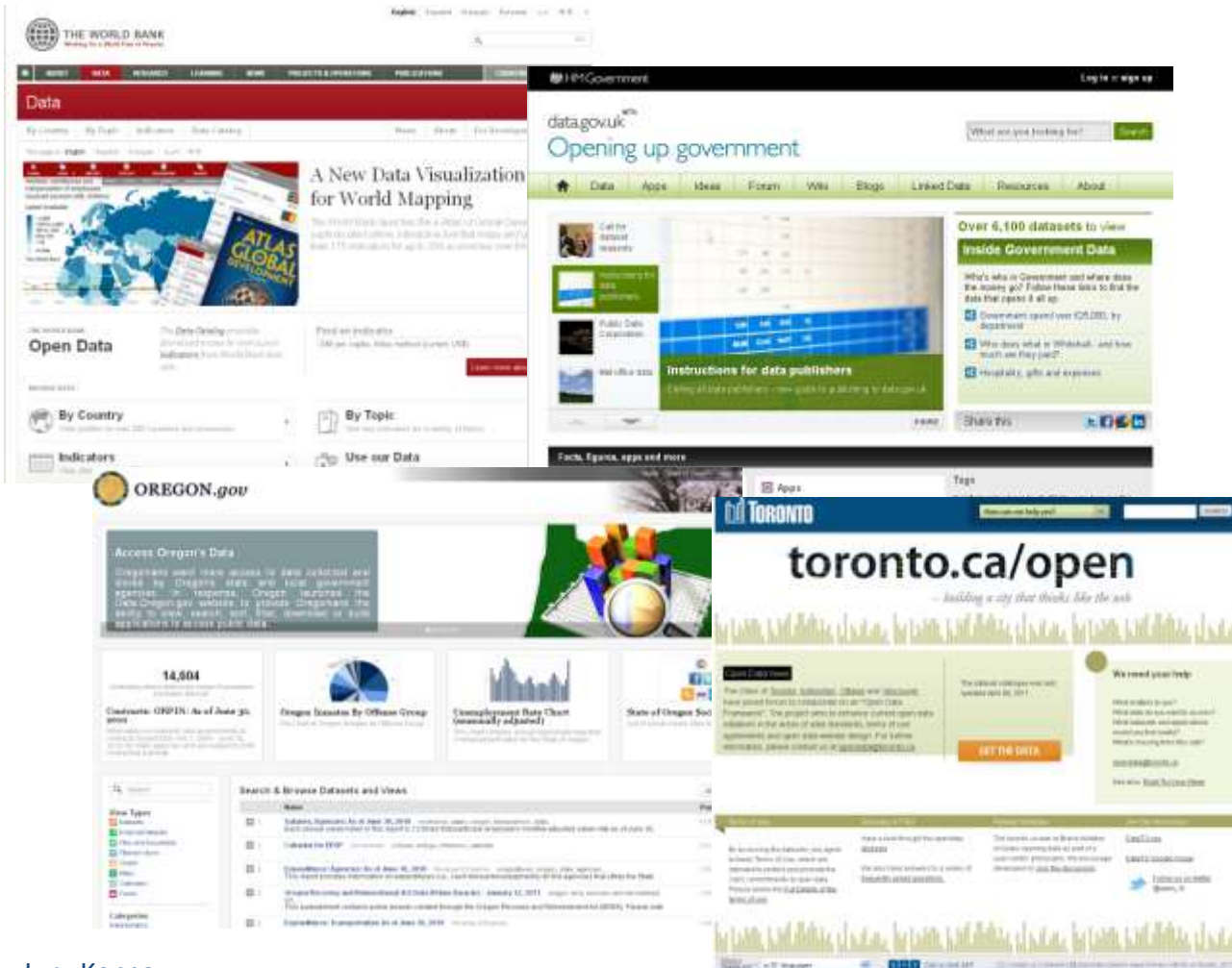
- **Open Data**
- **Citizen Engagement**
- **Collaboration**
- **Innovation**

Open Data Current State - Underlying Principles

- Ten Principles for Opening Up Government Information
 - Completeness, Primacy, Timeliness, Ease of Physical and Electronic Access, Machine Readability, Non-Discrimination, Use of Commonly Owned Standards, Licensing, Permanence, Usage Costs
<http://sunlightfoundation.com/policy/documents/ten-open-data-principles/>

- Access by Design, Office of Information and Privacy Commissioner of Ontario
 - *1. Proactive, not Reactive; 2. Access Embedded into Design; 3. Openness and Transparency = Accountability; 4. Fosters Collaboration; 5. Enhances Efficient Government; 6. Makes Access Accessible; 7. Increases Quality of Information* <http://www.ontla.on.ca/library/repository/mon/24005/301553.pdf>

Open Data Current State - Local to Global



- Global – World Bank
- National – UK, USA, AU, NZ, CA (recently arrived)
- Province/State: B.C., Oregon
- Local Government – around the globe!

