



**International Council for Information Technology
in Government Administration**

What We Learned at the 41st ICA Conference

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Definitions of Trust and Transformation

- **Types of Trust**
- **Transformation Hypothesis**
- **Trust in Institutions Uncorrelated with ICT**
- **Transformation related to Trust**



Gaps, Obstacles and Complexities

- **ICT's role in Transformation limited**
- **Drivers not controlled by Government**
- **Lack of ICT Skills**
- **Complexity of Integrated IDM**
- **Lack of Uptake**
- **Imprecise Measurement**
- **Digital Divide**
- **Governance, Coordination, Interoperability**
- **Keeping Pace with Technology**
- **Ethical Considerations – Privacy, Marketing**



The Incremental and Iterative Path Ahead

- **Iterative Phases of Development**
- **Emerging Technologies**
 - Focused on accessibility and citizen-centric apps
- **Raising Awareness**
- **Shared Services**
- **eID advances**
- **Improved Performance Assessments**
- **Focus on Project Management and Training**
- **Expanding Multi-channel Services**
 - Digital TV, mobile government, complexity
- **Cross Border Services – Europe**



The Vision

- **Incremental Steps toward Vision**
- **Governments are revising strategies**
- **Government should be:**
 - **Networked**
 - **Skilled**
 - **Secure**
 - **Coordinated**
 - **Modernised**
 - **Holistic**
 - **inclusive**
 - **Ubiquitous**
 - **Focused on Public Value**
 - **Ethical**



Where we ended up

- **Trust**
- **Transformation**
- **ICT's role**