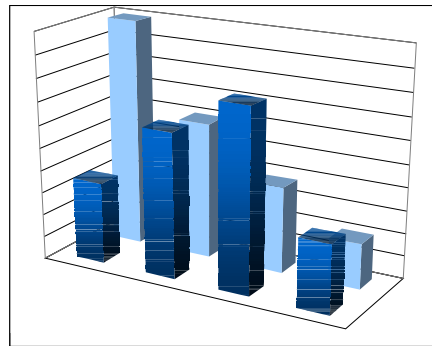


# eGovMoNet

## eGovernment Monitor Network

2008 Global Event on Measuring the Information Society  
Geneva 27-29. May 2008



The eGovMoNet project is to be co-funded by the European Commission, under the CIP project number 224998.

Project period: 2008-05-01 – 2010-05-01

**Mikael Snaprud and Agata Sawicka**

University of Agder

# eGovMoNet project background

*“By 2010 Member States shall use a common knowledge framework aiming at learning from each others experiences [and] share good practices on measuring ICT-enabled benefits and the resulting impact on public services.”*

# eGovMoNet project objective

- Raise the awareness and stimulate uptake of eGovernment **impact & user satisfaction measurements**:
  - Establish a clear base line on the state of art in eGovernment impact and user satisfaction measurement regarding methods and tools, including automated/semi-automated tools.
  - Activate stakeholders to engage in exchange and adoption of good practices.

# Contribute to the harmonisation and quality of measurement frameworks

Norge.no since 2004

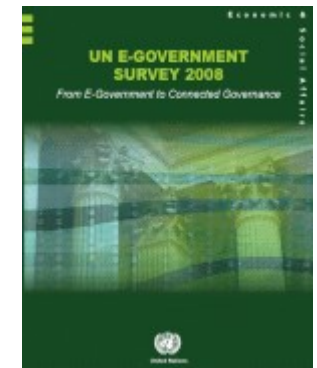
The screenshot shows the 'Norge.no - Kvalitet 2006' page. It features a search bar and a navigation menu. The main content is a table titled 'Resultatliste' with the following columns: 'Etatsnavn', 'Tilgj.', 'Bruker-tilpasn.', 'Nyttig innhold', 'Gj.-snitt', and 'Antall stjerner'. The table lists 11 municipalities with their respective scores and star ratings.

Etatsnavn	Tilgj.	Bruker-tilpasn.	Nyttig innhold	Gj.-snitt	Antall stjerner
<a href="#">Aldene kommunne</a>	43%	63%	54%	55%	★★★
<a href="#">Alstahaug kommunne</a>	38%	61%	36%	47%	★★★
<a href="#">Alta kommunne</a>	43%	63%	50%	54%	★★★
<a href="#">Aldal kommunne</a>	67%	55%	75%	64%	★★★★★
<a href="#">Andebu kommunne</a>	48%	68%	61%	61%	★★★★★
<a href="#">Andøy kommunne</a>	48%	45%	29%	40%	★★
<a href="#">Aremark kommunne</a>	76%	53%	54%	59%	★★★★★
<a href="#">Arendal kommunne</a>	57%	74%	79%	70%	★★★★★
<a href="#">Asker kommunne</a>	81%	84%	100%	88%	★★★★★
<a href="#">Askim kommunne</a>	86%	50%	64%	63%	★★★★★
<a href="#">Askvoll kommunne</a>	52%	32%	11%	30%	★★

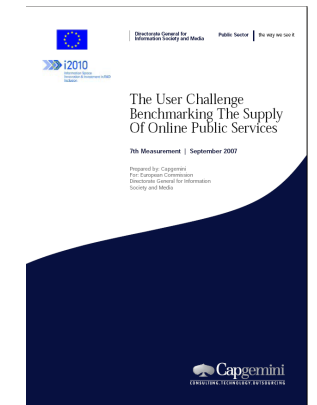
Many More:

- UK Cabinet Office
- Danish IT Styrelsen
- Verva

UN eGovernment readiness report since 2003



European survey of 20 electronic public services since 2001



# eGovMoNet contribution

- Development of coherent way to describe and compare measurement practices, incl. methods, tools, performance, maintenance and implementation issues.
- Highly relevant and devoted consortium of 25 Partners and 9 Associate partners from 11 countries:
  - included operational staff to share experiences.
  - to inspire and encourage harmonisation in practice.
- The **openness** as project **policy** can drive the impact, and the recruitment of new partners.

