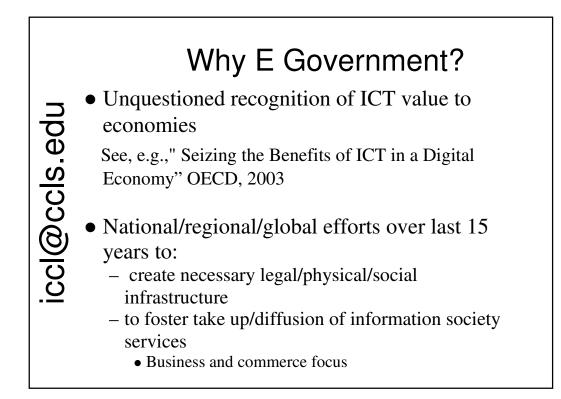
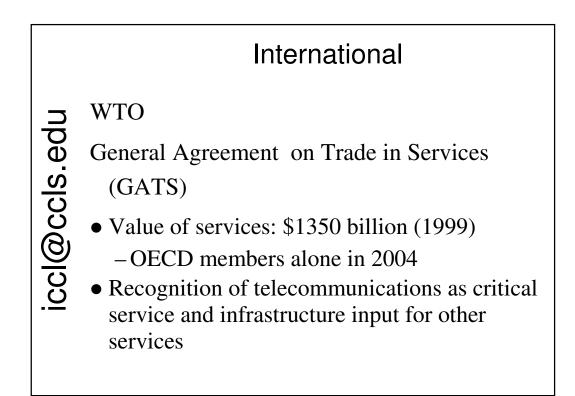
# Building E Governments and the E Citizen Interface



#### Anne Flanagan Centre for Commercial Law Studies

# What is E Government? Transforming government service delivery through use of ICT for greater effectiveness and efficiency Simple, basic definition of complex task/process! Presents other issues: - What is government? - How do we transform it? Why? -What service delivery does this encompass? - How do we measure "effectiveness and efficiency"?





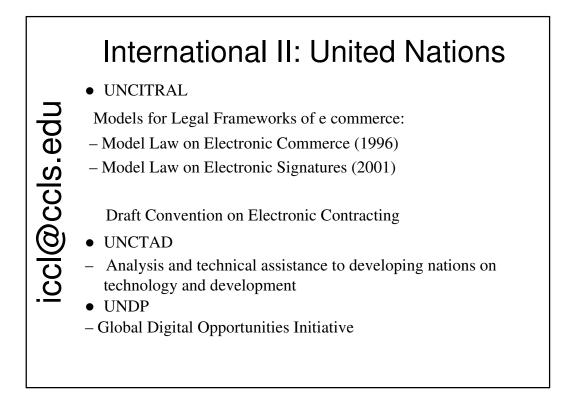
# WTO

### • TRIPS

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- Harmonized standards for intellectual property, protection of digital content
- Other Bretton Woods organizations: IMF, World Bank

 Loans and capacity building for IT infrastructure and take up by SMEs



# OECD Research/analysis of ICT/economic trends in Member States

- Identification of policy requirements:
  - Guidelines on data protection (1981)
  - Cryptography Policy Guidelines (1997)
  - Clearer, fairer e-tax principles

