

The Digital Government Society Newsletter is a quarterly publication by the communications committee that contains information for the society members and partners. Submissions of newsletter articles, photos, videos, links, announcements and references of your publications are welcome. Please email these communications committee to [dgs-info@dgsociety.org](mailto:dgs-info@dgsociety.org).

## ▶ Spotlight



The 17<sup>th</sup> Annual International Conference on Digital Government Research (dg.o 2016) will be hosted at Fudan University, Shanghai China, during June 8 -10, 2016. It will feature the main theme of **Internet Plus Government: New Opportunities to Solve Public Problems**. The theme responds to the need for new knowledge about how the latest wave of Internet technologies such as mobile Internet, big data, the Internet of Things, cloud computing, wearables, and artificial intelligence, among others, are increasingly integrated with and reshaping government, industries, businesses and society in general.

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## ▶ DG Society News

**DGS BOARD PASS NEW POLICIES:** The dgs board members have established the policy proposal and approval process and have voted to install several new policies.

- Approved highlights of decisions made in monthly DGS Board Meetings will be shared on a regular schedule with DGS membership through DGOnline.
- The roles and responsibilities of the track chairs should include the report of their track (papers/research/activities) from the dg.o conference.
- Track chairs can select and co-edit a journal special issue with the dg.o papers accepted in their track.
- The DGS will support some dg.o related travel costs, if needed by the Executive Officers of the Board up to \$1000 maximum per officer only if the officer does not have current funds that support their travel expenses to attend the conference.
- To retain their position on the Board as of January of 2016, Board members must be present at no less than 9 of the 12 meetings held each year. Any DGS Board Member missing two meetings in a row will, upon missing an additional meeting in that calendar year, be asked to step down from the

Board. In this case, an interim member will be appointed by the Board and will be required to stand for election during the next election cycle.

**10TH ANNIVERSARY CELEBRATION:** The board has discussed many activities and events to celebrate the 10<sup>th</sup> anniversary of the Digital Government Society. The celebration will be marked at the dg.o 2016 in Shanghai, including a special track featuring the past members as invited speakers, boat tour and awards for recognizing impactful research, posters, and services over the period of ten years.

**CONFERENCE SITE SELECTION COMMITTEE:** The 18th Int. Conference on Digital Government Research (dg.o 2017) will be hosted by City University of New York, College of Staten Island, in early June 2017. The site selection committee chaired by Andrea Kavanaugh have evaluated the proposals and selected the metropolitan city of New York as the dg.o 2017 site. The proposal was submitted by Soon Ae Chun (City University of New York).

**ELECTION COMMITTEE:** The bi-annual election for the executive officers and the new board members were held in December, 2015. The Election Committee is chaired by J. Bertot (past president of the Digital Government Society, University of Maryland). The election results will be announced shortly.

**COMMUNICATION COMMITTEE:** The committee created a mailing service (dgs-list@mail-list.com). Members and interested individuals can subscribe to the mailing list by sending email to dgs-list-on@mail-list.com

## ▶ dg.o Conference News

### DG.O 2016 Organization Team

Conference organization team led by Lei Zhang (Fudan University), Theresa Pardo (University at Albany) and Shiyang Yu (State Information Center) has been organizing virtual and face-to-face meetings to finalize the logistics, events and award ceremonies for dg.o 2016 in Shanghai, China. The conference is co-sponsored by



Lab for Digital and Mobile Governance and School of International Relations and Public Affairs, Fudan University. The simultaneous translation services will be provided with a generous sponsorship by the State Information Center, and a field trip to the Weather Forecasting Agency is being arranged.

As a special event, the organization team is working on a boat trip to celebrate the 10<sup>th</sup> anniversary of the Digital Government Society, combined with award ceremony.

