



Open City Portal as a E-Participation Tool

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What is the current status of E-Government?

- Level 1: Fragmented---11 Cities, including
 - Gothenburg(Sweden), Dakar(Senegal), New Delhi(India), Tbilisi (Georgia), Chisinau (Moldova)
- Level 2: Integrated Portal-----7 Cities, including
 - Bilbao (Spain), Karachi (Pakistan), Montevideo (Uruguay),
- Level 3: Online Transaction----27 Cities, including
 - Cork (Ireland), Cologne (Germany), Singapore, Tartu (Estonia)
- Level 4: Transformation----5 Cities, including
 - Sunnyvale (CA, USA), **Issy-les-Moulineaux (France)**, Madrid (Spain)

(Source: Open City Taskforce survey 2005)



Issy-les-Moulineaux

Pioneer in E-Democracy

- Local Information Plan in 1996 to become a cyber-city with four pillars:
 - E-Government to transform administrative services
 - Create e-Citizenship, **e-City Council**
 - Tackle Digital Divide within the city
 - E-Voting



eVienna

No.1 Online Services in Europe

- Online Transaction: 30 transactions, voting card, parking permit
- E-Inclusion: youth, women, senior, handicapped, foreigners
- Multi-channel Delivery: 50 Public Access Points, PPP, call centres, FAX, e-mail



Catalonia 365 Citizens' Portal E-Gov for Job Creation

- Issue: Three levels of governments in Catalonia=>Resources are scattered
- Goal is to **create one-stop-shop to businesses**
 - To educate and train themselves well
 - To find job
 - To facilitate the creation of businesses