Open Data Current State - Local to Global

Open Data @ CTIC » Sandbox

Public Dataset Catalogs Faceted Browser

Submit yours (or any you know)
Also, you may update the information of this browser by clicking on its marker «update».

114 Catalogs

Search:

Coverage

- 25 City
- 82 Country, Region, or State
- 2 Other
- 5 Supranational

Location

- 1 Albania
- 1 Arvada
- 1 Asturias
- 1 Australia
- 1 Badalona
- 1 Bahrain

Country

- 1 Albania
- 3 Andorra
- 3 Australia
- 1 Austria
- 1 Bahrain
- 1 Brazil

Catalog Status

- 9 (0) Announced
- 10 (1) Stuff published
- 13 (2) Structured Data
- 69 (3) Open formats
- 8 (4) RDF Data
- 5 (5) Linked Data

Managed by:

- 7 Citizens, University, others...
- 107 Government or Public Body

Legend:

- (0) Announced
- (1) Stuff published
- (2) Structured Data
- (3) Open formats
- (4) RDF Data
- (5) Linked Data
- Several

Catalog	Location	URL
API Leipzig	Leipzig, Stadt	http://www.apileipzig.de/
Arvada OpenData	Arvada	http://arvada.org/opendata
Asturias Public Data	Asturias	http://rap.asturias.es
Australian Government Catalogue	Australia	http://data.australia.gov.au/catalogue
Badalona Open Data	Badalona	http://badalona.cat/portals/web/badalona.portal?_rfpb=tru&_psgeLabel=opendata

Open Data Current State - Diverse Stakeholder Communities

- CITIZENS & BUSINESSES
- The Non-profits ... Communities of Interest
 - Ushahidi; Crisis Commons; Open Street Map
 - GovLoop, Industry associations: MISA; AMCTO, URISA, APWA, OPPI ...
- The Research Community
 - Academia and Research foundations
- The Technology Community
- The “Hacker” Community
 - Utilizing open data for applications
- Data Value Added Resellers
- Media – Data Journalism

Open Data Current State - Re-using the Data

Apps for Development
A competition brought to you by THE WORLD BANK

Application Gallery

WB Indicator Master
WB Audio Visualizer
Economic Data Finder

App 4 Climate Action

A4CA App 4 Climate Action

Canadian software developers respond to A4CA challenge

Apps Ottawa

App Submissions

Casal Dashboard
Ottawa Outdoor Event Spotlight Legend
Map Ottawa
Ottawa Trunk
Ottawa Rewards
Where is my bus?
Max Stop Info
Veritas de Jeon
Restorwick
Green trip planner
Partners of Interest

Edmonton

Share Your Thoughts

New Collection Boxes
Educative Events
Educative Communities
Garbage Collection Notifications
First-4-Bus
Sports Field Status

- Applications that use and use and use and use the data
- AppsforDemocracy in Washington, DC started a trend of apps contests (2009)
- Examples shown here are: World Bank , British Columbia, Ottawa and Edmonton

Open Data Current State - Open Data Framework

- Collaborative project of Canada's G4 Open Cities – Toronto, Vancouver, Edmonton and Ottawa
- Common key issues: Data Standards, Terms of Use licensing, and the open data portal
- External resource and expertise leveraged to develop the framework and an implementation roadmap (3 years)
- Open Data Framework : Governance, Principles and Policy, Standards, Technology, Data and Operations, and Portal

Open Data Current State - Applications for Citizens

- Numerous applications are created by community activists, hackathons, Apps Contests and student projects
- Application examples in following presentations
- Benefits to citizens and businesses

Citizen Engagement - Current State

facebook

Linked in

You Tube

flickr



twitter



- Gov 2.0/Web 2.0/ Social Media technologies are pervasive
- Social media becomes key in engagement
- Communications demands increase
- Forming community partnerships is imperative

Citizen Engagement - Current State

NOISE TO SIGNAL
Rob Cottingham

■ Social Media

Policy is there for a reason – to provide structure and guidelines

.... While enacting policy, don't lose sight of why the policy exists



Sorry, but it's gotta go. Management says it could be used to access Facebook.

