



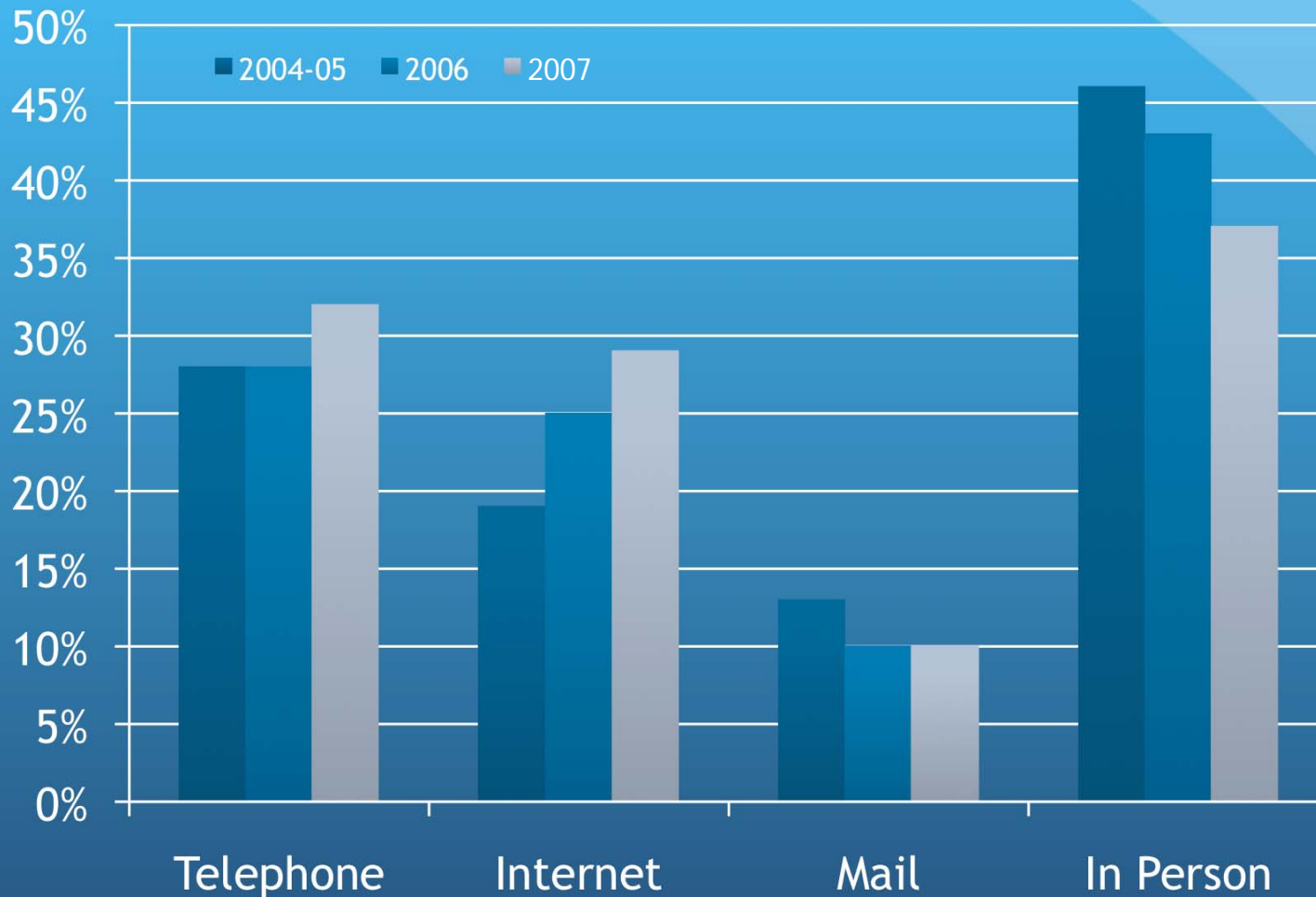
# W3C Australia eGovernment Tour 2008

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# Instant Poll

- How many times do you interact with the government in one-year's time?
  - Don't know
  - One
  - A couple?
  - Many!