**Program Chairs** Yushim Kim (Arizona State University) and Shuhua Liu (Fudan University) have finalized the call for papers and distributed widely to attract the high

quality research and case papers this year. The theme of this year's dg.o conference has been decided to "*Internet Plus Government: New Opportunities to Solve Public Problems.*" The theme responds to the need for new body of knowledge about how the latest wave of Internet technologies such as mobile, big data, the Internet of Things, cloud computing, wearables, and artificial intelligence, among others, are increasingly integrated with and reshaping government, industries, businesses and society in general.

**Tracks:** The conference features several tracks including: Social Media and Government; Organizational Factors, Adoption Issues and Digital Government Impacts; Open Government, Open Data, and Collaboration; Smart Cities, Smart Citizens and Smart Government; Emerging Topics- Big Data, IoT, & Policy Informatics; In addition, the two other tracks include the conference theme track on Internet Plus Government, and a special track on Reflections on Digital Government Research and Practice is to celebrate the 10<sup>th</sup> anniversary of the Society to discuss the past, present and future of digital government research directions. **The paper submission is due January 30<sup>th</sup> 2016**, and the authors are encouraged to communicate with the track chairs for details.

## ▶ Research Corner

### **Towards decision support for disclosing data: Closed or open data?**

By Anneke Zuiderwijk, Marijn Janssen, *Information Polity* 20(2&3): 103-117 (2015)

The disclosure of open government data is a complex activity that may create public value yet might also encounter risks, such as the misinterpretation and misuse of data. While politicians support data release and assume that the positive value of open data will dominate, many governmental organizations are reluctant to open their data, as they are afraid of the dark side. The objective of this paper is to provide a decision-making model that assists in trade-offs between the pros and cons of open data. Data disclosure is dependent on the type of data (e.g. its sensitivity, structure and quality) and the context (e.g. organizational policies, legislation and the political influences). Based on the literature and fifteen in-depth interviews with public sector officials and data archivists, this paper identifies contextual and dataset-related variables which influence a trade-off. A decision-making model is presented capturing trade-offs, and in this way providing guidance for weighing the creation of public value and the risks. The model can be used for decision-making to open or not to open data. It is likely that the decision regarding which data should be opened or closed will shift over time.

**BOOK: *Social Media for Government Services*** (eds.) by Surya Nepal, Cécile Paris, and Dimitrios Georgakopoulos, 2015.

The book covers many research activities CSIRO has done in social media for Australian government agencies, more specifically for the Department of Human Services under the \$16 million 5-year “CSIRO-Centrelink Human Services Delivery Research Alliance (HSDRA)” The book contains invited and peer-reviewed chapters from both academic researchers and industry practitioners, with 17 chapters organised into two parts, namely Part I: Introduction and Case Studies and Part II: Systems and Applications.

**Article: *Political Expression and Action on Social Media: Exploring the Relationship Between Lower and Higher-Threshold Political Activities Among Twitter Users in Italy***, by Cristian Vaccari, et al. (2015) *Journal of Computer Mediated Communication*.

This study shows lower-threshold forms of political engagement on social media is conducive to higher-threshold modes of political participation. Drawing on an original survey of a representative sample of Italians who discussed the 2013 election on Twitter, they demonstrate that the more respondents acquire political information via social media and express themselves politically on these platforms, the more they are likely associated with the higher-threshold political activities.

## Policy Debates Body Camera for Police

**Policy Debates on Body Camera for Police:** Several high-profile civilian deaths involving police officers rallied the public to call for the use of body cameras by on-duty officers with the goal of increasing police accountability. This year, 46 states introduced legislation or resolutions addressing body cameras. By the summer of 2015, four states – California, South Carolina, Nevada, and New Jersey\* – enacted laws requiring certain officers to wear them. Five additional states (AZ, CO, LA, MD, VT) passed legislation requiring a study on the issue. The Alaska, Maine, West Virginia, and Wyoming legislatures have delegated the issue to local municipalities and police departments. Prior to 2015, just four states had enacted legislation addressing the issue.

