

12th GCC eGovernment Forum

20-24 May 2006 | Dubai | UAE

Managing Cities in the Knowledge Economy

A major research initiative is currently being developed within the eGISE network through an international collaboration of academics and government agencies into an evaluation of the impact of eGovernment on Public Services.

Professor Ray Hackney (MMU Business School), as a member of the network, has recently returned from giving an invited keynote talk at the GCC eGovernment Conference in Dubai. The event was sponsored by the United Arab Emirates (UAE) and attended by Heads of State, members of the UAE Royal Family, Diplomats, Ministers, senior government policy makers and business leaders - with over 300 delegates it is the largest conference of its type in the region.



The majority of the World's population live in cities and there is a clear need for the ability to innovate in these environments through a diverse, dynamic and creative research base. The advent of the 'knowledge economy' augments these needs, enabled through information and communication technologies, as the prime source of wealth creating assets. A critical feature of government in this respect is the opportunity to engage with all stakeholders in the process including agencies and citizens. Consequently, eGovernment essentially necessitates 'joined-up' activities which involve the sharing of knowledge and capabilities.

Professor Hackney and colleagues have formulated a 'co-opetition' framework based on empirical work in the USA for determining factors for constructing and sustaining a knowledge sharing network in a commercial environment. It is now intended to work with the National League of Cities (Washington, DC, USA) to extend the features of their 'City Knowledge Network' for promoting urban areas as centres of public opportunity, leadership and governance.



eGovernment is a burgeoning phenomenon across the globe with substantial investments being made to support improvements to infrastructures as well as services to the citizen. Many of the emerging challenges facing its adoption are not technical or developmental but centre around political, managerial and cultural ICT issues, which are of course accentuated in the public sector. The research therefore seeks to make a significant contribution to normative strategic planning concepts which relate to government business policy and technological exploitation. The main objective is to seek reflective analysis of successful or failed eGovernment where key ICT learning issues may be extrapolated for use as a frame of reference. In addition, paradigmatic approaches that adopt exploratory theory building through case analysis are being adopted.

A number of additional eGISE research bids are currently being developed building on an earlier EPSRC grant to progress these initiatives.

Professor Hackney is also Editing a special edition of the influential Journal Strategic Information Systems on 'eGovernment Strategies: ICT innovation in international public sector contexts' (with Kevin Desouza, University of Washington, USA and Patrick Chau, Hong Kong University, PRC). He is pictured 'Presenting' and with Dr Ali Al Kamali, Chairman of the GCC eGovernment UAE event.