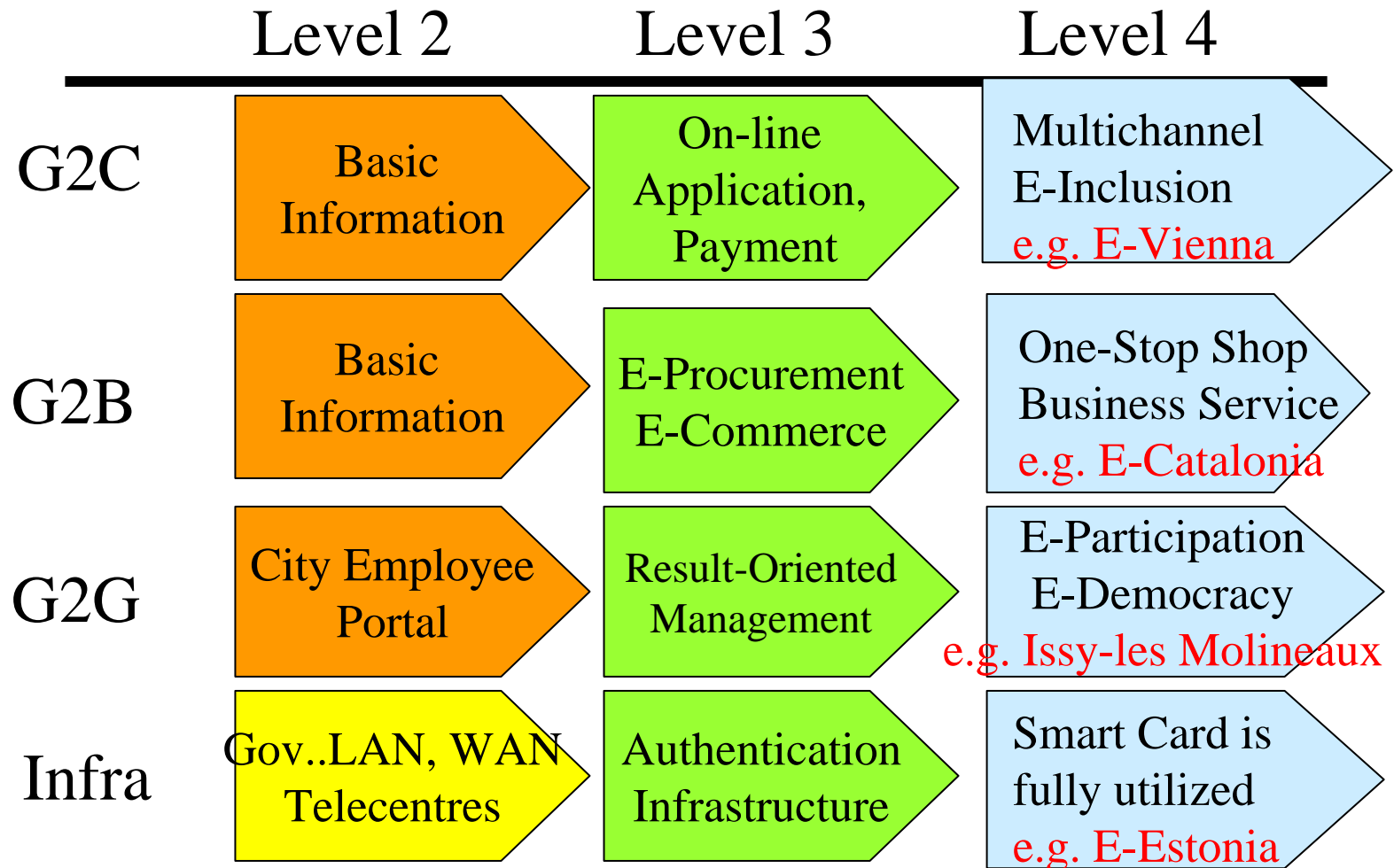


Estonia

Advanced in ID Card

- ID Card is used for authentication
 - 34% of population have an ID-card
 - 40% have special PIN-code card by commercial banks
- Citizens can access 100 databases and retrieve their personal data
 - Common user interface

How does the Open City Portal link to longer-term e-government plan?





Challenges in Cities in Developing Countries

- Majority of cities don't have a portal
- Even if they have a portal, they are not fully utilizing the potential
 - Not Citizen-Oriented
 - Not Interactive
 - Not Inclusive



What are the impediments for municipal e-government?

- ◆ Insufficient Budget 73%
- ◆ Lack of Organizational Support 60%
- ◆ Inadequate Technical Skills 46%
- ◆ Insufficient ICT Infrastructure 43%

□ Source: E-Municipality Forum Survey (Japan): Oct. 2000



What's wrong with e-government strategies?

- **Vender-led strategies**---too expensive for cities
- Starting the e-government with sporadic computerization of offices---”**Locked-in**”
- Too much emphasis on **online transaction**
- **Fragmentation** by the government structure
 - Central, regional and city
 - Department-by-department



New Approach for Cities

- Step 1: creation of **an Integrated and Interactive Portal** (from Level 1 to Level 2)
- Step 2: creation of **online service delivery** (from Level 2 to Level 3)
- Step 3: Promote **E-Participation** (from Level 3 to Level 4)



What is *OpenCityPortal*?

The *OpenCityPortal* is:

- an affordable open-source city portal platform: Cities can install **interactive portal** without large budget or without big IT resources (Level 2)
- Cities can achieve **online service delivery** easily (Level 3)
- Cities can promote **E-Participation** with various supporting tools (Level 4)

First Step: Creation of Integrated Portal (Level 2)

- Once the city has classified its services into citizen-oriented “Categories”, *Portal can be created with a few click of mouth*
 - *Basic information*
 - *Two-way Interaction*
 - *One-Stop Shop*
 - *Inclusion of Citizens in content creation*



Second Step: Online Service (Level 3)

□ *Online Application & Tracking System*

- Cities can easily create the Online Application & Tracking System by identifying responsible units & information needs
- Citizens can apply for services online and track the current status
- Several related services can be applied with one application (e.g. Moving, Retirement)



Third Step: E-Participation (Level 4)

