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Generic tools and policies for an electronic democracy

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Abstract

This description of generic tools and policies for an electronic democracy (e-democracy) is meant to provide an overview on the manifold and diverse opportunities to set up e-democracy. The aim is to provide a guide to all possible stakeholders at all levels for the implementation of a fully supported e-democracy.

For this we generically describe 33 instruments to provision an e-democracy.

Keywords

E-Democracy

E-Voting

E-Participation

Generic Tools

Generic Policies

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Executive Summary

This presentation of generic tools and policies for e-democracy provides an overview on the manifold and diverse opportunities to set up e-democracy. The aim of this paper is to foster knowledge about and to provide a guide for the implementation of a fully supported e-democracy at all levels of government - local, regional, national, inter-/supranational - and in respect of all stakeholders: from public authorities (representative assemblies and administration) to NGOs and single citizens.

Each generic tool or policy is evaluated with the same criteria and structure in order to facilitate the comparison of different tools and policies and to increase the comprehensibility and usability for different users.

The following overview of 33 tools and policies is especially directed to public authorities and other interested stakeholders in electronic democracy. It presents an overview of possible ways and methods of introducing electronic democracy.

The guide provides a comprehensible quick overview about the most common generic tools and policies used for the introduction of electronic democracy. These tools and policies are drawn from research on more than 100 examples of different countries of using electronic means with regard to democracy. This paper is linked to the work and outcome - including on terminology - of the Council of Europe 'Ad hoc Committee on electronic democracy' (CAHDE).*

Each practice is presented on two pages including a short overview containing the most important facts, like initiators, reasons for initiating, function for democracy, timelines, financing and others. Furthermore each practice is clustered in three core areas of research, each covering certain aspects of the described tools. Each area is further structured in the following way:

- Basis of initiative: initiator, reasons, objectives and embedding in democracy;
- Management: partners, key actors, sustainability and follow-up;
- Other aspects: political support, main achievements.

The clustering regarding the function for democracy is based on the aspects of democracy which are supported more specifically through the implementation of the specific tool or policy: increasing the transparency of the political process; enhancing the direct involvement and participation of citizens; and/or improving the quality of opinion formation by opening new spaces of information and deliberation.

The overall clustering technique facilitates the comparison of the practices amongst each other and establishes an opportunity to deduce implications and pre-requisites for development and implementation.

* undertaken from autumn 2006 to the end of 2008, and chaired by Dr. Thomas M. Buchsbaum

Instrument	Description	Page
Generic Tools		11
1. E-Campaigning	Engaging in a co-ordinated way, by electronic means, with people and encouraging people to engage with each other in order to mobilise and/or convince individuals in political campaigns to promote causes	11
2. E-Citizen Relationship Management (E-CiRM)	Public authorities personalize especially citizens' information to provide citizen-customized information and improve the quality of data of public administration about its citizens	13
3. E-Complaints	In particular public authorities using ICTs to provide citizens with means for complaint, conflict resolution and in combination with other initiatives to establish some citizen relationship management	15
4. E-Consultation	Collecting opinions of designated persons or the public at large on a specific policy issue without necessarily mandating the decision maker	17
5. E-Consulate / E-Embassy	The use of electronic means and ICTs to provide services to citizens living or travelling abroad (and aliens) in terms of information, consular support, applications, consultation / participation and e-voting	19
6. E-Democracy Games	Games and simulations developed or implemented by public authorities, NGOs, policy centres or private actors to explain and introduce e-democracy, its processes and tools to citizens, shape the public sphere and foster the knowledge on (e-)democracy	21
7. E-Democracy Webcasts	Live streaming / web casting of legislative / executive / judiciary meetings by public authorities in order to provide citizens and other interested stakeholders with information and transparency	23
8. E-Discussion	Discussions of issues of citizens' concern among citizens, public authorities and others using ICTs and other e-democracy tools in order to foster citizens' deliberation and participation in democracy	25
9. E-Initiative	Using electronic and Internet tools to establish initiatives by citizens in order to participate in or influence political decision-making and engage in political agenda setting	27
10. E-Journalism	Using electronic and internet tools to publish information and news, report from political (party) events and event blogging by citizens and officials to provide unfiltered information	29
11. E-Justice	Using ICT in the conduct of justice, by all stakeholders of the judiciary, in order to increase efficiency and quality of public service in particular for citizens and business	31

12. E-Legislation	Using ICT for drafting, commenting upon, consulting, structuring, formatting, submitting, amending, voting and publishing of acts of elected assemblies	33
13. E-Ombudsman and Audit Institutions	Internet sites of ombudsman and audit institutions publishing information about public authorities' compliance with rules and especially providing citizens with a(n anonymous) possibility to issue a complaint electronically, thus establishing enhanced means of control	35
14. E-Parliament	The use of ICT by elected representative assemblies, their members and political and administrative staff, in the conduct of their tasks, actively involving its electorate / citizens	37
15. E-Party (external)	The use of ICTs by political parties and corporations/associations to provide information about their activities, conventions and campaigns as well as participation opportunities online for its members and interested citizens	39
16. E-Petition	Electronic delivery of a protest or recommendation to a democratic institution about a public institution, a law, or to provide the public authorities or representatives with their opinion	41
17. E-Politician	Politicians electronically providing information about themselves, their work, decision-making and voting, and interacting and deliberating with their and others' public authorities as well as citizens (constituents) and the media.	45
18. E-Spatial Planning	Discussion and participation in urban planning in a neighbourhood context initiated by citizens, NGOs and/or public authorities making use of ICTs to foster local participation and find solutions on a local base	47
19. E-Voting	An electronic election or referendum that involves the use of electronic means in at least the casting of the vote, hereby enabling e.g. increasing accessibility for citizens and faster counting	49
20. Grassroots Interactivity C2C, C2G	Citizen initiated e-democracy projects among citizens or between citizens and public authorities to foster engagement and awareness regarding public issues and to influence political decisions	51
21. Information Management Tools	Innovative tools on public information, especially collecting and aggregating available information or news about situations and events, initiated by any stakeholder of democracy to facilitate information and decision-making	53
22. Participatory Budgeting	Public participation in the budgeting process through electronic participatory tools and procedures hereby making the budgeting process more inclusive	55
23. Political Party's Internal E-Democracy	Political parties and associations using e-democracy tools for internal purposes, especially the selection of candidates, decision-making and internal party voting to include absent members and accelerate processes	57
24. Single Government Portal	One-stop government Internet websites supporting the citizens in dealing with public authorities by using electronic means - for communicating and transacting with public authorities	59
25. Social Networking E-Democracy	Using Internet based electronic social networks for political debate and initiatives, democratic participation and deliberation primarily among citizens, also with	61

	politicians and public authorities, closing the information gap and increasing participation, deliberation and transparency	
26. Vote Navigator	A web-based tool to provide an overview of political parties, candidates and their programmes for elections, facilitating transparency and offering the elector an independent opinion in forming his/her decision	63
Generic Policies		65
27. Combating Digital Illiteracy	Activities by public authorities and NGOs to combat digital illiteracy and digital divide, enabling all citizens to actively participate in (e-)democracy	65
28. E-Incentives	Activities by public authorities to provide financial, political or other rewards to citizens for their participation in e-democracy	67
29. E-Inclusion	Activities by public authorities and NGOs to promote inclusion in (e-)democracy especially of the unconnected, the elderly, minorities, other marginalised socio-economic groups and citizens with special needs	69
30. E-Training	Initiatives by public authorities and other actors for training in particular elected representatives, politicians and civil servants in using e-democracy methods	71
31. Government Interactivity with Citizens: G2C with C2C	Interaction by public authorities with electronic grassroots initiatives by either integrating them into the political process or providing such grassroots initiatives with administrative or financial support leading to an increased participation of citizens	73
32. Overcoming E-Obstacles	Activities to eliminate barriers of access and use of e-democracy, especially the previously elaborated issues of digital divide and digital illiteracy	75
33. Regulating E-Democracy	Provision of regulatory frameworks and regulations for e-democracy by public authorities, non-governmental authorities, providers or users in order to facilitate e-democracy and to secure the citizens' rights and interests	77

Figure 1: Overview of E-Democracy Generic Tools and Policies

This analysis clusters the practices in two general and broad categories: tools and policies - expressing the top-level character of the initiative and facilitating orientation for the addressee.

Each generic practice contains an implementation stage. This clustering is in addition to the differentiation between policy and tool provided in order to ease the setup of an implementation roadmap. It can be used as a possible scheme of building blocks for the implementation of e-democracy.

The concept of building blocks is reflecting the use of the described generic tool or policy. Policies are mainly driven by public authorities to establish a fundament for the electronic means of democracy and specifically for the described tools.

The generic descriptions should support the planning, development and implementation of the tools. The list which is not complete tries to cover the diversity of available tools and policies to set up e-democracy.

I. Generic Tools

1. E-Campaigning

Engaging in a co-ordinated way, by electronic means, with people and encouraging people to engage with each other in order to mobilise and/or convince individuals in political campaigns - electoral and others - to promote causes, endeavouring to directly or indirectly influence the shaping or implementation of public policies.

1.1. Overview

Initiator	The political party, the candidate, NGOs
Reason / objective	Increasing participation in a political cause including in respect to elections and getting more votes
Function for democracy	Participation
Timeline	Up to 6 months, depending on the complexity and the used systems
Responsibility	With the initiator, PPP possible
Finance	By the initiator, funding and donations
Focus	Main driver and focus are the wish to win a cause including elections and convince citizens of the political (party's / candidates') program; the government focus is to get as many people to vote as possible
Selected addressed problems of democracy	Low and declining participation in political life including institutions and elections, inflexible (election) systems, the interest of young people in public affairs
Mode of interaction	Passive and / or interactive
Other	Accountability and transparency of the provided information is important for the citizens. Lack of trust could lead to protest activities/voting or apathy.

1.2. Basis of initiative

Who can initiate the project?

Parties, candidates and governments can initiate e-campaigning and e-electioneering projects.

Reasons for initiating the project

Parties and candidates want to spread information about their programs, aims and goals. Governments want to increase awareness for voting. All of them use the electronic channels as additional channels to address the citizens.

Main objectives / goals of the initiative

Main objectives are information and participation in the election.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

These initiatives are mainly launched during election campaigns but can also relate to other participation initiatives and can be combined with mash-ups or social network activities.

1.3. Management

What partners - including public and private - can there be and what can their roles be?

Private partners can be used for the development of the tools. Media support alongside other NGOs teaming up with the party can increase awareness of the campaign.

Can there be other key actors besides project partners?

The key actors are the citizens/voters: if the campaign does not attract them, it will fail.

Implementation stage

Early stage

1.4. Other aspects

What factors can provide political support for the initiative?

