eGose

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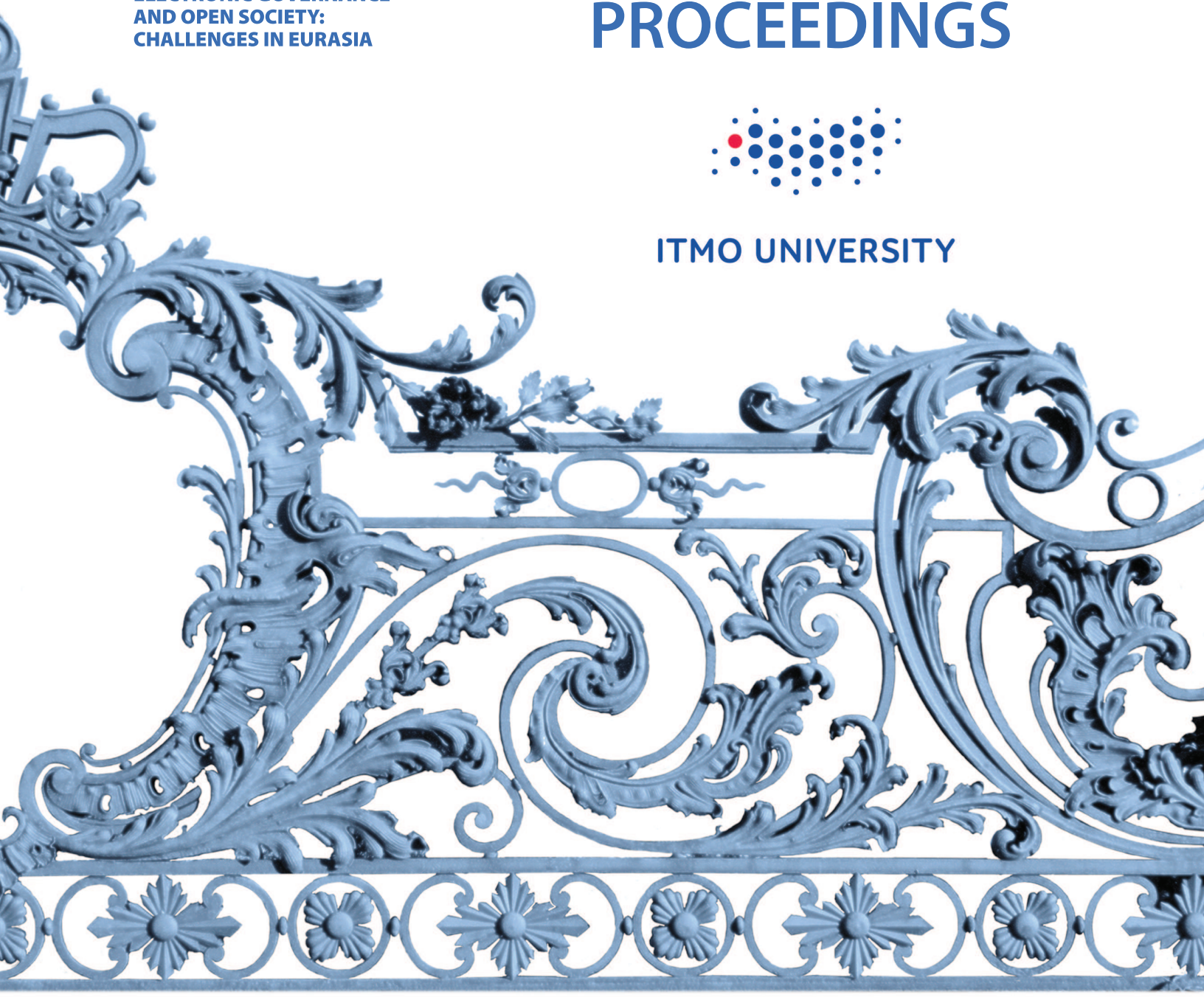
ELECTRONIC GOVERNANCE
AND OPEN SOCIETY:
CHALLENGES IN EURASIA

PROCEEDINGS



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Foreword

The 1st International Conference on Electronic Governance and Open Society: Challenges in Eurasia, EGOSE2014 took place in St Petersburg, Russia from 18-20 November 2014. It was the first international academic event in the field e-Governance ever held entirely in the English language in the vast Eurasian region comprising mainly the post-Soviet states. It was designed as an opportunity for researchers and practitioners from Eurasia to discuss the use of digital technologies in and for governance with their peers from other regions and thus help integrate closer into a global academic community. Specific issues that conference planned to address focused on the current and emerging challenges these countries are facing in developing sound and effective e-Governance solutions that promote public sector innovations both in terms of administrative efficiency and governance openness. The goal was to seek other regions' experiences to compare approaches, solutions, practices and thus to raise eventually the quality of research at the crossroads of technology, government and society in the region, which is lagging behind from other regions. The Conference was seen as new opportunity for researchers to publish the results of their studies in the global context.