<http://www.socialsignal.com/cartoon>

Citizen Engagement - Blogging, Tweeting, YouTubing ... Engaging

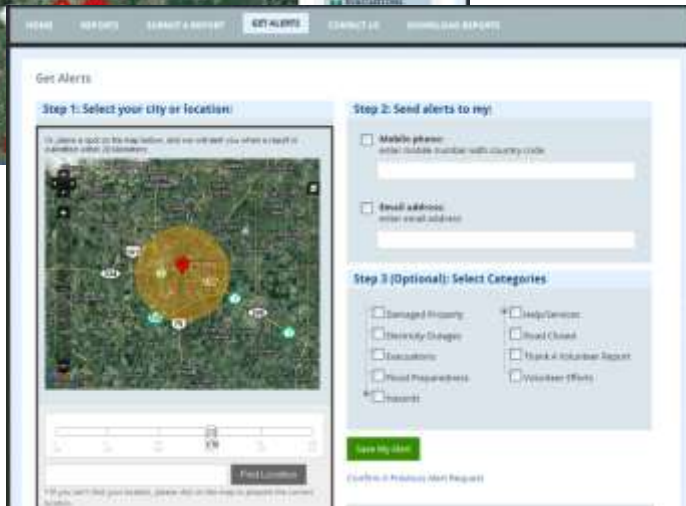


- Social Media (Web 2.0) tools, Community engagement, internal collaboration
- Example cities: Nanaimo, Guelph, Niagara Region, Ottawa
- Continually evolving and enhancing

Citizen Engagement - additional Perspectives

- Crowdsourcing
- ChangeCamps, CityCamps, GovCamps ...
- Pull -> Push -> Dialogue
- Effective communications and citizen engagement requires ... *ongoing resources*

Citizen Engagement - Open Community Project



- Manitoba flooding
- First implementation of Ushahidi platform in Canada
- Visualization, submit reports, get alerts, download reports
- Application creators: Laura Madison @org9

Source: <http://mbfloods.ca>

#mbfloods via Tweetdeck

“All of us are smarter than one of us”



Collaborate Now ●

“There are more knowledgeable people
outside your organization than inside”

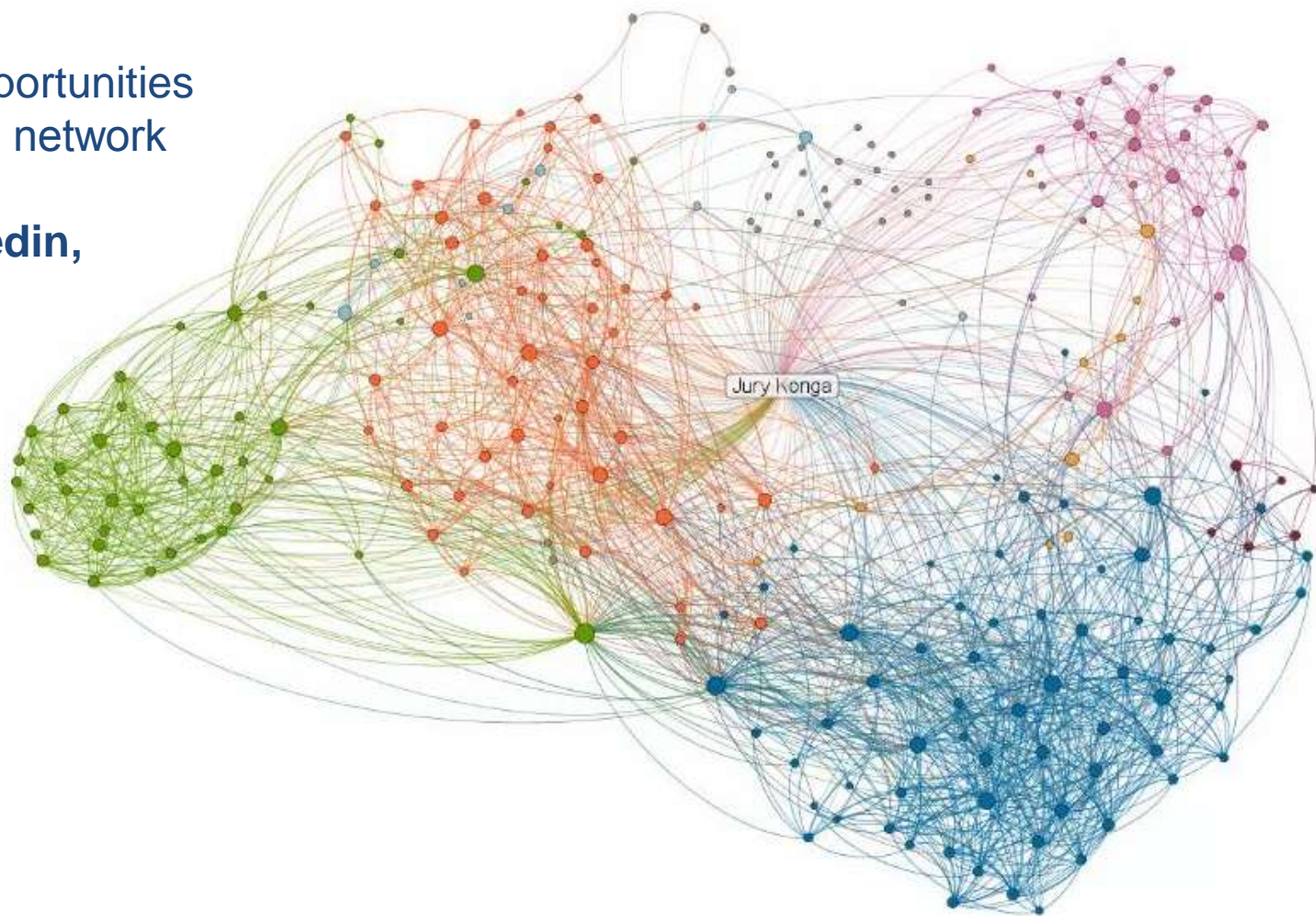
- Hierarchy of Collaboration
 - From informal info sharing to legal partnerships
- Examples include:
 - G4 – Open Data, MRM v2, global hackathons, Crisis Commons, Twitter, Open Knowledge Foundation, Civic Commons, MuniGov
 - MISA Ontario Gov 2.0 SIG, Inter-Jurisdictional Open Data Partnership, Joint CIO and Service Delivery Councils, Municipal Geospatial Coordinating Committee (MISA ON, URISA ON, GITA ON, AMCTO, Tri-Committee, RPC-RIWG, Conservation Ontario)