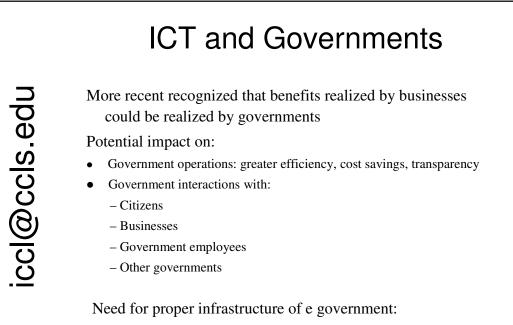


Council of Europe

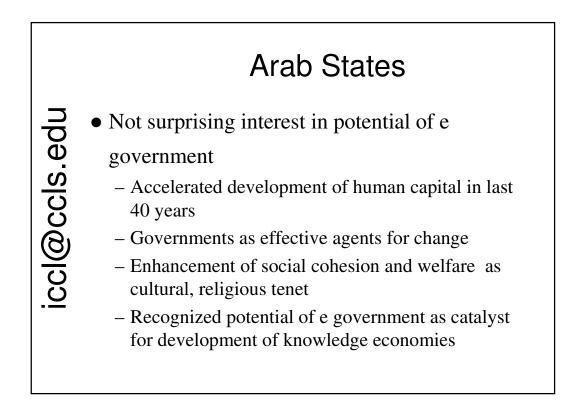
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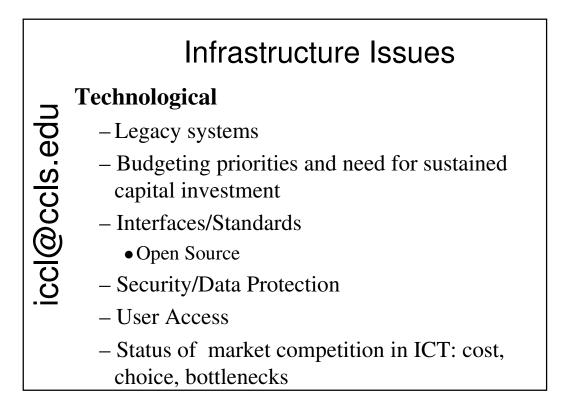
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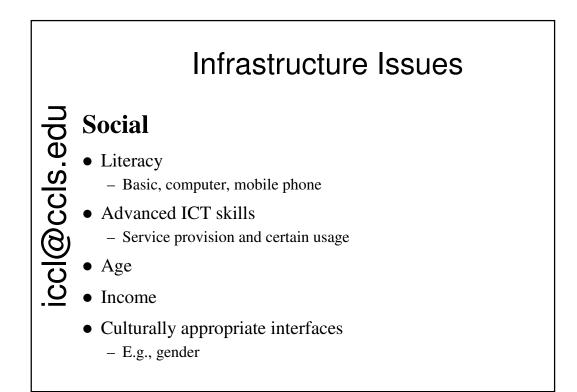
- Convention for the Protection of Individuals with regard to the Automatic Processing of Data (1985)
- Convention on Cybercrime

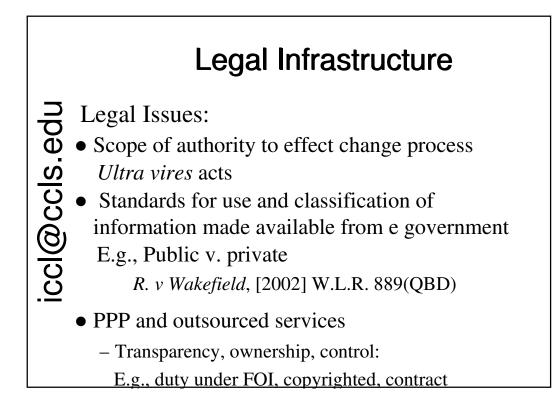


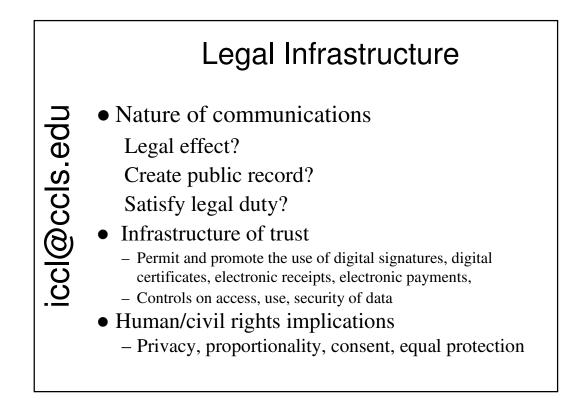
• Technological, legal, institutional, social



