



Art of eServices

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Some Statistics...

- **1,000,000,000,000** – (trillion) – unique URLs in Google
- **2,000,000,000** – Google searches/day
- **13 hours** of video uploaded on **YouTube** every **minute** (70,000,000 total, 412,3 years to view all)
- **133,000,000** blogs indexed by Technorati from 2002
- **200,000,000** active users in Facebook

10 Most Visited Sites Globally & in Slovakia

1	Google.com	2
2	Facebook	5
3	Yahoo.com	1
4	YouTube	3
5	Windows Live	4
6	Wikipedia	8
7	Blogger.com	9
8	MSN	6
9	Baidu.com	NA
10	Yahoo.co.jp	10

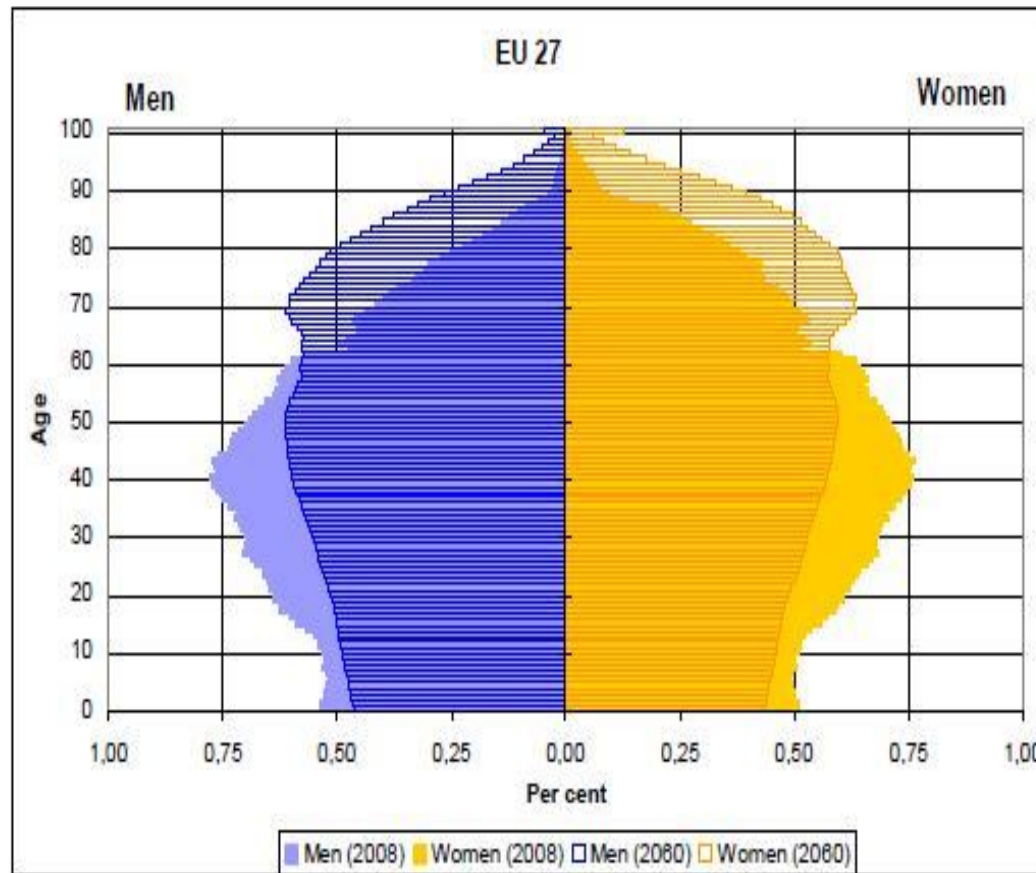
1	Google.sk	2
2	Azet.sk	1
3	Facebook.com	N/A
4	YouTube	3
5	Google.com	5
6	Zoznam.sk	4
7	Centrum.sk	6
8	Sme.sk	N/A
9	Topky.sk	8
10	Atlas.sk	7

Source: Alexa, www.alexa.com



On the other hand...

Population structure in 2008 and 2060



Source: Eurostat, EUROPOP2008 convergence scenario.

- Great diversity across EU, both for present and future, reflecting political and social history.
- 3 main factors are shaping the pyramid: births, deaths and migration
- Old-age dependency ratio (65+ in relation to 15-64) to be shifted from 0,25 (= 4 people 15-64 per each 65+) today to 0,53 in 2060 (= 2 people 15-64 per each 65+)




GCPedia – Government encyclopaedia on wiki system (wiki.gc20.ca)

[Log in / create account](#)

[main page](#) | [discussion](#) | [view source](#) | [history](#)

Government of Canada 2.0



wiki.GC20.ca

navigation

- Main Page
- Doug's Weird Notes
- About me
- GC20.ca blog

search


toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link

About this wiki




My last two research papers were created and submitted by using a personal wiki. It was fitting since my papers were on the Government of Canada and Web 2.0. There are several benefits of using a Wiki for one's academic research; it makes your research more accessible to others, and easier for others to submit to you corrections, you can keep all your sources together, and you can demonstrate to others the value of the knowledge you have collected.

