

W3C
eGovernment
TPAC 2010

Agenda

- See http://www.w3.org/egov/wiki/TPAC_2010

Improving Access...

- Improving Access to Government through Better Use of the Web
 - IG Note, May 2009
 - 11 Authors, many contributors, reviewers
 - ~50 pages
 - <http://www.w3.org/TR/egov-improving>

Five Topics

- Participation and Engagement
- Open Government Data
- Interoperability
- Multi-Channel Delivery
- Identification and Authentication

Part 1: Participation and Engagement

- “The Web provides a transformative platform for the public sphere.”
- How:
 - Let public servants use public websites
 - ... but give them clear rules
 - Provide resources to handle correspondence
 - Support effective commenting
 - ...

Participation and Engagement: Issues

- Issues
 - Representation Boundaries (personal/professional)
 - Relationships (govt twitter-following people)
 - Ownership / Third-Party Services
 - Inclusive / Accessible
 - Authoritative?
 - Data Portability?
 - Archiving

Part 2: Open Government Data

- Also “Public Sector Information”
- How:
 - HTML
 - Ensure Accessibility
 - Provide APIs
 - RSS/Atom
 - REST
 - Semantic Web Technologies

Open Government Data: Issues

- Issues:
 - Mission and Strategy
 - Lack of personnel and funding
 - Provenance and Trust
 - Limitations of Technology
 - Need for new W3C Standards
 - Capabilities (training in evolving ecosystem)

Part 3: Interoperability

- “The ability of government organizations to share and integrate information using common standards”
- ... including Interop in time
- How:
 - Use Open Standards (cf Berkman def'n)
 - Use Open Source
 - Interoperability Frameworks

Interoperability Issues

- Issues:
 - Standards, Technical Specifications
 - So many to choose from, some very complex
 - Privacy
 - Much harder, when information is being passed around
 - Security
 - Semantics
 - When do terms really mean the same thing?
 - Legal, Cultural, Political

Part 4: Multi-Channel Delivery

- Provision of services through multiple platforms and interfaces, with comparable functionality
- How?
 - Cf studies
 - Analyze/segment steps of service delivery
 - Many useful W3C standards
 - WAI, Mobile Web Best Practices

Multi-Channel Delivery Issues

- Issues:
 - Understand requirements of consumer
 - Limitations of mobile devices
 - Coordination of different channels
 - Accessibility

Part 5: Identification and Authentication

- Allows confidence in transaction
 - “lack of coherent analogies to the forms and protocols that have endured for centuries”
 - Persistent myths about traditional methods (identity often assumed, not verified)
- How:
 - Legal Dependencies
 - Technological Methods
 - Provide Citizen Identity Tools

Identity and Authentication: Issues

- Issues (very rough):
 - Fair Risk Allocation (consumer protection)
 - Control (gov't may not control methods)
 - Accountability, Transparency

“Next Steps”

- Help gov't transition to new approaches
- Linked Data
- Data provenance
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More Information

- Me:
 - Sandro Hawke, sandro@w3.org
 - Twitter @sandhawke
- This Talk
 - <http://www.w3.org/2010/Talks/1101-egov/intro>
- eGov IG: <http://www.w3.org/egov/wiki>
- Mailing List: public-egov-ig@w3.org
- Archive: <http://lists.w3.org/Archives/Public/public-egov-ig/>