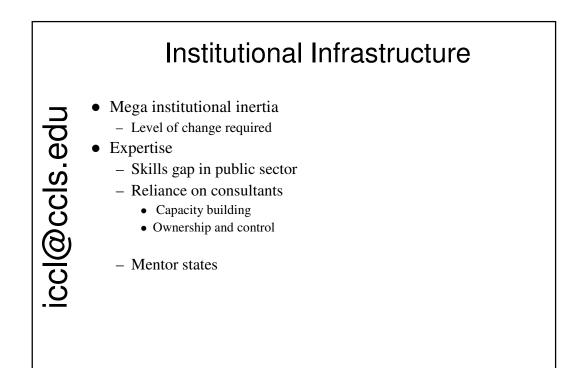


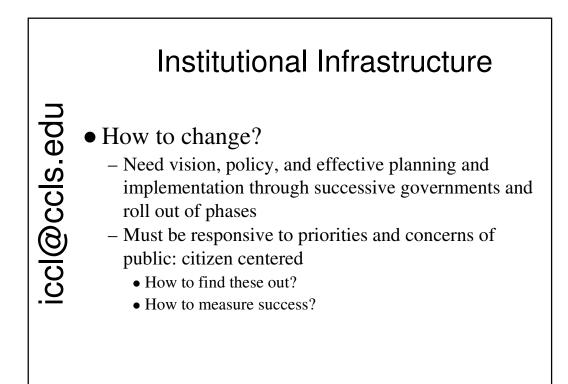


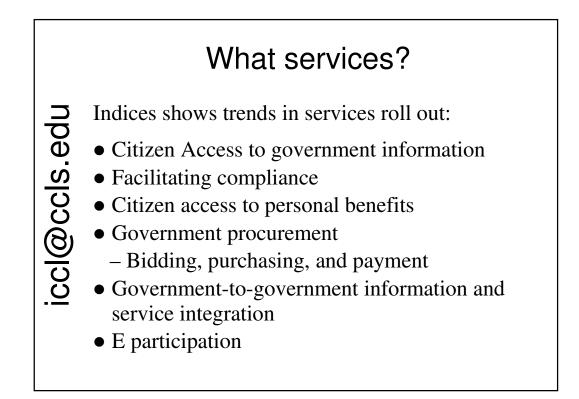












# **Facilitating Compliance**

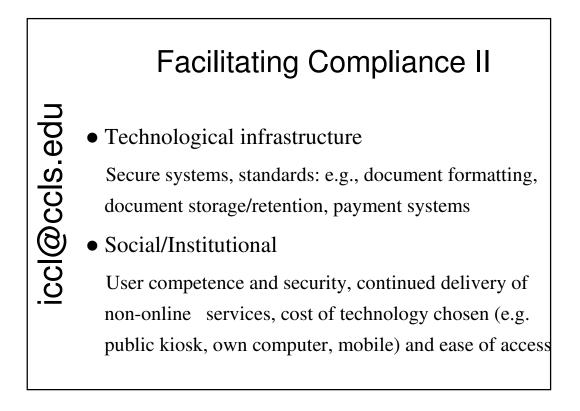
Electronic access facilitating compliance with a set of rules or regulations: Tax registrations, permit applications, tax filing, license renewals, etc.

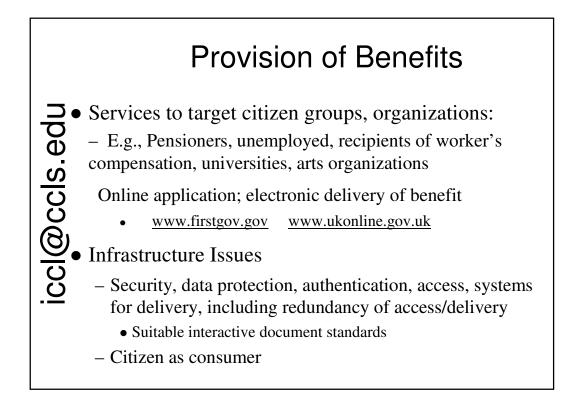
#### • Legal infrastructure:

