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Panel: @dministration 21 Public Administration in the Era of the Internet

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Panel: @dministration 21
Public Administration in the Era of the Internet

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I   DESCRIPTION

Inherently, public administration is a paper-based information business that handles sensitive data and includes citizens, enterprises and various authorities. It is embedded in a legal framework of defined administrative processes based on the principle of the division of labour. Recently, the demand for a close contact to citizens and restricted financial resources show the need for a change in public administrations in order to become fast and efficient organisations.

Present reform approaches in public administration are driven by information technology. Within distinct authorities and administrations isolated IT-applications were replaced by partially integrated information systems. Meanwhile first network- and Internet-technologies are successfully implemented and support the E-Government-approach of an interconnection between public administrations, citizens and enterprises within the public-private-partnership. Concerning the organisation of administrations, first steps into a new public management were taken with controlling approaches and decentralised organisational units.

At the beginning of the 21st century, the growing „House of Europe" generates new requirements for its public administrations. New dimensions of trade, environment, infrastructure and migration will cause a paneuropean communication and co-ordination challenge for the public sector, its organisation and information technology.

Are public administrations able to work with paperless-processes and what kinds of administrative processes are suitable for an electronic treatment? How can public administrations interconnect their inter-organisational processes on a national or international (European) base? How can the concerned legislation or administration behaviours be aligned? Which technical means are necessary to integrate citizens and enterprises into electronic administration processes?

Innovative information systems for integrated electronic and inter-organisational administration processes embedded in a common legal framework may be a powerful instrument for public administrations to become more effective and customer-oriented organisations.

To continue this process of reorganisation and modernisation the ECIS 2000 track „Public-Administration" focuses evolutions that challenge public administrations as well as IC/IT research and development in the 21st century.

The contributions to the track focus on

- Organisational concepts, information systems and system architectures for a new public management, based on new information or Internet technologies.

- Reflections concerning electronic business between citizens, enterprises and administrations (E-government).

- Requirements for electronic intra- and inter-organisational administration processes, e.g. aspects of legal regulations, data security, virtual products and services, procedural models for implementation.

- Knowledge Management and informatization in the public sector: developing the learning administration.

- Reference models and scalable solutions for similar administration procedures.

- Concepts and case studies about successful change programs in public organizations.

- Standards (technical/content) for interadministrative business processes and communication.

The different sessions and the panel discussion handle these questions from a wide range of perspectives but with the common goal of making the theory and practice of E-Government and the evolution of information systems in public administrations work.

II.   PANEL MEMBERS

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