# Partners

**University of Agder, Norway (Co-ordinating partner)**

**Deloitte Consulting, Belgium**

**Katholieke Universiteit Leuven, Belgium**

**FEDICT, Belgium**

**Zea Partners, Belgium**

**Copenhagen Business School, Denmark**

**Danish Technological Institute, Denmark**

**Aalborg University, Denmark**

**Research Institute for Technology and Disability, Germany**

**WiBe-Team PR, Germany**

**Government to You, Greece**

**CSP- Innovazione nelle ICT, Italy**

**Milan Polytechnic University, Italy**

**Regione Emilia-Romagna, Italy**

**NOVA Norwegian Social Research, Norway**

**Tingtun AS, Norway**

**Vestfold University College, Norway**

**Technical University of Kosice, Slovakia**

**Faculty of Organizational Sciences, University of Maribor, Slovenia**

**Technosite, Spain**

**The Association of Local Authorities in the county of Västernorrland, Sweden**

**The Bartimeus Accessibility Foundation, The Netherlands**

**Manchester Metropolitan University, UK**

**Proving Services, UK**

# Associate Partners

HA Hessen Agentur GmbH, Germany  
The Observatory for the Greek Information Society, Greece  
Ministry of Government Administration and Reform, Norway  
Norway.no DIFI, Norway  
NORGE, Norway  
The Norwegian Association of Local and Regional Authorities, Norway  
Vista Utredning AS, Norway  
Western Norway Research Institute, Norway

Consulting/  
monitoring

Research/  
consulting

Research

Policy  
making

Monitoring/  
policy input

Monitoring/  
implementation

You are invited to join as an associate  
partner.

Contact: [Mikael.snaprud@uia.no](mailto:Mikael.snaprud@uia.no)

