Report of
Chair in e-Government
2007-2008

Miriam Lips
Professor in e-Government

Sponsors:

DATACOM

STATE SERVICES COMMISSION
Te Komihana O Ngā Tari Kāwanatanga

CISCO.

FXnetworks

Chair in e-Government - Objectives

In accordance with the Memorandum of Understanding with 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 Foundation to attract further external funding as appropriate for specific projects or research areas, in consultation with the founding 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 2008

Research Projects

The following research projects were finalised in 2008:

❖ **Effective Electronic Records Management in 21st Century Government – Part 1**

An end-of-project seminar took place on 25th September 2008 and a final research report was published in November 2008. The report can be downloaded at: http://e-government.vuw.ac.nz/research_projects_2008/ End%20of%20project%20report_final.pdf

❖ **SSC sponsored Research Project 'Identity Management Review'**

This research project involved an overview study of available academic definitions of the concept of 'Identity Management' in the public sector, with the purpose of arriving at a working definition of Identity Management for the New Zealand Central Government. Moreover, the research explored Identity Management initiatives in several other jurisdictions (Australia, Austria, Hong Kong, Ireland, Singapore and the UK). The project started in February 2008 and was completed in June 2008. The resulting research report can be downloaded at: http://e-government.vuw.ac.nz/research_projects_2008/ IDM%20IN%20GOVT%20REVIEW.pdf

❖ **EIP-project 'Better Connected Services for Kiwis'**

A final research report was published in August 2008. A summary of the project findings can be downloaded from the IPS website at: http://ips.ac.nz/events/completed-activities/joiningup/ JUG%20PQsept08.doc

The following research projects commenced during 2008:

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

This research involves a follow-up research project on how public servants within New Zealand public service departments identify and manage electronic records of significant and long-term value. Besides e-mail, government agencies in New Zealand are increasingly using newly available electronic means, such as SMS messages, instant messaging, video and wikis, as communication and

information transfer tools in their relationships with the general public. With that, the question comes up if, and if so to what extent, the information sent and received via these new electronic means needs to be recognised as public records. Completion of this project is aimed for October 2009. More information about this project can be accessed at:

http://e-government.vuw.ac.nz/summary_emerging_erecords.aspx

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

The overall purpose of this research project is to explore empirically how political parties in New Zealand made use of Information and Communication Technologies (ICTs) in and around the 2008 national elections, and the implications for both external relationships and the internal organisation of political parties. A feedback workshop will be organised in March 2009 and an end-of-project report will be available in May 2009. Further information about this project is available at:

http://e-government.vuw.ac.nz/summary_elections.aspx

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

In order to build government structures and activities more around the fundamental needs of individuals and 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 are being examined in a project commissioned by Public Service Chief Executives under the School of Government's Emerging Issues Programme (EIP). This research project has been further scoped to empirically explore case studies of inter agency collaboration at the interface of multiple policy domains and focused on individuals and families at risk (or imminent risk). Further information can be found at:

http://e-government.vuw.ac.nz/summary_information_sharing.aspx

Research supervision and teaching

The Chair supervised the following PhD projects in 2008:

❖ PhD Research Project *'E-Government and the transformation of public management'* - Rose O'Neill (School of Government): Rose submitted her full thesis in December 2008

❖ PhD Research Project *'The application of complexity theory to public policy analysis'* - Elizabeth Eppel (School of Government)

❖ PhD Research Project *'The use of ICTs by NZ voluntary sector organisations in their service provision to senior citizens'* - Nishanie Pereira (School of Information Management)

❖ PhD Research Project *'New forms of citizen participation in Web 2.0 based Government'* - Hugo Gong (School of Information Management)

❖ PhD Research Project *'Identity Management'* - Chiky Pang (SIM)

❖ External Examiner University of London LLM program dissertation on E-Government in Malta (July 2008)

Furthermore, the Chair coordinated and delivered an e-Government course in the Master of Information Management Programme (MMIM 580), Trimester 1, 2008, and provided several guest lectures.