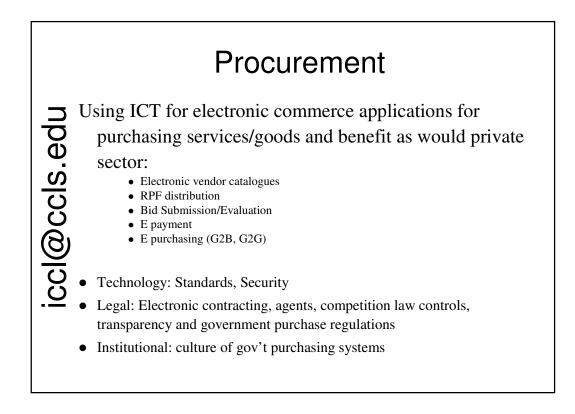
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Legislation either specifically authorizing or removing legal impediment

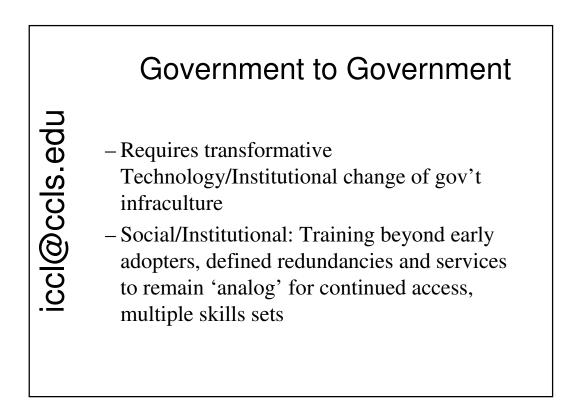
Legislation requiring security, privacy and data quality controls such as data protection/cybercrime acts)

