

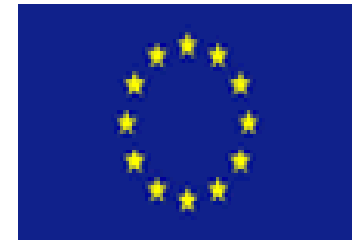
Learning from Experience in eGovernment:

Why Projects Fail and Why they Succeed

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and

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A Workshop for Breaking Barriers to eGovernment: Overcoming Obstacles to Improving European Public Services

<http://www.egovbarriers.org>



Project Partners

- Oxford Internet Institute, University of Oxford
- Gov3, London, UK
- Tilburg Institute for Law, Technology, and Society, University of Tilburg, Netherlands
- CRID the Research Centre for Computer and Law, University of Namur, Belgium
- University of Murcia, Spain





The Study's Aims

- Investigate the barriers to expanding effective eGovernment services
- Identify the legal, institutional and organizational foundations of barriers
- Recommend European initiatives to break barriers to eGovernment





Approach

- Analysis of literature, cases, documents and research on eGovernment
- Interviews and consultation with legal experts and practitioners (workshops)
- Interactive Web site
- Online survey of academics, consultants, practitioners and industry
- Embedded case studies





Refining Categories of Barriers

1. Leadership failures
2. Financial inhibitors
3. Digital divides
4. Poor coordination
5. Workplace and organizational inflexibility
6. Lack of trust
7. Poor technical design



This Workshop: Citizen Focus

- Introduction and Overview: Focus on Citizens
- The Potential [Jerry Fishenden]
- Perspectives on the Obstacles
 - e-Government Survey [Rebecca Eynon]
 - Access and Take-up [Helen Margetts]
- Lessons from the Field [Chris Parker]
- E-Democracy and Consultation [Stephen Coleman]
- Case Study: e-Consultation [Bill Dutton et al]
- Case Study: Digital Rights [Helen Margetts et al]
- Concluding Comments and Discussion

