

E-government - a prospering e-business model

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What is E-government really about?

Who is going to do the job?

Case-processing by
other government agencies

Case-processing by
private businesses etc



Possibilities?

Risks?

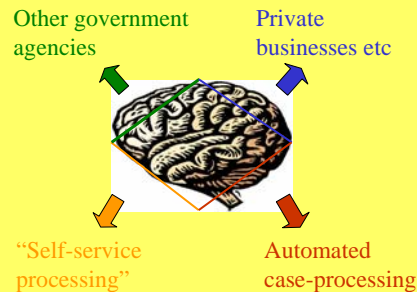
Citizens'
"self-service processing"

Automated
case-processing

Challenges of proactivity in E-government agencies

Possibilities:

- Distribution of “intelligence”
- More control of businesses and citizens



Risks:

- Incorrect computer programmes, incorrect decisions
- Inflexibility, vulnerability

About minimizing risks:

- From case-driven to system-driven approach
 - In need of methods for mapping of potential legal problems
 - In need of methods for multi-organisational assessment of risks
- Legal decision-making
- Legal regulation?
 - Standardization?

Proactivity and predictability



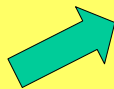
Proactive government
+ open government
= predictable government



For the benefit of
consumers/citizens



Proactive business
+ open business
= predictable business



Proactive and open business - striking the right balance

Proactive business → system-driven contractual analyses

→ “full” survey of how contractual situations should be solved

• Cf. government: Principle of “publicatio legis”

• Business: Openness should comprise all planned, contractual claims that may be directed towards consumers.

} ?

Conclusions

- E-government constitutes a business model that requires proactivity, because:
- E-government is to a large extent about leaving the job to external actors ... while at the same time trying to keep control
- External actors may to a large extent be “controlled” if legal regulations are embedded/programmed in the information systems, something which calls for a full (“system-driven”) approach
- Government proactivity may on the other hand create predictability for business and citizens, if combined with access rights and openness
- Businesses should consider to which extent proactivity may be combined with access rights and thus create predictability for consumers