Report of
the Victoria University of Wellington
Chair in e-Government
2009

Miriam Lips
Professor of e-Government

Sponsors:

Chair in e-Government – Objectives

In accordance with the first Memorandum of Understanding between Victoria University of Wellington and the Chair's sponsors, the objectives of the Chair are to:-

(i)   Provide thought leadership.

(ii)   Lead and undertake research based on an annually updated research programme.

(iii)   Provide leadership and co-ordination for other academics working at Victoria University and other universities in New Zealand and internationally in the field of e-Government and related disciplines.

(iv)   Act as a first point of contact between external parties and academics working in e-Government and related disciplines at Victoria University and other universities in New Zealand and overseas.

(v)   Teach/contribute to teaching programmes in the Schools of Government and of Information Management at Victoria University which generate understanding of e-Government.

(vi)   Work with the Victoria University of Wellington Foundation to attract further external funding as appropriate for specific projects or research areas, in consultation with the leading sponsors.

(vii)   In regard to the proportion of time to be committed to the activities above, it is anticipated that activities outlined under (i) and (ii) above will, on average, occupy at least 50% of the Chair's time.

Outputs 2009

Research Projects

The following research projects were finalised in 2009:

❖   **EIP-project `Improving Information Sharing for Effective Social Outcomes'**

In order to build government structures and activities around the fundamental needs of individuals and to achieve more effective social outcomes for New Zealanders, how can cross-government information sharing be improved, taking into account fundamental rights like the privacy protection of individuals? What can be learned from other jurisdictions in this respect?

These questions have been examined in a project commissioned by Public Service Chief Executives under the Emerging Issues Programme (EIP) based on a partnership between Victoria University's School of Government and the Public Service. Contributors to this project were Professor Miriam Lips, Dr Rose O'Neill (until 22 July 2009) and Elizabeth Eppel. The research team had a Project Reference Group including representatives of stakeholder organisations, such as the Ministry of Social Development, Ministry of Justice, New Zealand Police, Department of Corrections, Ministry of Women's Affairs, State Services Commission, The Treasury, the Office of the Privacy Commissioner and the Office of the Ombudsmen.

This research activity involved qualitative, case study-based research. Eight case studies have been explored under the following programmes and initiatives:

1.   Integrated Service Response

2.   Priority Offenders Initiative

3.   Multicultural Service Centre for Refugees

4.   Electronic Monitored Bail (EM Bail)

5.   High Risk/High Profile forums

Furthermore, in order to learn from what is happening in other jurisdictions, a document study of international strategies and arrangements for improving cross-government information sharing in the UK, Canada and Australia has been conducted. The combined research findings have been discussed and further developed in three solutions-oriented focus group meetings with front line staff members, middle managers and other experts in this area, and in feedback sessions with research participants.

A final research report was published in December 2009. The report can be downloaded at:
http://e-government.vuw.ac.nz/research_projects_2009/
Improving_Info_Sharing_Final_Report.pdf

❖ `The Use of New Media by Political Parties in the 2008 National Elections'

Newly available Information and Communication Technologies (ICTs), such as the Internet and mobile phones, offer opportunities for political parties to develop new information relationships with the electorate. Research shows that these opportunities are increasingly acknowledged by political parties around the world. For example, many political parties have their own websites for reaching out to potential voters, with upcoming elections often providing an important incentive to increase the use of available electronic means, such as the use of video-sharing, blogs and SMS. However, with the uptake and use of ICTs by political parties, important questions emerge about the implications for systemic relationships between political parties and society.

The overall purpose of this research project has been to undertake an empirical, exploratory study into how political parties in New Zealand made use of ICTs in and around the 2008 national elections, and their implications for the external relationship with voters.

Multiple case studies were conducted in this research, each case exploring the e-Campaigning activities of a New Zealand political party in the 2008 national elections, their underlying strategy, and potential limitations to e-Campaigning for the political party concerned. Research methods used were an academic literature review, a web content analysis, and semi-structured interviews with political party campaign managers, campaign strategists and webmasters.

The research was conducted by Professor Miriam Lips and Hugo Gong. The final research report was published in November 2009 and can be downloaded at:
http://e-government.vuw.ac.nz/research_projects_2009/ eCampaigning_NZ_2008.pdf

❖ `Effective Electronic Records Management in 21st Century Government' – Part 2

This research project involved follow-up research on how public servants within New Zealand public service departments identify and manage business-related records created by e-mail.