For the ACLU, the challenge of on-officer cameras is the tension between their potential to invade privacy and their strong benefit in promoting police accountability. Overall, we think they can be a win-win—but only if they are deployed within a framework of strong policies to ensure they protect the public without becoming yet another system for routine surveillance of the public, and maintain public confidence in the integrity of those privacy protections. Without such a framework, their accountability benefits would not exceed their privacy risks.

Perhaps most importantly, policies and technology must be designed to ensure that police cannot "edit on the fly" — i.e., choose which encounters to record with limitless discretion. If police are free to turn the cameras on and off as they please, the cameras' role in providing a check and balance against police power will shrink and they will no longer become a net benefit. However, continuous recording raises many thorny privacy issues, for the public as well as for officers. Continuous recording would also mean a lot of mass surveillance of citizens' ordinary activities. Especially in a place like New York City it would mean unleashing 30,000 camera-equipped officers on the public streets, where an officer on a busy sidewalk might encounter thousands of people an hour. That's a lot of surveillance. That would be true of many denser urban neighborhoods—and of course, the most heavily policed neighborhoods, poor and minority areas, would be the most surveilled in this way.

Police body cameras mean that many instances of entirely innocent behavior (on the part of both officers and the public) will be recorded. Perhaps most troubling is that some recordings will be made inside people's homes, whenever police enter — including in instances of consensual entry (e.g., responding to a burglary call, voluntarily participating in an investigation) and such things as domestic violence calls.

On the other hand, if the cameras do not record continuously, that would place them under officer control, which allows them to be manipulated by some officers, undermining their core purpose of detecting police misconduct.

The balance that needs to be struck is to ensure that officers can't manipulate the video record, while also placing reasonable limits on recording in order to protect privacy. One possibility is that some form of effective automated trigger could be developed that would allow for minimization of recording while capturing any fraught encounters — based, for example, on detection of raised voices, types of movement, etc. It is vital that any deployment of these cameras be accompanied by good privacy policies so that the benefits of the technology are not outweighed by invasions of privacy.

Sources: <https://www.aclu.org/police-body-mounted-cameras-right-policies-place-win-all>  
<https://www.fiscalnote.com/2015/08/06/nearly-all-states-considered-police-body-cameras-in-2015-few-enacted-laws/>

## Member News

Congratulations to **Dr. Anneke Zuiderwijk** at UT Delft for her successful PhD Dissertation Defense on October 29h, 2015, entitle "Open Data infrastructures. The design of an infrastructure to enhance the coordination of open data use." (Advisor: : Prof.dr.ir. M.F.W.H.A. Janssen)



**Abstract:** Governmental organisations are making more and more data available for researchers, such as data about crime, employment, traffic and education. Researchers can reuse these data by analysing, visualising, discussing and combining these open data with other datasets. In this way new insights can be obtained that could not have been obtained without open data. Despite the high expectations of opening governmental data, often estimated in yielding billions of Euro, reality shows a disappointing picture. To gain the benefits of open data it needs to be possible to use the data, however, governments traditionally focus on opening the data and often neglect the facilitation of the reuse of open data. To be able to

use open data, researchers and governmental organisations depend on each other's data, activities and tools. This research offers an infrastructure for open government data aiming to enhance the coordination of open data use. The core components of the infrastructure – an innovative metadata model, interaction mechanisms and data quality indicators – make governmental data more accessible to researchers and easier to use, and they contribute to realising the benefits of open data.

❖ Congratulations! Dr. **Zuiderwijk** doctoral research has been [nominated for the DEWIS award](#), an annual accolade presented by Delft Women in Science (DEWIS) to the most talented female PhD graduate at TU Delft. Zuiderwijk's research has been nominated for its pioneering and innovative nature, for the major impact it has had on the academic field as well as on developments in technology and practice, and because it was completed within four years. Other factors behind the nomination include that she achieved her results independently, that she has an exceptionally large number of publications and citations to her name, and that she has made a lasting impression on the academic community.

Congratulations to **Dr. Minyoung Ku** at

University at Albany on the successful defense of her Ph.D. dissertation, entitled "Social Networks and Human Agency in Knowledge Sharing and Creation: Lessons from a Public Research University."



