Report of the
Victoria University of Wellington
# Chair in Digital Government

2015 - 2016

*Professor Miriam Lips*
*Chair of Digital Government*

During 2015 – 2016 the Chair in e-Government has been generously sponsored by the following organisations:





Te Tari Taiwhenua





MINISTRY OF EDUCATION
*Te Tāhuhu o te Mātauranga*

# Annual Report 2015 - 2016

**VUW Chair in Digital Government Mission**

The Chair in Digital Government creates and shares knowledge of digital government and democracy to provide thought leadership, develop and enhance capability, and promote solutions for advancing better government in the digital age.



## Chair in Digital Government Team

The VUW Chair in Digital Government team at the School of Government is led by Professor Miriam Lips and involves Lynn Barlow, Senior Administrator; Dr Elizabeth Eppel, Senior Research Fellow; Associate Professor Karl Lofgren; and other VUW colleagues.

# Critical research, teaching and engagement with impact

- Research project 'Conditions for channel shift behaviours and simplification in business individuals' and small businesses' online interactions with government'.
  - To understand the conditions under which business individuals and small businesses are willing to shift from traditional channels to online channels and use online channels in end-to-end service provision or compliance processes with government;
  - To understand the conditions under which business individuals and small businesses find it easier to interact with government online.

  Online survey of 538 businesses completed, statistical analysis undertaken and findings being written up. Expected survey findings report delivery date: 29 February 2016.

- Involved in setting up a multi-disciplinary Centre of Excellence in cyber security education at Victoria University of Wellington, in partnership with Carnegie Mellon University (USA)

- NZDFF case study write-up, published by the Knowledge Sharing Institute and UN Global Pulse Team Jakarta

- Writing of text book on 'Digital Government', book contract with Routledge in their Public Management Series

- Journal article manuscript based on research findings from the 'KOI project' ('How Kiwis manage their online identity') submitted to A+ journal



- Appointed to the New Zealand Data Futures Partnership Working Group by the Ministers of Finance, Statistics and Justice, October 2015. The appointment is for two years. The partnership is undertaking a range of activities, including the launch of catalyst projects to expand the use of data, and development of guidelines to provide clarity on ethical data use following widespread engagement with New Zealanders.

# Enabling digital identity and privacy in a connected world - Identity Conference 2015

Enabling Digital Identity and Privacy in a Connected World

Identity Conference 2015

18-19 May 2015
Te Papa, Wellington, New Zealand
identityconference.victoria.ac.nz

Programme design, organisation and chairing of the *2015 Identity Conference 'Enabling Digital Identity and Privacy in a Connected World'*. Co-hosted with the Department of Internal Affairs and Office of the Privacy Commissioner. The conference was held on 18 – 19 May 2015 in Wellington. The conference had approximately 325 participants from the public sector, industry, and academia. Gold sponsors: Datacom and Microsoft.

The conference's discussion topics included:

- How can we reap the benefits whilst minimising the risks of 'datafication' and data-driven innovation in the public, private and community sectors?
- Have our concepts of identity and privacy changed in the era of 'big data'?
- How can we best protect fundamental values, such as privacy and safety, in an increasingly digitised and connected world? What are good practices of privacy- and security-by-design?
- How to achieve user-centric forms of managing identity within and across multiple digitally-enabled relationships, and what are the implications for service providers?
- How can service providers build and develop privacy-friendly, secure, trusted, transparent and inclusive digital relationships with their customers?
- How can we protect our identity information against current and future cyber security threats in a resilient way?

International keynote speakers were

- Professor Sandy Pentland (Head of Media Lab at MIT),
- Doc Searls (Fellow at the Centre for Information Technology & Society, University of California),
- Malcolm Crompton (Managing Director of Information Integrity Solutions and former Australian Federal Privacy Commissioner),
- Professor Alessandro Acquisti (Associate Professor of Information Technology and Public Policy, Carnegie Mellon University),
- Professor Simone Van der Hof (Chair in Law and Information Society, Leiden University).

New Zealand keynote speakers included: Hon Bill English, Hon Peter Dunne, Privacy Commissioner John Edwards, Director of NZSIS Rebecca Kitteridge, Government Statistician Liz MacPherson, Loyalty NZ CEO Stephen England-Hall.

Presentations and videos from the conference are available online.

# Other forms of engagement

- Chair in Digital Government public seminar series – Learning from digital champions and innovators in the public sector:
    - 'Birth of a Child Life Event: Shaping the future of digital public services' (4th March) by Jeff Montgomery, Registrar-General
    - 'Has Opening up Data Promoted Open Government in New Zealand?' (21st April) by Keitha Booth, open government expert.
    - 'Threats to Cyber-security in New Zealand' (April proposed) by CMU-certified instructor Chris Ward, DigitalRisk

- Invitation to participate in an expert workshop on information-sharing with UK politicians, public servants and academics, at the UK House of Commons, sponsored by the UK Economic and Social Research Council seminar series on Information Sharing in Policy and Practice, 7-9 March, London

- Invitation to deliver a public lecture on 'Understanding and Explaining Online Information-sharing Behaviours of New Zealanders: A New Taxonomy' at Newcastle University, sponsored by the UK Economic and Social Research Council seminar series on Information Sharing in Policy and Practice, 10 March, Newcastle, UK

- Lead organisation of a mini-track on 'Transformational Government: Governance, Organization and Management' as part of the E-Government Track for the *49th Hawaiian International Conference on System Sciences Conference (HICSS-49)*, January 2016

- Panel Member at the Cybersecurity Briefing event, the launch event for VUW's partnership with Carnegie Mellon University, 8 December 2015

- Panel presentation at launch of the new DIA Online Engagement Guidance hosted by the Department of Internal Affairs, September 2015.