Besides e-mail, government agencies are increasingly using newly available electronic means, such as wikis, instant messaging, SMS messaging and video, as communication and information transfer tools in their relationships with the general public. The question therefore arises to what extent the information sent and received via these new electronic means is being identified and managed as public records. For instance, traditional methods

and procedures for creating, controlling and maintaining public records, such as print and file, may be less effective with regard to records created by these emergent technologies. So far, however, there is no empirical knowledge available on how individual public servants identify and manage these new electronic public records.

This research project has explored how public servants employed in New Zealand public service departments identify and manage electronic records created using instant messaging, SMS messaging, video and/or wikis. Recommendations for effective electronic records management across New Zealand government agencies were also made.

The research used qualitative research methods. Seven case studies across the New Zealand public sector were conducted in which wikis, SMS messaging, instant messaging and digital video technology had been used for either internally or externally focused public sector activities. Moreover, an academic literature review on emergent technologies and their potential implications for public record keeping was conducted, as well as a document review of electronic records management policy guidelines from four international archival public agencies, with specific emphasis on how, from a public records management point of view, the four technologies that are the focus of this research project can be approached.

The final research report was published in November 2009 and can be downloaded at:
http://e-government.vuw.ac.nz/research_projects_2009/Emerging_ Records_%20Management_Pt2.pdf

❖ New Zealand Research Member of the European COST Action ISO807 'Living in Surveillance Societies' (LiSS)

In 2009, the Chair was successful in becoming a New Zealand Research Member of the European COST Action ISO807 'Living in Surveillance Societies' (LiSS). This is a European research programme designed to increase and deepen knowledge about living and working in the surveillance age, in order to better understand the consequences and impacts of enhanced surveillance, and subsequently to make recommendations about its future governance and practice. The underlying theme of the programme is that technologically mediated surveillance –the systematic and purposeful attention to the lives of individuals or groups utilising new ICTs – is an ubiquitous feature of modern society, with citizens routinely monitored by a range of sophisticated technologies. Yet, despite these developments, relatively little is known about the depth of personal surveillance or how our personal information is used.

The LiSS programme is the first international multidisciplinary academic programme to consider issues relating to everyday life in surveillance societies. At the programme's heart is a network of academic surveillance experts generating important knowledge for academia, citizens, government, public agencies and the private sector. It is also raising awareness of surveillance in society and is contributing to better informed surveillance policy and practice across Europe. The four-year programme, which started in 2009, is administered by COST (European Cooperation in the field of Scientific and Technical Research) and supported by the European Union Framework Programme. The programme is facilitating thematic collaborative research in the field of technologically mediated surveillance through a series of active working groups, workshops, seminars, annual conferences, publications, short-term scientific missions and a doctoral school for young researchers in the field.

Further information can be found on the LiSS website: http://www.liss-cost.eu/

Research Supervision and Teaching

The Chair was the primary supervisor of the following PhD projects in 2009:

❖ PhD Research Project 'E-Government and the transformation of public management' – Dr Rose O'Neill (Victoria University School of Government) successfully completed her PhD thesis entitled 'E-Government: Transformation of Public Governance in New Zealand?' in June 2009. The thesis can be downloaded at: http://researcharchive.vuw.ac.nz/handle/10063/929

❖ PhD Research Project 'The Application of Complexity Theory to Public Policy Analysis' – Elizabeth Eppel (Victoria University School of Government). Elizabeth submitted her full thesis for examination in December 2009

❖ PhD Research Project 'E-Campaigning : An Empirical Study of the Utilisation of ICT for Election Campaigning in New Zealand' – Hugo Gong (Victoria University School of Information Management)

❖ PhD Research Project 'E-Record Keeping Behaviours of New Zealand Government Employees' – Anita Rapson (Victoria University School of Government)

❖ PhD Research Project 'The Effective Use of ICTs by Voluntary Sector Organisations in their Service Provision to Senior Citizens' – Nishanie Pereira (Victoria University School of Information Management)

The Chair was the secondary supervisor of the following PhD project in 2009:

❖   PhD Research Project 'Online and Multi-channel Service Quality in the New Zealand Public Sector' – Allan Sylvester (Victoria University School of Information Management).

In Trimester 1, 2009, the Chair coordinated and delivered an e-Government course jointly offered by the Victoria University School of Information Management (MMIM580) and the School of Government (MMPM507).

The Chair also provided several guest lectures in other Victoria University courses.

Conferences, Seminars, Workshops

The Chair hosted a Public Seminar and Breakfast Seminar on 'Network Management in the Public Sector' delivered by Visiting Professor Erik-Hans Klijn, Professor of Public Management, Erasmus University, 3 and 4 March 2009.

