

## Editorial

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# Citizen-centric Governments Are Achievable

E-Government advancement is now being rated according to the extent of e-Services provided to citizens, companies and organizations. I-Ways has reported extensively on trends and developments by central and municipal government in practical advancements of readily accessible services. Among the priority measures are government websites that offer services that are fully executable online, websites link to databases and those providing forms of disability access as well as having security and privacy policies. In this issue results of the Waseda University 2008 Rankings and UN e-Government 2008 Survey, are presented. E-Inclusion and e-Participation are considered critical issues for measuring successful e-Government programs.

The In-Focus section of this issue examines how to achieve Citizen-centric e-Government, presenting a new report issued by the Commission of the European Communities. It is particularly relevant and valuable

for consideration of e-Services because at the outset is stated “success cannot be measured in terms of organizational change”. The thrust of the report can be summed up in the following statement: “Citizen-centric e-Government services are designed to deliver increasingly cost-effective, personalized and relevant services to citizens, but also to enhance the democratic relationship, and build better democratic dialogue, between citizens and their government, which then enhances the practice of citizenship within society.”

These developments reflect the rapid progress of the process of moving ICT beyond technological infrastructure into mature, fully operational services modes. It is significant to note that these advancements do not follow traditional lines of economic development, rather countries at various stages of economic progress are achieving success simultaneously.

Russell Pipe, Editor

## Dedication

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# Hanspeter Gassmann Piloted OECD Privacy Initiatives



OECD's leadership in computer utilization in public administration, launched in 1971 was inspired and guided by Hanspeter Gassmann. His career at OECD spanned three decades encompassing the creation of international norms and practices for privacy and data protection, transborder data flows, computer-communications and telecommunications policy. Born in Stuttgart-Bad Cannstatt, Germany, Gassmann received engineering training in Stuttgart and soon after located in Paris at the Sorbonne where he specialized in economics of development.

The Computer Utilization Expert Group in 1971 issued the first report on privacy and data protection drew

attention to the first data protection law in the Land of Hessen, Germany. In 1974 the OECD Symposium on Computer Privacy Protection, held in Paris, was the basis for the work of the French Commission on "Informatique et Liberte," which resulted in the French law of 1978 on information privacy protection. The OECD Council adopted Guidelines for Privacy Protection in 1974 which were instrumental in diffusing the main principles of computer privacy protection to OECD member states which lead to many national privacy laws, not only in Europe, but also in Canada, Japan and Australia.

He directed the organization of a number of important OECD-sponsored international conferences, one in particular was the High-Level Conference on "1984 and beyond" in the Reichstag, Berlin, a stock-taking of where OECD countries stood on privacy and computers in society in general. This led to forming the OECD Working Party on Telecommunications Policy.

During 1990s Gassmann became head of the Industry Division of OECD's Directorate of Industry, Science and Technology. He has traveled extensively in OECD countries as well as Central Asia. Hanspeter has many accomplishments to recall in his post-OECD years.

Russell Pipe, Editor