

CONFERENCE OPENING

NACHMAN ORON, ISRAEL

Good morning. Welcome to the ICA 39th Conference in beautiful Salzburg. It is my great pleasure to open this 39th Annual Conference of the International Council of Information Technology in Government Administration and to welcome the 26 countries and jurisdictions we have today - 68 delegates and 22 accompanying persons. You will all participate in our deliberation over the next 3 days. Let me start my opening remarks by saying how grateful we are to the Government of Austria and particularly to the efforts made by our friends Hans Werner Ksica and Robert Gottwald in the team hosting this conference. As demonstrated by last evening's warm welcoming opening reception, every effort has been made to ensure that delegates and partners are made to feel welcome into our meeting and discussions will be productive. Thank you very much.

Each year the ICA board and programme committee struggles to identify an overarching theme that is sufficiently anticipatory and broad as to capture interest but not so vague that there is no real content or no real underground projects and progress. Once again, under the capable direction of Martha Dorris, who unfortunately will not be able to join us this time – this is due to the Katerina hurricane problems in the United States. We send her our regards and we also send the people of America our condolences in this catastrophe. Marta will not be here but she was very active in the preparation of this programme, with the help of many of our colleagues in this room and the programme committee members, thus the balance of vision of reality has been achieved.

The theme of this year's conference is 'Anticipating the Citizen's Needs in the 21st Century'. For the past several years Governments have launched online services and made investments in ICT to improve their efficiency and performance. Citizens are now accustomed to the notion of electronic government, which has created greater expectation of service and new possibilities for the interaction. As reliance on ICT continues to grow the needs of citizens will drive the new technologies, structure, business practices, strategies and people that move forward. Government's ability to anticipate this need will determine whether they are successful. To that end, this 39th conference will include sessions and speakers that seek to refine our understanding of what citizens need and what they require from Government. This will include:

- what role new mobile technologies play in creating the ubiquitous Government
- how will they – The Government - continue use of ICT
- the impact of business in Government approaches
- what identity management approach will enable enhanced interaction while ensuring privacy and security
- what are the citizen's needs of tomorrow
 - efficiency and effectiveness through consolidation
 - outsourcing centralisations, shared services and common services.

These questions will be answered through our panel of ICA colleagues. Once again, we will balance the conference with speakers from many of our ICA countries as well as panels, keynote and affinity group sessions. Our agenda is not technology. Our agenda is building a better world. Our agenda is about reaching across borders, national jurisdictions: yes - using technology but for the betterment of our citizens. In effect, we have great opportunities in the next 3 days of learning from each other, questioning basic

assumptions, testing conclusions and constructively probing the experience of many countries.

Let me conclude by again thanking our host Government and the people of Austria, and the ICA board and programme committee for providing a wonderful occasion and stimulating conference agenda. To each of you in this room whether this is your first conference or your 39th Conference we need your active participation so that you can honestly say by Thursday Night at our Gala Dinner you have had the ICA experience.

Thank you.