# Role of the Web



Source: [Australians' Use of and Satisfaction with e-Government Services - 2007](#)

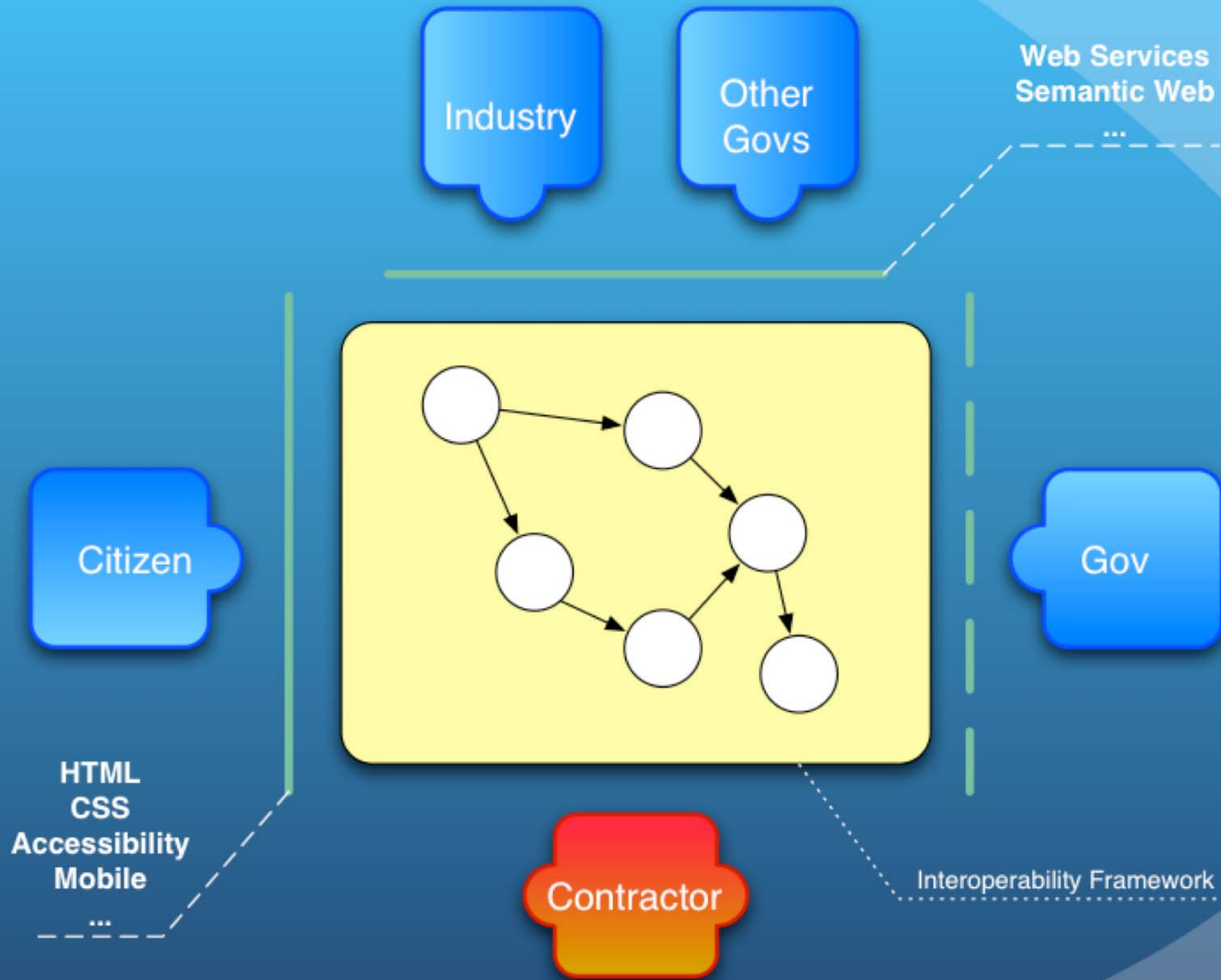
# Some Challenges

- 29% people would now prefer to contact government by internet, but more needs to be done...
  - Improve content and design of websites
  - Strategies to make government services easier to find
  - Security is a fundamental condition

