

Web 2.0 and Government

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eGovernment



Content

- Relevance of Web 2.0
- Where are we now?
- Web 2.0: What can it do for Government
- Examples
- Conclusion

Relevance of Web 2.0 for Africa

Top 10 Sites visited from Mobile Phones

- 1) **Facebook**
- 2) Google
- 3) **Wikipedia**
- 4) Yahoo
- 5) Opera
- 6) Zamob
- 7) GMail
- 8) Gamejump
- 9) Waptrick
- 10) **Peperonity**

(Courtesy of Opera Mini)

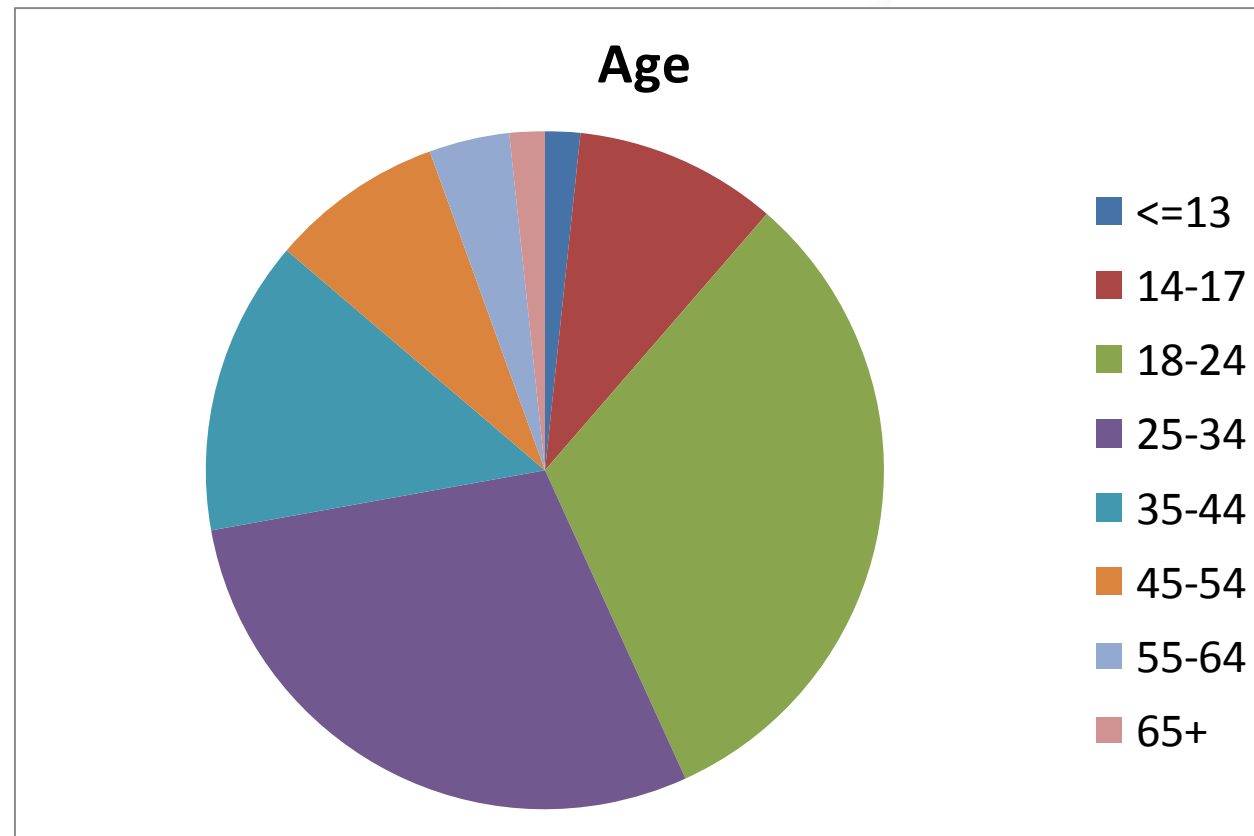
Top 20 Sites visited by South Africans

- 1) Google SA
- 2) **Facebook**
- 3) Google
- 4) **YouTube**
- 5) Yahoo
- 6) **Wikipedia**
- 7) **Twitter**
- 8) **Blogger**
- 9) News24
- 10) Gumtree
- 11) Standard Bank
- 12) Live
- 13) Wordpress
- 14) ABSA
- 15) Microsoft
- 16) **Linkedin**
- 17) IOL
- 18) Amazon
- 19) **Flickr**
- 20) MyBroadband

(Courtesy of Alexa.com)

Facebook Users

2,677,840 South African Users



South African Users does

- Social Networking
- Read News
- Banking

Where are we now?

- Government service delivery protests (29 in 6 mths Jan–June 2009)

Why?

- Lack of / Poor service delivery
- Lack of / Inadequate housing
- Evictions
- High levels of unemployment
- **Lack of communication with communities**
- **Lack of leadership in the municipality**
- Corruption / Maladministration
- Nepotism
- Financial mismanagement

www.gov.za

South African Government Portal index page - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.gov.za/

Most Visited (2730 unread) Yahoo... http://www.phdcomic... author:(Q Williams) ... index Cricinfo.com - The Ho...



South Africa Government Online
BATHO PELE - putting people first

services

- › services for people
- › services for organisations
- › services for foreign nationals

information

- › what's new
- › events
- › documents
- › speeches & statements
- › about government
- › government's programme of action
- › government departments
- › key issues
- › contact information
- › about south africa
- › faqs
- › search for information

2010 FIFA World Cup
Government is ready for the World Cup

South Africa 2010 website

Countdown to South Africa 2010
21 days 13h 19m 12s

Terms and conditions of use
This page is best viewed using 800 x 600 resolution

www.gov.za

South African Government Information - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.info.gov.za/

Most Visited (2730 unread) Yahoo... http://www.phdcomic... author:Q Williams... index Cricinfo.com - The Ho...