Collaboration Current State - ODF Project

- Kudos to the Group of 4 (G4) for taking a leadership role in Canada
- Open Data Framework Project with focus on
 - Data Standards
 - End Use agreement
 - Open Data UI and functionality
- Contributing to best practices for the open data community

Collaboration Current State - My LinkedIn Map

Collaboration opportunities
via many “social” network
sites including
**GovLoop, LinkedIn,
Facebook**



Collaboration Current State - Community Sites



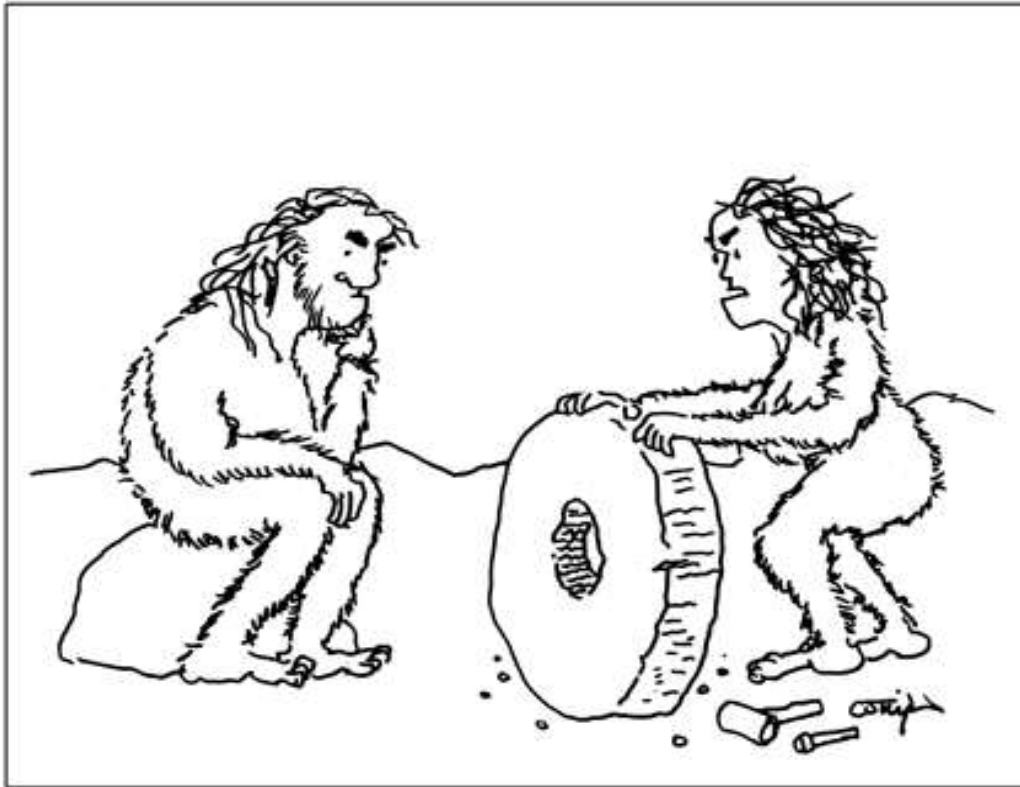
- Citizens and Non-Profits are driven by ideals not politics
- UK examples – My Society.org, FixMyStreet.com, TheyWorkForYou.com



- Canada examples – visiblegovernment.ca, FixMyStreet.ca, OpenParliament.ca, DataLibre.ca, civicaccess.ca
- MANY applications facilitated by Open Data

Innovation - Current State

NOISE TO SIGNAL
Rob Cottingham



For the last time, no, I do not know
what the ROI is on it!