Political support is given, because it is either parties or candidates that initiate most of the projects. Apart from that the provision of reliable information, gaining an electoral advantage should be impetus enough for any politician.

What can the main achievements of the initiative be?

A higher turnout at the election and more votes for the candidate or the party.

2. E-Citizen Relationship Management (E-CiRM)

Public authorities personalize especially citizens' information to provide citizen-customized information and improve the quality of data of public administration about its citizens.

2.1. Overview

Initiator	The public authority
Reason / objective	Providing the citizens with customized information, improving the service and data quality
Function for democracy	Participation
Timeline	Period of approximately six months, depending on complexity
Responsibility	At the initiating institution: PPP not possible
Finance	By the public budget
Focus	Customized information on citizen's request
Selected addressed problems of democracy	Growing mistrust in politics, lacking rights / involvement and representation of long-term residents of foreign nationality, lack of information on democratic rights and processes in native / minority tongues
Mode of interaction	Passive
Other	Identification, security and stability of the system are the biggest challenges. Given the migration to E-CiRM, "digital divide" issues have become increasingly important and have to be considered at an early stage

2.2. Basis of initiative

Who can initiate the project?

This project can only be initiated by the administration.

Reasons for initiating the project

Faster response to citizen's input and requests; providing the citizen with customized information; improving the service quality of the administration.

Main objectives / goals of the initiative

Providing citizens with customized information and increasing the quality of data of public administration about its citizens.

How can the project relate to other democratic initiatives in the area - both online and offline?

This project should relate to e-government and can be combined with the establishment of electronic complaint procedures.

2.3. Management

What partners - including public and private - can there be and what should their roles be?

Public partners can be other administrative bodies. Private partners can be found for the development of the system, its integration and its maintenance.

Can there be other key actors besides project partners?

So far there have been no other key actors involved in this type of initiative; therefore, this cannot be evaluated.

Implementation stage

Later stage

2.4. Other aspects

What factors can provide political support for the initiative?

The improved provision of information for citizens should constitute an impetus for politicians and the public administration to support these initiatives.

What can the main achievements of the initiative be?

The main achievement of the initiative should be a cost-efficient, fast and responsive service that provides customized services and information for the citizen. To establish a tracking system for citizens of the progress and outcomes of their inquiry, which means also increasing the accountability and transparency.

What criteria can be used to evaluate the initiative?

The initiatives can be evaluated according to the number of procedures managed electronically and the number of citizens that have been successfully served.

3. E-Complaints

In particular public authorities are using ICTs to provide citizens with means for complaint, conflict resolution and in combination with other initiatives to establish some citizen relationship management. Non-public actors could use this e-democracy method as well, both with respect to issues in the public domain and to issues of private institutions.

3.1. Overview

Initiator	In particular public authorities
Reason / objective	To establish an independent, direct and sustainable communication channel for citizens.
Function for democracy	Participation
Timeline	Up to one year for development and implementation.
Responsibility	With the initiating institution, though dependent on the level of establishment (local, regional, national). PPP possible for development and maintenance
Finance	Public initiatives: Public budget. Private initiatives: donations, initiator.
Focus	Introducing a 24/7 complaint and feedback channel for citizens
Selected addressed problems of democracy	Little impact of citizens will beyond elections, corruption by state organs, non-transparent dependencies within democratic institutions
Mode of interaction	Proactive
Other	Such initiatives are heavily dependent on political will, the satisfaction and direct communication through G2C and C2G should be a strong impetus to establish such systems as soon as possible.

3.2. Basis of initiative

Who can initiate the project?

Such initiatives can be introduced either by governments to channel and properly handle citizen complaints and improve citizens' relationship management. Private initiatives introduce an independent control and complaints body.

Reasons for initiating the project

To establish a sustainable communication channel for the citizen independent of elections or other electronic consultation procedures like e-petitions.

Main objectives / goals of the initiative

Providing an electronic complaint procedure for citizens and increasing their satisfaction with the public authorities. Private projects aim to expose official misbehaviour and provide citizens with a forum for complaints independent of established authorities.

How can the project relate to other democratic initiatives in the area - both online and offline?

Electronic complaint procedures can operate in conjunction with telephone service centres for citizens. Furthermore, these initiatives can be combined with elections to establish an independent control mechanism for citizens to report counterfeits, pressurising, etc.

3.3. Management

What partners - including public and private - can there be and what should their roles be?

For the development and implementation of the system, private companies can act as partners. Furthermore, the media is always a key partner for the promotion of such systems among the citizens. Parties, unions and NGOs can also be useful partners in this regard.

Can there be other key actors besides project partners?

The citizens, who are not project partners, are the most important key actors in the establishment of the system. The consequences of their not-using the system could be fatal to the project.

Implementation stage

Advanced stage

3.4. Other aspects

What factors can provide political support for the initiative?

The increased satisfaction of citizens should constitute a strong impetus for politicians to implement such systems. Furthermore, this general satisfaction could contribute toward a higher turnout at following elections.

What can the main achievements of the initiative be?

The main achievement should be the citizens' greater satisfaction with politicians and the administration.

What criteria can be used to evaluate the initiative?

Satisfaction polls and participation in electronic complaint procedures in comparison to electronic petition systems can be used as evaluation criteria.

4. E-Consultation

Collecting opinions of designated persons or the public at large on a specific policy issue without necessarily mandating the decision maker. There are various forms of e-consultation, formal and informal, public authority-regulated and unregulated.

4.1. Overview

Initiator	Mainly public authorities
Reason / objective	Bridging the communication gap, collecting citizens' opinions at the grass roots level.
Function for democracy	Deliberation
Timeline	Depending on the scale of the initiative, between 3 to 12 months.
Responsibility	Government, PPP not possible
Finance	Public funding / budget
Focus	Accelerating citizens' access to information and establishing a direct, fast and convenient feedback channel.
Selected addressed problem of democracy	Little impact of citizens will beyond elections, lacking citizens inclusion and empowerment, low and declining participation in politics including political institutions and elections, growing mistrust in political institutions
Mode of interaction	Active
Other	Can be used to improve the political culture by enabling direct communication between citizenry and politicians

4.2. Basis of initiative

Who can initiate the project?

The initiators are mainly administrative or government bodies. Academics initiated a few projects on behalf of public authorities.

Reasons for initiating the project

Encouraging discussion and consultation of citizens on different levels, bridging the communication gap between politicians and citizens, and gauging opinions on issues of day-to-day life are the impetus to start initiatives.

Main objectives / goals of the initiative

The main objectives are getting information directly from the citizens, involving citizens in the policy-making process at an early stage, establishing a dialogue with the citizens about policies, highlighting issues of their concern and opening a channel for direct feedback, especially for politicians.

How can this project relate to other democratic initiatives in the area - both online and offline?

Such participatory projects and initiatives can be used in conjunction with larger political or democratic initiatives concerning elections and referenda. These initiatives

could also be used to collect and evaluate general positions and opinions of the citizenry unrestricted to a certain political topic or democratic issue.

4.3. Management

What partners - including public and private - can there be and what can their roles be?

Choosing partners for initiatives in these areas largely depends on the topic and its scope. The media should certainly be sought as a partner in informing citizens on the nature of these topics and the relevant background information. Public partners can be other departments at the same level, or, in a multi-level system, partners can co-operate vertically on certain issues. Private partners can be used for developing the platform, marketing and PR support.

Can there be other key actors besides project partners?

Yes, there can. These include, above all, the political parties, unions and other NGOs and the media who hold a large stake in the development and acceptance of such e-consultation initiatives.

Implementation stage

Advanced stage

4.4. Other aspects

What factors can provide political support for the initiative?

The next generations that come to the political fore will have grown up with the Internet. Electronic consultation procedures recognise this fact and can begin to bridge the gap in the real world.

Given the growing importance of local topics and the increasingly well-informed citizenry, these initiatives will also enable politicians to quickly receive their valuable input on the important issues, which affect them.

What can the main achievements of the initiative be?

The main achievement of such initiatives should be to improve the quality of participatory political culture and opening the world of politics to new groups in society.

What criteria can be used to evaluate the initiative?

Participation rates, the number of laws and regulations introduced based on the initiatives, and the satisfaction of citizens and politicians after a certain period of time after the introduction of the law or regulation in comparison to one, which was not introduced based on such initiatives.

5. E-Consulate / E-Embassy

The use of electronic means and ICTs to provide services to citizens living or travelling abroad (and aliens) in terms of information, consular support, applications, consultation / participation and e-voting.

5.1. Overview

Initiator	Governments, embassies
Reason / objective	Enabling citizens living or working or travelling abroad with an easy-to-access and comprehensible service platform
Function for democracy	Participation
Timeline	Up to 6 months, depending on the complexity and the used systems
Responsibility	With the initiator: PPP possible
Finance	By the initiator
Focus	Main driver and focus are providing citizens abroad and aliens with accessible services, with part
Selected addressed problems of democracy	Little appreciation of democratic institutions, low and declining participation in elections
Mode of interaction	Passive and / or interactive
Other	System performance, transparency and usability are crucial for the success of such tools.

5.2. Basis of initiative

Who can initiate the project?

Governments and embassies can initiate such e-consulate projects.

Reasons for initiating the project

Integration and participation of citizens living abroad

Main objectives / goals of the initiative

Main objectives are information and participation of citizens living abroad.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

These initiatives can provide access to citizens abroad in political initiatives and elections in their home country by a combination with e.g. e-voting, e-participation and e-petition.

5.3. Management

What partners - including public and private - can there be and what can their roles be?

Private partners can be used for the development of the tools. Media support alongside teaming up with the party can increase awareness of the tools and inform about using it.

Can there be other key actors besides project partners?

The key actors are the citizens abroad, because the system fails if they are not using it.

Implementation stage

Early stage

5.4. Other aspects

What factors can provide political support for the initiative?

Such a system should not need political support, as it is a necessity to include citizens abroad in the political process of their home country. Political support could stem from an increase in information and participation of citizens abroad in elections and other political initiatives.

What can the main achievements of the initiative be?

Higher satisfaction with government service among citizens abroad and possibly a higher turnout of them in elections and participation initiatives

6. E-Democracy Games

Games and simulations developed or implemented by public authorities, NGOs, policy centres or private actors to explain and introduce e-democracy, its processes and tools to citizens, shape the public sphere and foster the knowledge on (e-)democracy.

6.1. Overview

Initiator	Government, policy centres, NGOs, private actors
Reason / objective	Facilitating introduction of e-democracy and shaping the public sphere
Function for democracy	Participation
Timeline	Up to one year, depending on scope and complexity of the game
Responsibility	Initiating institution has overall responsibility
Finance	By the initiating organization
Focus	Information, education and training with e-democracy tools
Selected addressed problems of democracy	Low and declining participation in politics including political institutions and elections, lacking transparency of the voting systems, little interest of young persons in public affairs, limited access to modern means of communication and information by citizens
Mode of interaction	Interactive
Other	Such simulations and games are success factors for the introduction and acceptance of citizens, a long-term approach is required, because e-democracy cannot be established over night

6.2. Basis of initiative

Who can initiate the project?

