



Saint Mary's
University
Halifax Nova Scotia Canada

•
•
•
•

E-Government for Municipalities: Trends, Models and Funding



Dawn Jutla, PhD
Saint Mary's University
and Business Technology Services
Halifax, Nova Scotia

•
•
•

In your backyard?

- Fiscal stress
- Declining local tax base
- Grant seeking capacity is low
- Workload for providing essential services is increased
- Shifts in public demands for local services
- Changing public views on government accountability

•
•
•

More common problems

- Youths leaving?
- Jobs/Businesses losses?
- Poor communications among levels of government?
- Poor access to technology?
- How to effectively utilize the Internet once access is gained?
- How to advance the capabilities of communities and increase the education of the workforce without having to leave the community?
- Sustaining tourism?

•
•
•

What do model programs show?

- Partnerships
- Don't reinvent the wheel
- Municipalities can learn from each other
 - Replicable features
 - Uniqueness
- Leadership
- Share a common vision for the future
- Mobilize your networks
- Role accountability

•
•
•

Who do you partner with?

- E-Gov stakeholders
 - Other municipalities, provincial agencies
- Federal government agencies
 - Informational, transactional, regulatory
- Business associations
 - CFIB, Canadian Chamber of Commerce, Local Boards of Trade, Canadian Insurance Brokers Association
- Educational institutions
 - Schools, community college networks, universities
- Private sector
 - Doing for your community?

• • • • • • • •

•
•
•

What are key elements for moving to the future?

KNOWLEDGE and INNOVATION
INFRASTRUCTURE
(information, communications, regulatory,
trust, financial)
ACCESS
SKILLS
e-GOVERNMENT LEADERSHIP
CONTENT

• • • • • • • •

•
•
•

What is important to your community?

| Views of Citizens and Public Officials: | Cit. | Pub. Off. |
|--|------|-----------|
| • Government that is more accountable | 36% | 19% |
| • Greater public access to information | 23% | 34% |
| • More efficient and cost-effective govt | 21% | ? |
| • More convenient government services | 13% | ? |

Source: Hart-Teeter survey for the council of excellence in government
(Jan 2001&Aug. 2000)

• • • • • • • • •

•
•
•

How do we realize e-government?

- Leadership and management
- Funding
- Modern and interoperable IT infrastructure
- Validity of information and security
- IT workforce
 - concerns over aging workers and tight labor market for IT skills ... means outsourcing of complex technical work and increased project management for government workers

Source: Information Technology Association of America (ITAA) -
11th annual survey of CIO and information resource
managers in the federal govt - Feb. 22, 2001

• • • • • • • • •

•
•
•

The money IS out there...

- Strategic Community Investment Fund
 - 100 M Fund dedicated to Atlantic Canada
- CAP sites
- Smart communities
- HRDC programs
- RDA programs
- 1 M to print golf course brochures..

•
•
•

How do you acquire large grants?

- Identify gaps/problems
- Present a solution and a budget
- Benefit more than one region
- Dedicated grant writer

•
•
•

Get together for regional economic development

- Create technology-enabled clusters to attract, maintain, and sustain
 - Tourism (www.mahonebay.com), Entertainment
 - Retirees
 - Lifelong learning
 - New businesses

BUSINESS ADVISOR U.S. PRESENTS LOAN CHECKS TO NEW YORK EASIER
MCTMG

HOME | SEARCH | ABOUT US | WHAT'S NEW | SITE MAP | CONTACT US | FORMS | FAQ'S

MAY WE ASSIST YOU?

Sponsored by **SBA**

October 8

BUSINESS DEVELOPMENT

FINANCIAL ASSISTANCE

TAXES

LAWS AND REGULATIONS

INTERNATIONAL TRADE

WORKPLACE ISSUES

BUYING AND SELLING

The U.S. Business Advisor exists to provide business with one-stop access to federal government information, services, and transactions. Our goal is to make the relationship between business and government more productive. Use the links to the left and right to find useful government information on the Web.

E-SERVICES
Online Treasury, Pass and Consistent Service

INFO DESK
Business Resource Library

Agencies & Outlets
Federal Agency business pages and marketing gateways

HOW DO I...
Find the Agency for Searching Our Files

SEARCH

FIRST GOV

[Business Development](#) | [Financial Assistance](#) | [Taxes](#) | [Laws and Regulations](#)
[International Trade](#) | [Workplace Issues](#) | [Buying and Selling](#) | [Agencies and Outlets](#)
[E-Services](#) | [Info Desk](#) | [How do I?](#) | [Love the Site](#) | [Learn the Internet](#) | [Privacy Statement](#)

[Home](#) | [Search](#) | [About Us](#) | [What's New](#) | [Site Map](#) | [Contact Us](#) | [Home](#) | [E-ACC](#)

The structure of this page was last modified: 08/02/2001 05:00:43 PM

•
•
•

Research/resource feeds to get on the bleeding-edge

http://strategis.ic.gc.ca/sc_indps/ebiz/engdoc/homepage.php

www.ebusinessforyourbusiness.ca

www.e-com.ic.gc.ca/english/

www.cbcs.org/english/search/display.cfm?code=2842&coll=FE_FEDSBIS_E

www.cbcs.org/english/infoguides.cfm

<http://www.governing.com/sbtoc.htm>

- <http://www.business.gov/>
- <http://www.accessamerica.gov/docs/dotgov.html>

•
•
•

US example initiative: Joint municipal e-governance?

- Information clearinghouse
- A peer exchange program
- Technical assistance
- Multi-jurisdictional partnerships.
- Recognition
- Guidance and direction

•
•
•

Municipalities count?

- Total spending on
 - Education, transportation, health care, environment, telecommunications, etc ?
- Number of new jobs/businesses?
- Number of new revenue-earning community members?
- Number of satisfactory citizen services?
- Number of contributing partners?
- Size of communication network?
- No. of communication channels?

•
•
•

Ears to the ground and eyes wide open

- Partnership for aggregation of capacity, capability, resources
- Make use of federal/provincial granting programs for the 6 identified key areas across all sectors
- Focus on feedback to identify citizen needs
- Focus on technology-enablement of key services
- Communicate and serve through all channels – walk in, telephone, fax, web