❖   The Chair convened an e-Government panel track at the 13th International Research Society for Public Management (IRSPM) Conference, Copenhagen, 6 - 8 April, 2009.

❖   The Chair organised and hosted a Victoria University Seminar 'Innovation through Citizen-centric Governing', co-sponsored by Squiz New Zealand, 14 May 2009. Kathy Olsen of Squiz New Zealand chaired the event. Speakers at this event were:

    -   Professor Miriam Lips (Victoria University) –'Towards Citizen-Centric Government and Governing: What can New Zealand Learn from Other Countries and What can Other Countries Learn from New Zealand'

    -   Raewyn Baldwin (Senior Advisor Education, New Zealand Transport Agency) – 'Feet First a Group Effort'

    -   Jim Scully (Principal, ThinkPlace New Zealand) – 'Innovation and the Customer in our Midst'

    -   Simon Wright and John Pennington (Ministry for the Environment) – 'Public Participation Involving Difficult Ethical Issues: the Results are Encouraging'

❖ The Chair organised, chaired and presented at the Victoria University Public Seminar 'Reinventing Public Information Management: Strategic Issues and Implications of using New Technologies in the New Zealand Public Sector'. This event was co-hosted with Archives New Zealand, the Office of the Ombudsmen and the Office of the Privacy Commissioner. Speakers at this event were:

- Patrick Power (Manager of Government Record Keeping Programme at Archives New Zealand) – 'Well Managed from Day One'

- Leo Donnelly (Deputy Ombudsman at the Office of the Ombudsmen) – 'Don't be Afraid to Turn on the Lights – Staying Transparent in the Digital Age'

- Rosie Byford (Policy and Technology Team Leader at the Office of the Privacy Commissioner) – 'Great Expectations'

- Professor Miriam Lips – Presented research findings from the research project 'Effective Electronic Records Management in 21st Century Government – Part 2'

  Due to high registration numbers this event was run twice – on 21 October 2009 and 25 November 2009. In total, 223 people participated.

❖ The Chair organised and presented the findings of the EIP Research Project 'Improving Information Sharing for Effective Social Outcomes' to invited Public Sector Chief Executives and other senior public officials on 27 November 2009.

Keynote Lectures, Conference Presentations

❖ The Chair presented two academic papers at the 13th International Research Society for Public Management Conference, Copenhagen, 6 - 8 April 2009: a paper with Elizabeth Eppel, Derek Gill and Bill Ryan, 'Towards Citizen-centric Government in New Zealand: Joined-up Government Experiences from the Front-line'; and a paper with Hugo Gong, 'Transforming Public Engagement in the New Zealand Public Management System? An Analysis of Two e-Participation Experiences'.

❖ The Chair was invited to give a public lecture on 'Exploring Identity Management in e-Government Service Relationships: the Quest for Citizen-Centric IDM' at the Oxford Internet Institute, University of Oxford, 16 April 2009.

- ❖ The Chair presented a public lecture on 'Identity Management in UK e-Government' at the University College London, 17 April 2009.

- ❖ The Chair was invited as an international expert to contribute to an Identity Management in the Public Sector Academic Seminar, Tilburg University, 20 April 2009.

- ❖ The Chair delivered a keynote speech on 'What is Citizen-Centric Government?' at the New Zealand Transport Authority Feet First Workshop Day, 23 October 2009.

Stakeholder Engagement

In 2009, the Chair engaged with stakeholders in the following ways:

- ❖ Member of the Privacy Law Review Reference Committee

- ❖ Member of the Citizens Advice Bureaux Digital Strategy Governance Board

In 2009, the Chair was an Editorial Board Member of the following Academic Journals:

- ❖ *Information Polity*, IOS Press (also Book Review Editor)

- ❖ *Information, Communication and Society,* Routledge

- ❖ *Online Information Review*, Emerald

- ❖ *Policy & Internet,* The Berkeley Electronic Press

Research Reports

- ❖ Lips, A.M.B., H. Gong, `The Use of New Media by Political Parties in the 2008 National Elections', November 2009, Victoria University of Wellington.

- ❖ Lips, A.M.B., A. Rapson, `Effective Electronic Records Management in 21st Century Government' – Part 2, November 2009, Victoria University of Wellington.

- ❖ Lips, A.M.B., R.O'Neill & E. Eppel, `Improving Information Sharing for Effective Social Outcomes', December 2009, Victoria University of Wellington.

Academic Journal Articles

- ❖ Guest-editor Special Issue on E-Government and Institutional Change for the international academic journal *Public Management Review*, Routledge, November 2009.

