

## Developing new possibilities for inclusive and democratic future communities

The term e-government or e-governance is primarily used to refer to the usage of IT to improve administrative or policy efficiency. But it is argued to produce other effects that would give rise to increased transparency and accountability of government processes, improve trust which reflects on the relationship between government and citizens and help build new spaces for citizens to participate in their overall development.



The future of inclusive governance and citizen service delivery is being forged – not just in theory but also in practice. We apply unconventional research framework and methods to visualise the impact of ICT on government transformation towards services, inclusion, transparency, efficiency and change management.

Our free thinking staff of engineers, anthropologists, designers, academics and practitioners are engaged in projects ranging from open data and associated government apps, policy and decision support systems, argument visualisation, cloud computing etc., as well as projects that aim at building the future of governance and government service delivery. Our unique culture of ‘learning by doing’ enables us to design and invent new possibilities for inclusive and democratic future communities.

Good governance based on transparency, efficiency, collective decision-making and co-creation can improve services to citizens and boost economic performance in Sweden, the Nordics and the European Union at large. The area gathers a community of researchers who conduct their research projects into consortia funded by grants and/or corporate sponsors.

The driving force behind is to develop societal ecosystems that recognize and respect, as a fundamental right, the unhindered access to information

and the right to take part in decision-making processes. We promote a model of society that ensures and safeguards that the means for access are provided and distributed equally across all sectors of society and to all citizens, irrespective of their sex, class, creed, religion, ethnicity or origin.

### eGovlab

The eGovlab gathers some of the world’s leading technologists, academics, practitioners, designers, and artists who have created, built, and operated e-governance systems around the world. The governance structure of the organization includes a Board of Directors, a management team and members.

### Profile of eGovlab

#### *The test bed*

a strong, open environment to test upcoming innovations in eGovernment service delivery.

#### **A network of stakeholders**

for sharing knowledge and experience in eServices and eGovernance-

#### **Applied Research focus**

Modernisation of public sector systems and eServices

Configurable Process Models

eDemocracy and participative decision-making

Policy and Decision Support / Argument Visualisation

Internet of Things (IoT) & Cloud Services

## Contact

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## Management

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## Centres

Egovlab centre

Service Science and Innovation, SSI

Digital Art Center, DAC

# E-government, E-democracy, E-Society

Information and communication technology is key enabler in the modernisation and democratisation of the public sector, and of society as a whole. One line in this development is about offering citizens and enterprises better public services, e-services. Another line is about involving all parties concerned in public decision-making, e-participation and e-democracy. The expected outcome is increased participation of citizens in political life as well as innovation of new services and products.

Our research interests are various and complementary and evolve in a rapidly changing research environment. We constantly emphasize the need to explore cutting-edge areas or research.

## Increased participation of citizens in political life

We believe that information and communication technologies are key enablers in the modernisation and democratisation of the public sector, and of society as a whole. Over the years, the main focus has shifted from automation and rationalisation of manual processes in the public sector to the interactions between governments at different levels on the one hand, and citizens and enterprises on the other hand. Offering citizens and enterprises better public services and eServices is a key development in this area, influencing all parties involved in public decision-making through eParticipation and eDemocracy.

### Current research focus

#### Modernisation of public sector systems and e-services

Researchers are developing open e-services in the social services area accompanied by end-to-end processes including several actors.

#### Configurable Process Models

eGovlab researchers are pioneering the application of configurable process models to the public sector.

#### eDemocracy and participative decision-making

Research projects look at different models for e-democracy in general and participative decision-making models in particular.

#### Policy and Decision Support / Argument Visualisation

Projects include Multi Modal Communication for Participatory Planning and Decision Analysis and research interests include crowd sourcing and the development of layered models of decision support.

#### Towards an open knowledge-based society: Open Data and Innovation

eGovlab researchers explore how to best make use of new opportunities like the Internet in all sectors of society.

#### Internet of Things (IoT) & Cloud Services

Researchers develop smart entities and technologies to address emerging societal challenges such as smart transport, public health, aging population, environment, public safety, energy and governance.

Our research focus is at two areas: **Technology enhanced learning and Interaction design.**

#### eGovLab Test Bed

The Test Bed will lead to new services, enhanced collaborations and well-informed citizens who will engage at an earlier stage of policy-making. VINNOVA is the main funder of the eGovlab Test Bed.



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## Ongoing projects

Atrocity Watch  
Botswana Speaks  
ECI Link  
e-SENS  
iMentors  
Mobis  
MyUniversity  
SENSE4US  
STORK 2.0  
UPSIDE