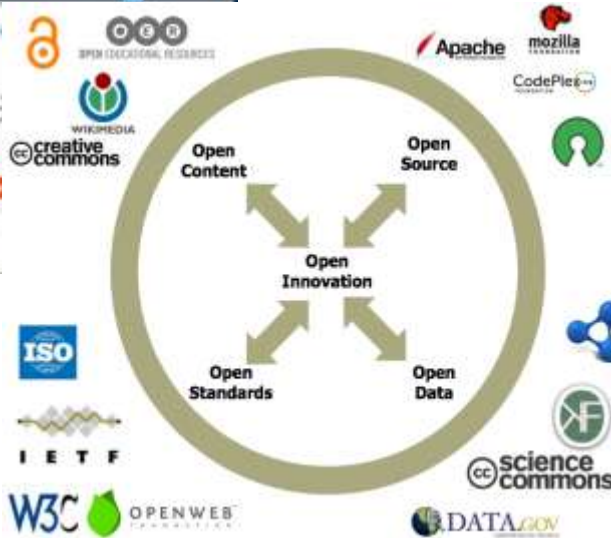
***Promote innovation
- don't stifle it!***

Innovation - Current State

- Institute for Citizen Centred Service
 - Report on Innovation in Municipal Service Delivery (2010)
- Need a focal point for Innovation
 - Ontario Centre Of Excellence for Innovation in Municipal Government (proposed in 2009 presentation <http://www.slideshare.net/jkonga/web-20-from-a-social-to-a-service-web>)
- Apps Development contests and hackathons, leveraging social media technologies, cloud computing (IaaS, SaaS, DaaS ...)

Innovation Current State - Corporate Culture

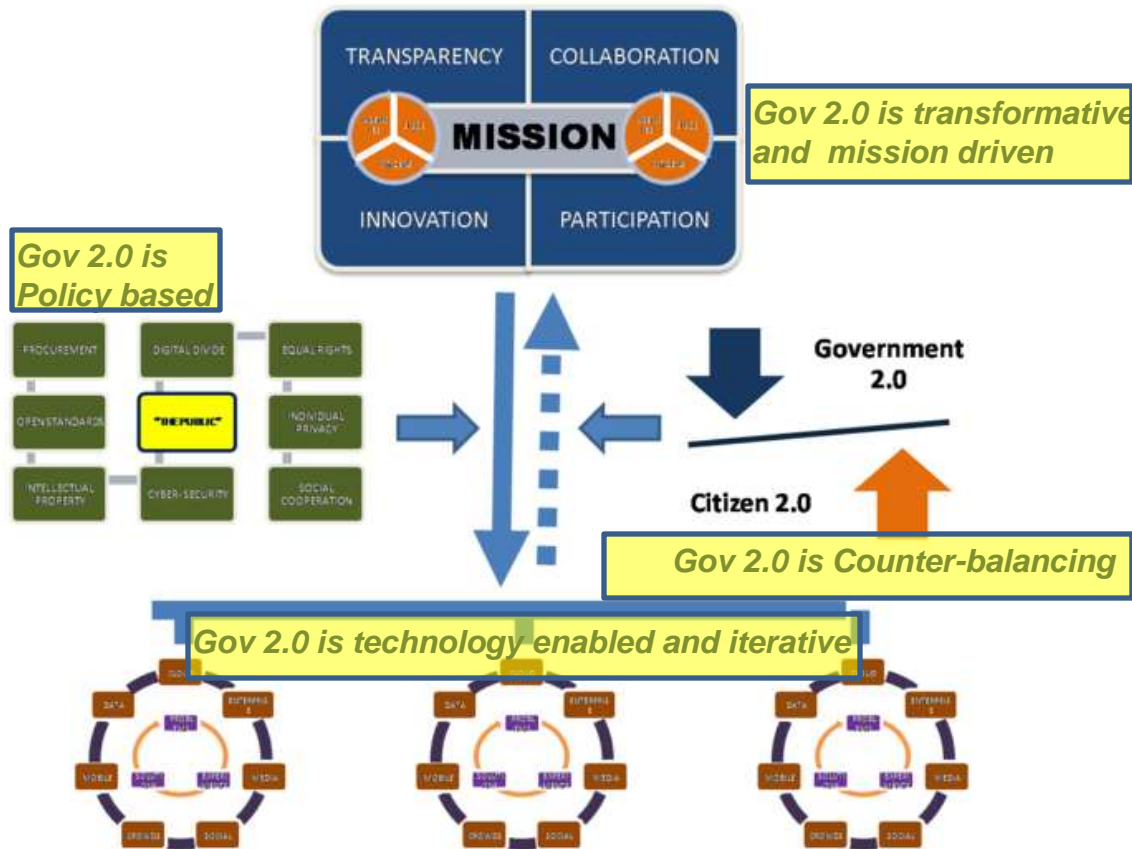
■ *Innovation should be default for the organization*