Her dissertation explored how interpersonal relations and individual characteristics affect partner selection for scientific knowledge sharing and coproduction in knowledge-intensive public organizations, discussing the complex association of four stimuli to knowledge collaboration: social capital, homophily, motivation, and knowledge of and confidence in others' knowledge resources. Using stochastic social network analysis techniques, the study empirically proved the strength of weak ties and, going one step

further, elaborated on the theory by revealing that knowledge partner selection in organizational context is highly patterned by reciprocation and bridging social capital. Minyoung's dissertation also raised a question about the effectiveness of merit-based reward systems in facilitating knowledge collaboration in organizations without providing employees with the environment in which they have better information about knowledge resources that others possess and their intrinsic motivation can be boosted. Dr. Ku now continues her research on scientific knowledge networks and on strategic management of knowledge assets in government organizations as a Postdoctoral Associate at the Center for Technology in Government (CTG) at the same university.

## ► Announcements

**Call for Papers:** [dg.o 2016](#): 17th Annual International Conference on Digital Government Research Submission Deadline is extended to January 30, 2016.

**Call for Papers:** [EGOVIS 2016](#): 5th International Conference on Electronic Government and the Information Systems Perspective: Technology-Enabled Innovation for Democracy, Government and Governance, Porto (Portugal), September 5-8, 2016. It is organized in conjunction with DEXA 2016.

**Call for Papers: Dual** [EGOV 2016 and ePart 2016 conference](#): 15th IFIP Electronic Government (EGOV) and 8th Electronic Participation (ePart) Conference 2016, September 5-8, 2016, Guimarães, Portugal

**Call for Participation:** [ICEGOV2016](#): 9th International Conference on Theory and Practice of Electronic Governance “Transparent and Accountable Governance for 2030 Sustainable Development Agenda” 1-3 March 2016, Montevideo, Uruguay.

**Call for Participation:** [ICEDEG2016](#): 3rd International Conference on eDemocracy and eGovernment, March 30-April 1, 2016, Quito, Ecuador.

**Call for Book Chapters:** A book edited by J. Ramon Gil-Garcia, Theresa A. Pardo and Luis F. Luna-Reyes, entitled: [“Policy Analytics, Modelling, and Informatics: Innovative Tools for Solving Complex Social Problems”](#) is part of the Public Administration and Information Technology (PAIT) Book series from Springer found at <http://www.springer.com/series/10796>

## ► Grants and Job Opportunities

**Call for PhD Scholarship:** The Department of IT Management at the Copenhagen Business School invites applications for a PhD scholarship in IT management. One of the areas of interest is Public Sector Information Systems. See details of the position announcement at: <http://www.cbs.dk/cbs/jobs-paa-cbs/ledige-stillinger/phd-scholarship-in-it-management> The deadline for applications is 28 February 2016. For further information on the PhD position area of interest of Public Sector Information Systems, please contact me at: [rm.itm@cbs.dk](mailto:rm.itm@cbs.dk)

**NSF/USDA INFEWS solicitation 16-524:** National Science Foundation (NSF) in partnership with U.S. Department of Agriculture (USDA)/National Institute of Food and Agriculture (NIFA) recently issued the awaited INFEWS

## NATIONAL SMART CITIES INITIATIVE

NSF announced the following funding commitments that continue to expand upon NSF's existing leadership in enabling smart and connected communities:

Approximately \$12 million for new projects funded through [US Ignite](#) to support research leading to prototype applications that leverage gigabit and advanced networking connectivity and impact multiple national priority areas, including healthcare, energy, transportation, manufacturing, education and learning, and public safety. The awards will also build "living labs" that provide the support needed to scale up these prototype applications across cities and regions, leading toward an ecosystem of smart and connected communities.

Approximately \$10 million in new Cyber-Physical Systems (CPS) research projects with a focus on Smart and Connected Communities and the Internet of Things.