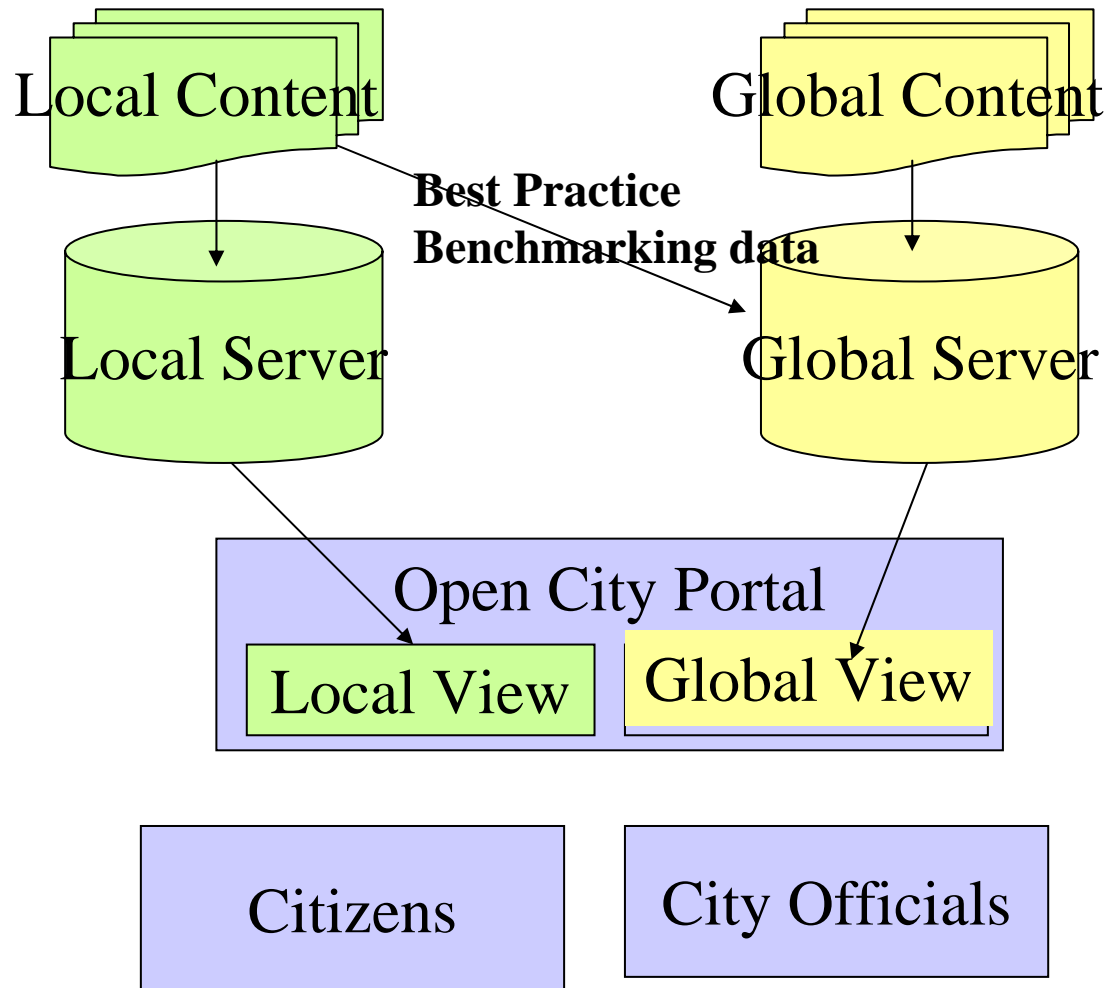
- ❑ Awareness Raising, Participatory Survey
 - ❑ Policy Diagnosis,
- ❑ Identifying the challenges, Agenda Setting
 - ❑ E-Community Forum
- ❑ Participatory Strategy Formulation
 - ❑ Collaboration Forum
- ❑ Setting Goals, Activities & Indicators
 - ❑ Activity Forum




Knowledge sharing among cities

- ***OpenCityPortal***: For any service categories, the Portal provides two views;
 - **Global View**: provides global knowledge, other cities' experience, tutorial, resource persons, and toolkits for policy makers and citizens.
 - **City View**: for the city specific information for the citizens,

OpenCityPortal: Knowledge Sharing



Regional DevelopmentCity Development Strategy(6)Tourism(0)Promoting Industries (13)Urban Amenity(6)Rural Development(20)Unique Local Products(2)Disaster Preparedness(2)Crime Prevention (2)Agriculture/Forestry(17)**Citizen's Life**Citizen's Registration(6)ID Card(0)Passport(0)Pension(0)Health Insurance(0)National Tax(0)Local Tax(2)Driver's License(0)Fees & Penalties(0)**Life Events**Birth/Baby Care(6)Child Care(0)Youth Development(0)Buying/Renting a House(0)Marriage/Divorce(0)Moving(0)Retirement(0)Care of Elderly People(0)Death/Funeral(0)**Education**Nursery/Kindergarten(0)Primary Education(16)Secondary Education(0)University/College(12)Vocational Education(0)Lifetime Learning(0)Libraries/Culture/Musiums(0)ICT Education(10)E-Learning(23)**Health**Doctors/Hospitals(4)Child Health Care(2)Adult Health Care(19)Health for Elderly People(0)Communicable Diseases(14)HIV/AIDS(4)Sports/Recreation(0)Health for Mothers(3)E-Health(14)**Business/Work**Employment/Job Searching(0)Starting a Business(16)Microfinance(18)Business Incubator(18)SME Support(14)Venture Capital Fund(9)Angel Investors(8)Entrepreneurship Training(17)Science Park(17)**Municipal Infrastructure**Water/Sanitation(0)Electricity(0)Telecommunication(19)Waste Disposal(0)Energy Conservation(12)Transportation(0)Street/Parks(0)Environmental Protection(0)Municipal Broadband(14)**Social Inclusion**Social Capital(9)Community Information(0)Election/Polical Party(0)Civic Engagement(10)Institutional CapacityBuilding(8)Gender (21)Disabled People(3)Minorities/Indigenous People(0)Civil Society Organizations(2)**Information Society**Local Digital Agenda(13)E-Readiness(12)Community Telecenter(19)E-Government(20)Open City Portal(6)E-Procurement(2)Digital Signature/PKI(12)E-Commerce(5)ICT Cluster(8)LightHouses Taskforce

