

ISRF Panel, LSE 26 June 2013

Essentially Digital Governance (EDGE) - *Designing the Intelligent State*

Patrick Dunleavy Helen Margett



Essentially digital governance (EDGE)

- Envisioning a form of governance and a public services conception that is ‘digitally native’ – born as digital, not layered on to a pre-digital institution and service
- Services are *inherently digital*, could not exist other than digitally, have no non-digital equivalents
- Services for ‘born digital’ citizens

FIVE EDGE 'DO' PRINCIPLES

- 1: Wherever feasible, deliver public services free in the bits world, not at cost in the atoms world**
- 2: Always use already-existing digital information –** *never* re-digitize – store full data in original medium, not just DB
- 3: Across government: plan, procure and provide scalable services only *once*.** ('Once' = "not even twice")
- 4: Achieve services change via intra-state competition between digital and non-digital services**
- 5: Embrace "Timestream" forms of digital – put things into 'narrative' forms.** Scrap static government websites; use lots of blogs, Twitter, social media

THREE EDGE 'CHOICE' PRINCIPLES

6: Value equality of outcomes and end-state welfare over process equalities

7: Work with citizens, not against them
– genuine co-production

8: Provide formal legal rights, and real redress, not just administrative protections

Rights breed confidence and willingness to change, while non-right breed counter-productive digital resistances

ISRF Panel coming soon - Save the date:

26th June, 11:00AM – 1:00PM

LSE Campus, Saint Clement's Building, STC S421

Prof. **Patrick Dunleavy**, Public Policy Group, Department of Government, LSE

Prof. **Zahir Irani**, Brunel Business School, Brunel University

Dr. **Antonio Cordella**, Information Systems and Innovation Group, Department of Management, LSE

ICT in public administration: booster or buster?

A panel discussion

ICT is often conceived as a valid tool for the public sector in order to overcome complexity, inefficiency and inefficacy in delivering services. Associated transformations in PA like digitalization, outsourcing, and information infrastructure development have not only transformed the organisational structures but also the value of the delivered services. These phenomena stimulate a host of provocative questions as to: what is the destiny of PA, as of today? Is it deconstructed, distributed, or dissolved? Where are inefficiency and inefficacy going to lie in the arrangements that characterize digital era government? And, are ICTs able to preserve the principles of fairness and equality that are, or should be, targets of administrative rationality?

The question on assessing the nature of digital era government, in the contemporary times, cannot be answered in a simple way. In fact, there are strong grounds for arguing that ICTs, as they affect the public sphere, do not follow a predictable pattern: instead, outcomes of digitalization are often mixed and complex, and highly dependent on specific decisions in design and implementation. Drawing on the mixed picture reflected by public sector digitalization, the session will explore suggestive ideas on the future of government.

Silvia Masiero

Save the date - Other ISRF events:

Cloud Computing between Outsourcing and Innovation

Prof. **Mary Lacity**, University of Missouri, Saint Louis

Prof. **Leslie Willcocks**, Information Systems and Innovation Group, Department of Management, LSE

Dr. **Will Venters**, Information Systems and Innovation Group, Department of Management, LSE

13th June, 11:45 – 1:30PM

Thai Theatre, NAB LG.03

@ISRFforum

ISRF - Information Systems Research Forum

A student-led interdisciplinary panel series coordinated by Niccolo Tempini, Silvia Masiero and Florian Allwein
Information Systems and Innovation Group, Department of Management

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