# eGovMoNet partners - roles

## ANALYSE

\*

Comparative analyses  
of practice in-use

\*

Identification of  
most efficient solutions

\*

Design of new measurement  
indicators, methods & tools

## INNOVATE

\*

Enhance scope of  
measurements

\*

Introduce new  
methods, tools

\*

Adopt *efficient*  
solutions

## MAP

\*

Gathering data on  
frameworks, indicators,  
methods & tools in-use

Consulting/  
monitoring

Research/  
consulting

Research

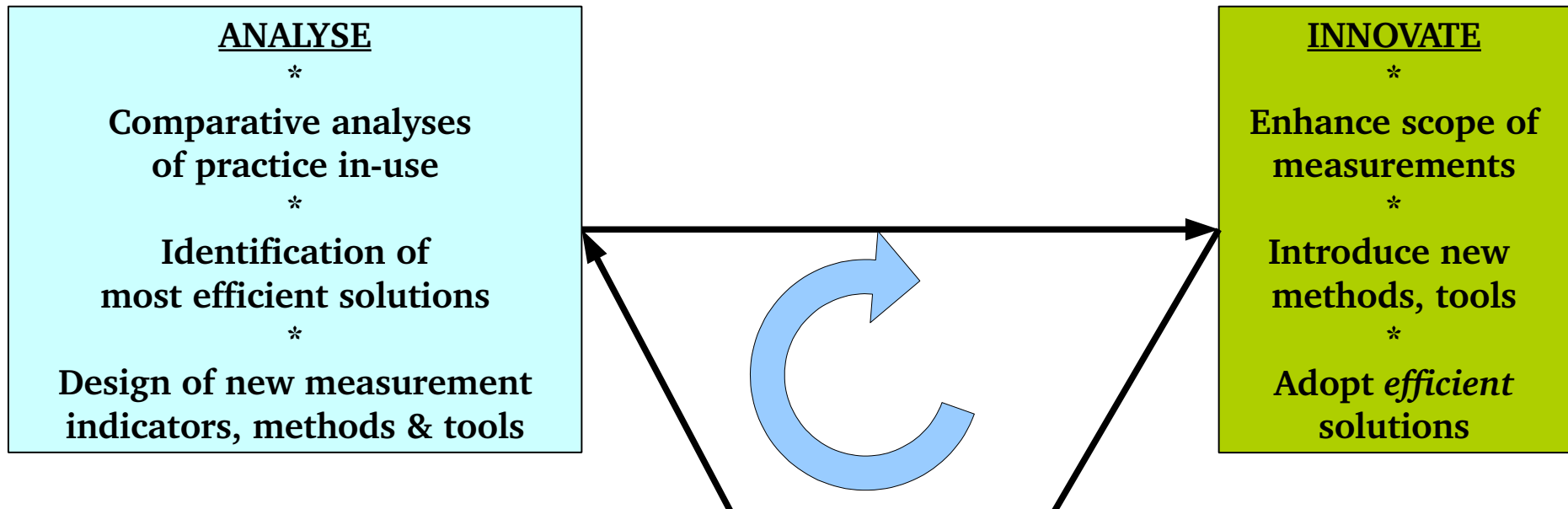
Policy  
making

Monitoring/  
policy input

Monitoring/  
implementation