Conferences, Seminars, Workshops

❖ The Chair in e-Government chaired an international conference *"Managing Identity in New Zealand"* at Te Papa, Wellington, 29 - 30 April 2008. The conference focused on the development and future directions of Identity Management (IDM) in New Zealand, and its wider implications for users, with particular reference to the introduction and use of new digitised forms of IDM. International and national keynote speakers included:

  • Malcolm Crompton - Managing Director of Information Integrity Solutions Pty Ltd and Australia's third Federal Privacy Commissioner until April 2004, Australia

  • Stefan Brands – Principal Architect in Microsoft's Identity And Access Group and Adjunct Professor in Modern Cryptology at McGill University's School of Computer Science, Canada

- Dick Hardt - Founder & CEO, Sxip Identity, Canada

- Eve Maler - Principal Engineer at Sun Microsystems, USA

- Roger Clarke - Managing Director and Consultant, Xamax Consultancy Pty Ltd, Australia

- Mark Prebble, State Services Commissioner, New Zealand

- Marie Shroff, Privacy Commissioner, New Zealand

- Bob Russell, Chief Executive and Commissioner of Inland Revenue, New Zealand

- Brendan Boyle, Chief Executive, Department of Internal Affairs, New Zealand

- Hon David Parker, Minister of State Services, New Zealand

- Sam Knowles, Chief Executive, Kiwibank, New Zealand

The conference had c. 330 participants as well as media coverage by Radio Live, The Dominion Post, the New Zealand Herald, National Business Review and m-net.net.nz. Further information on the conference, including video-recordings of conference presentations, can be accessed at www.identityconference. victoria.ac.nz

❖ The Chair convened an E-Government panel track at the 12th International Research Society for Public Management (IRSPM) Conference, Queensland University of Technology, Brisbane, Australia, 26 - 28 March 2008

❖ On 10 April 2008 and 11 September 2008, the Chair delivered guest lectures at IBM's Trusted Consultant Course for IRD's E-Business Programme

❖ On 22 September 2008, an End-of Project Seminar on the *'Effective Electronic Records Management in 21st Century Government'*- Part 1 research project was organised at Victoria University of Wellington

❖ The Chair in e-Government was invited to take up a financially sponsored Visiting Professorship at the University of Sydney, Faculty of Economics and Business, Business Information Systems Department, Sydney, October 2008

Keynote Lectures, Conference Presentations

The Chair delivered the following keynote lectures and conference presentations:

❖ Keynote speaker at School of Government/IPANZ After the Reforms Conference, Wellington, February 2008

❖ Conference presentation (with J.A. Taylor & J. Organ) *Managing Citizen Identity in New Modes of E-Government* at the 12th IRSPM Conference, Queensland University of Technology, Brisbane, 26 - 28 March 2008

❖ Keynote speaker at Victoria University alumni function in Sydney, 2 July 2008

❖ Invited keynote speaker at the 4th International Conference on E-Government (ICEG), RMIT University, Melbourne, Australia, 23 - 24 October 2008

❖ Academic paper from Electronic Records Management Research Project presented at the International Conference on E-Government (ICEG) 08 Conference, 23 - 24 October 2008, published in the ICEG08 Conference Proceedings (authors: Lips, Rapson & Hooper)

❖ Academic paper from Electronic Records Management Research Project presented at the Australasian Conference on Information Systems (ACIS), 3 - 5 December 2008, Christchurch, published in the conference proceedings (authors: Lips, Rapson & Hooper)

Stakeholder Engagement

In 2008, besides Memberships of the Privacy Law Review Reference Committee and the Citizens' Advice Bureaux Digital Strategy Governance Board, the Chair became Member of Victoria University's Web Portal Governance Group.

On 18 June 2008, the Chair was invited to present her E-Government research programme at the E-GIF Committee Meeting and, on 9 September 2008, she was invited to provide a guest lecture on e-Government to IRD's E-Business Steering Committee. Furthermore, the Chair facilitated a Wellington City Council Strategic Meeting with Wellington ICT Trust, 13 June 2008, and presented her E-Records Management research at GOVIS, Archives NZ and MFAT.

Academic Journal Articles

- Taylor J.A., A.M.B. Lips, *'The Citizen in the Information Polity: Exposing the Limits of the e-Government Paradigm'*, in: Information Polity, 2008, Vol. 13, 3&4, forthcoming

- Ryan B., D. Gill, E.A. Eppel, A.M.B. Lips, *'Managing for joint outcomes: connecting up the horizontal and the vertical'*, in: Policy Quarterly, September 2008, Vol.4, No 3, pp.14 – 21

- Lips A.M.B., *'Before, After or During the Reforms? Towards Information Age Government in New Zealand'*, in: Policy Quarterly, June 2008, Vol.4, No 2, pp.21 – 26

- Lips A.M.B., *'Identity Management in Government: Caught between Paper-based Past and Digital Future'*, in: Information Polity, accepted for publication in 2009, forthcoming

- Lips A.M.B., J.A. Taylor, J. Organ, *'Identity Management, Administrative Sorting and Citizenship in New Modes of Government'*, in: Information, Communication & Society, accepted for publication in June 2009, forthcoming

- 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, Springer Verlag, Vol.1, No.2, accepted for publication in 2008, forthcoming