More than \$3 million to support the creation of a new instrument--the [Array of Things](#)--in Chicago that will be the first research infrastructure to allow researchers to rapidly deploy sensors, embedded systems, computing and communications systems at scale in an urban environment.

Nearly \$2.5 million to enhance the design and operation of efficient, secure and [Critical, Resilient, Interdependent Infrastructure Systems and Processes \(CRISP\)](#) that provide essential goods and services in the context of cities and communities.

\$2.5 million to enable NSF-funded researchers to participate in the National Institute of Standards and Technology [Global Cities Team Challenge](#).

Approximately \$2 million in new Smart and Connected Health research projects to accelerate the development of next-generation health care solutions to enable patient-centered care and wellness that extend to the home, workplace, and community.

\$375,000 to establish a Research Coordination Network to stimulate novel international research on how to integrate data from physical sensors, social media and other sources.

Nearly \$4 million to support academic and industry partnerships through the [Partnerships for Innovation: Building Innovation Capacity](#) program that facilitate integration of breakthrough research discoveries into human-centered service systems, with an emphasis on emerging technologies that can contribute to smart cities/communities.

solicitation 16-524 with a budget of \$50M. Proposals are due in late March, 2016. It's estimated number of awards is between 22 and 40 across four tracks, namely, FEW system modeling, Visualization and Decision Support, Innovative Systems Solutions and Education/Workforce Development.

### ▶ NSF awards Big Data Regional Innovation Hub (BD Hubs)

The National Science Foundation (NSF) recently announced four awards totaling more than \$5 million to establish regional hubs for data science innovation. These Big Data Regional Innovation Hub (BD Hubs) awards will create a consortia to catalyze multi-sector partnerships. The consortia are coordinated by top data scientists at Columbia University (Northeast Hub), Georgia Institute of Technology and the University of North Carolina (South Hub), the University of Illinois at Urbana-Champaign (Midwest Hub) and the University of California, San Diego, the University of California, Berkeley, and the University of Washington (West Hub).

Each BD Hub should focus on key challenges and opportunities in its region of service. Opportunities could include facilitating partnerships on overarching themes (e.g., privacy, data sharing, data stewardship, etc.), providing shared resources to the community (e.g., tools, infrastructure, testbeds, etc.) and/or coalescing around key topical themes (e.g., energy, transportation, healthcare).



## MOOC: Open Government

**Massive Open Online Course (MOOC) about Open Government:** A free Massive Open Online Course (MOOC) about Open Government is offered in TU Delft. The course explores the foundations and objectives of Open Government and examines current developments, including the opening and reuse of governmental data such as the release of data by governments in America and Europe. The course starts on March 14, and lasts four weeks of lectures and one week of final exam. This Open Government MOOC is aimed at university students, professionals, government officials, policy advisors and researchers, but is open to anyone interested in Open Government. It will help participants grasp the key principles of open government, and answers questions like: 'What are the best practices for opening governments? And how to give citizens access to governmental data to answer their questions?' Most importantly, participants will apply the topics of the course to concrete cases. Registration is available at <https://www.edx.org/course/open-government-delftx-og101x#!>. This MOOC includes lectures by: Prof. Marijn Janssen (Delft University of Technology, the Netherlands); Dr. Anneke Zuiderwijk (Delft University of Technology, the Netherlands); Dr. Bastiaan van Loenen (Delft University of Technology, the Netherlands); Dr. Tomasz Janowski (United Nations University, Portugal); Prof. Keith Jeffery (Cardiff University, United Kingdom); Dr. Amr Ali Eldin (Mansoura University, Egypt).

## ▶ EU E-government projects | From Lab to market

**EU Research Prototypes are transferred to commercially viable products, start-ups and services.** ICT based research and innovation projects addressing societal challenges in the areas listed below, received almost €2bn funding through the 7th Framework Programme (FP7), Competitiveness and Innovation Programme (CIP) and Active Assisted Programme. After the completion of the research or innovation phase, some of the projects that have successfully transitioned from the lab to the market are featured below.