<p><u>FAQ for City Services</u></p>	<p><u>Case Studies:</u></p>	<p><u>eCommunity Forum</u></p>
<p>1. How to apply for primary schools admissions? 2. Have we achieved a progress in Education? 3. Why is Education so important to Economic Growth? 4. What is the progress in Literacy Rates? 5. What is the progress in Primary School Enrollment? >>More</p>	<p>1. U.K.:Pursuing output-based education 2. Child Nutrition, Economic Growth, and the Provision of Health Care Services in Vietnam in the 1990s 3. Chile's Ambitious Enlaces Program 4. Thailand - Secondary education for employment 5. Nepal - Priorities and strategies for education reform >>More</p>	<p>We welcome your contribution!</p> <p><u>Events:</u></p> <p>We welcome your contribution!</p>
<p><u>Organizations/Contacts</u></p> <p>2. FitzJohns Primary School 3. St Anthonys School Hampstead 4. North Bridge House Junior School 5. Admissions section (schools) (camden council)</p>	<p><u>Hampstead: Primary Education</u></p> 	<p><u>Activity Forum</u></p> <p>Education for ALL</p> <p>Improve Quality of Education Lifetime Education</p>
<p><u>Policy Diagnosis</u></p>	<p><u>Strategy Forum</u></p>	
<p><u>To look at Policy Diagnostic Tools:</u></p>	<p><u>To look at Business Proposals:</u></p>	<p><u>To send a Business Proposal:</u></p>
<p><u>Partnership/Funding:</u></p>	<p><u>Resource Persons/Consultants:</u></p>	
<p>1. Preston Memorial Fund for Girls Education 2. World Links for Development Program 3. Third International Mathematics and Science Study - Repeat</p>	<p>Currently no resource persons available</p>	

Documents Downloads:

OpenCityPortal: Category Homepage, Environmental Protection



Focus of Knowledge Sharing

- Participatory Community Development Initiatives
 - such as “sustainable cities”, “creative cities”, and “age-friendly cities”
- Knowledge based regional development
 - Such as “Digital Local Agenda”, “ICT Clusters”
- OCP collects benchmarking data & case studies



OpenCityPortal: Three areas of activities

- Creating a platform
 - Platform is published in the Internet since 2006
 - Based on Open KMS
- Training of Local Capacity Building Teams
 - Online Action-Learning Tutorial
 - Creating a cooperative network with Training Institutions
- Creating Global Content
 - Cooperate with cities and universities to create a research network



Installation of OCP

- Spontaneous Installation, using Action Learning Tutorial
- Country/Regional Pilot Installation
 - Bhutan, Nigeria, Ghana
 - ECOWAS countries



Organizational Support

- Open City Foundation (in Virginia, U.S.A.)
 - Coordinating OCP activities and business plan
 - Fund raising
- Open City Technology: technical support
 - Global Center: Madrid Spain
 - Regional- or country-based, commercially operated
- Open City Institute
 - Research and Training, European Hub
 - In Partnership with Essex University UK



OpenCityNetwork

- Network of 100 cities, universities & training institutes
- **Training Institutes:** design capacity building curriculums, conduct training
- **Universities:** design benchmarking studies, creating regional development content
- **Cities:** cooperate in benchmarking studies, benefit from *OpenCityPortal* installation, and global knowledge sharing

Cost of the OCP

Cost	OCP	Traditional
Development	Free	200,000
Installation	1500	1500
Hosting (per Year)	250-600	600
Training	5,000 – 10,000	10,000 – 50,000
Maintenance	1,500	20,000 – 35,000
Upgrading	200 per new module	2,000-5,000 per module
Total Cost for 5 years	15,750 – 24,000	337,250 – 629,500



Thank you for Listening!

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