- ❖ Lips, A.M.B. & T. Schuppan, 'Transforming E-Government Knowledge through Public Management Research', in:

Public Management Review, November 2009, Vol.11:6, pp.739-749.

❖ Lips, A.M.B. J.A. Taylor & J. Organ, 'Managing Citizen Identity in E-Government Service Relationships', in: *Public Management Review*, November 2009, Vol.11:6, pp.833-856.

❖ O'Neill, R.R. 'The Transformative Impact of E-Government on Public Governance in New Zealand', in: *Public Management Review*, November 2009, Vol.11:6, pp.751-770.

❖ Lips, A.M.B., J.A. Taylor & J.Organ, 'Identity Management, Administrative Sorting and Citizenship in New Modes of Government', in: *Information, Communication & Society*, August 2009, Vol.12, Issue 5, pp.715-734.

❖ Lips, A.M.B (ed.) (2009). 'The Quest for Managing Identity Management', in: *Online Information Review,* 33 (3), Special section on Digital Identity Management.

❖ Taylor, J.A., A.M.B.Lips & J.Organ, 'Identification Practices in Government: Citizen Surveillance and the Quest for Public Service Improvement', in: *Identity in the Information Society*, 24 February 2009, Springer Verlag, ISSN 1876-0678, available at http://www.springerlink.com/content/2pl2731712732452/

Book Chapters

❖ Lips, A.M.B., J.A. Taylor & J.Organ (2010). Identity Management in E-Government Service Provision: Towards New Modes of Government and Citizenship, in: P. G. Nixon, V.N. Koutrakou & R. Rawal (eds) *Understanding E-Government in Europe: Issues and Challenges,* Routledge, pp.151-168.

❖ Lips, A.M.B., J.A. Taylor & J.Organ (2009), 'Service Transformation towards Citizen-Centric Government? The Evolution of a Smart Card Application in UK Local Government' in: A.J. Meijer, K. Boersma & P. Wagenaar (eds) *ICTs, Citizens & Governance: After the Hype!,* IOS Press, Amsterdam, IOS Press Series 'Innovation and the Public Sector', Vol.14, ISBN-978-1-58603-973-8, pp.66-82.

Plans for 2010

Memorandum of Understanding 2010 – 2013
Victoria University Chair in e-Government

On Monday 8 February 2010, the Vice-Chancellor of Victoria University of Wellington, Professor Pat Walsh, hosted a reception to sign and celebrate a Memorandum of Understanding between Victoria University and the lead sponsors of the Chair in e-Government: Datacom Systems Ltd, State Services Commission, Department of Internal Affairs, FX Networks Ltd, and Microsoft New Zealand Ltd.

The Vice-Chancellor welcomed sponsors and invited guests, and highlighted the strategic importance of this partnership between the public sector, private sector and the University. In his speech he acknowledged the strong contribution this partnership has already made to the development of e-Government knowledge in New Zealand.

The Vice-Chancellor especially thanked the current Chair of the e-Government Advisory Board, Steve Matheson, for his leadership, and also e-Government Advisory Board Member and former trustee of the Victoria University Foundation, Murray Jurgeleit, for his role in securing much of the external funding for the Chair. Finally, he thanked Professor Miriam Lips for her outstanding performance as the first holder of the Victoria University Chair in e-Government.

The Vice-Chancellor's speech was followed by the official signing of the Memorandum of Understanding.

The external funding for the Chair in e-Government has been raised through the Victoria University Foundation.

Sponsors sign the Memorandum of Understanding with Victoria University of Wellington.
From left to right: Kevin Ackhurst, Managing Director, Microsoft New Zealand Ltd; Murray Jurgeleit, Managing Director, FX Networks Ltd; Brendan Boyle, CEO and Secretary, Department of Internal Affairs; Professor Pat Walsh, Vice-Chancellor, Victoria University of Wellington; Peter Brown, Deputy Commissioner and Government CIO, State Services Commission; Steve Matheson, Director, Datacom Systems Ltd and Chair of the e-Government Advisory Board

Members of the e-Government Advisory Board 2010-2012, together with the e-Government Chair Professor Miriam Lips and University administrative staff.
Back Row: Jean Grant, Manager, School of Information Management; Margaret Dawson, Manager, School of Government; Professor Sid Huff, Head of School of Information Management; Kevin Ackhurst; Brendan Boyle; Dr Rose O'Neill, Manager State Sector System Development, State Services Commission; Professor Bob Buckle, Pro Vice-Chancellor and Dean Faculty of Commerce and Administration, Victoria University.
Front Row: Murray Jurgeleit, Professor Miriam Lips, Steve Matheson.