Government, policy centres, NGOs and private actors can initiate the project.

Reasons for initiating the project

Facilitating access to electronic democracy, getting citizens used to new channels of democracy and uncovering hidden and informal feedback, opinions and comments on public and political issues directly from the citizens are all valid reasons for initiating the project.

Main objectives / goals of the initiative

The main objectives of the initiative involve introducing e-democracy tools and bridging the communication and interaction gap between citizens and governments.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

The launch of the game can relate to democracy initiatives surrounding elections and referenda for example. In fact, it can relate to almost every e-democracy tool.

6.3. Management

What partners - including public and private - can there be and what can their roles be?

Private partners can develop and operate the system; governments can team up with existing initiatives and support them with funding, for example. Citizens can act as beta-testing partners.

Can there be other key actors besides project partners?

Games heavily depend on their recognition and popularity among users; the media therefore has an important role to play in publicising these projects.

6.4. Other aspects

What factors can provide political support for the initiative?

The enhancement and development of democracy should be a strong impetus for politicians to support such initiatives.

What can the main achievements of the initiative be?

A positive attitude towards electronic democracy and increased participation and deliberation

What criteria can be used to evaluate the initiative?

Possible criteria include the turnout at the next election, participation rates in the games and in the real initiatives that follow.

Implementation stage

Schedule independent

7. E-Democracy Webcasts

Live streaming / web casting of legislative / executive / judiciary meetings over the Internet by public authorities, providing citizens and other interested stakeholders with information and increasing transparency.

7.1. Overview

Initiator	The institutions themselves
Reason / objective	Increasing transparency by providing information for the citizens about processes inside political institutions
Function for democracy	Transparency
Timeline	Between three and six months
Responsibility	Overall responsibility should lie with the initiating institutions
Finance	By the institution's budget or public budget
Focus	Information for citizens about decision-making in political and judicial institutions
Selected addressed problems of democracy	Growing mistrust in politics, little appreciation of democratic institutions, doubts on the legitimacy of parliamentary decisions
Mode of interaction	Passive
Other	Such initiatives greatly depend on systemic capabilities. "Digital divide" issues need to be carefully considered.

7.2. Basis of initiative

Who can initiate the project?

The government, legislative bodies or judicial bodies can initiate such projects. Public Private Partnerships can originate these projects, too.

Reasons for initiating the project

The project is initiated to increase the transparency of government, legislative or judicial activities through broadcasting meetings and sessions.

Main objectives / goals of the initiative

The main objectives involve the idea that the availability of such systems will satisfy the citizens' desire to look behind the walls of the political apparatus. If transparency increases, so will confidence in the institutions.

How can the projects relate to other democratic initiatives in the area - both online and offline?

The initiative can relate to a number of other democratic initiatives without being bound to any. It can also be implemented as a stand-alone initiative.

7.3. Management

What partners - including public and private - can there be and what should their roles be?

Private partners can be those offering live stream and web cast solutions, or those operating hosting and maintenance services. Public partners can be other institutions and bodies using the same system, which would reduce the relatively high cost of these systems.

Can there be other key actors besides project partners?

Other actors can be, for example, the media and parties who could promote the use of these systems.

Implementation stage

Schedule independent

7.4. Other aspects

What factors can provide political support for the initiative?

Satisfying the citizens' demand for information regarding political decisions should be a strong impetus for politicians to support the creation of these services.

What can the main achievements of the initiative be?

The main achievements should be the greater satisfaction of citizens, an increased transparency and a more receptive political culture that is open to new generations.

What criteria can be used to evaluate the initiative?

The number of hits on the website and the number of viewed videos can be used to evaluate these initiatives.

8. E-Discussion

Discussions of issues of citizens' concern among citizens, public authorities and others using ICTs and other e-democracy tools in order to foster citizens' deliberation and participation in democracy.

8.1. Overview

Initiator	Government, citizens, NGOs and parties
Reason / objective	Enabling and fostering deliberation and participation in democracy
Function for democracy	Participation, Deliberation
Timeline	One week to 6 months, depending on complexity, scope and reach of the initiative
Responsibility	With the initiating institutions, PPP possible
Finance	By the initiator, donations, funding and sponsoring
Focus	Any political issue of citizen concern; enabling participation and deliberation
Selected addressed problems of democracy	Lacking citizens inclusion and empowerment, negative public appreciation of democracy, growing mistrust in politics
Mode of interaction	Active
Other	Such initiatives require moderation and monitoring. Challenges include transparency, accountability and censorship

8.2. Basis of initiative

Who can initiate the project?

Governments, citizens, NGOs and parties can all initiate the project.

Reasons for initiating the project

Stimulating political discussion and fostering political culture are reasons for initiating the project.

Main objectives / goals of the initiative

Main objectives of the initiative include enabling and strengthening deliberation and participation among citizens.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

These initiatives can act as a springboard for other democratic initiatives such as e-petitions, e-participation, e-voting and more.

8.3. Management

What partners - including public and private - can there be and what can their roles be?

Partners largely depend on the scope of the initiative; the government, political parties and other public and private actors have a stake in it as soon as it involves a topic of their concern.

Can there be other key actors besides project partners?

The media is an especially important tool in increasing awareness of such initiatives.

Implementation stage

Early stage

8.4. Other aspects

What factors can provide political support for the initiative?

The topics under discussions are of great importance in attracting users and political support.

What can the main achievements of the initiative be?

The main achievement of e-discussion initiatives is fostering a deliberative civic culture by providing training and experience with e-democracy tools.

9. E-Initiative

Using electronic and Internet tools to establish initiatives by citizens in order to participate in or influence political decision-making and engage in political agenda setting.

9.1. Overview

Initiator	Citizens only
Reason / objective	Increasing participation and deliberation of issues of citizens' concern, creating a platform for citizens to politically communicate
Function for democracy	Deliberation, Participation
Timeline	Depending on complexity, from 1 day to 1 months
Responsibility	With the initiator
Finance	By the initiator, public funding, sponsoring, donations from other citizens
Focus	Creating an independent participatory forum for citizens by citizens
Selected addressed problems of democracy	Low and declining participation in politics including institutions and processes, frustration over false promises, negative public appreciation of democracy, lacking public contestation between political elites
Mode of interaction	Active
Other	Such initiative are mainly related to local issues, the biggest challenge is to reach the critical mass to be heard by politicians

9.2. Basis of initiative

Who can initiate the project?

Such projects are mainly initiated by citizens.

Reasons for initiating the project

The main reasons are increasing participation among citizens and creating awareness for local political issues. The consecutive reason is to increase the awareness of politicians for local concerns.

Main objectives / goals of the initiative

Enabling citizens to increase participation and deliberation.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Such initiative relate to a number of other democratic and especially e-democratic initiatives. E-spatial planning, e-participation and e-discussion initiatives can be related or even a part or a follow-up of e-initiatives.

9.3. Management

What partners - including public and private - can there be and what can their roles be?

There can be a wide range of project partners from politicians on local or upper levels to business or other stakeholders in society and public life for development, implementation, financing or communicating such initiatives.

Can there be other key actors besides project partners?

The media and the citizens are key actors. Media creates awareness and public recognition and citizens are users and drivers of such projects.

Implementation stage

Early stage

9.4. Other aspects

What factors can provide political support for the initiative?

Political support is depending on participation of a critical mass of citizens in such initiatives. Public reception and media coverage can significantly increase political support for such initiatives.

What can the main achievements of the initiative be?

The main achievement should be to create a vital, deliberative community and enabling a participatory public sphere.

10. E-Journalism

Using electronic and internet tools to publish information and news, report from political (party) events and event blogging by citizens and officials in order to provide unfiltered information and increase transparency and accountability.

10.1. Overview

Initiator	Mainly citizens
Reason / objective	Citizen generated content, independent of government and established media sources
Function for democracy	Deliberation, Transparency
Timeline	Easy to establish, one blog takes one day
Responsibility	With the initiator
Finance	By the initiator, public funding, sponsoring, donations from other citizens
Focus	Creating an independent, reliable media source, freedom of speech and information
Selected addressed problems of democracy	Frustration over false promises, negative public appreciation of democracy, lacking public contestation between political elites
Mode of interaction	Ranges from passive to interactive
Other	Both censorship and complete freedom of speech can pose serious threats to such initiatives.

10.2. Basis of initiative

Who can initiate the project?

Such projects are mainly initiated by citizens. Sometimes party or the media initiate such projects to enable public discussions.

Reasons for initiating the project

The main reason is creating an independent platform or channel for information and communication of citizens.

Main objectives / goals of the initiative

Enabling citizens to generate content about political issues of public concern is the main goal of such initiatives.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Such initiatives can be connected to almost any offline and online democracy initiative.

10.3. Management

What partners - including public and private - can there be and what can their roles be?

Public partners can be found in governments, parties or associations supporting the establishment of such an initiative or providing funding. Private partners can be developers or providers of certain platforms and technologies and funding.

Can there be other key actors besides project partners?

The media and the users are other key actors.

Implementation stage

Early stage

10.4. Other aspects

What factors can provide political support for the initiative?

For a large number of initiatives, the quality of the provided information and the power / influence of the author / initiator / project within the community are the most important factors in securing political support.

What can the main achievements of the initiative be?

The main achievement should be to create a vital, deliberative community and enabling a participatory public sphere.

11. E-Justice

Using ICT in the conduct of justice, by all stakeholders of the judiciary, in order to increase efficiency and quality of public service in particular for citizens and business.

11.1.Overview

Initiator	Public authorities
Reason / objective	Transparency and better information
Function for democracy	Deliberation
Timeline	Depending on complexity, approximately 3 months
Responsibility	With the initiating institutions, PPP possible
Finance	By the initiator
Focus	Increasing efficiency and quality of public service in the judiciary
Selected addressed problems of democracy	Little appreciation of democratic institutions, growing mistrust in politics
Mode of interaction	Passive
Other	The biggest challenge is ensuring the transparency and accountability of the provided information and the development and implementation of flexible efficient processes

11.2.Basis of initiative

Who can initiate the project?

Governments or the administrative bodies can initiate such a project.

Reasons for initiating the project

The project is initiated to increase efficiency in judicial processes between the various stakeholders resulting in higher quality and faster responding public service.

Main objectives / goals of the initiative

The initiative aims to increase transparency and better inform citizens, which in turn promotes the development of civic culture.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Such initiatives can be part of a bigger digitalization strategy of public administration with the aim of providing the citizens and the civil servants with a highly integrated and efficient ICT environment - especially initiatives in the area of e-legislation or e-parliament.

