

# *World Links for Development*



Intergovernmental Issues

# *General Issues*



- Will government develop a networked approach to services?
- What are expectations of citizens?
- Is government focusing on making administration of services easier or developing “client focused” services?
- What are impacts of a wide range of infrastructures and dispersed population?

# *Issues Surrounding Intellectual Property*



- Balance
  - between rights of public to have access to information and
  - rights of creator or Intellectual Property rights holder
- Will the laws permit extended uses in formal educational institutions?

# *Issues Surrounding Intellectual Property*



- How will distribution and reproduction be regulated?
- Digital technologies permit the inclusion of intellectual property from a global environment-
  - What are the implications for a national industry?

# *Content-related Barriers*



- Content relevance
  - How can local content be increased?
- Literacy barriers
  - What is the reading level of the client?
- Languages of client
  - In which languages will government content be provided?

# *Content-related Barriers*



- Diversity
  - How to allow for cultural diversity in a government information delivery system?
- User protection
  - Who is responsible for protection of citizens/children from pornography or other inappropriate content

# *Customer Relations Management and Data Warehousing*

- Right to privacy vs benefits of info sharing
- Authentication
- Customization of services
- Corporate standards for central systems and central data storage

# *Customer/client participation*

- What are the expectations of your clients/citizens?
- Will expectations move toward self-service and instant service?
- What will expectations become?
- Will citizen ability to influence government change?

# *Customer/client participation*



- How will government maintain democratic processes?
- How will citizens maintain their rights under law in a digital environment?

# *Integration of Government-Wide Strategic Planning*

- What do political leaders of each department need to know to integrate this agenda into government wide planning?
- What are the levels of trust between departments?
- How can trust level be increased?
- Will dept budgets and plans be integrated?

# *Integration of Government-Wide Strategic Planning*



- What is the structure leading the process?
- Is there a **VERY HIGH LEVEL** steering committee leading?

# *Financing*



- Determine assistance needed to support Dept transition to use of digital services and resources
- What new structures needed across departments for specific projects?
- Can budgets be integrated?
- Potential of government-wide targeted “fund”

# *Financing*



- Examine partnerships with private sector for basic infrastructure

# *Legal Framework*



- What is the legal environment regarding information technology?
  - Rights to privacy
  - Intellectual property
  - Online fraud and other technologically based criminal activity
  - Access to information

# *Legal Framework*



- What is the legal environment regarding information technology?
  - Ownership and use of Domain names
  - Security issues
  - Acceptable use by government officials
  - Accessibility

# *How To Move Forward*



- Set Government targets
- Establish Communications Strategy With Two Focuses:
  - Developing support within government
  - Public Awareness