



eGovernment Monitor

eForvaltning 2010

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Morten Goodwin Olsen (Tingtun)

Presentation Overview

Accessibility

- Design for all

- Access to data

Transparency

- Mail records

Security

Information is taken from the speakers at eForvaltning 2010.

Hans Felix, Rigemor Aasrud, Paul Chaffey, Maja Arnesatad, Atle Lunde, Frank Fardal, Jan Fridtjof Bernt, Geir Leo Sedler, Ole-Kristian Tangen, Dag Wiese Schartum, Ove Skåre, Turid Lillehei, Tore Larsen Orderløkken, Leif T. Aanesen, Kristing Skeide Fuglerud, Tommy Tranvik, Olaf Magnus Østensen, Asbjørn Seim and Gerd Eva Volden

Who the information is collected from is clearly marked.

Norways position on accessibility

Database with everything

Everyone has their right to their data.

Can be negative, EU Data storage regulations.

Norway number three when it comes to accessibility according to CapGemini.

The future for ICT in Norway (1)

The standards in Norway should equal even when the demographics change.

Today's unemployment rate is 2.7%.

In a few years, we need 120 000 more people to work in the health sector.

From where?

The use of ICT should be an improvement for all, not only computer experts.

Easier, More efficient, Not fancy

The future for ICT in Norway (2)

Little difference between systems for professional systems (in e.g. government) and userfriendly systems.

Citizens can access their data.

Userfriendliness sells.

Making a web site not userfriendly is like making a door without a handle. Cheaper at first, but not really.

The future for ICT in Norway (3)

In the future, there will be a short of heads not money in Norway.

Only 3-4% of jobs can be done with only secondary.

It is easy to predict the demographic changes.

ICT and health

In the health sector, 25% of the time is used to look for stuff:

Doctors, Patients, Journals.

70% of all of all health questions are asked via Google, not a doctor.

Many Social media sites health issues.

Teaching and ICT

Teachers use internet services to exchange ideas, discuss:

Blogs, social medias

Without many obstacles, there are always a lot of innovation.

Accessibility before and now

Before

Focus on special needs.

Small market.

Individual tools.

Now

Everyone has the same needs.

Huge market.

For all

Accessibility and innovation

Accessibility very often means benefits for all.

Typewriter: Pensil for blind.

Telephone: Tool to teach hearing impaired.

Phonograph: Speaker for blind.

Phone Vibration: Hearing imparied could get SMS.

Audio books: Books for blind.

How to be blind

45% of Norwegian leaders think blind cannot use computers.

The most common web obstacles are:

Web sites / pages are not logically built.

Newspapers with read more.

Worst of all is PDF.

The recommendation by DIFI is a recommendation to exclude.

PDF is required for other reasons accessibility.

Paragraph 11

Web sites and machines should be accessible:

New: 1st of June 2011

Existing: 2020.

Web sites live for 3-5years.

Machines (ATM etc.) live for ~8 years.

Regulations are not a guarantee for quality.

Followup is needed

Difi will increase the minimum requirement for accessibility.

Case documents (saksdokumenter)

Everyone can ask for insight to case documents.

A case document is delimited information – not necessarily on paper

All versions of a document.

E-mail, SMS, Phone Call.

Has to be work related, not „join me for lunch“.

Has to have facts, not a phone call repeating an existing case document.

Not internal political comments. Not this decision is not in line with Høyre's policies.

Verbal case documents must be written down.

Electronic Mail Records

Trial project for government and fylkeskommune.

Unique in the world

The law requires documents are anonymised after 12 months.

How does this work in practice.

Documents are ordered not linked: Avoiding people creating networks of personal information.

70 000 orders in 2008.

Will be launched in 4-5 weeks (two years delay).

Electronic Case Documents

In contrast to electronic mail records, on municipality level.

Building applications, political cases, maps.

Sometime things go wrong:

The social security number of Kjell Inge Røkke (very rich Norwegian) was published.

Asker was on the front page of VG (very big Norwegian newspaper)

Electronic Case Documents

To publish online requires significant quality assurance.

Very costly.

Means fewer papers in the municipality.

Means much more polite letters to the municipality.

The government is required to provide case IDs online, recommended to provide the document.

Municipalities are recommended to provide case IDs online, encouraged to provide documents.

Exposure of Employees

38% of municipalities have all e-mails to employees online.

57% have only to the services (e.g. building application)

4% have something in between (e.g. managers)

Employees feel it is not voluntary but do not see it as negative.

Except in areas of high level of conflict (e.g. child services)

Be careful about publishing online.

Dubestemmer.no: How youth should use the Internet (Datatilsynet).

It is important to publish online as a critical insight of governments.

Whether something should be published or not depend on the time.

Wrong: Someone published all applications and CV for a summer job.

Wrong: Lillesand published all social security numbers of their employees

Efficiency and Security

NAV has a lot of sensitive information about all.

Efficiency is often a contrast to security.

It is more efficient if you have access to all data.

The remaining security issues are human not machines.

Hacking is often social manipulations.

Look like famous banks etc.

Hacking

A bot net is worth about 300 000-600 000 euro a year.

In Copenhagen, all home nurses have a PDA with access to all information

25% of the PDAs are lost each year.

The information on the PDAs are automatically deleted after a time.

Security and Accessibility

Bad usability is a security issue because people take short cuts.

To make logins accessible, several options should be available: passwords, finger prints, voice recognitions, picture passwords, etc.

20% have dyslexia, 5% have dyscalculia.

If you cannot find anything about a person in Google, what does he/she do then?

Security and responsibilities

„Rådmann“ (administrative boss in a municipality) is responsible for the security of a municipality.

People interested in security are more important.

Believed that security is a technology-issue.

Larger municipalities are more secure.

Often documentations are correct, but the systems behind is not.

Open Standards (1)

Stortingsmelding 17 requires use of open standards for the following reasons:

- Reuse of applications.

- No binding towards a vendor.

Definition of open standards (according to Standard Norway):

- Accepted by ISO, W3C, ETSI, or similar.

- Most important experts behind part of making the standard.

- Not necessarily free of charge.

Open Standards (2)

Standardiseringsportalen

Insight to the standards discussed.

People can provide input.

PDF is an open standard, but HTML is recommended.

Health and ICT (1)

ICT is not a way to make processes more efficient, it should be included in all parts of the system.

When new IT-systems are created the administration needs to follow.

It is crucial for patient journals, health workers, better cooperation.

E.g. if a person in an emergency room remembers he is allergic to penicillin, but not which type.

Health and ICT (2)

The future of health: My Health Manager.

Access your journal.

Talk to doctor.

When will I have answers to my tests?

Get in touch with other patients with similar needs, if they want.