Book Chapters

- Lips A.M.B., J.A. Taylor, J. Organ, *'Identity Management in E-Government Service Provision: Towards New Modes of Government and Citizenship'*, in: P. Nixon & V. Koutrakou (eds) Understanding E-Government in Europe: Issues and Challenges, Routledge, accepted for publication in 2008, forthcoming

- Lips A.M.B., J.A. Taylor, J. Organ, *'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 Series 'Innovation and the Public Sector', accepted for publication in 2008, forthcoming

Outputs 2007

Research Projects

The following research projects were initiated in 2007:

❖ **Effective Electronic Records Management in 21st Century Government – Part 1**

This research project has empirically explored how individuals employed by New Zealand public service departments identify and manage e-mails of critical value to the business of government. The project has sought to identify specifications for effective email management across the New Zealand central government, as well as to make recommendations to government agencies on how to overcome existing gaps between the Public Records Act and current electronic recordkeeping practices and behaviour. For more information please visit the project website at: http://e-government.vuw.ac.nz/summary_erecords.aspx

❖ **Managing Citizen Identity in New Zealand e-Government**

This research seeks to enlarge empirical understanding of the construction and management of citizen identity (including possibilities of identity fraud and theft) in emerging e-Government service relationships. The project explores the application and use of new digitised forms of identity management in six New Zealand based case studies and their managerial, governmental and democratic implications. An end-of-project research report is expected to be available in July 2009. Further information can be found at: http://e-government.vuw.ac.nz/summary_IDM.aspx

❖ **EIP-project 'Better Connected Services for Kiwis'**

This Emerging Issues Programme project, co-ordinated by Derek Gill (IPS), reviewed the preconditions for more joined-up citizen/ user focussed services, the characteristics of areas where it occurs and factors influencing diffusion. The key outcome was an attempt to accelerate learning about what is needed to manage shared outcomes in complex policy settings with involvement of multiple agencies. Please visit the IPS-website for further information:
http://ips.ac.nz/events/completed-activities/joiningup.html

❖ A VUW Strategic Research Fellowship was awarded for an e-Government PhD-project proposal on *'New forms of citizen participation in Web 2.0 based Government'*. The successful applicant, Hugo Gong, started in March 2008

❖ The Chair in e-Government was invited to become a Research Associate at the Oxford Internet Institute, University of Oxford. At Oxford, she continues her research activities on Identity Management in UK E-Government

Research supervision and teaching

The Chair supervised the following PhD projects in 2007:

❖ PhD Research Project *'e-Government and the transformation of public management'* - Rose O'Neill (School of Government)

❖ PhD Research Project *'The application of complexity theory to public policy analysis'* - Elizabeth Eppel (School of Government)

Furthermore, the Chair contributed to a series of guest lectures in programmes across the University and to the School of Information Management's Discovery Camp. At the School of Information Management, she also supervised an Honours Programme research project on 'Organisational Implications of Online personalisation'.

Conferences, Seminars, Workshops

❖ On the 7 June 2007, the Chair in e-Government co-organised and spoke at an academic Workshop on Citizen-Centric Government at the Oxford Internet Institute, University of Oxford. The Workshop was sponsored by the UK Economic and Social Research Council (ESRC). Workshop participants included academic experts and UK Cabinet Office members

❖ The IRD Risk Analysis Senior Management Team invited the Chair to deliver a guest lecture on her UK-based research on Identity Management on the 23 August, 2007

❖ The Office of the Privacy Commissioner invited the Chair in e-Government to chair a Public Seminar in Privacy Awareness Week, 28 August 2007.

Keynote Lectures, Conference, Presentations

The Chair delivered the following keynote lectures and conference presentations:

- ❖ Conference presentation and chairing morning session at the seminar *'E-Infrastructures for IDM in Higher Education'*, organised by the Oxford Internet Institute, University of Oxford, 8 June 2007

- ❖ Keynote lecture at Government Insights Conference, Wellington, 16 August 2007

- ❖ Contribution to the Driving Government Performance Conference, organised by the SSC, Wellington, 19 September 2007

- ❖ Keynote lecture at the international QualIT Conference, organised by Dr David Pauleen (School of Information Management), Victoria University of Wellington, 19 November 2007

- ❖ Inaugural Lecture at Victoria University of Wellington, Wellington, 20 November 2007

Stakeholder Engagement

In 2007, the Chair was invited to become a Member of the Reference Committee for the New Zealand Privacy Law Review and a Member of the Citizens' Advice Bureaux Digital Strategy Governance Board. On 8 May 2007, she contributed as a panellist to the GOVIS workshop 'The Politics of E-Government' and, on 4 July 2007, she provided a guest lecture on Identity Management at the Agency Leaders Forum organised by the State Services Commission