11.3. Management

What partners - including public and private - can there be and what can their roles be?

Project partners can be other public institutions with a stake in judiciary and private partners for development, implementation and maintenance.

Can there be other key actors besides project partners?

Other actors are the civil servants and stakeholders in judiciary, because they need to use the system and the citizens as the final beneficial addressee of such a system, their interests and demands should be considered.

Implementation stage

Early stage

11.4. Other aspects

What factors can provide political support for the initiative?

A transparent and comprehensible architecture generates public support in such a system. A benchmark of the processes before and after the introduction can further increase public and consequently political support as soon as the electronic processes are increasing efficiency and quality of judiciary.

What can the main achievements of the initiative be?

Increasing the efficiency and the quality of communication and data exchange among the stakeholders in judiciary should be the main achievement.

12. E-Legislation

Using ICT for drafting, commenting upon, consulting, structuring, formatting, submitting, amending, voting and publishing of acts of elected assemblies.

12.1. Overview

Initiator	Government, especially legislative bodies
Reason / objective	Improving processes within the legislation through digitalization of a set of processes related to bill-making and -enacting.
Function for democracy	Transparency
Timeline	Depending on complexity, approximately 6 months
Responsibility	With the initiator
Finance	By the initiator
Focus	Increasing efficiency and communication processes within the legislation
Selected addressed problems of democracy	Declining legitimacy of the parliamentary system, doubts on the legitimacy of parliamentary decisions, lack of stability of legislation
Mode of interaction	Passive
Other	The biggest challenge is the communication of higher efficiency and transparency to the citizen. Citizens are indirect beneficial addressees of such a system change.

12.2. Basis of initiative

Who can initiate the project?

Such projects are initiated by governments or legislative bodies

Reasons for initiating the project

The main reason is improving the internal processes within the legislation in making bills and enacting laws and the external process of communicating the new legislation.

Main objectives / goals of the initiative

Faster, better and efficient internal law-making processes and better informed citizens.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Such initiatives can be part of a bigger ICT strategy of public institutions and can especially be connected with e-justice or e-parliament initiatives.

12.3.Management

What partners - including public and private - can there be and what can their roles be?

Private partners can be developers or providers of certain platforms and technologies.

Can there be other key actors besides project partners?

The media can be a partner in communicating such new processes and increasing citizens' trust in and understanding of such systems.

Implementation stage

Early stage

12.4.Other aspects

What factors can provide political support for the initiative?

Comprehensibility and user friendliness are the key factor to get support from the users, mainly politicians and civil servants.

What can the main achievements of the initiative be?

The main achievement should be to establish an efficient and transparent law-making process with a comprehensible and easy-to-use interface for citizens to access legislations.

13. E-Ombudsman and Audit Institutions

Internet sites of ombudsman and audit institutions publishing information about public authorities' compliance with rules and especially providing citizens with a(n anonymous) possibility to issue a complaint electronically, thus establishing enhanced means of control and increasing the transparency of the political system.

13.1. Overview

Initiator	The ombudsman and/or audit institution(s)
Reason / objective	Publishing information, increasing transparency, facilitating complaints
Function for democracy	Transparency
Timeline	Approximately three months
Responsibility	With the initiating institution
Finance	By the public budget or the institution's budget
Focus	Increasing transparency and fostering trust in public and political institutions.
Selected addressed problems of democracy	Negative public appreciation of democracy, declining legitimacy of parliamentary decisions, lacking effective control by parliament and audit institutions
Mode of interaction	Proactive
Other	Accountability and transparency are the pillars of democracy; therefore, any modern democratic system should possess a strong impetus towards establishing such electronic services.

13.2. Basis of initiative

Who can initiate the project?

These projects are initiated by the Ombudsman or the audit institution itself.

Reasons for initiating the project

The project is initiated to publish important reports and documents as well as general information about the institution's work and remit. Secondly, the project is initiated to facilitate the complaint procedure for reporting malpractice within administrative or government bodies.

Main objectives / goals of the initiative

The initiative should publish information in order that citizens can better assess the work of public authorities and also provide a channel through which they can file complaints about malpractice.

How can the project relate to other democratic initiatives in the area - both online and offline?

It is unlikely that these projects can be carried out in conjunction with other, more political, democratic initiatives given the imperative of independence in this case. However, they can conceivably be launched alongside other e-complaint initiatives or e-petitions.

13.3. Management

What partners - including public and private - can there be and what should their roles be?

Public partners can include other ombudsmen from regional and local levels or from other nations. Private partners can be useful for the development, implementation and maintenance of the system.

Can there be other key actors besides project partners?

As always, the media and the people themselves play a crucial role in promoting, adopting and, in this sense, validating the system.

Implementation stage

Schedule independent

13.4. Other aspects

What factors can provide political support for the initiative?

Accountability and transparency are central pillars of any democratic system. Consequently, politicians should possess a strong drive to establish and promote any new initiative that bolsters these principles. Furthermore, the integration of the e-literate adolescent generation into political culture is a serious challenge for modern political systems.

What should the main achievements of the initiative be?

The main achievement of such an initiative should be the increased transparency of the political system and better-informed citizens.

What criteria can be used to evaluate the initiative?

The number of complaints and the number of hits on the relevant web pages can be used to evaluate this initiative.

14. E-Parliament

The use of ICT by representative, consultative or deliberative assemblies, their members and political and administrative staff, in the conduct of their tasks, actively involving its electorate / citizens.

14.1. Overview

Initiator	Mainly parliaments - at local, regional, national, European, international levels
Reason / objective	Increasing transparency and efficiency of parliamentary work and the availability of information for citizens
Function for democracy	Participation, Transparency
Timeline	Depending on the complexity, three to 12 months for development and implementation
Responsibility	With the initiating institution, limited PPP possible
Finance	The public budget
Focus	Streamlining intra-parliamentary processes and workload of public authorities and politicians and providing information for citizens, increasing awareness and satisfaction with parliament's work
Selected addressed problems of democracy	Low and declining participation in politics including political institutions, doubts on the legitimacy of the parliamentary system, non-transparent dependencies within democratic / political institutions
Mode of interaction	Passive for the citizens, proactive for member of parliaments and members of the administration
Other	Connected MPs, cost advantages of electronically available and published information in comparison to print, though the issue of the "digital divide" must be taken seriously.

14.2. Basis of initiative

Who can initiate the project?

Such initiatives can only be initiated out of the parliament or the government itself.

Reasons for initiating the project

Better-connected members of parliament to the Internet, improving the communication, collaboration and efficiency of internal processes and as a consequence of the internal improvements increasing the accessibility, accountability and transparency of processes and decision for citizens.

Main objectives / goals of the initiative

The main goal is to improve internal processes and workflow and increase transparency and accountability to the outside / citizens.

How can the project relate to other democratic initiatives in the area - both online and offline?

The here described E-Parliament is not obviously related to other democratic initiatives. Its development and implementation should not be subject of any campaign or election. But such system influences indirectly almost any democratic initiative, because members of parliament can more easily interact with citizens and the transparency of parliamentary processes increases.

14.3. Management

What partners - including public and private - can there be and what should their roles be?

Together with other institutions and administrative bodies, it is possible to create inter-institutional and administrative information portals for members, administration and citizens. Private partners can be useful for the development, operation, training and maintenance of the platform.

Can there be other key actors besides project partners?

Besides project partners, the members of the parliament are key actors, if they are not using it, there is no need for such a system. Furthermore the citizenry and the media are indirect key actors as they are benefiting from better internal communication and working processes.

Implementation stage

Early stage

14.4. Other aspects

What factors can provide political support for the initiative?

Such a system should improve the communication and collaboration among and between the parliamentarians and the administration. This can lead to the creation of new points of contact especially with younger generations, which are growing up with the Internet.

What can the main achievements of the initiative be?

The main achievement should be a better-coordinated and faster working parliament and administration and secondly a better-informed citizenry who is better satisfied with its politicians.

15. E-Party (external)

The use of ICTs by political parties and corporations/associations to provide information about their activities, conventions and campaigns as well as participation opportunities online for its members and interested citizens - can include asking the members and non-members for feedback and establishing a deliberative communication channel.

15.1.Overview

Initiator	Political parties and associations, and public law corporations
Reason / objective	Increasing participation and information of members and potential supporters
Function for democracy	Participation
Timeline	Up to 3 months, depending on complexity
Responsibility	With the initiator; PPP possible
Finance	By the initiators budget, sponsoring and public funding
Focus	Public recognition for the activities and policies of a party; encouraging support and awareness among citizens
Selected addressed problems of democracy	Low and declining participation in politics including political institutions and elections, negative public appreciation of democracy, declining legitimacy of the parliamentary system
Mode of interaction	Passive, opportunities to become interactive
Other	Presenting a political party to the outside world electronically opens a new channel for dynamic and interactive communication. Younger generations and would-be supporters can be approached more easily and directly

15.2.Basis of initiative

Who can initiate the project?

Parties and associations are the initiators of such projects.

Reasons for initiating the project

To increase electoral turnout, keep party members well informed and attract new members, are reasons for initiating this kind of project.

Main objectives / goals of the initiative

The initiative should increase participation and provide information to party members.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Elections, participation projects and petition initiatives can be part of or a starting point for such projects. In many cases, these initiatives are related to election campaigns.

15.3. Management

What partners - including public and private - can there be and what can their roles be?

Public partners, excluding the party and its associated organizations, are not feasible. Private partners for the development of the system and its maintenance are possible.

Can there be other key actors besides project partners?

Media and sponsors are other key actors for such a system.

Implementation stage

Early stage

15.4. Other aspects

What factors can provide political support for the initiative?

Mobilising new voters and the creation of a new channel for political communication should encourage political support for such an initiative.

What can the main achievements of the initiative be?

Opening a new channel of communication that reaches out to citizens and attracts new generations to party work, and which altogether benefits the civic culture, are the main achievements of the initiative.

What criteria can be used to evaluate the initiative?

Measuring access rates to the website is the first method of evaluation. In addition, the electoral turnout can measure the long-term effect of such project.

16. E-Petition

Electronic delivery of a protest or recommendation to a democratic institution about a public institution, a law, or to provide the public authorities or representatives with their opinion.

16.1. Overview

Initiator	Government and administrative bodies, esp. parliaments and city councils
Reason / objective	Establishing a direct electronic petition channel, raising public participation and interest in daily politics
Function for democracy	Deliberation
Timeline	Minimum three months for development and implementation
Responsibility	Committee for Petitions, selected members of a public authority, NGOs. PPP possible for development and maintenance
Finance	Public initiatives through the public budget, private initiatives through the initiator or donations
Focus	Depending on the local, regional or national level there were different scopes, issues and outcomes
Selected addressed problems of democracy	Low and declining participation in politics including political processes, frustration over false promises, imbalance of / lacking implementation of separation of power, lacking effective control by parliament or audit institutions
Mode of interaction	Active and proactive
Other	Follow-up procedures are of great concern; such initiatives can be easily combined with other political e-initiatives

16.2. Basis of initiative

Who can initiate the project?