The e-Governance Centre of the ITMO University in St Petersburg was the conference chief organizer and host, supported by the Ministry of Education and Science of the Russian Federation, Rostelecom, PeakSystems. The Conference is governed by three committees whose 41 members representing Austria, Belarus, Bulgaria, Estonia, Germany, Greece, Italy, India, Kyrgyzstan, Macao, Portugal, Russia, UK, and USA. Dr. Dmitry Trutnev was Conference Director, while Dr. Yuri Misnikov performed the functions of Programme Director, and Dr. Vitalina Karachay served as Information Manager.

The Conference structure included (a) plenary, including discussion panels, and (b) research papers sessions, plus gala-dinner and city sightseeing tours. It started with the welcoming speech by Dr. Dmitri Trutnev, Conference Director, who also provided detailed information about the event, its participants and supporters. His presentation was followed by the greetings delivered by Ms. Ekaterina Tulugurova, Head of the ITMO University's Department of International Educational Programmes, and a representative of the Informatization and Telecommunications Committee of St Petersburg and the Leningrad region. The Ministry of Telecommunications and Mass Communications of the Russian Federation was represented by Mr. Dmitri Satin, Advisor to the Minister of Telecommunications and Mass Communications of the Russian Federation, and Mr. Vladimir Averbakh, Director of the Ministry's Department of e-Government Development, who welcomed the conference participants and also described the current policies, activities and practices in the field of e-Governance in Russia.

Keynote Speakers

Four keynote speakers addressed the conference with their vision of e-Governance development, regionally and globally. At the opening Plenary Session 1, Professor Sharon Dawes, a renowned specialist from the Center for Technology in Government, University at Albany, SUNY, USA, analyzed strategically e-government developments in the past decades, supported by real-life, outlined new emerging trends and related challenges, and stressed a need to ensure a stronger link between e-government and public sector innovation. Vladimir Drozhzinov from Moscow's e-Government Competence Centre addressed the complex issue of common standards for inter-country data exchanges as a means of regional and international cooperation at Plenary Session 2 Discussion Panel. Plenary Session 3 was opened by Professor Maria Wimmer from the University Koblenz-Landau in Germany, one of the prominent scholars in the field of e-Participation; she focused on the urgency to re-model public policies for encouraging innovations in engaging citizens in policy making processes by sharing the experienced gained by the EU-supported *eGovPoliNet* project (covering Russia as well). The role of civil society in general and citizens in particular in making e-governance practices more innovative was further developed at the same session by Douglas Schuler, Professor of the Evergreen State College in USA, a leading scholar in the field of civic intelligence (published in the form of a research paper as a special contribution from the keynote speaker). He highlighted the importance of the informed, intelligent contributions of citizens to governance as a cornerstone of societal innovation for greater transparency and openness, not just efficiency alone.

Plenary Sessions

There were five plenary sessions. The main goal of the Plenary Session 1 "e-Governance Globally, Regionally, Nationally" on the first day was to take stock of the current state of play in e-Governance by focusing on global and regional trends, good and not that good practices, lessons learned, future scenarios, while Session 2 "Government and Business Innovation: Eurasia's e-Governance Progress from a Country and Regional/Global Perspective" debated in the format of discussion panel specific to the region and its countries challenges. Speakers from Azerbaijan, Denmark, Estonia, India and Russia presented their visions, cases and stories. Presentations concerned mainly e-Governance viewed from the government and industry perspective. On Day 2, Session 3 "The Challenges of Citizen-centric e-Governance", in turn, discussed how citizens can benefit from the use of information and communications technologies for greater and meaningful participation in policy

development. Plenary Session 4 Discussion Panel "Measuring and Benchmarking e-Governance Best Practices in Europe and Asia" (Day 3) addressed a challenging and disputable issue of whether and how e-Governance progress can be measured and benchmarked. The session moderator from India asked three panellists from Russia and Denmark to answer three specific questions in this regard and invited the audience to provide their views as well. As a result, there was a lively discussion with many, often conflicting viewpoints, which demonstrated that the topic of e-Governance measurement and monitoring is important and relevant to many countries regardless of their actual progress. Plenary Session 5 "Next Steps" concluded the conference by debating its future.

The conference awarded best paper in Best Research Paper category. The selection was carried out jointly by Sharon Dawes as the EGOSE 2014 Awards Chair and Dmitri Trutnev, Conference Director. There were two winners in this category: "Public Key Infrastructure Deployment in Cameroon's Public Administration" by Ebot Ebot Enaw and Njei Check and "How Relevant is E-Governance Measurement? Experiences in Indian Scenario" by Harekrishna Misra.

Research Papers Sessions

In total, 53 papers were submitted, of which 32 papers were accepted for publishing after a double-blind review. The authors of the accepted papers represented as many as 17 countries ranging from Belgium and Cameroon to Colombia and Denmark, from Germany and India to Russia and Switzerland. One poster has been submitted from Azerbaijan as a special contribution from the region's business community active in e-governance.

The sessions' themes and the corresponding paper were as follows.