Plans for 2010

Under the new Memorandum of Understanding, and more specifically in 2010, the Chair will continue several research activities and related dissemination events in the area of cross-agency information sharing, privacy and identity management.

For instance, the Chair will organise and host several seminars at which the findings of the 'Improving Information Sharing for Effective Social Outcomes' research project will be presented and further discussed.

The Chair is also developing a research project on 'Effective Cross-Agency Information Sharing in Disaster Management'.

Moreover, together with the European COST Action ISO807 'Living in Surveillance Societies' (LiSS) Programme Chair and several Members of the LiSS Research Programme, the Chair is exploring the possibility of organising a LiSS research seminar in New Zealand. This research seminar would offer an opportunity to internationally compare and discuss surveillance society developments, policy and regulation in countries with different privacy cultures (e.g. New Zealand the United Kingdom, Sweden, United States, Hungary).

The Chair has also accepted an invitation to join the Scientific Advisory Board of the 2010 Study 'Pan European Survey of Practices, Attitudes and Policy Preferences as Regards Personal Identity Data Management' ("eID Survey"). The eID Survey is the first systematic attempt to examine personal practices of

identity data disclosure in EU27, by means of a large-scale survey. The survey will look at issues of privacy, trust, consent, redress and control in relation to identity data disclosure. The main aim of the study is to provide the European Commission with a comprehensive view of the digital identity landscape in Europe, from the point of view of its citizens. The study is conducted by the European Commission Joint Research Centre IPTS, in collaboration with and for the European Commission DG INFSO.

In 2010, the Chair plans to further scope a research project on the conceptualisation and implementation of Shared Services in the public sector.

The Chair is working on a research monograph entitled 'The Digital Citizen. New Directions for Citizen-Centric Government and Democracy', to be published by IB Tauris, London, in 2010. Furthermore, she will work on an edited *Handbook on Transformational Government*, together with Professor John Taylor (Glasgow Caledonian Business School) and Dr Sharon Dawes (Center for Technology in Government, at Albany State University of New York). This handbook has been commissioned by IOS Press.

The Chair will continue to supervise five to six PhD students and will be coordinating and teaching the MMPM 507 / MMIM 580 e-Government course in Trimester 1. She will also develop an ANZSOG course on e-Government, together with Professor Mike Vitale. Other plans for 2010 are to further explore and develop a business plan for an international Master's in e-Government Programme as there is an increasing demand for interdisciplinary e-Government capability and skills in the public sector, especially governments in developing countries, and the private sector (e.g.the IT industry). To date, in New Zealand, there is no academic postgraduate programme catering for this need.

From 1 February 2010 until 30 April 2010, Professor Jens Hoff will be visiting Victoria University of Wellington. Jens is a Professor of Comparative Politics at the Department of Political Science at the University of Copenhagen, Denmark. His research focuses on the importance of IT for political institutions and processes as well as for political culture and identity, and on citizen and user participation in different policy areas. During the last 20 years he has chaired numerous international and Danish research projects, among these the European research network *Government and Democracy in the Information Age (COST Action A14).* Professor Hoff is an Editorial Board Member of the journals *Information Polity, Northern Lights, and the International Journal of E-Politics,* and regularly does reviews for the Norwegian,

British and US Research Councils. He has published numerous books and articles, among these *Democratic Governance and New Technology.* Routledge, 2000 (edited with Ivan Horrocks and Pieter Tops); *Digital Governance:// Networked Societies. Creating Authority, Community and Identity in a Globalized World.* Samfundslitteratur/Nordicom, 2006 (edited with Hans Krause Hansen); 'Virtual capital? Internet Competence and Political Participation in Denmark', *Politik,* Vol. 9, no.2, 2006 and 'Election Campaigns on the Internet: How are Voters Affected?', *International Journal of E-Politics,* no.1, vol.1, 2010. Professor Hoff will present a public seminar on 17 March 2010.

Further activities of the Chair in 2010 include the organisation and chairing of a panel track 'Managing e-Government in Times of Crisis' and the presentation of a conference paper 'Improving Information Sharing for Effective Social Outcomes in New Zealand' at the 14th International Research Society for Public Management Conference, Berne, 7– 9 April 2010.

The Chair has also been invited to provide a public lecture 'New Directions for Citizen-Centric Government and Democracy: Examples from New Zealand' at the Oxford Internet Institute, University of Oxford, 29 March 2010, and present a keynote speech at the New Zealand Computer Science Research Student Conference (NZCSRSC 2010), Victoria University of Wellington, 15 April 2010.