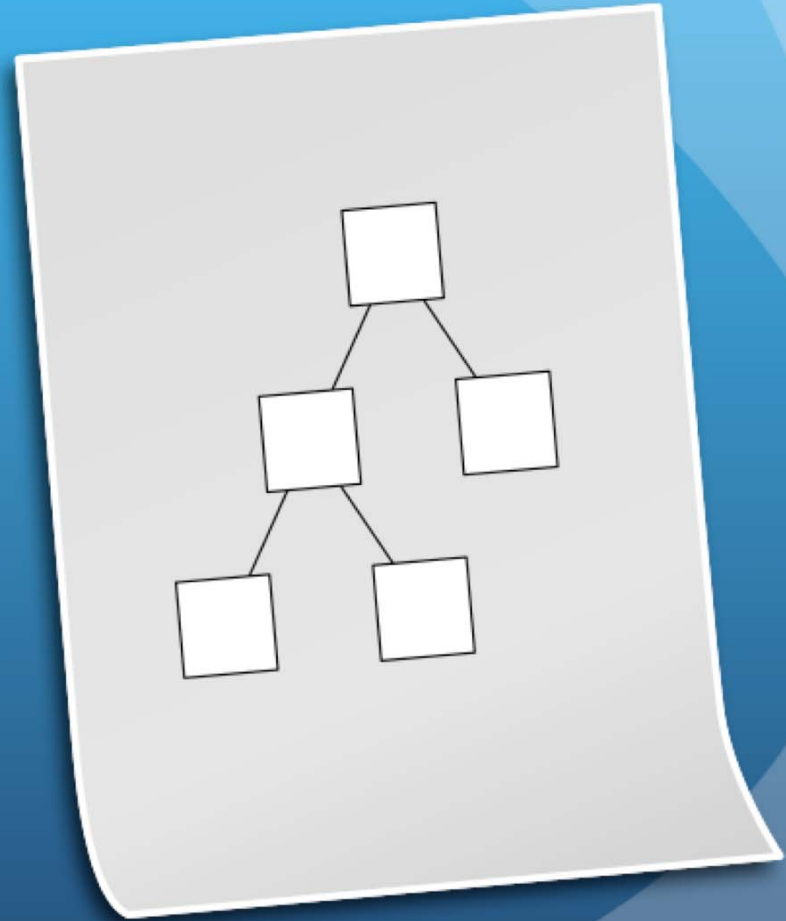
# This Talk

- Open Standards
- Participation
- Transparency
- Better Integration

# Big Picture



# Organization vs User



# One-stop shops





# But...

- Example: get to a purchase order
  - Click 2 javascript: links
  - Go through 3 pop-up windows
  - Finally, get to a URI like this:  
[https://www.example.com/PublicAccess/PA\\_POCheck.aspx?  
IdPurchase=YES&QS=ER4TEngVFRMXeBQSERIfHxQ=](https://www.example.com/PublicAccess/PA_POCheck.aspx?IdPurchase=YES&QS=ER4TEngVFRMXeBQSERIfHxQ=)

“application must be  
conformant with W3C  
standards”

# What W3C offers

## Web Applications

XHTML

SVG

CDF

SMIL

XForms

CSS

WICD

## Mobile

XHTML Basic

Mobile SVG

SMIL Mobile

XForms Basic

CSS Mobile

MWI BP

## Voice

VoiceXML

SRGS

SSML

CCXML

EMMA

## Web Services

SOAP

MTOM

WSDL

WS-CDL

WS-A

## Semantic Web

OWL

SKOS

SW BP

RIF

## Privacy, Security

P3P

APPEL

XML Sig

XML Enc

XKMS

Web Accessibility / Internationalization / Device Independence / Mobile Access / Quality Assurance

