

E-government: New Policy, Regulatory, and Legislative Paradigm

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E-Gov Proceeds Slowly After the Low-hanging Fruit Phase

- Internet fraud
- Cybercrime
- Security Issues
- Privacy concerns
- Intellectual property disputes
- Legitimacy of digital signatures

Citizens Are Concerned About E-Gov

- ‘Of those surveyed, 65% want the government to proceed slowly in E-Gov because of privacy and security concerns.’
 - As reported by:
- Hart Teeter Study, for the Council for Excellence in Government, September 2001.

Additional Concerns by Citizens

- ‘12 million Internet users stopped shopping online because of concerns about privacy’

as reported by:

- Pew Research Center, 2000

Further Concerns About Privacy

- ‘82% of Internet users surveyed are concerned about the privacy of their data on the Internet.’

as reported by:

- Gallop Poll, Fall 2000.

Summary of the Public's Concerns About E-Gov

- Government is held to higher standard.
- Private sector practices are not adequate.
- Citizens will provide basic personal data to obtain online government services.
- In-depth personal information, i.e. health records, and unemployment insurance claims are concerns.

How Bad Is It Out There?

- In Bankruptcy, Toysmart offered to sell its customer files.
- Bankruptcy courts may trump company commitments.
- State governments sell private data.
- The only asset of some of the 400 dot.bombs are its customer records.

Top Ten Scams

- Can you recognize a scam on the internet?
- Lets take a ten question self-assessment test

Does Anyone Care About the Public?

Federal Trade Commission (FTC)

285,000 consumer complaints

Available to officials in Australia, UK, and US

Internet Fraud Complaint Center (IFCC)

19,490 complaints since May 2000

Approaches to Protect the Public

- New legislation
- New processes in government's web based systems
- New organizational approaches
- New uses of standards and technology

Legislation to Protect the Public

- Industry has proposed self regulation.
- State governments considering 300 privacy related bills.
- US Federal Government considering 12 proposed laws to protect privacy.
- One national bill easier to influence than one in each state.

Possible Features in a Federal Law

- Tell users about the personal information being collected.
- Allow users to “opt-out”.
- note: President Bush campaigned on an “opt-in” basis.
- Extend child protection laws to adults.

Other Possible Legislative Features

- Strengthen the Federal Trade Commission.
- Prohibit the use of ‘cookies’ without notice.
- Allow states to augment the Federal law and add safeguards in their state laws.

New Processes in Governments' Web Based Systems

- Require use of **Self Assessment Guides** for agencies/ministries in security and privacy.
- Require **Privacy Impact Statements** for systems.
- Encourage agencies to ask for no more information than they need.
- Require no more online information than from a walk-in customer.

Organizational Approaches to Protect the Public

- Establish Chief Privacy Position.
- Employ privacy watchdogs.

New Uses of Standards and Technologies

- Adopt the P3P standard from the World Wide Web Consortium.
- Issue anonymous temporary credit cards (American Express).
- Encrypt each personal data field and allow control by the individual citizen.

Intellectual Property and Napster

- Allows the exchange of music recordings between computers.
- 64m users in two years.
- Sony, Warner and others fight in court.
- 250m downloads weekend of March 3.
- Court orders elimination of all copyright materials in 72 hours (from March 6).

Good-bye Napster??

- Hello Napster style companies in U.S.
 - Gnutella, iMesh, Aimster, FreeNet.
- Hello U.S. Congress.
- Hello Tijuana, Antigua, Vancouver, Cayman Islands.

Summary

- Citizen concerns slow E-Gov progress.
- The situation is as bad as a plate of pasta without wine.
- Governments must play a role. Self regulation by industry is not satisfactory.
- Intellectual property solutions will continue to evolve.

The Last Words

- **The issues associated with E-Gov are slowly revealing themselves.**