



eGovernment Monitor

Transparency indicators and transparency guidelines

***eGovMon Workshop
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Interactive session

Further development of eGovMon
transparency assessment

In this session ...

How far have we come

Ideas and discussions

Collaboration and synergies

How far have we come (1)



D2.1.2 State-of-the-art report:
Transparency

eGovMon Transparency indicators

- (a) basic data items: availability and quality
- (b) processes: stages of availability

- 1 - Data from web site (mostly automatic testing)
- 2 - Data from web site (expert testing and survey)
- 3 - Other data sources



Indicators

Administration <ul style="list-style-type: none"> • contact • information • traceability 	Financial <ul style="list-style-type: none"> • budget • procurement • other financing 	Meetings and decisions <ul style="list-style-type: none"> • decis. makers • government processes 	Freedom of information <ul style="list-style-type: none"> • FOI request • administrative decisions 	Public data <ul style="list-style-type: none"> • zoning • statistics 	Other <ul style="list-style-type: none"> • complaints • statements • usability
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Data

Basic data items: <ul style="list-style-type: none"> • contact information of administrative officials • responsibility information, core tasks • search function • central phone service • RSS, newsletter <p style="text-align: right;">1</p>	Basic data items: <ul style="list-style-type: none"> • buget of current year is published • previous years' budget • beneficiaries of public funding <p style="text-align: right;">2</p>	Basic data items: <ul style="list-style-type: none"> • information on decision makers (side jobs and other involvements) • visibility of decision makers (what do they say, vote, do) <p style="text-align: right;">3</p>	Basic data items: <ul style="list-style-type: none"> • official maps • benchmarking data (statistics, other sources) <p style="text-align: right;">2/3</p>	Basic data items: statements / proclainers on <ul style="list-style-type: none"> • accessibility • privacy • security of online services • service level • ethics • robots.txt <p style="text-align: right;">1</p>
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Processes

Administrative processes: <ul style="list-style-type: none"> • stage 0 : no information • stage 1 : information on whom to ask • stage 2 : information on laws, rules, regulations (with cross-links), on requirements for obtaining government services, on cost • stage 3 : indirect / offline tracking • stage 4 : online track & trace <p style="text-align: right;">1</p>	Procurement processes: <ul style="list-style-type: none"> • calls, tenders • bidding • contracts <p style="text-align: right;">2/3</p>	Political processes: <ul style="list-style-type: none"> • stage 0 : no information • stage 1 : ??? meetings before: agenda, background during: recording / broadcasting after: minutes, decisions	FOI requests: <ul style="list-style-type: none"> • stage 0 : no information • stage 1 : information on whom to ask • stage 2 : request can be made online • stage 3 : data is provided online (upon request) • stage 4 : data is provided online proactively <p style="text-align: right;">2</p>	Planing processes: <ul style="list-style-type: none"> • zoning documents map additional information integrated option for objection (political / administrative processes) <p style="text-align: right;">2</p>	Complaints and improvement processes: <ul style="list-style-type: none"> • complaints and feedback handling • improvement process analysis of own situation, systematic handling of feedback and benchmarking to improve the processes and web site <p style="text-align: right;">2</p>
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How far have we come (2)

D3.2.1 Transparency indicators

6 indicators

each indicator consists of 4 - 5 tests

Pilot testing with manual data collection in
September 2009

Implementation of automatic tests is
ongoing.

1

Transparency guidelines

There is no “**WCAG for transparency**”

Guidelines != evaluation methodology

WCAG 2.0 attempts to address both.

What are the goals of transparency guidelines?

Who should use them?

Are there different requirements in different countries?

2

Target audience

Target audience of the **methodology**

Who should use the methodology?

Target audience of the **results**

Who is interested in the results?

Who is going to use the results?

A photograph of a bare tree branch with a single green leaf, set against a white background. The branch is thin and brown, with several small, dark buds. The leaf is bright green with visible veins and a serrated edge. The word "break" is written in a bold, yellow-green font in the center of the image.

break

Photo Pause by Christopher Robbins / flickr, some rights reserved: cc 2.0 by-nc-sa

3

Indicator development

Goal: Develop transparency indicators that can be widely accepted / agreed upon.

Who should be involved?

Collaboration with existing initiatives

Which ones?

Encourage participation

Web 2.0 ?

Process for coordinated development

4

Budget and financial transparency

Data sources

Where to find interesting data?

automated data collection

quality of external data sources

Potential indicators

Other approaches addressing financial transparency (maybe not covered in Stat-of-the-art report)?



Data collection methods

What are the data source?

Automated data collection

Ideas for algorithms and implementation of tests / indicators

Manual data collection

Experts

Telephone survey

Fieldtest

A photograph of a bare tree branch with a single green leaf, set against a white background. The branch is thin and brown, with several small, dark buds or leaves at the top. The leaf is large, green, and has a serrated edge. The word "break" is written in a bold, yellow-green font in the center of the image.

break

Photo Pause by Christopher Robbins / flickr, some rights reserved: cc 2.0 by-nc-sa

6

Communication

Access to raw data is important

How to communicate the results of transparency evaluations:

- Presenting a precalculated score

- Letting people explore the data themselves

Examples

- <http://www.gapminder.org/>

- <http://stats.oecd.org/OECDregionalstatistics/>



eGovMon progress

D2.4.1 Understanding transparency

eGovMon is a “user-driven project”

Relation of “theoretical” transparency requirements and everyday experience in a municipality.

Collection of good practice examples

Plans for ...

Transparency data collection

Revision of indicators

Second set of indicators

8

Relation to openness

Openness:

attitude of ready accessibility (especially about one's actions and purposes), without concealment, non secretive

willingness or readiness to receive (especially impressions and ideas)

Openness is an attitude of the organisation (inside).

Transparency is a property perceived from the outside.