E-petitions can only be initiated by citizens. The democratic institutions, however, can have initiated most of the formalized e-petition platforms. The top platform providers are national and regional parliaments as well as city councils.

Reasons for initiating the project

Reasons include, amongst others, gauging opinion, criticising a current situation or political decision, facilitating decision-making at local, regional and national levels, opening another channel of direct communication from G2C and vice versa, and facilitating interaction between citizen and public authorities.

Main objectives / goals of the initiative

E-petition platforms initiated by public authorities aim to establish a direct line of communication between the public authority and the citizen, raising public interest in daily politics and, consequently, participation.

The goals are to create an uncensored, easily evaluated system for petitions to provide opinions regarding specific topics and issues. Fundamentally, the main objective is the realisation of the principles of sharing power, accountability, access, participation, and equal opportunities.

How can the project relate to other democratic initiatives in the area - both online and offline?

The time period is, in some cases, related to other political initiatives if e-petitions were used as a part of a larger political or democratic project.

In large restructuring projects, e-petitions could be used to collect and evaluate the position or opinion of the citizens. Otherwise, e-petitions are widely used and not restricted to a certain political topic or democratic issue.

16.3. Management

What partners - including public and private - can there be and what can their roles be?

Partners depend on the scope and topic of the e-petition. Certainly the media can be used for informing citizens about the possibility of providing their opinion. Public partners can include other departments within the administration at the same level or, in a multi-level system, partners can co-operate vertically on a given issue. Co-operation in private and public e-petition initiatives is issue-driven. Private companies can be partners in developing the platform, providing financial funding, marketing and PR support.

Can there be other key actors besides project partners?

Depending on which stakeholder approach is taken, stakeholder representatives can play an important role as project partners.

Implementation stage

Advanced stage

16.4. Other aspects

What factors can provide political support for the initiative?

The utility of e-petitions to gauge public opinion on specific issues, in particular on those relating to forthcoming election campaigns, is the key consideration for political supporters of the initiative.

What can the main achievements of the initiative be?

The initiative should be a new law or the revision of laws and regulations introduced by public administration or the government.

What criteria can be used to evaluate the initiative?

The number of laws introduced or revised after a petition, the extent of citizen participation and the number of petitions per citizen / community / county or region in historical comparison are possible evaluation criteria.

17. E-Politician

Politicians electronically providing information about themselves, their work, decision-making and voting, and interacting and deliberating with their and others' public authorities as well as citizens (constituents) and the media; furthermore information provided by the administration or government regarding the politician using ICTs.

17.1. Overview

Initiator	Politicians themselves, political parties, private organizations and NGOs
Reason / objective	Fostering closer ties between the citizen and the politicians, facilitating the citizen's decision at election time
Function for democracy	Transparency
Timeline	Development and implementation are possible within six months
Responsibility	With the initiating institution, body or organization
Finance	By the initiator, donations or public funding; PPP possible
Focus	Tracking and publishing representatives' activities and publicizing such information to the people.
Selected addressed problems of democracy	Negative public appreciation of democracy, declining legitimacy of the parliamentary system, little interest of young people in public affairs
Mode of interaction	Proactive, active
Other	This system depends on regular and constant updates; therefore, maintenance is the key challenge.

17.2. Basis of initiative

Who can initiate the project?

Private organisations, citizens, the politicians themselves, political parties and the government can initiate these projects.

Reasons for initiating the projects

Citizens do not often have close ties with their political representatives. These initiatives can help to bring them closer together. Furthermore, they increase the transparency of democratic decision-making and facilitate the citizen's choice of candidates during elections.

Main objectives and goals of the initiative

The initiative should increase transparency and the quantity of pertinent information available to the citizen. Additionally, these initiatives enable politicians to establish closer and more reciprocal relations with their constituencies.

How can the project relate to other democratic initiatives in the area - both online and offline?

Such initiatives are usually established before elections when citizens are especially curious to know more about their representatives. Following the elections, they tend to become something of a track record of the representative's voting and other activities.

17.3. Management

What partners - including public and private - can there be and what should their roles be?

Politicians can partner with private companies to develop and implement their specific Internet site. Private projects can seek other private partners for the development and implementation of the Internet platform. If the government initiates such a project, it should, however, still partner with private actors to secure transparency.

Can there be other key actors besides project partners?

The media, political parties and unions can be other key actors in promoting such an information portal.

Implementation stage

Early stage

17.4. Other aspects

What factors can provide political support for the initiative?

The active participation of the representative might help secure re-election (though this needs to be further assessed). Nevertheless, for the sake of a vibrant and democratic political culture, representatives should want to render themselves more accountable to their constituents by all means possible.

What can the main achievements of the initiative be?

The initiative should increase citizens' identification with their representatives and a greater comprehension of issues, thus causing satisfaction with their decisions and activities.

What criteria can be used to evaluate the initiative?

The number of hits and visitors over the period of one year and the level of satisfaction of the citizens can be used.

Lastly, any correlation between the use of these websites and a change in voting patterns could be very useful.

18. E-Spatial Planning (E-Neighbourhood)

Discussion and participation in urban planning in a neighbourhood context initiated by citizens, NGOs and/or public authorities making use of ICTs to foster local participation and find solutions on a local base.

18.1. Overview

Initiator	Citizens, private actors, local governments
Reason / objective	Fostering local participation, bringing local concerns on the political agenda
Function for democracy	Participation, Deliberation
Timeline	2-3 months
Responsibility	With the initiator, PPP possible
Finance	By the initiator, mainly by public budget
Focus	Driven by citizens' issues and local concerns
Selected addressed problems of democracy	Little impact of citizens will beyond elections, low and declining participation in politics including political processes, decoupling of market actors and government in the field of policy making, declining legitimacy of the parliamentary system
Mode of interaction	Active, interactive
Other	Establishment of grass root initiatives and participative projects will be facilitated in order to foster the development of a participatory public sphere

18.2. Basis of initiative

Who can initiate the project?

Citizens, private actors, local governments and councils can initiate such projects.

Reasons for initiating the project

To involve citizens in local planning and government affairs.

Main objectives / goals of the initiative

Fostering local participation and local identity are the main goals of this kind of initiative.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

E-neighbourhood projects can prepare the ground for further initiatives like e-participation and e-petitions. Mash-ups and other tools can be used for setting up an e-neighbourhood initiative.

18.3. Management

What partners - including public and private - can there be and what can their roles be?

Public Private Partnerships are often used for e-neighbourhood projects. Especially for initiatives related to the construction or re-building of urban areas, private companies and citizens cooperate in discussing local issues.

Can there be other key actors besides project partners?

Other actors are the media and the government. If these entities are not involved as initiators, they can provide facilities and support for e-neighbourhood projects.

Implementation stage

Advanced stage

18.4. Other aspects

What factors can provide political support for the initiative?

Such initiatives are of great interest to local politicians. Local elections and other political events can provide further stimulus for political support.

What can the main achievements of the initiative be?

The consideration of the citizens' views in privately initiated projects like housing or construction and the involvement of citizens in electronic democracy on a local level.

What criteria can be used to evaluate the initiative?

The participation rate in e-neighbourhood projects measured by the number of hits and comments on the website are suitable criteria for the evaluation of such initiatives.

19. E-Voting

An electronic election or referendum that involves the use of electronic means in at least the casting of the vote, hereby enabling *e.g.* increasing accessibility for citizens and faster counting.

19.1. Overview

Initiator	Mainly governments or election authorities
Reason / objective	Faster counting, increased accessibility, image
Function for Democracy	Participation
Timeline	More than one electoral period, incremental implementation
Responsibility	Government, PPP not possible
Finance	Public funding / budget
Focus	Mainly Internet-Voting, partly Electronic Voting Machines, e-electoral roll
Selected Addressed Problem of Democracy	Low and declining participation in politics including elections, lacking transparency of the voting system, inflexible election systems
Mode of Interaction	Interactive
Other	Legal framework is necessary, huge public discussions

19.2. Basis of initiative

Who can initiate the project?

Of the examined projects, up to 90% were initiated by government and administrative institutions. Only a small percentage were initiated by privately organized groups (*e.g.* in Argentina) and NGOs (*e.g.* in Bogotá, Colombia) or academia.

Reasons for initiating the project

For public authorities, the project serves mainly to facilitate faster and more reliable vote counting. For the citizen, increased electoral availability and mobility (access from remote locations, including regions with poor postal service) is most important. For politicians, the image of innovation is a strong motive.

Main objectives / goals of the initiative

Receiving faster and more direct feedback from the citizens, accelerating the process of vote tallying and facilitating participation in various and repeating polls, elections and referenda.

How can the project relate to other democratic initiatives in the area - both online and offline?

Electronic voting should always act as an additional channel to the physical casting of votes, being especially useful, for example, for absentee voting. Therefore, it has to be

combined with all other voting channels. For referenda or gauging public opinion, electronic voting can be used in addition to telephone, fax and postal voting. Using ballot machines in the polling station electronic voting tools can be used in addition to paper voting.

Furthermore, electronic voting should not be viewed in isolation but rather as an integral support to the electoral cycle as a whole (including campaigning and electioneering electronically).

19.3. Management

What partners - including public and private - can there be and what can their roles be?

Other public institutions can be partners with electronic election initiators, such as NGOs and pressure groups who support elections by mobilizing voters.

Private partners can be advertising partners and developers of the e-voting system: the voting machines, the Internet portal or voting platform.

Can there be other key actors besides project partners?

Electoral turnout is the central component of elections. The media can be the key actor in mobilizing voters and informing them about the issues to vote on. External pressure groups can also be crucial in mobilizing dissenting votes or demobilizing voters.

Implementation stage

Later stage

19.4. Other aspects

What factors can provide political support for the initiative?

Low turnouts at the previous elections should be a strong impetus for politicians to pull out all the stops and facilitate the new voting procedure. The provision of electronic voting will also attract the adolescent generations, for whom the Internet is the most important method of communication.

What can the main achievements of the initiative be?

The main achievement should be higher turnouts and the opening up of a political society to new generations and further development.

What criteria can be used to evaluate the initiative?

Turnout, allocation of participating age groups, and security and stability measures should be used for the evaluation of electronic voting systems.

20. Grassroots Citizens' Interactivity (G2C and C2G)

Interaction by public authorities with electronic grassroots initiatives by either integrating them into the political process or providing such grassroots initiatives with administrative or financial support leading to an increased participation of citizens.