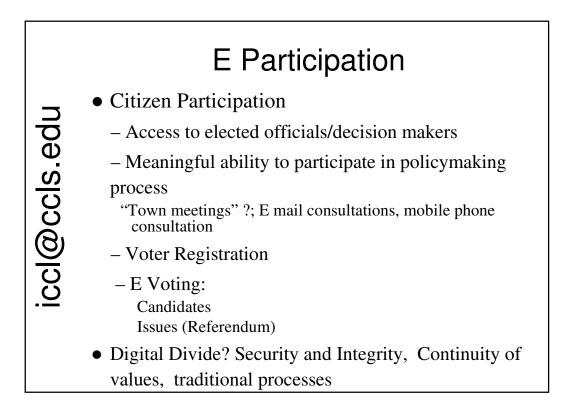


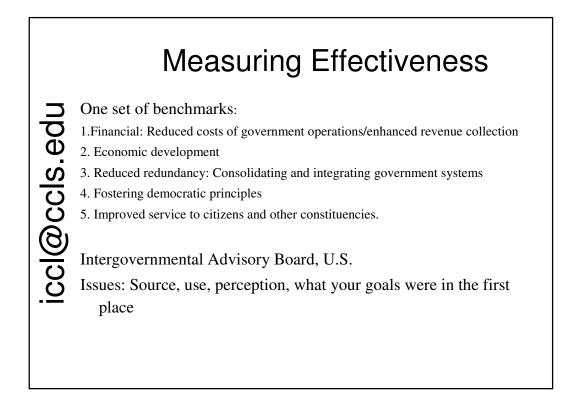


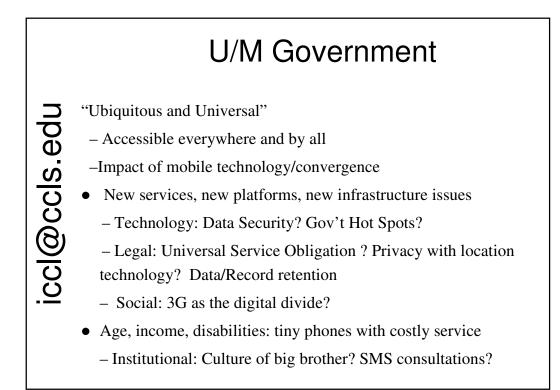


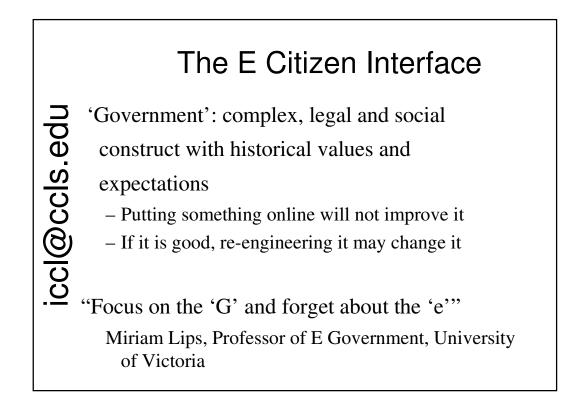


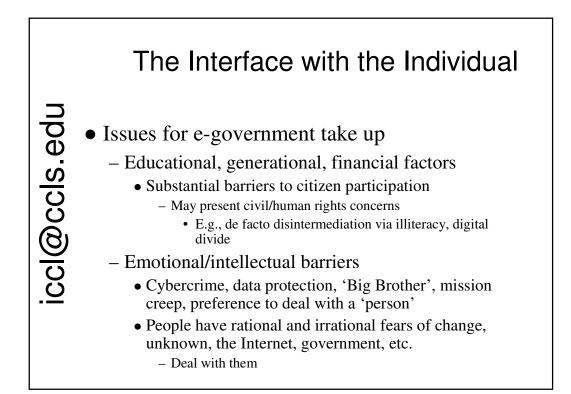


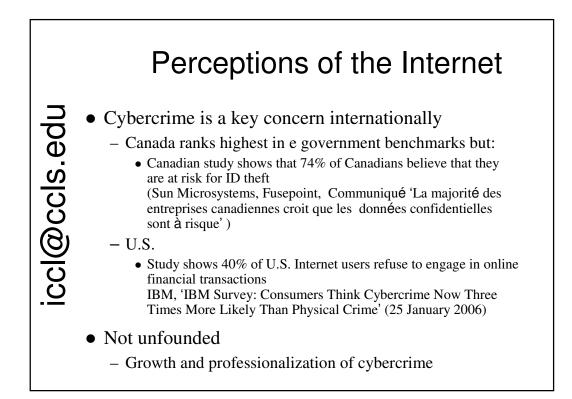












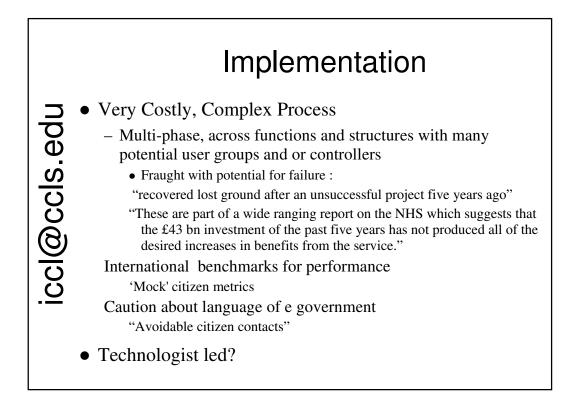
## Consequences for E Government

- Plateaus in citizen use
  - Information seeking but not engage in active transactions
- Need tools for safety and control
- Tools for safety control
  - Education where they are
    - Risks, including of 'always on' broadband
    - Skills

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#### - ISP obligations?

- Secure, warn, advise of how to improve?
- Access to 'safe computers'
  - Public buildings, libraries, schools
- Data protection liability for government authorities, monitoring and redress



# Legal Infrastructure

#### Enabling legislation

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- Define, enable, delimit, empower/protect
- Omnibus: E Government Act?
  - (P. Gonzi, Malta)
  - Duration
  - Scope
  - Process for revision
  - Controls misuse, mission creep, contracting,

