E-government models
E-democracy

Govt. Tech. Applications

- **G2C applications**
  - Information Dissemination
    - Static/dynamic web pages; documents
    - Online data
  - Citizen Services provision
    - Licenses; Government certificates; Taxes; Building permits
  - Direct democracy
    - Communications with officials

- **G2B applications**
  - E-procurements
  - Business services provision
    - E-permits

- **G2G applications**
  - Human resource management
  - Payments and Accounting
Public vs Private

PUBLIC
- Monopolistic – cannot exclude
- Captive clientele
- Assigned funding—limited cost recovery
- Service, information, compliance
- Permanent [record keeping; archiving]
- Voice

PRIVATE
- Competitive – business models
- Fluid clientele
- Raise funding—bottomlines
- Value added Product; JIT crucial
- Opportunistic
- Exit

COMMONALITIES
- Disintermediation
- Information security
- Enterprise wide standardization

E-gov models

E-INFORMATION MODEL
- Archival and latest information (news/update)
- Accessibility considerations (search)

E-SERVICE MODEL
- Delivery of Public Services
- Coverage considerations

E-BUSINESS MODEL
- Transactions based
- Efficiency considerations

E-PARTICIPATION MODEL
- Democratic and deliberative input
- Inclusion considerations
Federal Enterprise Architecture

- A business-based framework for government-wide improvement
- The FEA is constructed through a collection of interrelated “reference models” designed to facilitate cross-agency analysis and the identification of duplicative investments, gaps, and opportunities for collaboration within and across Federal Agencies.

Federal Enterprise Architecture

- Performance Reference Model
  - Standardized framework to measure the performance of major IT investments and their contribution to program performance
    - Help produce enhanced performance information to improve strategic and daily decision-making;
    - Improve the alignment — and better articulate the contribution of — inputs to outputs and outcomes, thereby creating a clear “line of sight” to desired results; and
    - Identify performance improvement opportunities that span traditional organizational structures and boundaries
Federal Enterprise Architecture

**Business Reference Model**
- Function-driven framework for describing the business operations of the Federal Government, independent of the agencies that perform them
  - Provides an organized, hierarchical construct for describing the day-to-day business operations
  - Lines of Business and Sub-functions represents a departure from previous models
  - BRM is the first layer of the Federal Enterprise Architecture and it is the main viewpoint for the analysis of data, service components and technology
- Four areas: Services For Citizens; Mode of Delivery; Support Delivery of Services; Management of Government Resources

Federal Enterprise Architecture

**Service Reference Model**
- Business and performance-driven, functional framework that classifies Service Components with respect to how they support business and/or performance objectives
- Intended for use to support the discovery of government-wide business and application Service Components in IT investments and assets
- Structured across horizontal and vertical service domains that, independent of the business functions, can provide a foundation to support the reuse of applications, application capabilities, components, and business services
- Service domains: Customer Services; Process Automation Services; Business Management Services; Digital Asset Services; Business Analytical Services; Back Office Services; Support Services
Federal Enterprise Architecture

**Data Reference Model**
- DRM describes the data and information supporting government program and business line operations.
- The DRM provides a standard means by which data may be described, categorized, and shared.
- DRM identifies duplicative data resources. A common data model will streamline information exchange processes within the Federal government and between government and external stakeholders.
- Three standardization areas: Data Description; Data Context; Data Sharing

**Technical Reference Model**
- TRM is a component-driven, technical framework used to categorize the standards, specifications, and technologies that support and enable the delivery of service components and capabilities.
- TRM provides a the basis to categorize the standards, specifications, and technologies to support the construction, delivery, and exchange of business and application components.
- Four service areas: Service Access and Delivery; Service Platform and Infrastructure; Component Framework; Service Interface and Integration
## E-democracy

- **E-democracy layers**
  - E-participation
    - Public Participation in decision making
  - E-civics
    - Electronic access to agency info
    - Broadcasting; transacting; public records access; e-conferencing; surveying
    - Access to legislative/ executive discussions
  - E-legislating
    - Enhance legislative/ rule making
    - Access to legislative bills

## E-Democracy

- **E-voting**
  - Electronic means to vote
- **E-campaigning**
  - Electronic means to influence an elective office
  - Mobilize volunteers, raise funds, disseminate information
- **E-activism**
  - Electronic means to influence public policy
  - Mobilize volunteers, raise funds, disseminate information
Counties that have changed voting equipment (2006)

The New York Times
E-Voting, an example

- Take a look at critique of Dieboldes by a Princeton research unit:
  - http://itpolicy.princeton.edu/voting/
- See here for Dieboldes response:
  - http://diebold.com/dieboldes/
- Also, see Hacking Democracy, a documentary produced by HBO