20.1. Overview

Initiator	Citizens
Reason / objective	Creation of a public sphere and awareness of public issues
Function for democracy	Deliberation, Participation
Timeline	3 months
Responsibility	With the initiating citizens or group, PPP possible
Finance	By the initiator, public funding, donations, sponsoring
Focus	All issues of citizens' concern, most initiatives happen in a local context or deal with a local topic
Selected addressed problems of democracy	Low and declining participation in politics, little impact of citizens' will beyond elections, lacking citizens' inclusion and empowerment, negative public appreciation of democracy
Mode of interaction	Interactive
Other	Such initiatives need a certain momentum to create awareness, this is easier if such initiatives are organized in tandem with other e-democracy initiatives

20.2. Basis of initiative

Who can initiate the project?

Such grassroots initiatives on the citizens level can only be initiated by the citizens themselves, any other institution can support or facilitate the establishment of such projects.

Reasons for initiating the project

Citizens initiate these projects in order to collaborate and organize their opinions.

Main objectives / goals of the initiative

The basic objective is the creation of a public sphere of deliberation and participation.

How can the initiative relate to other democracy initiatives in the area - both online and offline?

The initiative can relate to several others offline and online, including petitions, participation projects initiated by the government, mash-ups, social network initiatives, and more.

20.3. Management

What partners - including public and private - can there be and what can their roles be?

Public partners can be found in the government or in NGOs and associations. Private partners can support the initiative by providing necessary tools or services or funding.

Can there be other key actors besides project partners?

The media and other citizens and citizen initiatives can have a big influence on this kind of projects.

Implementation stage

Early stage

20.4. Other aspects

What factors can provide political support for the initiative?

C2C initiatives gain political support and recognition when they are close to election dates and if they get attention and recognition from citizens and the media. C2G initiatives gain political support as soon as the topic is of concern for the government.

What can the main achievements of the initiative be?

The main achievement should be strengthening the deliberation and participation of citizens.

What criteria can be used to evaluate the initiative?

The number of citizens participating and the number of C2C and C2G initiatives integrated into the legislative processes can be used to evaluate the initiative.

21. Information Management Tools

Innovative tools on public information, especially collecting and aggregating available information or news about situations and events, initiated by any stakeholder of democracy to facilitate information and decision-making.

21.1. Overview

Initiator	Government, citizens, NGOs and other private actors
Reason / objective	Transparency and better information
Function for democracy	Deliberation
Timeline	Depending on complexity, approximately 3 months
Responsibility	With the initiating institutions, PPP possible
Finance	By the initiator
Focus	Providing comprehensible and aggregated information on a particular issue or topic, not limited to local or national frameworks
Selected addressed problems of democracy	Low and declining interest and participation in politics, lacking transparency of voting systems, little interest of young persons in public affairs, lack of understandable and accessible information on democratic processes
Mode of interaction	Passive
Other	The biggest challenge is ensuring the transparency and accountability of the provided information. The advantage of such systems is the availability of a large quantity of aggregated and comprehensible information.

21.2. Basis of initiative

Who can initiate the project?

Governments, citizens, political parties, NGOs and other private actors can initiate such a project.

Reasons for initiating the project

The project is initiated to provide relevant and important information, aggregated and filtered from the Internet.

Main objectives / goals of the initiative

The initiative aims to increase transparency and better inform citizens, which in turn promotes the development of civic culture.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

The collection and connection of information can relate to any democratic initiative, the most important is related to elections, petitions and participation.

21.3. Management

What partners - including public and private - can there be and what can their roles be?

All interested parties in the issue of the initiative can be potential project partners. Likely supporters could be found in the media and amongst political candidates and political parties.

Can there be other key actors besides project partners?

The media and political support can play a significant role regarding communication and raising awareness of the initiative.

Implementation stage

Early stage

21.4. Other aspects

What factors can provide political support for the initiative?

Political support for such initiatives is strongly dependent on the political will and the general position on e-democracy. It remains, however, a great opportunity to better inform the public.

What can the main achievements of the initiative be?

The main achievement should be a stronger civic culture resulting from a better-informed public.

22. Participatory Budgeting

Public participation in the budgeting process through electronic participatory tools and procedures hereby making the budgeting process more inclusive.

22.1. Overview

Initiator	Government, legislative assembly
Reason / objective	Creating and fostering a public debate on and support of the government budget
Function for democracy	Transparency, Participation
Timeline	Depending on the complexity up to 6 months
Responsibility	With the initiator, PPP possible
Finance	By the initiator, public budget
Focus	Participatory budgeting using ICTs
Selected addressed problems of democracy	Low and declining participation in politics, lacking citizens' inclusion and empowerment, lack of possibilities of citizens to be included in legislation
Mode of interaction	Active
Other	Strong support of politicians is required to achieve a public budget reflecting the demands and needs of the participating citizens

22.2. Basis of initiative

Who can initiate the project?

Such projects can only be initiated by governments and/or legislative assemblies. The examples show that this is mainly done by cities.

Reasons for initiating the project

The main reasons are creation and fostering of a public debate on the governments budget, increasing support of citizens for the budget by integrating their demands and wishes in the budget and a better-informed citizenry regarding budget restrictions.

Main objectives / goals of the initiative

Integrating citizens in the budget planning process and creating a budget reflecting citizens' demands and will.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

The initiative can relate to other electronic and non-electronic participation projects *e.g.* e-consultation, e-discussion, furthermore information generated from e-petition or e-initiatives can be integrated in the budget planning before discussions with citizens take place.

22.3. Management

What partners - including public and private - can there be and what can their roles be?

Public partners can be NGOs and citizens initiatives at the local level for promoting and supporting the discussion process. Private partners can supply the system or develop customized solutions to implement and evaluate citizens' input.

Can there be other key actors besides project partners?

The media and citizens' interest group are key actors in promoting such initiatives. The validity of such initiatives is depending on the number of participating citizens and their diversity for a representative cross-section of society.

Implementation stage

Advanced stage

22.4. Other aspects

What factors can provide political support for the initiative?

Political support can be provided and fostered by a huge participation of citizens. Politicians are elected representatives; consequently they should have a strong inherent support for such initiatives.

What can the main achievements of the initiative be?

The main achievement should be a public budget reflecting the demands and interests of the participating citizens.

What criteria can be used to evaluate the initiative?

Criteria for evaluation can be the number of participating citizens in comparison to the number of affected citizens, the change in participation between two initiatives. These initiatives can relate to the turnout at election, consequently this number could be of interest for evaluation, too.

23. Political Party’s Internal E-Democracy

Political parties and associations are using e-democracy tools for internal purposes, especially the selection of candidates, decision-making and internal party voting to include absent members and accelerate processes.

23.1. Overview

Initiator	Political parties and associations
Reason / objective	Facilitating the selection of candidates, acceleration of voting and internal decision-making
Function for democracy	Participation
Timeline	At least one election cycle
Responsibility	The initiating institution / party
Finance	By the initiator
Focus	Mainly on internal decision-making and selection of candidates by internet voting
Selected addressed problems of democracy	Low and declining participation in political institutions, in particular political parties; negative public appreciation of democracy, declining legitimacy of the parliamentary system
Mode of interaction	Active (only for party members)
Other	Such initiatives have the potential to be forerunners for general elections and create trust and support for further e-elections.

23.2. Basis of initiative

Who can initiate the project?

Parties and associations can initiate the project.

Reasons for initiating the project

The project serves mainly to facilitate faster and more reliable vote counting. Increased electoral availability and mobility (access from remote locations, including regions with poor postal service) are also important.

Main objectives / goals of the initiative

To receive faster and more direct feedback from the party members and accelerate vote tallying.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Links to external democratic initiatives are not feasible, with a possible exception during pre-election periods. Internally, the project can relate to party convention for nominating candidates.

23.3. Management

What partners - including public and private - can there be and what can their roles be?

Other public actors cannot be part of such an initiative. Private partners can assist the development and maintenance of the system.

Can there be other key actors besides project partners?

Other key actors are the media and hackers trying to manipulate the outcome of votes.

Implementation stage

Later stage

23.4. Other aspects

What factors can provide political support for the initiative?

Support for such an initiative must already exist when the system is launched, as the party itself is a closed system, deciding on its own election tools and processes.

What can the main achievements of the initiative be?

Increased participation in internal selection processes, and greater trust in and accountability of the results.

What criteria can be used to evaluate the initiative?

The participation in the internal selection in comparison to the years before can be an appropriate evaluation criteria.

24. Single Governmental Portals

One-stop government Internet websites supporting the citizens in dealing with public authorities by using electronic means: web-based platforms for communicating and transacting with public authorities.

24.1. Overview

Initiator	Government
Reason / objective	Facilitating the access to information, lowering costs, increasing efficiency of the administration
Function for democracy	Participation
Timeline	Minimum of six months, depending on the complexity of the processes involved.
Responsibility	Government, especially IT department, PPP not possible
Finance	By the public budget
Focus	Facilitating the interaction between citizens and government, accelerating administrative processes.
Selected addressed problems of democracy	Little appreciation of democratic institutions, lack of understandable and accessible information on democratic processes
Mode of interaction	Interactive
Other	Security of citizen's data and identification are serious challenges; legal framework should be set up in advance.

24.2. Basis of initiative

Who can initiate the project?

Such e-government projects can only be initiated by the government itself.

Reasons for initiation

Reasons include facilitating public access to information and forms, etc., and cutting the cost of handling and administering citizen issues and queries through electronic facilities.

Main objectives / goals of the initiative

The initiative should provide easy, comprehensible and fast access to government information for the citizens.

How can the project relate to other democratic initiatives in the area - both online and offline?

E-government initiatives should not relate to other democratic initiatives, especially on the basis of content. However, for promotion purposes, it could be beneficial to launch the project alongside other electronic initiatives.

24.3. Management

What partners - including public and private - can there be and what should their roles be?

Public partners can include other departments of public authorities. Private partners can be used for the development of the system and its implementation. Citizens' data-related sub-projects should be overseen by government authorities or its subsidiaries.

Can there be other key actors besides project partners?

Because these projects are government only projects, there are no other key actors.

Implementation stage

Advanced stage

24.4. Other aspects

What factors can provide political support for the initiative?

Providing a fast, comprehensive, and comprehensible service should be incentive enough for the government to undertake such a project, though cost reduction should, of course, also taken into account.

What can the main achievements of the initiative be?

The main achievements should be the establishment of one-stop electronic government and the reduction of administrative costs in the long run.

What criteria can be used to evaluate the initiative?

The number of administrative procedures done electronically in comparison to those carried out in government offices can be used as an indicator of public acceptance of e-government.

25. Social Networking E-Democracy

Using Internet based electronic social networks for political debate and initiatives, democratic participation and deliberation primarily among citizens, also with politicians and public authorities, closing the information gap and increasing participation, deliberation and transparency.