XML, Namespaces, Schemas, XQuery/XPath, XSLT, DOM, XML Base, XPointer, RDF/XML, SPARQL

XML Infoset, RDF(S) Graph

Web Architectural Principles

URI/IRI, HTTP

**One Web**

Internet

# What governments need

- Suite of open standards to solve their Web-related issues
- No matter who does what
- Which ones, in which way, how to combine them
- Best Practices

# Open Standards Policies

- Make inventory
- Do not reinvent the wheel
- Make the simple things work for once
  - no more accessibility issues, please
  - permanent URIs, please
- Tackle high impact ones first

...or users go away...

# ...you know where to

- They try going to the one-stop shop
  - (a few, and if known)
- To the given agency Web site if not
  - (even less ones)
- They often use a search engine
- They get a pointer to Wikipedia
- Happy with what they get

# Not convinced yet?

- In a Google search of five keywords or phrases representing the top five news stories of 2007, which will rank higher?
  - Weblogs
  - New York Times' Web site



# Inversion of Authority


THE ARENA FOR ACCOUNTABLE PREDICTIONS

## A LONG BET:

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BET 2 DURATION 5 years (02002-02007)

“In a Google search of five keywords or phrases representing the top five news stories of 2007, weblogs will rank higher than the *New York Times*’ Web site.”

 PREDICTOR <b>Dave Winer</b>	CHALLENGER <b>Martin Nisenholtz</b>
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**STAKES \$2,000**  
Congratulations to Dave and his preferred charity,  
The World Wide Web Consortium ([www.w3.org](http://www.w3.org)), which will receive the stakes!

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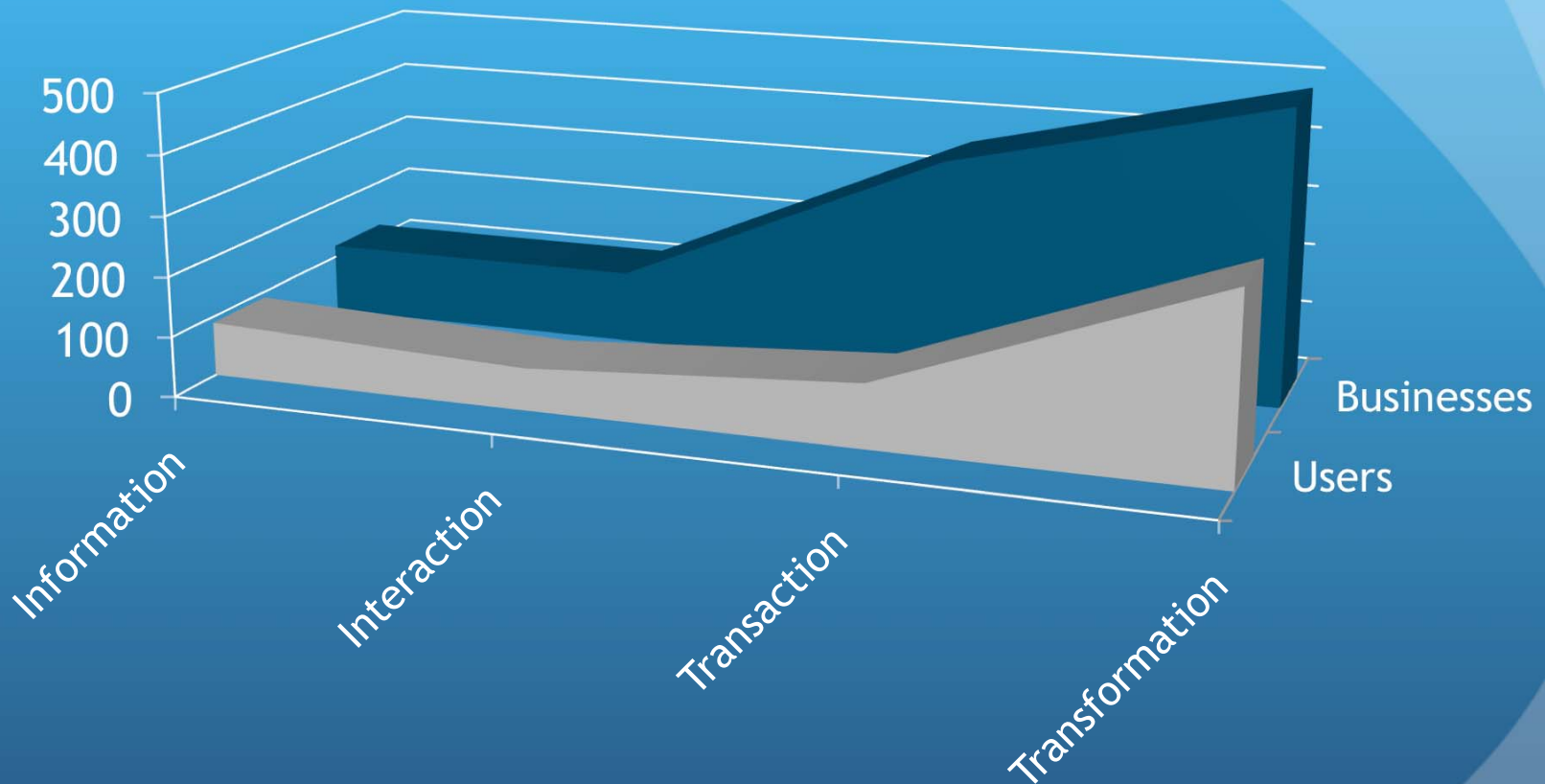
<b>VOTE ON THIS BET</b> Here's how people voted on this bet:	<b>DISCUSS THIS BET</b> What do you think of this bet? Post your thoughts, and read what others have added to the conversation.
side with predictor <span style="float: right;">side with challenger</span>	
	