Session: **e-Governance Policies, Infrastructures, Skills**

1. "How Relevant is E-Governance Measurement? Experiences in Indian Scenario" by Harekrishna Misra
2. "Information Society development in Russia: measuring progress and gaps" by Lyudmila Bershadskaya, Andrei Chugunov and Dmitrii Trutnev
3. "Business Process Fragmentation for Enhancing Process Modeling" by Maria Sokhn, Eliane Maalouf and Marcel Di Zuzio
4. "Identifying eGovernment success factors: An analysis of selected national governance models and their experiences in digitising service delivery" by Morten Meyerhoff Nielsen
5. "Public Key Infrastructure Deployment in Cameroon's Public Administration" by Ebot Ebot Enaw and Njei Check
6. "Russian Federation's information policy: critical analysis in the regional focus" by Aleksandr Riabushko
7. "Learning analytics for mixed E-gov-E-learning projects" by Evgeny Patarakin, Vasiliy Burov and Roman Parfenov
8. "The Colombian Government Enterprise Architecture Framework" by Lina Marcela Morales Moreno, Javier Orlando Torres Paez, Deicy Alexandra Parra Chaux and Diego Antonio Campos
9. "On the Use of Multicipter for Traffic Monitoring in Conditions of Dense Urban Area" by Ilya Bizin, Viktor Vlasov, Alexander Demidov and Nikita Kanatnikov
10. "IT Based e-Services and UISC: A Step towards Digital Bangladesh" by Ahsan Habib, Debojyoty Chowdhury and Mridul Kanti Bhattacharjee
11. "E-government for Land Management in Madagascar" by Voahangy Rakotonirina
12. "Government Process Integration Using the Enterprise Resource Planning System" by Amina Cherouana and Latifa Mahdaoui
13. "Assessing Governmental Policies' Impact through Prosperity Indicators and Open Data" by Dmitrii Trutnev, Panagiotis Kokkinakos, Costas Koutras, Ourania Markaki, Sotirios Koussouris and Yuri Glikman

Session: **Openness, Participation, Inclusion**

1. "A Mobile App for Citizen Participation" by Carolin Schröder
2. "Transforming Rural e-Governance for Citizen Collaboration in India: Is Digital-Learning an answer?" by Sanjay Kumar Panigrahi and Harekrishna Misra
3. "Models for Assessing Openness and Transparency of Executive Authorities" by Evgeny Styrin and Natalya Dmitrieva
4. "Three Types of Data Exchange in the Open Government Information Projects" by Yuri Lipuntsov

5. “The Relationship between ICT Development and Literacy, Numeracy and Problem Solving Skills of Adults in the OECD Countries” by Maxim Skryabin
6. “Institutional Learning for Government-Society Relations: Russian Case of ‘Open Government’” by Leonid Smorgunov
7. “Special Aspects of Public Communication Development in Contemporary Russia” by Natalia Vasilyeva
8. “Improving Civic intelligence: Repairing the Engine on a Moving Car?” By Douglas Schuler
9. “Role of Connectivity in Citizen Centered E-Governance in Myanmar: Learning from Indian Experience” by Harekrishna Misra and Umang Das
10. “eVoting in Nigeria: the case of INEC” by Bello Ahmed and Laurence Brooks
11. “Internet Voting in Estonia” by Meelis Kitsing

Session: **Social media, online communities, Web research**

1. “Determining Political Stances from Twitter Timelines: The Case of the Belgian Parliament” by Michaël Boireau
2. “Russian Open Government: Web 2.0 Trend in the Development of Social Media Networks” by Vitalina Karachay, Lyudmila Vidyasova and Olga Parkhimovich
3. “What is more predictable in social media: elections outcome or protest action?” by Artur Azarov, Andrey Filchenkov and Maxim Abramov
4. “The potential of social media in Russia: from political mobilization to civic engagement” by Alexander Sherstobitov
5. “Exploring potential communities of followers in governmental Twitter accounts of EU countries” by Konstantinos Antoniadis, Kostas Zafiropoulos and Vasiliki Vrana
6. “Information Society Technology and Financial Activity of Museums” by Maksim Shubinskiy, Irina Tolstikova and Boris Nizomutdinov
7. “Semantic network of ICT domains and applications” by Ravil Muhamedyev, Maksat Kalimoldaev and Raisa Uskenbayeva

Posters

1. “Mobile ID – crucial element of m-Government” by Jana Krimpe and Kamran Aliyev

Special contribution from the keynote speaker

Follow-up

The concluding Plenary Session 5 “Next Steps” discussed the conference future, e.g. how often the conference should take place - annually or bi-annually? How to ensure its distinct regional flavour and value-added among other similar events? Whether the conference should also rotate, i.e. to be hosted by a different country each year, e.g. in the form of specialized on particular topics workshops while the main event would be hosted still by St Petersburg?

Overall, there was a consensus that the conference was successful and much needed so as to start raising the quality of both research and practice in the region’s countries, which are still lagging behind more advanced parts of the world; and that more inter- and intra-regional exchanges are needed to accomplish this goal. Some questions were left unanswered, such as how to motivate local researchers to undertake their studies with more vigour and encourage them to report on them.

Call for Papers issued by Inderscience Publishers to publish in 2015 the Special Issue of the *International Journal of Electronic Governance* devoted to the Conference topic.

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