Since submitting my papers, I have created this GC20 wiki to share my research, sources, and work collaboratively on my third (and final) paper.



wiki.GC20.ca

Ongoing projects [\[hide\]](#)

 GC Web 2.0 Assessment What is Web 2.0 to the GOC?	 GC Web 2.0 Analysis What is the status of Web 2.0 at the GOC? December 2008	 GC Web 2.0 Action plan How to proceed with Web 2.0 in GOC?
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How you can help

- Category:Needs work

Needs input



US Government Social Network (www.govloop.com)

The screenshot shows the GovLoop website homepage. At the top left is the 'govloop' logo with a circular arrow. To its right is a large image of the US Capitol dome with rays of light emanating from it. Below the dome is a silhouette of a crowd of people. The navigation menu includes: Main, My Page, Members, Blogs, Groups, Forum, Jobs, Events, Multimedia, Wiki, About. The main content area is divided into three columns. The left column has a 'Welcome!' section with a description of GovLoop and a 'Join today' section listing eligibility criteria. Below that is a 'Getting Started' section with a 'NEW TO GOVLOOP?' banner and a 'GET STARTED' button. The middle column has a 'Members' section with a grid of 20 member profile pictures and a 'View All' link. Below that is a 'Blog Posts' section with three entries, each with a small profile picture, a title, and a 'Posted by' line. The right column has a 'Sign in' section with input fields for 'E-mail' and 'Password', and buttons for 'Log in' and 'Sign Up'. Below the sign-in section is a 'Highlights' section with a 'Member of the Week' and a small profile picture.

govloop

CONNECTING THE GOVERNMENT COMMUNITY

Main My Page Members Blogs Groups Forum Jobs Events Multimedia Wiki About

Welcome!

GovLoop is the premier social network connecting the government community.

Join today if you are:

- * govt employee (fed/state/local/intl)
- * public policy student/professor
- * good govt organization
- * govt consultants/contractors

Getting Started

NEW TO GOVLOOP?

GET STARTED [CLICK HERE](#)

BEST OF [CLICK HERE](#)

Members

[View All](#)

Blog Posts

[Social Media Policy - Part 3 - Work-relate vs Personal Use](#)
Posted by [Brian Gruth](#) on November 2, 2009 at 7:30pm

[Federal Eye: OPM's Berry lays out merit and pay proposals](#)
Posted by [Ed O'Keefe](#) on November 2, 2009 at 5:40pm

[Gov 2.0 Goes Local at CityCamp](#)
Posted by [Steven Cliff](#) on November 2, 2009 at 2:20pm

[Lab and Diagnostic Tests Information Resources at the National Library of Medicine@ \(NIH\)](#)

Sign in

E-mail

Password

[Log in](#) or [Sign Up](#)

By signing in, you agree to the amended [Terms of Service](#) and [Privacy Policy](#).

[Forgotten your password?](#)

Highlights

Member of the Week



eComplain System in Dubai – feedback to any Government Dept. (www.ecomplain.ae)



Home عربي

eComplain System

- Participated Organization
- About System

The speech of His highness Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum The Executive Council Chairman- Dubai – UAE

In the embodiment of the vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice-President and Prime Minister, and Ruler of Dubai, and as a continuation of the efforts exerted to enable the public sector to improve its services and performance, and strengthen its communication channels with customers, we have engaged the Dubai Government Excellence Program for the groundwork and follow up on the implementation of a world-class system for dealing with complaints related to the government departments in Dubai.

Through this system we want to provide a solid platform for customers to make their voices heard and acted upon, we want the departments to listen to their customers, to solve their problems and benefit from them in the best way.

Sign In

User ID

Password

- [New User](#)
- [Forgot Password](#)

Track Complaint

Ref No.

Token No.



Development of services

- **EU 2007 benchmarking:** average sophistication maturity level = 76% (transactional)
- 5th level of services: **Personalisation**
 - indicates fully integrated electronic procedures, front and back office integration, and re-use of available data. Alternatives:
 - 1. Pro-active service delivery** = service delivery quality; e.g. warning about action, pre-filling data etc.
 - 2. Automatic service delivery** = no need for the user to request
 - EU average on 5th level: 36%
- Redesign of service provisioning: CzechPoint



Where the Future Is?

- **Consumers of eServices**
Boom of social networks and new media influences on behavior and expectations from eServices delivery. Challenges from aging society and digital divide?
- **Future of Administration**
How the Government performance and administration should / will look like? In Europe, Asia?
- **Government eServices**
Will they become a key driver to competitiveness of economies? What will be the impact on European market and globally?



Roundtable – 3.11.2009 – 11:30-13:00

Art of eServices

Distinguished guests and panelists:

- **Roman Brestovanský**, CEO, IBM Slovakia
- **Pavol Frič**, vice-president, DITEC
- **Urban Funered**, Special Advisor, Ministry of Finance, Sweden
- **Jean-Francois Junger**, Head of Sector, DG InfSoc and Media, EC
- **Martin Kubala**, CEO, Hewlett-Packard Slovakia
- **Cher Jean Lee**, Head of Taiwan Delegation
- **Emil Fitoš**, Head of Business Unit, Siemens IT Solutions and Services
- **Yih-Jeou Wang**, Head of Unit, OECD eGovernment Project