25.1. Overview

Initiator	Citizens, governments, everybody else
Reason / objective	Closing information gap; communication, collaboration and coordination of activities
Function for democracy	Participation, Deliberation, Transparency
Timeline	Easy and fast to establish, within one day
Responsibility	With the initiator or initiating institution
Finance	By the initiator
Focus	Such projects are not focused on any particular issue or level but completely initiator- and issue-driven
Selected addressed problems of democracy	Low and declining participation in politics including political processes, lacking citizens inclusion and empowerment, negative public appreciation of democracy, non-transparent dependencies within democratic / political institutions
Mode of interaction	Interactive
Other	The exclusivity and limitation to a certain degree of media knowledge and capability are the biggest challenges of social networks in e-democracy

25.2. Basis of initiative

Who can initiate the project?

Social network activities can be initiated by citizens, governments and anyone else.

Reasons for initiating the project

Reasons for initiating the project are to close the information gap, set up spaces and tools for communication, collaboration and coordination of activities on political issues of public concern.

Main objectives / goals of the initiative

Deliberation, participation and information are the main objectives.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Initiated social network activities with a political impetus can relate to any other democratic initiative online and offline but research has shown that social networks are used especially for international events, elections and participation projects.

25.3. Management

What partners - including public and private - can there be and what can their roles be?

There are no partners required to start such a project or movement though public awareness is crucial to success, in which case social networks might fruitfully work in partnership with each other.

Can there be other key actors besides project partners?

The most important key actors are the users of social networks and the media who can publicise the initiative and extend its scope.

Implementation stage

Advanced stage

25.4. Other aspects

What factors can provide political support for the initiative?

The issues covered and the information provided in combination with trustees and supporters can facilitate political support.

What can the main achievements of the initiative be?

Meaningful results in the public sphere i.e. the offline world.

What criteria can be used to evaluate the initiative?

The number of users participating in such initiatives and the number of subscribers to groups or discussion.

26. Vote Navigator

A web-based tool to provide an overview of political parties, candidates and their programmes for elections, facilitating transparency and offering the elector an independent opinion in forming his/her decision.

26.1. Overview

Initiator	NGOs, associations and policy centres
Reason / objective	Support and information of the voter in opinion formation
Function for democracy	Deliberation, Participation
Timeline	Initial setup 6 months with adjustments and improvements at every election
Responsibility	The initiating institution, PPP possible
Finance	By the initiator
Focus	Informing citizens, increasing turnout and legitimising democracy
Selected addressed problems of democracy	Low and declining interest and participation in politics, low and declining participation in elections, lacking political contestation between political elites, declining legitimacy of the parliamentary system
Mode of interaction	Interactive
Other	Challenges: accountability, transparency and trust Opportunities: better-informed citizens and higher participation in elections

26.2. Basis of initiative

Reasons for initiating the project

The reasons for initiating the project include bridging the information gap between political parties and citizens and supporting the voters in selecting a party or candidate.

Main objectives / goals of the initiative

The main goal is to support and inform the voter and provide a tool to facilitate the decision-making of the voter.

How can it the initiative relate to other democratic initiatives in the area - both inline and offline ?

Such vote navigation tools are bound to elections (offline and online). They are not of much use for any other democratic initiatives.

26.3. Management

What partners - including public and private - can there be and what can their roles be?

Such a tool is dependent on the usage and quality of information. Therefore, technical partners for development and hosting of the service play an important role. Private Public Partnerships are possible.

Can there be other key actors besides project partners?

The media and all other promotion partners are of great importance.

Implementation stage

Early stage

26.4. Other aspects

What factors can provide political support for the initiative?

In a democracy, every politician should be dedicated to keeping citizens informed. Therefore, political support should not be an issue. However, the quality and the reliability of such a system require the continued commitment of politicians and parties.

What can the main achievements of the initiative be?

The main achievements should be better-informed citizens well equipped to fully understand their choices, make decisions and participate in the next election.

What criteria can be used to evaluate the initiative?

The turnout at the election, the satisfaction of citizens with the representatives and parties, and the number of users can be used to evaluate a vote navigator.

II. Generic Policies

27. Combating Digital Illiteracy

Activities by public authorities and NGOs to combat digital illiteracy and digital divide, enabling all citizens to actively participate in (e-)democracy.

27.1. Overview

Initiator	Mainly governments although NGOs and citizen interest groups may initiate too
Reason / objective	Inclusion of citizens in e-democracy
Function for democracy	Participation, Deliberation
Timeline	Long-term approach; up to several years
Responsibility	Government or initiating institutions, PPP possible
Finance	By government and other initiating institutions
Focus	Not only long-term, but including all social ranks, all minority groups etc.
Selected addressed problems of democracy	Lacking citizens inclusion and empowerment, barriers to access and communicate for people with special needs, language and culture barriers of ethnic minorities
Mode of interaction	Passive
Other	The inclusion of all citizens is difficult to achieve. Digital divide issues and digital illiteracy are serious threats to e-democracy.

27.2. Basis of initiative

Who can initiate the project?

These projects for combating digital illiteracy are initiated by governments and NGOs or citizen interest groups.

Reasons for initiating the project

The project should be initiated to allow as many citizens as possible to benefit from electronic democracy, to bridge the 'digital divide', and to make e-democracy more inclusive.

Main objectives / goals of the initiative

Main objective is to include every citizen in electronic democracy.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

This initiative goes hand in hand with all other e-democracy initiatives. Its connection to offline initiatives is not immediately obvious.

27.3. Management

What partners - including public and private - can there be and what can their roles be?

Governments, NGOs and citizens can be useful partners in increasing the scope and effectiveness of such initiatives.

Can there be other key actors besides project partners?

Other key actors apart from the media are difficult to identify.

Implementation stage

Advanced stage

27.4. Other aspects

What factors can provide political support for the initiative?

Such initiatives should be among the top priorities of any politician; the inclusion of citizens in e-democracy supports the legitimacy of democracy itself and consequently, its representatives as well.

What can the main achievements of the initiative be?

Reducing exclusion due to 'digital divide' issues to a minimum, in particular, including citizens with special needs in e-democracy initiatives.

What criteria can be used to evaluate the initiative?

Participation of citizens in e-democracy initiatives in general can be the criteria used to evaluate the initiative.

28. E-Incentives

Activities by public authorities to provide financial, political or other rewards to citizens for their participation in e-democracy.

28.1. Overview

Initiator	Governments, NGOs, initiators of other e-democracy projects
Reason / objective	Initiate, increase the use of e-democracy
Function for democracy	Participation
Timeline	No evaluation available
Responsibility	For such projects with the initiator, PPP possible
Finance	By the initiator
Focus	Creating an added value and a positive attitude towards e-democracy
Selected addressed problems of democracy	Low and declining participation in politics including processes, dichotomy between formal equality and real inequality, non-transparent dependencies within democratic / political institutions
Mode of interaction	Passive
Other	Such initiatives should be considered before implementing further e-democracy initiatives and binding citizens to further initiatives

28.2. Basis of initiative

Who can initiate the project?

Such projects are hard to evaluate, because their number is very limited. Governments, parties or NGOs can initiate them.

Reasons for initiating the project

To initiate or to increase the use of e-democracy tools and to create a positive attitude towards e-democracy tools

Main objectives / goals of the initiative

Increasing the use of e-democracy and creating a positive attitude towards it.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

E-incentives in virtual or physical form can relate to any e-democracy initiative, but are most suitable for e-voting, e-petitions and e-participation initiatives.

28.3. Management

What partners - including public and private - can there be and what can their roles be?

There is not much data available about partners. It is conceivable that private partners support the incentive financially or by establishing corporate incentives.

Can there be other key actors besides project partners?

There is no evidence of other key actors.

Implementation stage

Schedule independent

28.4. Other aspects

What factors can provide political support for the initiative?

The positive results, in terms of support and participation, should be incentive enough for politicians and governments to support such projects.

What can the main achievements of the initiative be?

A positive attitude towards e-democracy and further use of such tools for participation and deliberation should be the main achievements of the initiative.

What criteria can be used to evaluate the initiative?

The number of citizens participating in subsequent initiatives should reveal the extent to which willingness to participate has increased.

29. E-Inclusion

Activities by public authorities and NGOs to promote inclusion in (e-)democracy especially of the unconnected, the elderly, minorities, other marginalised socio-economic groups and citizens with special needs.

29.1. Overview

Initiator	Government, NGOs, interest groups
Reason / objective	Inclusion of excluded groups and their participation and involvement in politics and democracy
Function for democracy	Participation
Timeline	Establishment of initiatives 3 months, change in attitudes and integration is a long-term goal
Responsibility	Initiating institutions, PPP possible
Finance	Government funding, donations, sponsoring
Focus	Inclusion of excluded groups on all levels
Selected addressed problems of democracy	Low and declining participation in politics, lack of citizens to be included in legislation, little interest of young persons in public affairs, limited access to modern means of communication and information by citizens
Mode of interaction	Active and interactive
Other	Sometimes special hardware or software is required, adequate integration and recognition of minority specialities are the biggest challenges.

29.2. Basis of initiative

Who can initiate the project?

Governments and NGOs or interest groups initiate such projects.

Reasons for initiating the project

The inclusion of minorities, elderly people and marginalised groups is the main reason for the initiative.

Main objectives / goals of the initiative

The goal is the inclusion of these groups using e-democracy tools.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Such initiatives should be combined with any other e-democracy initiatives, especially petitions and participation projects, which have the potential to increase the inclusion of targeted groups.

29.3. Management

What partners - including public and private - can there be and what can their roles be?

Partners can be other interest groups, NGOs and government departments, but also political parties and private actors like companies. The importance for such projects is to create a certain momentum to raise awareness; therefore, a strong supporting network can be of great help.

Can there be other key actors besides project partners?

The other key player is once again the media; this type of project in particular is all about public recognition and awareness.

Implementation stage

Advanced stage

29.4. Other aspects

What factors can provide political support for the initiative?

Political support for minority issues is sometimes a very tough issue. Representatives of minority groups in particular, have to collaborate and lobby for political support.

What can the main achievements of the initiative be?

The main achievements are first the inclusion of minorities in e-democracy by overcoming the 'digital divide' issues and second the integration of their opinions in the political agenda.

What criteria can be used to evaluate the initiative?

The participation of minority members in e-democracy initiatives and the integration of the results are possible criteria for evaluation.

30. E-Training

Initiatives by public authorities and other actors for training in particular elected representatives, politicians and civil servants in using e-democracy methods.

30.1. Overview

Initiator	Government, parties, private companies
Reason / objective	Establishing networks of e-democracy experts and mentors in specific organizations. Developing media competency.
Function for democracy	Participation
Timeline	Four weeks; follow up modules are recommended
Responsibility	At the initiator or supplier of such trainings, PPP possible
Finance	By the initiator, public funding
Focus	Education and training, establishing an e-democracy friendly environment
Selected addressed problems of democracy	Lacking democratic processes within political parties, lacking integration and representation of minorities, lack of understandable and accessible information on democratic processes
Mode of interaction	Interactive (within a closed user group)
Other	Such projects are mandatory for the development of an e-democracy as a new channel of participation and deliberation in democracy.