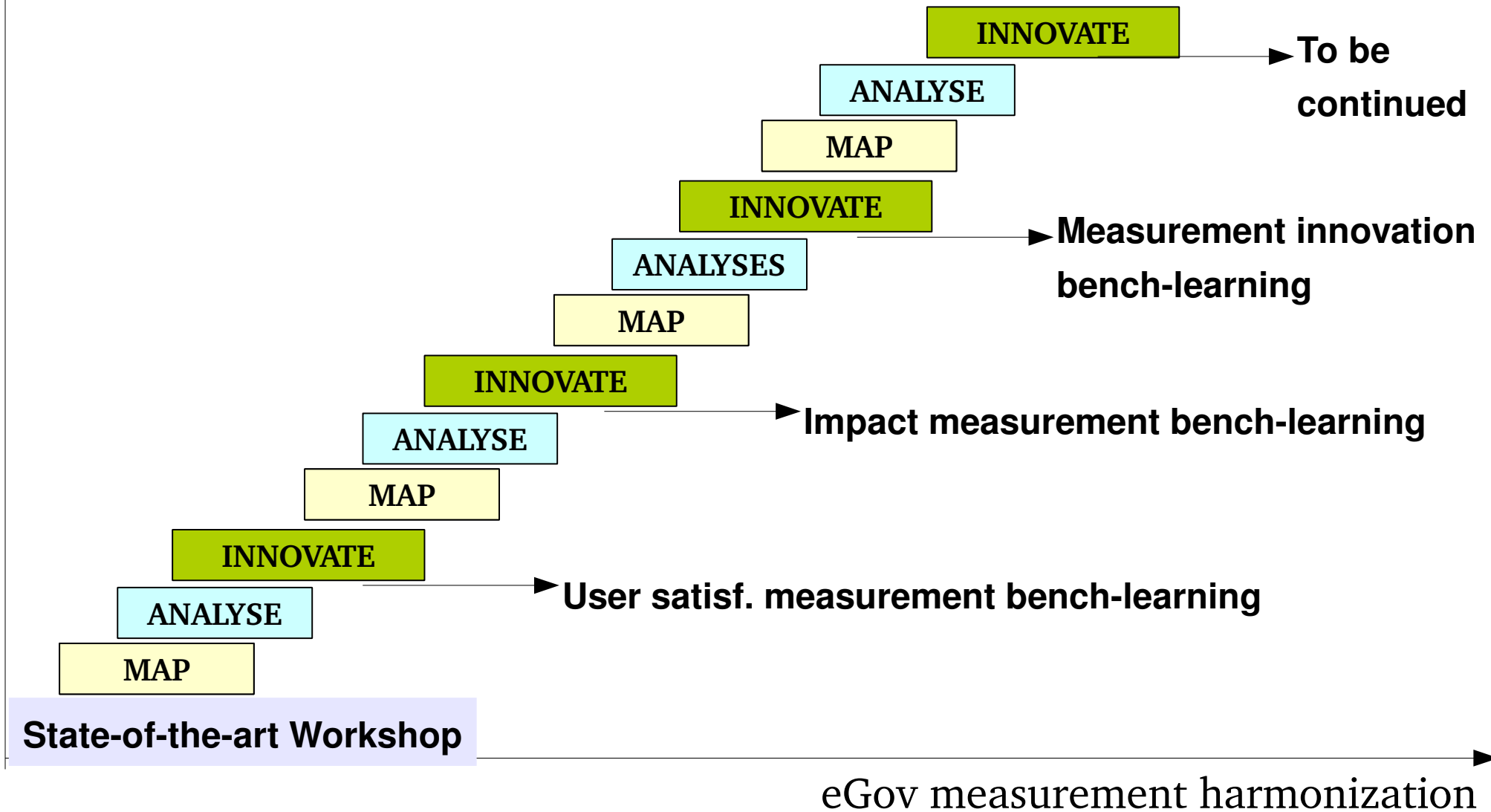


# eGovMoNet process

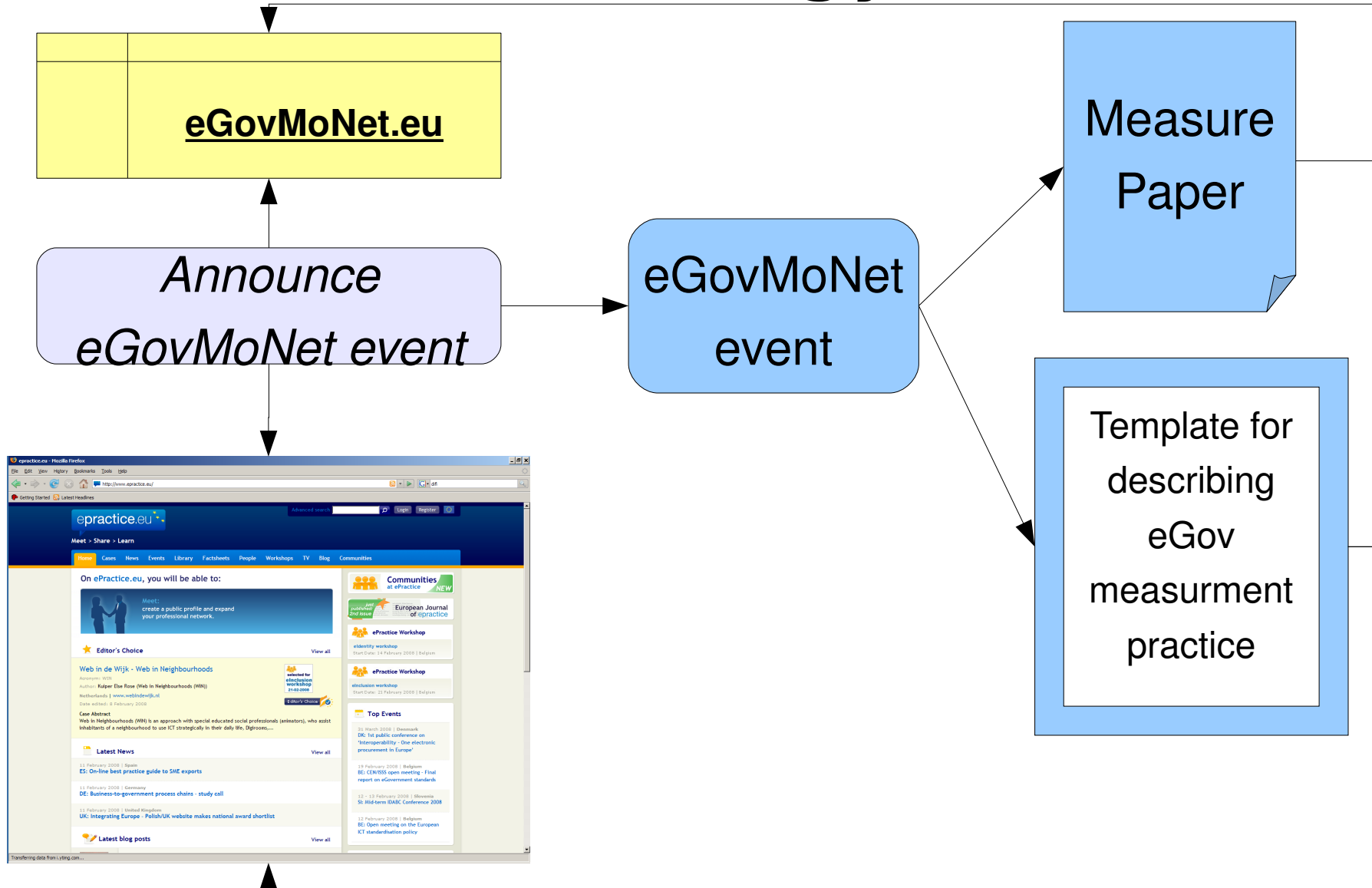


# eGovMoNet cycles to drive uptake and harmonisation

Uptake of eGov  
Impact & User Satisfaction  
measurements



# eGovMoNet: Dissemination strategy



# Long term viability and sustainability

- eGovernment measurement methods will need to evolve with technology and eGov applications to remain relevant.
- A Thematic Network can pave the way for a for continued development.
- Development beyond the project in e.g.:
  - Partnership on measuring ICT for development
  - CEN, ETSI etc.