**Smart Cities:** Energy efficient buildings, smart mobility, smart public lighting and flood prevention are some examples of how smart cities and communities can be built using the solutions that will benefit the citizens, the city budget and the environment.

**Public Services** Projects include: STORK and PEPPOL:



The STORK project proposes a solution to make it easy for citizens to access the concerned public service online wherever they are located, whether using a smart card or a virtual ID number.



The PEPPOL project, one of the "large scale pilots", focused on critical e-Procurement components to enable businesses to communicate electronically with any European government institution in the procurement process, increasing efficiencies and reducing costs. The project developed solutions for e-signatures, e-ordering, e-cataloguing and e-invoicing throughout the contract cycle.

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**EHealth** projects include:

- EPILEPSIAE (brain computer interface to help people in control),
- CONTRAST (Human interface to ICT to recover from stroke)
- PASSPORT (Virtual liver for real patient safety)

**Active and Health Aging** projects support independent living that already exist and are ready to use, be it in fall detection, robotics or serious gaming.

**CyberSecurity and Privacy** projects include Trusted biometric systems, cryptography, digital privacy solutions contributing to security and privacy of online communications.

**Consultation on eGovernment Action Plan 2016-2020:** The Commission is consulting on the new eGovernment Action Plan 2016-2020 during the period of 30 October 2015 – 22 January 2016 (12 weeks). Responses are sought from citizens, businesses and Public administrative bodies at all levels (international, EU-wide, national, regional and/or local). Responses received through the [online questionnaire](#) will be taken into account and included in the report summarising the responses.

(Source: <https://ec.europa.eu/digital-agenda/en/eu-funded-societal-challenges-projects-lab-market#smart-cities>)

## ▶ US Federal, State and City Digital Governments

**Digital Cities Survey 2015 Winners:** e.Republic's [Center for Digital Government \(CDG\)](#) and its Digital Communities program conducts the annual survey to recognize leading examples of cities using technology to improve services and boost efficiencies. The 1<sup>st</sup> place winners in five different size city categories include:

- **Philadelphia, Pa.**'s new "infrastructure of innovation" culture encourages all departments to be more innovative and creative in providing new technology for civic apps, data analytics, and to help underserved populations. The city's Innovation Lab provides a city-owned space for multi-department technology development and encourages collaboration with both high schools and universities to mentor students and increase participation in STEM-related education.
- **Alexandria, Va.**— a top 10 winner since 2005 — upgraded its network security to protect against cyber attacks and increased broadband speed from 1 gigabit to 10 gigabits per second. New offerings include WiFi in City Hall for residents and businesses and an automated, cloud-based website failover solution to keep the site up even during network outages and extreme traffic increases during natural disasters.
- **Avondale, Ariz.** — a first-place winner for three consecutive years— received national recognition this year for its IT governance model, cloud-based disaster recovery and pragmatic approach to cybersecurity. Avondale participates with other local governments in the OpenBooks transparency initiative that provides access to financial expenditure information for 20 cities within the state. Nearly 87% of citizens in a recent resident satisfaction survey gave Avondale's municipal services a "Good to Excellent" rating.
- **Shawnee, Kan.** — which leaped into the top spot after a seventh-place ranking last year — demonstrates big city transparency and engagement in a small town environment with "Shawnee Connect," a new community portal and mobile app that helps neighborhoods self-organize around critical issues and provides details and mapping of all 311 reports for 19 service request categories — from pot holes to construction permits.

**Best of the Web (BOW) awards** also recognized city, county and state governments for outstanding portals and websites based on innovation, functionality, productivity and performance. This year's first-place BOW winners are the City of Independence, Missouri; Sacramento County, California; and the State of Arkansas in the state category. Winning sites in the 2015 Best of the Web competition tend to use simple, high-image, low-text designs; prioritize accessibility and mobility; and start with a design philosophy that puts the user first.

(source from the website of CDG)