30.2. Basis of initiative

Who can initiate the project?

Governments, parties and private actors initiate these projects.

Reasons for initiating the project

Training civil servants, representatives and other members of civil institutions and peer groups

Main objectives / goals of the initiative

Developing media competence, training and creating expert groups for e-democracy within the public authority are the main objectives of the initiative.

How can the initiative relate to other democracy initiatives in the area - both online and offline?

The trained and informed civil servants can enable further government e-democracy initiatives.

30.3. Management

What partners - including public and private - can there be and what can their roles be?

Partnerships are possible between the three groups of initiators (government, parties and private actors - namely companies developing e-democracy tools and systems.

Can there be other key actors besides project partners?

Other key actors are hard to imagine.

Implementation stage

Schedule independent

30.4. Other aspects

What factors can provide political support for the initiative?

Political support is not really important for the training of civil servants. However, electronic democracy supports the development of democracy in the future and can bring the government and parties closer to the citizens; consequently, politicians should strongly support the education and training of civil servants and representatives.

What can the main achievements of the initiative be?

A well-trained and open staff on the government level and within political parties supporting electronic democracy initiatives can be the main achievements of the initiative.

What criteria can be used to evaluate the initiative?

For evaluation, tests and examinations can be used. Furthermore, the number of government initiated e-democracy projects before and after the implementation of such e-training tools can shed light on the level of success.

31. Government Interactivity with Citizens Initiatives (G2C with C2C)

Government interacts with electronic citizen-driven initiatives by either integrating them into the legislative process or providing such grassroots initiatives with either administrative or financial support leading to a facilitated establishment and an increased participation of citizens.

31.1. Overview

Initiator	Government, although citizen initiatives already in place
Reason / objective	Facilitating the establishment of grassroots initiatives and increasing participation in these initiatives
Function for democracy	Participation
Timeline	Up to 3 months for the establishment of grassroots initiatives monitoring system
Responsibility	Government
Finance	By the public budget
Focus	Monitoring and supporting grassroots initiatives
Selected addressed problems of democracy	Low and declining participation in formal political processes, lacking citizens inclusion and empowerment, imbalance of / lacking implementation of separation of power, frustration over false promises
Mode of interaction	Interactive
Other	Biggest opportunity is the integration of grassroots initiatives into the political agenda whilst the greatest challenge is ensuring the accountability and transparency of government interaction.

31.2. Basis of initiative

Who can initiate the project?

Such projects rely on pre-existing grassroots initiatives. Therefore, the original initiators are the citizens themselves. The link between these initiatives and government activity is established at the government level.

Reasons for initiating the project

The main reasons are a lack of connection between government and citizens and the wish of the government to integrate citizen initiatives into the legislative process.

Main objectives / goals of the initiative

The initiative should increase citizens' participation in the civic and political culture and help to integrate citizens' concerns and their political will into the government agenda.

How can the project relate to other democratic initiatives in the area - both online and offline?

The grassroots initiatives can be a starting point for the development of legislative bills and consequently for bigger e-participation projects and e-petitions.

31.3. Management

What partners - including public and private - can there be and what should their roles be?

Other partners can be from the media, who can help publicise the initiative, or politicians and NGOs that can improve cooperation at grassroots level.

Can there be other key actors besides project partners?

The media and other grassroots initiatives can support the project with knowledge and information.

Implementation stage

Advanced stage

31.4. Other aspects

What factors can provide political support for the initiative?

The democratic interaction between government and citizens should be a guiding principle and incentive for politicians to support the initiative. Furthermore, the integration of grassroots initiatives in politics increases the legitimacy of any government.

What can the main achievements of the initiative be?

The initiative should improve political and civic culture, fostering citizen engagement and participation in political life.

What criteria can be used to evaluate the initiative?

The number of e-participation and e-petition initiatives is a good indicator whilst a broader criterion can be general participation in e-democracy initiatives and the turnout at the next election.

32. Overcoming E-Obstacles

All activities to eliminate barriers of access and use of e-democracy, especially the previously elaborated issues of digital divide and digital illiteracy.

32.1. Overview

Initiator	Government, public institutions, citizens
Reason / objective	Enable citizens to use e-democracy tools
Function for Democracy	Participation
Timeline	Overcoming single obstacles can happen fast, but a long-term approach is required
Responsibility	With the initiating institutions, mainly governments. PPP possible
Finance	By the initiator, but most of the projects are government financed or at least supported
Focus	Inclusive and long-term approach are recommended
Selected addressed problems of democracy	Lack of possibilities of citizens to be included in legislation, lack of understandable and accessible information on democratic processes, limited access to modern means of communication and information by citizens
Modes of interaction	Passive
Other	Such initiatives should be implicit; fundament for successful and transparent e-democracy

32.2. Basis of initiative

Who can initiate the project?

Government, public institutions and citizens can initiate such projects.

Reasons for initiating the project

The main reason is to enable citizens with the tools, the knowledge and the right information to participate in electronic democracy.

Main objectives / goals of the initiative

Increased participation in electronic democracy and a positive attitude towards it

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Elections are easily combined with this type of project. In particular, the introduction of electronic voting offers the chance to introduce a long-term plan for overcoming obstacles.

32.3. Management

What partners - including public and private - can there be and what can their roles be?

Partners in overcoming obstacles can include public institutions like educational institutions and citizens' centres. Private partners could be unions, NGOs and other associations supporting the provision of information and the training of citizens.

Can there be other key actors besides project partners?

Other key actors can be system developers who also provide training and the media, which could be important in publishing information and raising public awareness of the project.

Implementation stage

Advanced stage

32.4. Other aspects

What factors can provide political support for the initiative?

Political support should not be an issue: the benefits for citizens and democracy itself should be a strong impetus for politicians to support such initiatives.

What can the main achievements of the initiative be?

A positive attitude towards electronic democracy and the removal of any obstacles hampering participation in future e-democracy initiatives.

What criteria can be used to evaluate the initiative?

The use of electronic democracy tools at the next election, petitions or any other e-democracy initiative.

33. Regulating E-Democracy

Provision of regulatory frameworks and regulations for e-democracy by public authorities, non-governmental authorities, providers or users in order to facilitate e-democracy and to secure the citizens' rights and interests.

33.1. Overview

Initiator	Public authorities and private actors
Reason / objective	Supporting the establishment of e-democracy projects
Function for Democracy	Participation
Timeline	Max. 3 months
Responsibility	Public authority or private actor
Finance	Out of the initiator's budget
Focus	Public authorities' initiatives cover the general aspects; private or NGO initiatives cover one specific aspect of e-democracy
Selected addressed problems of democracy	Doubts on the legitimacy of parliamentary decisions, lacking democratic processes within parties
Mode of interaction	Passive
Other	Technology is not the most important component of this type of project. The communication and acceptance of the guidelines, alongside the appropriate training, are the most important conditions of success.

33.2. Basis of initiative

Who can initiate the project?

Mainly governments or public institutions although NGOs, associations and other private actors may also provide e-democracy systems or facilities

Reasons for initiating the project

To provide e-democracy initiators with guidelines for setting up their projects, which could help them, navigate the risks involved, take advantage of opportunities or inform them of certain administrative or legal requirements etc.

Main objectives / goals of the initiative

Supporting the establishment of e-democracy.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Guidelines, especially those published by governments, are the initial starting point for electronic democracy initiatives. Related offline initiatives could be the creation of guidelines for post-election activity.

33.3. Management

What partners - including public and private - can there be and what can their roles be?

Partners can be other governments and initiators of e-democracy projects for interviews and feedback about important issues regarding the implementation of e-democracy.

Can there be other key actors besides project partners?

It is hard to assess what other actors can be involved. However, it is clearly very important that those to which the guidelines apply must use them, or else the initiative has failed.

Implementation stage

Advanced stage

33.4. Other aspects

What factors can provide political support for the initiative?

Electronic democracy will be a pillar of democracy in the future. All politicians should support guideline initiatives, because they provide a common ground for establishing this new pillar.

What can the main achievements of the initiative be?

Informed and involved citizens, increased participation and the establishment of new e-democracy initiatives

What criteria can be used to evaluate the initiative?

The use of such guidelines for establishing new e-democracy initiatives and the access rates to the guidelines can be used to evaluate the initiative.

Appendix: Framework Description

In the following we describe the framework used to detail the 33 instruments.

1 Name of the instrument

Here a short description of the instrument is given, with its main aims, actors, benefits and risks.

1.1 Brief description

Initiator	Main initiating bodies and institutions
Reason / objective	Reason to initiate such a project and its main effect on e-democracy
Function for Democracy	There are three types of functions for democracy: increases in deliberation, participation or transparency
Timeline	How long does the implementation take
Finance	The type of financing is given (private, public, PPP)
Focus	What is the main focus of the initiative
Selected addressed problems of democracy	Which problems / pitfalls of democracy are addressed
Interactivity	This mode of interaction describes the interaction between the participants in the initiative. There are four different modes: passive, active, interactive and proactive
Other	Constraints, challenges, opportunities and other important requirements or pre-requisites of the initiative

1.2 Basis of initiative

Who can initiate the project?

The initiators of such projects are described here. In most cases one differs between public and private initiators whilst public ones are mainly the governing authorities.

Reasons for initiation

This is a description of the main reasons for initiating the project.

Main objectives / goals of the initiative

Under this section the main goals and objectives of the initiative are described.

How can the initiative relate to other democratic initiatives in the area - both online and offline?

Here all related offline and online initiatives with link to the described initiative are evaluated.

1.3 Management

What partners - including public and private - can there be and what can their roles be?

Besides the initiator and other key responsible persons or institutions other partners can be and are involved in most of the analyzed projects. These project partners are mentioned in this section.

Can there be other key actors besides project partners?

Besides initiators and project partners in many cases there are other key actors involved, which are evaluated under this heading.

Implementation stage

This provides an indication of when to schedule the implementation of the described tool or policy within a possible roadmap for e-democracy - early, advanced, later stage - or to schedule it independently of a roadmap.

1.4 Other aspects

What factors can provide political support for the initiative?

A broad political support can strengthen the success of almost any e-democracy initiatives. The way political support can be successful and necessary is evaluated in this section.

What can the main achievements of the initiative be?

This summarizes the main achievements for the political environment, citizens and the political agenda through the specific e-democracy initiative.

What criteria can be used to evaluate the initiative?

Within this section different methods and indicators are described to evaluate the impact of the specific e-democracy initiative. The possible indicators differ, but in general the degree of citizens' participation is the most valuable one.