216 people (66%) <span style="float: right;">109 people (34%)</span>	<b>JOIN THE DISCUSSION »</b>

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The Judgement: Dave Winer has won the bet!

<http://www.longbets.org/2>

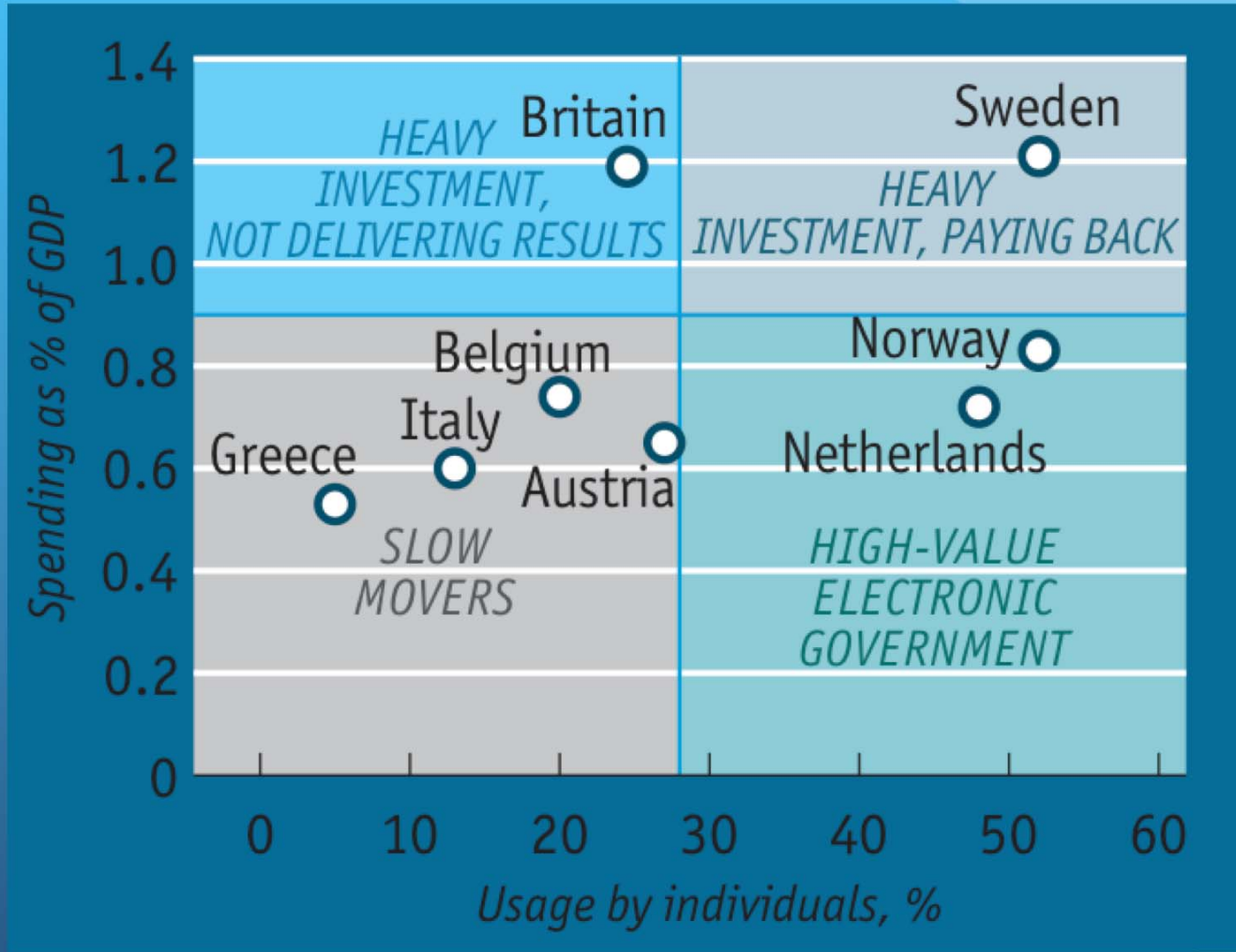
# Sophistication is there...



Benefits from eGovernment projects at different levels of sophistication to a mid-size OECD country (in M€)

Source: [OECD through The Economist](#)

# ... but it's not enough



Source: [Deloitte Research \(2005\) through The Economist](#)

“We can no longer afford to work at the speed of government.

We have responsibilities to the public to move the information as quickly as possible... so that they can make key decisions.”

Brian Humphrey and Ron Myers (LAFD)

# PARTICIPATION

- Yes, in upper case!
- Find ways to engage the users
  - Collaborative Tools
- Change, Innovate
  - if not, others will do it for you  
(e.g. third party services)

# Put the info where needed

- Examples:

- Library of Congress (USA) + Flickr = Commons
- USPTO: Peer Reviewed Prior Art Patent
- Third Party Services:
  - FixMyStreet, Follow the Money, MapLight, OpenCongress, GovTrack, TheyWorkForYou

# Risky? Challenging... Fun!

- Reliable source of information?
- To mix or not mix
- What happens to the authoritative source of information that the government is?
- ...

# Transparency has many faces

- Accessible Web site
- Open Government Information



Granularity and  
Provenance

Avoid Obscurity  
by Default

# Information Silos

- Long standing issue
- Serious consequences
- Needs solution now!

# Open Your Data

- No more scrapping
  - cost, maintenance
- Start simple
  - RSS, Atom, Microformats, GRDDL, RDFa
- No need to throw away your existing systems, build on top
- Metadata are the goal (data mashups)
  - [Linking Open Data](#) project
- [Open Government Data Principles](#)

# Semantic Web is here

- [Search Services in Public Administration](#)
- [Ontology of Cultural Heritage](#)
- [Geographic Referencing Framework](#)
- [Expertise Location Service](#)
- [Public Health Situation Awareness](#)
- [SemWebbing the London Gazette](#)

# A word of advice

- Authoritative source
- Trust
- Provenance
- Security
- Integrity