



KRZYSZTOF GLOMB advice: don't push people to use eGovernment !

Re-organise government to provide e-services to people in its natural habitat

GAPS

barriers of skills
awareness
knowledge

fear for novelty
costs [too high]
lack of assistance

insufficient security
robbery of privacy
loneliness



DIAGNOSIS

Public services on line are too far from natural – daily – psychologically well accepted – home – work – holiday environment of most people, which is mainly not Internet user



PRIORITIES

permanent,
lifelong, distance
education

„notebook government”
- public services
agents

integrated
back office,
high security
standards



HYPOTHESIS

20th century [e]Government approach should be stopped! Agencies [agents] should provide public services at home, in libraries, hypermarkets, etc



CHALLENGES

learning society
multiplied budget
modern methodologies

networked
government,
one identity

interoperability
SOA
web services