- Delivered two public seminars on findings from the research project 'Kiwis Managing their Online Identity Information Behaviour', in March and May 2015.

- Delivered an invited Guest Lecture at Oxford University on 'Designing New Zealand's Data Future', 2 April 2015.

- Organised and chaired (with Tino Schuppan, David Spacek, Jonathan Justice and John McNutt) a panel track on 'E-government / e-governance: Hype versus reality' at the *19th International Research Society for Public Management Conference*, April 2015, Birmingham

- Internet NZ Research Forum presentation, 'Making it easier to interact with government in the digital age?  Channel behaviours of NZ small businesses in interactions with government - Preliminary Survey Results', February 2016

- Hosted seminar 'The eHealth Story: Transformational changed enabled by IT', 13 August 2015, with Graeme Osborne

# Other forms of engagement (continued)

- Appointed Deputy Chair of the Open Government Partnership Stakeholder Advisory Group, July 2015 – 2016

- Co-hosting the New Zealand Community of Practice on Online Engagement, in collaboration with the Department of Internal Affairs. Over 500 individuals, mostly public sector staff, are members of this CoP.

- Member of the International Research Society of Public Management's Management Board At Large, from 2014.

- Member of the Education Sector Identity and Access Management (ESIAM) Programme Board, from April 2015.

- Steering Group Member of Victoria University of Wellington's Spearheading our Digital Futures Distinctiveness Theme

- Editor-in-Chief of the academic journal '*Information Polity. The International Journal of Government and Democracy in the Information Age*' published by IOS Press, December 2015 - (Editorial Board Member since 2001). Information Polity is internationally regarded as one of the leading academic journals in the field of Digital Government.

- Editorial Board Member of the following academic journals: *Government Information Quarterly* (Elsevier; 2015 -); *Policy & Internet* (The Berkeley Electronic Press; 2009 -); *Information, Communication and Society* (Routledge; 2006 -); *The International Journal of Government and Democracy in the Information Age* (IOS Press; 2001 - )

- Member of the Asia-Pacific Privacy Scholar's Network, from 2014.

- Member Victoria University Research Data Management Group.

# Other research outputs

- Lips, A.M.B., E.A. Eppel, Barlow, L., Löfgren, B., Löfgren, K., & Sim, D. (2015). *Kiwis Managing their Online identity Information. Second and Final Research Report – Interview Findings*, *Focus Group Findings and Project Recommendations*, February 2015, Victoria University of Wellington, Wellington, available at: http://www.victoria.ac.nz/sog/researchcentres/egovt/research-projects#koi

- Lips, A.M.B. & L. Barlow (2015). 'Reconceptualizing evidence-based policy in the age of big data: implications for public policy practice and scholarship', paper presented at the *19th International Research Society for Public Management Annual Conference*, Birmingham, UK, 30 March – 1 April 2015

- Eppel, E.A. and A.M.B. Lips 'Unpacking the black box of ICT-enabled service transformation: how to join up the vertical, the horizontal, and the technical', in: *Public Money and Management*, accepted for publication in July 2015, *forthcoming in January/February 2016*

- A.M.B. Lips (Forthcoming 2016) 'Transforming Government Services over time: meanings, impacts, and implications for citizen-government relationships'. In: Y. Chen & M. Ahn (eds.) *Routledge Handbook on Information Technology in Government*. London and New York: Routledge.

- M. Lips and J. Mansell (2015) *Lessons from the New Zealand Data Futures Forum: How to Unlock the Value of Data-driven Innovation and New 'Evidence' in Policy-Making,* KSI Working Paper 5, available online at

# Teaching and Research supervision

- Programme Director of the Master of e-Government (MEGov) programme from 2014-2015: first graduates of this programme in December 2015.
- Course coordinator and teaching of EGOV 502 *E-Government, Public Sector Reform and Good Governance* course in Trimester 2, as part of the Master of e-Government programme.
- Course coordinator, design and teaching of EGOV 503 *Managing ICT-enabled Forms of Public Engagement,* a course which is fully delivered online in Trimester 3 2015.
- Seven current PhD students. Additional two who completed early 2016.
- Using Social Media for Effective Public Engagement executive courses
- In-house advice and guidance to various government agencies

# New Research Partnership Programme: Government and Democracy in the Digital Age

- ➢ Datacom

- ➢ Department of Internal Affairs

- ➢ Ministry of Education

- ➢ Inland Revenue

- ➢ Victoria University of Wellington

Themes:

- *Conditions for channel shift behaviours and simplification in business individuals' and small businesses' online interactions with government*

- *Understanding 'digital natives' in New Zealand*

- *Digital technologies for learning – how are schools making decisions about incorporating new technologies into their teaching and learning programmes, and to what extent is teaching and learning practice changing as a result?*

- *The development of talent for a digital age public sector*

- *Evidence-based policy in the digital age*

- *Understanding and measuring digital inclusion*

Chair in Digital Government public seminar series – Learning from digital champions and innovators in the public sector:

- o Birth of a Child Life Event: Shaping the future of digital public services (4th March)
- o Has Opening up Data Promoted Open Government in New Zealand? (21st April)
- o Threats to Cyber-security in New Zealand (April proposed)