## Open Source tool to Monitor eGovernment

- Will build on measurement methodology for
- \* **Accessibility** \* **Transparency** \* **Efficiency** \* **Impact** \*
- An Open and coherent framework with methods and tools to monitor and evaluate eGovernment.

# Benefits of web benchmarking

- What gets measured gets done.
- Ongoing monitoring:
  - Tool to support progress towards policy goals & objectives.
- Comparisons:
  - Peer pressure is one of most effective drivers for improvements.

**BENCHMARKS** need to be based on **transparent methodology** and **produce comparable results.**

# Benefits of **open** benchmarking

- Building on the same principles of sharing like classical science.
- Peer reviews of
  - methodology : [www.wabcluster.org](http://www.wabcluster.org)
  - software : [www.eiao.net](http://www.eiao.net)
  - evaluation results : will be made available in May
- Open standards
  - Evaluation based on WCAG 1.0 and open standards: CSS, (X)HTML, HTTP, PDF.
- Collaboration with highly talented developers.
- Accountability and Credibility in the methodology.

## European Internet Accessibility Observatory

[Home](#)
[Starters Guide](#)
[Reports](#)
[Help](#)
[Resources](#)
[About](#)

[Customize data](#)
[Customize skin](#)
[Customize view](#)
[Customize score colours](#)

### Reports

- Rankings
- Regional**
- Sectoral
- Languages
- Web sites
- Web pages
- Details
- Past results
- Indicators
- Content statistics
- Score distribution
- Other
- Compare
- Map

### Regional ranking

This report presents score and statistical results for all the sub-regions to the currently selected region.



#### Current selection

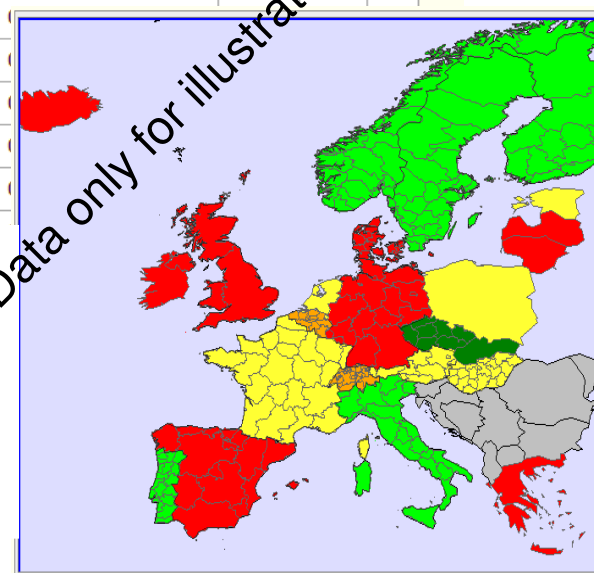
Regions: [All regions](#) > EU countries

Press the column header to sort ↓

Region	Score	Barrier probability			Change			
		Average	Min.	Max.				
<a href="#">Czech Republic</a>	Excellent	<div style="width: 100%;"></div>	0.0 ± 0.02	0.10	0.42	n/a		
<a href="#">France</a>	Good	<div style="width: 90%;"></div>	0.03 ± 0.03	0.16	0.47	n/a		
<a href="#">Italy</a>	Good	<div style="width: 80%;"></div>	0.16 ± 0.09	0.18	0.45	n/a		
<a href="#">Malta</a>	Good	<div style="width: 70%;"></div>	0.24 ± 0.07	0.15	0.37	n/a	123	⊕
<a href="#">United Kingdom</a>	Medium	<div style="width: 60%;"></div>	0.27 ± 0.01	0.11	0.42	n/a	123	⊕
<a href="#">Lithuania</a>	Medium	<div style="width: 50%;"></div>	0.27 ± 0.04	0.11	0.42	n/a	23	⊕
<a href="#">The Netherlands</a>	Medium	<div style="width: 40%;"></div>						
<a href="#">Ireland</a>	Medium	<div style="width: 30%;"></div>						
<a href="#">Slovakia</a>	Medium	<div style="width: 20%;"></div>						
<a href="#">Germany</a>	Medium	<div style="width: 10%;"></div>						
<a href="#">Belgium</a>	Medium	<div style="width: 5%;"></div>						