- Internally there's a need to leverage the intellectual capital
- External engagement for innovation ...
"there 's more knowledgeable people outside your organization than inside"
- Innovation is addictive 😊

Source: <http://zope.cetis.ac.uk/members/scott> “

Innovation Current State - Government as a Platform

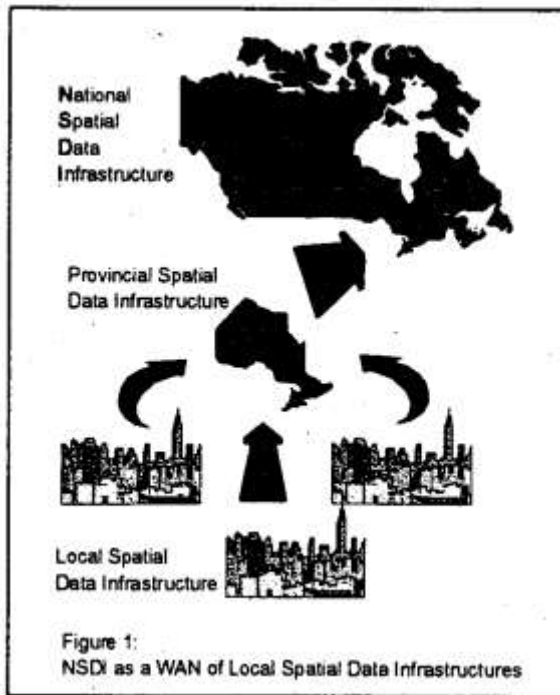


- Differing interpretations of GaaP
- *Transformative and Mission driven*
- *Policy Based*
- *Counter-balancing with Citizens 2.0*
- *Technology enabled and iterative*
- *Government as a Platform ... is evolving*

Source: Adapted from "What Does Gov 2.0 Look Like", Mark Drapeau, May 24, 2010. O'Reilly Radar
<http://radar.oreilly.com/2010/05/what-does-government-20-look-l.html>

