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E-PRAGUE AND THE PROSPECTS OF E-GOVERNMENT: DISCUSSION PANELS

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SECURITY AND USABILITY

- Discussion Panel

- Prague 5
- Prague 16

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PRIVACY/SECURITY

- The analysis of privacy and security addressed two key areas: privacy policies and user authentication.
- In examining district privacy policies, we first determined whether such a policy was available on every page that required or accepted data, and whether or not the word “privacy” was used in the link to such a statement.



PRIVACY/SECURITY

- We were particularly interested in determining whether privacy policies identified the agencies collecting the information, and whether the policy identified exactly what data were being collected on the site.
- We checked if the website explained the intended use of data collected on the site, such as use by or sale to third-party organizations and whether the site offered a user option to decline disclosure of personal information to third parties, including other district agencies, state and local government offices, or private sector businesses.



USABILITY

- This research also examined the user-friendliness of websites in terms of traditional web pages, forms, and search tools.
- We examined each district's website in terms of the screen length and availability .
- We also looked for targeted audience links or channels that customize the website for specific groups like citizens, businesses, or other public agencies.

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USABILITY

- We examined issues like branding and structure (e.g., consistent color, font, graphics, and page length) and if the website clearly described the system hardware and software requirements.
- The examination also checked online forms to determine their usability in submitting data or searching district websites.
- The usability analysis addressed search tools on district websites to determine whether help searching the site was available or if whether the search scope could be limited to specific site areas.



KEY FINDINGS: DISTRICT 5

- *Succession planning among changing leadership*
- *High expectations for privacy and security*

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KEY FINDINGS: DISTRICT 16

- *Need to have a dedicated group of people working towards e-governance across all departments within the district; not just the IT department.*
- *Citizen influence in design and usability is critical for overall functionality.*

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DISCUSSION PANEL

- Panelist introductions
- Open Discussion

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BREAK

- Coffee Break

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CONTENT SERVICES AND PARTICIPATION

- Discussion Panel

- Prague 1
- Prague 6
- Prague 14

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CONTENT

- In the category of content, we examined the key areas of:
 - access to contact information (specifically, information about each agency represented on the website),
 - public documents and access for those with disabilities,
 - multimedia materials,
 - and time sensitive information.

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CONTENT

- We looked for a schedule of agency office hours and availability, along with online access to public documents, a district code or charter and/or agency mission statements and the minutes of public meetings.
- We also determined whether users could access budget information and publications, whether the sites offered content in more than one language, as well as access for disabled users.



SERVICES

- We examined online services in terms of two different service types:
 - those that allow citizens to interact with the district—which can be as basic as forms for requesting information or filing complaints;
 - and those that allow users to register online for district events or services.



SERVICES

- Because local governments worldwide provide advanced interactive services through which users can report crimes or violations, customize district homepages based on their needs and access private information like court, educational, or medical records online, we evaluated websites to determine whether they offered such services.
- In terms of enabling citizens to register online for services, many districts allow online applications for a range of services as diverse as building permits and dog licenses.

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CITIZEN PARTICIPATION

- In the category of citizen participation, we evaluated government's engagement with citizens and provision of mechanisms for citizen participation in government online.
- We examined whether local governments offer current information about district governance online or through an online newsletter or e-mail listserv, and whether they use Internet-based polls about specific local issues.

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CITIZEN PARTICIPATION

- Likewise, we examined whether communities allow users to participate and view the results of citizen satisfaction surveys online.
- For example, some districts are using their websites to measure performance and publish the results of performance measurement activities online.
- Still others use online bulletin boards or other chat capabilities to gather input on public issues.



KEY FINDINGS: DISTRICT 1

- *Project management and service agreements among all departments in the district helped foster development and implementation, with attention to quality control of web page changes.*
- *Routine citizen feedback helps to continually improve the design and types of service provided by the website.*

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KEY FINDINGS: DISTRICT 6

- *The need for governmental leadership and support of initiatives is critical for the successful implementation of e-governance.*

- *Discussion with district employees before the introduction of new programs helps in development and overall implementation.*

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KEY FINDINGS: DISTRICT 14

- *The personal relationship of the e-governance champion in the development and implementation of initiatives with technological requirements is important.*
- *Working with limited resources from the inception creates a culture of being able to accomplish any idea with the resolve that it can get done through research and hard work.*

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DISCUSSION PANEL

- Panelist introductions
- Open Discussion

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CONCLUSION

- Thank you

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