



eGovernment Monitor

eForvaltning 2010

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Presentation Overview

- Accessibility
 - Design for all
 - Access to data
- Transparency
 - Mail records
- Security

- Information is taken from the speakers at eForvaltning 2010.
- Hans Felix, Rigemor Aasrud, Paul Chaffey, Maja Arnesatad, Atle Lunde, Frank Fardal, Jan Fridtjof Bernt, Geir Leo Sedler, Ole-Kristian Tangen, Dag Wiese Schartum, Ove Skåre, Turid Lillehei, Tore Larsen Orderløkken, Leif T. Aanesen, Kristing Skeide Fuglerud, Tommy Tranvik, Olaf Magnus Østensen, Asbjørn Seim and Gerd Eva Volden
- Who the information is collected from is clearly marked.

Norways position on accessibility

- Database with everything
 - Everyone has their right to their data.
 - Can be negative, EU Data storage regulations.
- Norway number three when it comes to accessibility according to CapGemini.

The future for ICT in Norway (1)

- The standards in Norway should equal even when the demographics change.
 - Today's unemployment rate is 2.7%.
 - In a few years, we need 120 000 more people to work in the health sector.
 - From where?
- The use of ICT should be an improvement for all, not only computer experts.
 - Easier, More efficient, Not fancy

The future for ICT in Norway (2)

- Little difference between systems for professional systems (in e.g. government) and userfriendly systems.
 - Citizens can access their data.
- Userfriendliness sells.
 - Making a web site not userfriendly is like making a door without a handle. Cheaper at first, but not really.

The future for ICT in Norway (3)

- In the future, there will be a short of heads not money in Norway.
- Only 3-4% of jobs can be done with only secondary.
- It is easy to predict the demographic changes.

ICT and health

- In the health sector, 25% of the time is used to look for stuff:
 - Doctors, Patients, Journals.
- 70% of all of all health questions are asked via Google, not a doctor.
- Many Social media sites health issues.

Teaching and ICT

- Teachers use internet services to exchange ideas, discuss:
 - Blogs, social medias
- Without many obstacles, there are always a lot of innovation.

Accessibility before and now

Before

- Focus on special needs.
- Small market.
- Individual tools.

Now

- Everyone has the same needs.
- Huge market.
- For all

Accessibility and innovation

- Accessibility very often means benefits for all.
- Typewriter: Pencil for blind.
- Telephone: Tool to teach hearing impaired.
- Phonograph: Speaker for blind.
- Phone Vibration: Hearing impaired could get SMS.
- Audio books: Books for blind.

How to be blind

- 45% of Norwegian leaders think blind cannot use computers.
- The most common web obstacles are:
 - Web sites / pages are not logically built.
 - Newspapers with read more.
 - Worst of all is PDF.
 - The recommendation by DIFI is a recommendation to exclude.
 - PDF is required for other reasons accessibility.

Paragraph 11

- Web sites and machines should be accessible:
 - New: 1st of June 2011
 - Existing: 2020.
- Web sites live for 3-5years.
- Machines (ATM etc.) live for ~8 years.
- Regulations are not a guarantee for quality.
Followup is needed
- Difi will increase the minimum requirement for accessibility.

Case documents (saksdokumenter)

- Everyone can ask for insight to case documents.
- A case document is delimited information – not necessarily on paper
 - All versions of a document.
 - E-mail, SMS, Phone Call.
 - Has to be work related, not „join me for lunch“.
 - Has to have facts, not a phone call repeating an existing case document.
 - Not internal political comments. Not this decision is not in line with Høyre's policies.
- Verbal case documents must be written down.

Electronic Mail Records

- Trial project for government and fylkeskommune.
 - Unique in the world
- The law requires documents are anonymised after 12 months.
 - How does this work in practice.
- Documents are ordered not linked: Avoiding people creating networks of personal information.
 - 70 000 orders in 2008.
- Will be launched in 4-5 weeks (two years delay).

Electronic Case Documents

- In contrast to electronic mail records, on municipality level.
- Building applications, political cases, maps.
- Sometime things go wrong:
 - The social security number of Kjell Inge Røkke (very rich Norwegian) was published.
 - Asker was on the front page of VG (very big Norwegian newspaper)

Electronic Case Documents

- To publish online requires significant quality assurance.
 - Very costly.
- Means fewer papers in the municipality.
- Means much more polite letters to the municipality.
- The government is required to provide case IDs online, recommended to provide the document.
- Municipalities are recommended to provide case IDs online, encouraged to provide documents.

Exposure of Employees

- 38% of municipalities have all e-mails to employees online.
- 57% have only to the services (e.g. building application)
- 4% have something in between (e.g. managers)
- Employees feel it is not voluntary but do not see it as negative.
 - Except in areas of high level of conflict (e.g. child services)

Be careful about publishing online.

- Dubestemmer.no: How youth should use the Internet (Datatilsynet).
- It is important to publish online as a critical insight of governments.
- Whether something should be published or not depend on the time.
- Wrong: Someone published all applications and CV for a summer job.
- Wrong: Lillesand published all social security numbers of their employees

Efficiency and Security

- NAV has a lot of sensitive information about all.
- Efficiency is often a contrast to security.
 - It is more efficient if you have access to all data.
- The remaining security issues are human not machines.
 - Hacking is often social manipulations.
 - Look like famous banks etc.

Hacking

- A bot net is worth about 300 000-600 000 euro a year.
- In Copenhagen, all home nurses have a PDA with access to all information
 - 25% of the PDAs are lost each year.
 - The information on the PDAs are automatically deleted after a time.

Security and Accessibility

- Bad usability is a security issue because people take short cuts.
- To make logins accessible, several options should be available: passwords, finger prints, voice recognitions, picture passwords, etc.
- 20% have dyslexia, 5% have dyscalculia.
- If you cannot find anything about a person in Google, what does he/she do then?

Security and responsibilities

- „Rådman“ (administrative boss in a municipality) is responsible for the security of a municipality.
 - People interested in security are more important.
- Believed that security is a technology-issue.
- Larger municipalities are more secure.
- Often documentations are correct, but the systems behind is not.

Open Standards (1)

- Stortingsmelding 17 requires use of open standards for the following reasons:
 - Reuse of applications.
 - No binding towards a vendor.
- Definition of open standards (according to Standard Norway):
 - Accepted by ISO, W3C, ETSI, or similar.
 - Most important experts behind part of making the standard.
 - Not necessarily free of charge.

Open Standards (2)

- Standardiseringsportalen
 - Insight to the standards discussed.
 - People can provide input.
- PDF is an open standard, but HTML is recommended.

Health and ICT (1)

- ICT is not a way to make processes more efficient, it should be included in all parts of the system.
- When new IT-systems are created the administration needs to follow.
- It is crucial for patient journals, health workers, better cooperation.
 - E.g. if a person in an emergency room remembers he is allergic to penicillin, but not which type.

Health and ICT (2)

- The future of health: My Health Manager.
 - Access your journal.
 - Talk to doctor.
 - When will I have answers to my tests?
 - Get in touch with other patients with similar needs, if they want.