Innovation Current State - OpenData.CA Concept

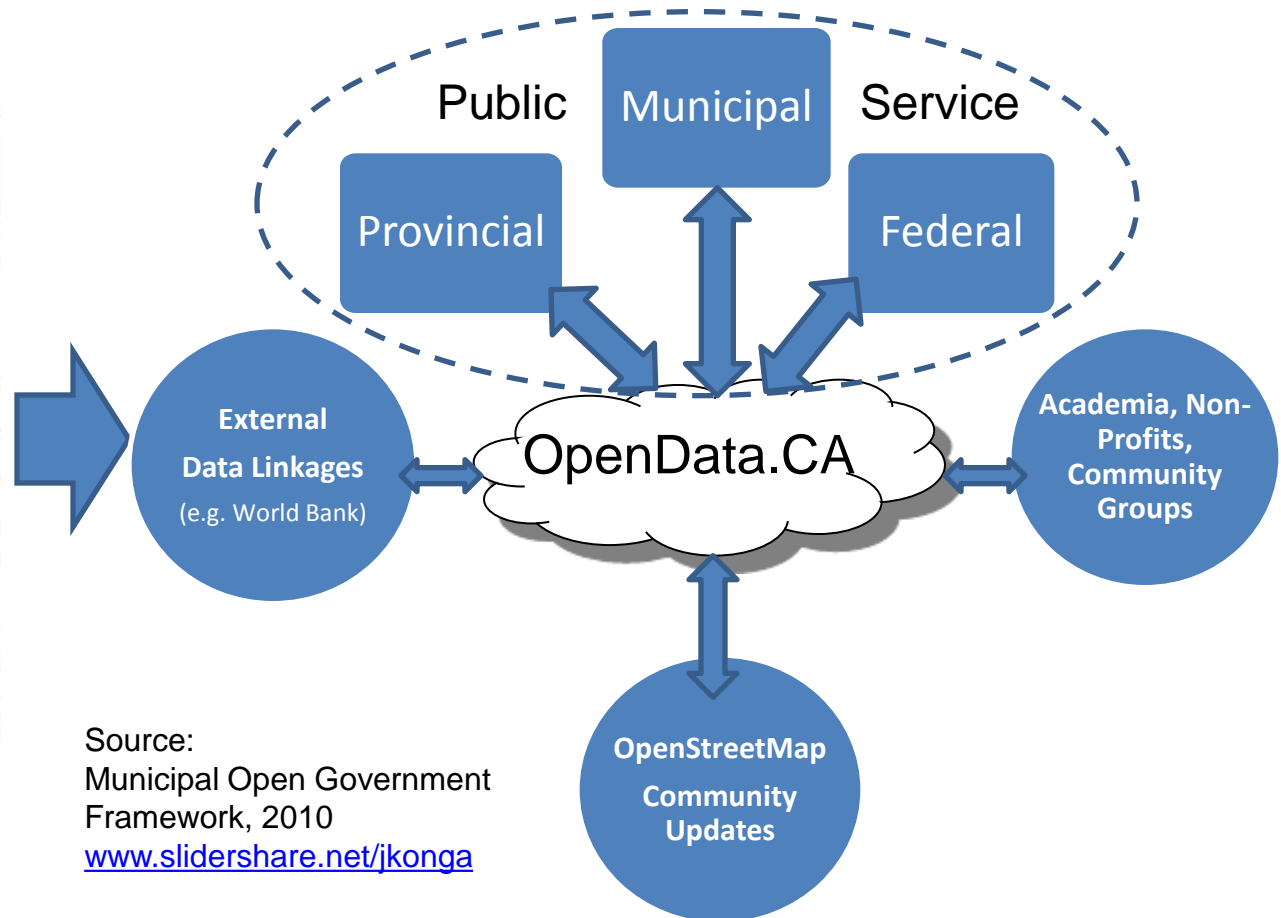
Data Sharing Concept - Circa 1994



Source: URISA Ontario Newsletter
Winter 1994, Jury Konga

Jury Konga
Open by Design™

Concept for tomorrow



Source:
Municipal Open Government
Framework, 2010
www.slidershare.net/jkonga

Open Government – Focus on Citizens and Service

Innovation Current State

- Service One Concept

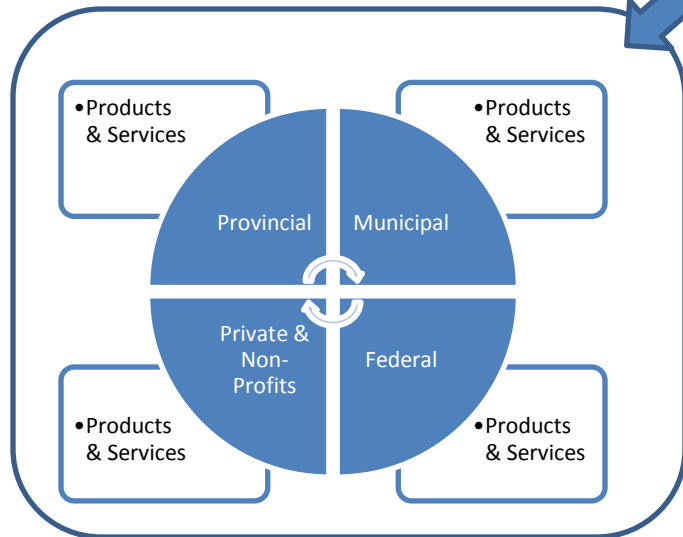


Service Requests

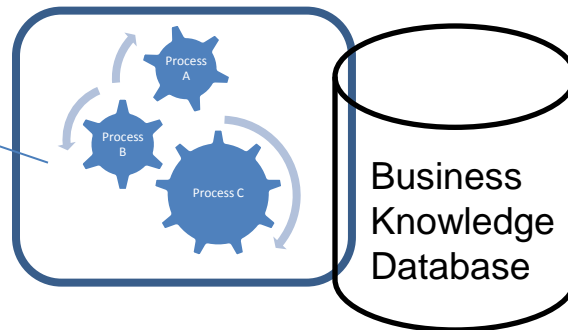
Requests from *MyHomePage*
(Facebook, LinkedIn, etc)

Service One (2.0)
- The Service Coordinator

Integrated Service Delivery "Engine"



Standardized Processes, Protocols and Knowledge Base



- Expectations continue to increase – an integrated, holistic approach must be taken
- As per Tim O’Reilly’s “Gov as a Platform – do the least possible to enable others to build”
- Build a partnership between Gov, private sector and the developer community

Source: From a Social to a Service Web, 2009. www.slideshare.net/jkonga

Open Government - Challenges and Opportunities

■ Key Challenges

- Corporate culture – change management
- Supportive Policies – refresh needed
- Common Standards to support policies
- Start-up resourcing
- Sustainable resourcing

• Opportunities

- Open Data
- Citizen Engagement
- Collaboration
- Innovation

Concluding Thoughts ...