## Automatic web accessibility monitoring

Data only for illustration

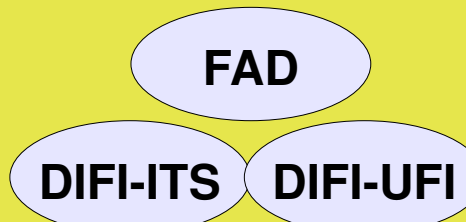


- Low cost and frequent automatic evaluations.
- Direct manual analysis to areas of interest.
- Keep awareness over time.
- Drill-down supported

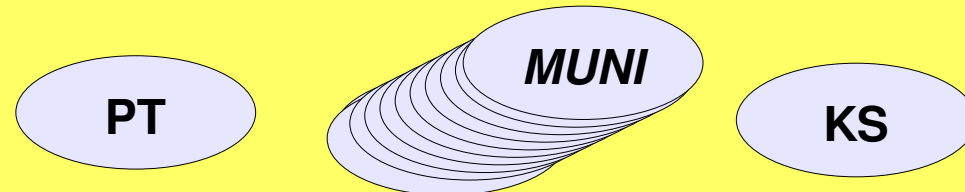
Co-funded by the European Commission



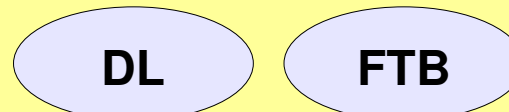
**Policy making/monitoring**



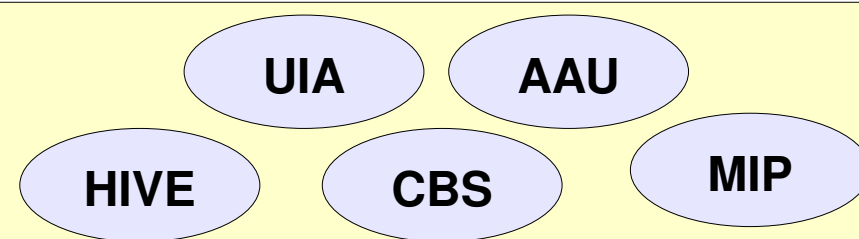
**Monitoring/implementation**



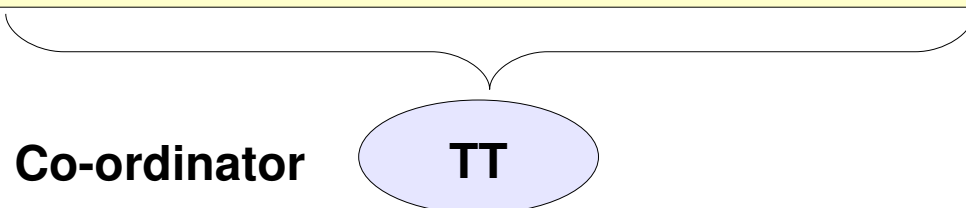
**Consulting/monitoring**



**Research**



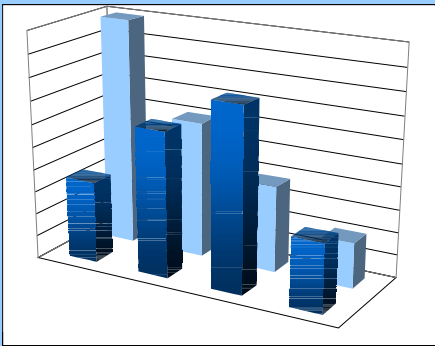
Project duration March 1,  
2008 – February 28, 2011



# eGovMoNet

## eGovernment Monitor Network

Join us for the kick-off meeting here tomorrow  
Room 25, 29-30 May



The **eGovMoNet** network will establish a community to review eGovernment measurement frameworks to improve quality and comparability of results.

For more information please contact Mikael Snaprud on:

Phone: +47 91 862 892  
Mail : [mikael.snaprud@uia.no](mailto:mikael.snaprud@uia.no)  
University of Agder