The Chair hosted guest lectures by Don Lenihan, CEO Crossing Boundaries National Council, Canada (9 May 2007) and Associate Professor Jeffrey Roy, Dalhousie University, Canada (31 May 2007), and a lunch meeting with Mark Ramsay, IBM USA, IBM New Zealand representatives and academic colleagues of the School of Government and the School of Information Management (7 November 2007)

Academic Journal Articles

❖ Lips A.M.B., *'Does Public Administration have Artefacts?'*, in: Information Polity, 2007, Vol.12, No 4, IOS Press, pp.243 – 252

❖ Lips A.M.B., *'Twentieth Anniversary of the European Group of Public Administration's Permanent Study Group on ICTs in Public Administration'*, in: Information Polity, 2007, Vol.12, No 4, IOS Press, pp.197 - 199

❖ Gill D., E.A. Eppel, A.M.B. Lips, B. Ryan, *'Managing for joint outcomes - the breakthrough from the frontline'*, in: Policy Quarterly, December 2007, Vol.3, No 4, pp.39 - 43

❖ Taylor J.A., A.M.B. Lips, J. Organ, *'Information-intensive Government and the Layering and Sorting of Citizenship'*, in: Public Money & Management, Vol.27, No. 2, April 2007, Blackwell Publishing, pp.161 - 164

Book Chapters

❖ Lips, A.M.B., *'E-Government Under Construction: Challenging Traditional Conceptions of Citizenship'*, in P. Nixon & V. Koutrakou (eds.), *E-Government in Europe*. Rebooting the State, 2007, Routledge, London, pp.33 - 47

Research and Working papers

❖ The Chair contributed a think piece on the future of E-Government for SSC's E-Government Progress Report 2007 (June 2007), available at the SSC's E-Government programme website: http://www.e.govt.nz/resources/research/progress/transformation/chapter8.html

Plans for 2009

The Chair in e-Government will continue working on the various research projects started in 2007 and 2008 respectively, with the aim to have all ongoing research projects completed during 2009. Around the completion of each of the projects and especially at the time of publication of the final research report, the Chair will be looking for further opportunities to disseminate the research findings, such as organising an end-of-project seminar, a workshop or a public lecture. In addition, the Chair will aim to present research findings at academic conferences and publish papers in peer-reviewed academic journals.

In 2009, the Chair also intends to work on three new research activities. First, the Chair has submitted a preliminary research proposal on *'Complexity Management in the New Zealand Public Sector'* under the 2009 Marsden funding round and hopes to be invited to submit a full proposal later in the year. Second, she will be conducting case-study based research on the *Transformational effects of e-Participation in New Zealand*. Furthermore, together with the Chair in Official Statistics, Sharleen Forbes, she will be further exploring the development of a research activity in the area of *'Transparency and accountability as a result of re-using government data'*.

These new research activities will be further supported by an international visitors programme combined with public events. The Chair has invited Professor Erik-Hans Klijn, Professor of Public Management at Erasmus University Rotterdam and an internationally highly regarded expert on complexity management in the public sector, to deliver a public lecture on *The management of complex social problems in public sectors in Europe* and an academic seminar on *Trust in complexity management relationships*; both events will take place in the first week of March 2009.

Another visitor will be Professor Jens Hoff, Professor of Political Science at the University of Copenhagen and an internationally acknowledged expert on the impact of ICTs on government and democracy. A Visiting Professor to Victoria University of Wellington in late 2009/early 2010, Professor Hoff will be doing international-comparative research in the area of e-Participation and has been invited to deliver a public lecture and an academic seminar during his stay at Victoria University. Furthermore, the Chair in e-Government aims to organise a one-day public event on *e-Participation and Citizen-Centric Government*, to which Professor Hoff will be invited as one of the keynote speakers.

Further activities of the Chair will involve the coordination and teaching of a combined E-Government Course under the Master of Public Management and Master of Information Management Programmes (MMPM507/MMIM580); organising and convening an academic seminar on 'E-Government and Institutional Change' at the 13th International Research Society for Public Management Conference, Copenhagen, 6 - 8 April 2009; organising and hosting an academic seminar on Privacy Research in New Zealand during Privacy Awareness Week, supported by the Office of the Privacy Commissioner (May 2009); and, last but not least, the completion of two PhD-theses under the Chair's supervision (O'Neill and Eppel) and a new PhD-student (School of Government), Robyn Smits, starting in March 2009 with a research project on 'Identity Management'.