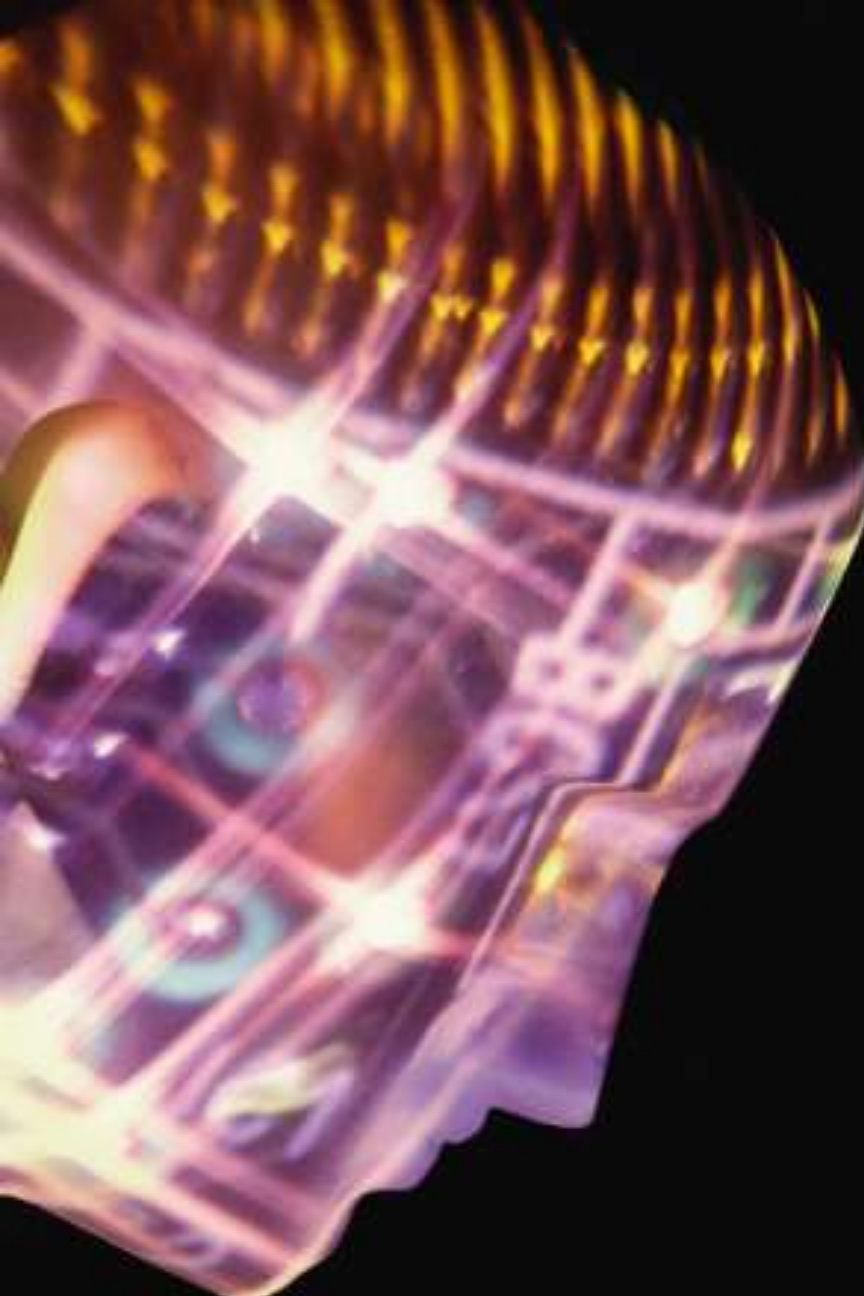
- **Embrace Open Government**— it's becoming the new way of doing business; technology is not the issue, organizational culture is our challenge
- **Engage and Empower Citizens** - the opportunity exists to make quantum leaps in public service delivery & community building throughout Canada
- **Accelerate Open Data** – all levels of government need to increase knowledge and pick up the pace of moving forward to benefit all
- **Collaborate Now** - limited resources and increasing internal and external demands for efficient and effective government dictate it
- **Make Innovation the default** – expectations are that government will become open and efficient through innovation
- **Be prepared**— become aware (like today) and develop at least a framework strategy and plan as part of effective operations

Final Thought ...



***No
Pressure***

Ho Ho Ho !



Thank You

**Jury Konga, Principal
eGov*Futures* Group**

jkonga@sympatico.ca

Twitter @jkonga

Skype jury.konga

Other presentations:

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