South African Government Portal index... South African Government Infor...

South African Government Information

www.gov.za | what's new | links | faq's | site map | feedback

speeches & statements documents government leaders about government about sa events search

Last modified: 20 May 2010 07:49:32

Government services

- > Key issues
- > Government programmes
- > Government departments
- > Contact information
- > Subscribe to mailing lists
- > Documents for public comment
- > What is RSS feed?

Events on 20 May

- Motlanthe visits Limpopo
- Cronje attends Cocktail Business Seminar
- Kasienyane tables North West Health and Social Development Prov Budget Vote 2010/11
- Mchunu interacts with business leaders
- Yawa tables North West Public Safety Prov Budget Vote 2010/11
- Environmental Affairs hosts Green Economy Summit
- Labour inspects food and beverages industry
- Parliament hosts last round of public hearings on service delivery
- Reserve Bank releases Monetary Policy Review
- Reserve Bank hosts regional Monetary Policy Forums
- Gauteng hosts 2010 World Cup mobilisation roadshow

South Africa Yearbook 2009/10 now available

The [South Africa Yearbook 2009/10](#) gives a comprehensive account of the programmes and policies of our government as well as the current state of the South African nation. The [Pocket Guide to South Africa 2009/10](#) is a quick-fact, easy-to-read publication based on information contained in the SA Yearbook.

President hosts PCC meeting on housing

The meeting focused on the challenge of housing and building sustainable human settlements around the country.

SA is ready for 2010 FIFA World Cup

President Jacob Zuma during his Budget Vote speech urged people to rally behind Bafana Bafana and all African teams.

Be brilliant - tourism service excellence initiative for World Cup

The [Department of Tourism](#) and [The Disney Institute](#) is conducting free [Service Excellence Seminars](#) in your province [PDF]. Take this opportunity to become a customer service champion.

Tender bulletin

Tender bulletin 2630 of 14 May 2010 is now available.

- [Tender bulletin](#) [PDF]
- [Tender bulletin alert e-mail subscription](#)

2010 FIFA WORLD CUP SOUTH AFRICA

21 days 11h 17m 24s South Africa 2010

PRESIDENTIAL hotline 17737

Fraud hotline: 0800 701 701

Other government helplines

Vuk'uzenzele

Government magazine Vuk'uzenzele

Bua

BuaNews Online

About the site | Terms & conditions
Developed and maintained by GCIS

The website will resize according to your computer's screen resolution settings, with the smallest screen resolution of 800x600 pixels.

www.gov.za


Presidency on President's Coordinating Council (PCC) meeting on human settlements - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.info.gov.za/speeches/2010/10051816351001.htm

Most Visited (2730 unread) Yahoo... http://www.phdcomic... author:(Q Williams) ... index Cricinfo.com - The Ho...

South African Government Portal index... Presidency on President's Coordi...

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President's Coordinating Council charts new path for human settlements

18 May 2010

The President's Coordinating Council (PCC) held a special meeting today (18 May 2010) to address the challenge of developing sustainable human settlements.

The PCC is a statutory body chaired by the President that brings together representatives from all three spheres of government. It is a consultative forum for the President to raise matters of national interest with provincial governments and organised local government, and to consult provincial governments and organised local government on the implementation of national policy and legislation.

It aims to coordinate the provision of services across spheres, and to detect and correct failures in service delivery.

This special meeting was attended by President Zuma, Deputy President Kgalema Motlanthe and the Ministers of Cooperative Governance and Traditional Affairs, Human Settlements, Finance, Public Works, Economic Development, Public Service and Administration, Land Affairs and Rural Development, and the two Ministers in the Presidency. It was also attended by the Premiers of all nine provinces, the MECs responsible for housing and human settlements, and representatives of the South African Local Government Association (SALGA).

President Zuma convened the special PCC meeting because the provision of housing within sustainable, integrated settlements is a critical pillar of the country's growth and development strategy.

It is estimated that the current housing backlog is 2.1 million housing units, affecting 12 million people. There are approximately 2 700 informal settlements in the country.

"Through a progressive human settlements programme, we will be able to reverse the legacy of the Group Areas Act, the Influx Control Act and a host of other apartheid legislation which dehumanised our people," President Zuma said.

The objective of establishing sustainable human settlements and an improved quality of household life is one of the twelve outcomes identified by government.

Key outputs, by which progress will be measured, include the upgrading of 400,000 accommodation units within informal settlements, and improving access to basic services like water, electricity and sanitation.

The Web and Government

- “The **Web** is transformative simply because it allows anyone to be a publisher. This changes the power relationships in the public sphere in profound ways.”
- “A **Government** is a complex entity, consisting of many institutions that grow and develop over time.”

What is Web 2.0

- User-Generated Content
- Users want to:
 - Create and Co-Create Content
 - Edit Content
 - Rate Content
 - Comment on Content
 - Discuss Content
 - Tag and Organise Content
 - Mash Content with other Content
 - Personalise and Share Content

Web 2.0 Makes Possible

- Participation
 - Opinions can be expressed, synthesised and coalesced in new ways
 - New routes to power, crowd sourcing both finance and campaign teams
 - Afford Citizens new ways to have their say: Marginalised or extreme voices can now be heard
 - Shape, direct or change public policy
 - Communication to elected officials
 - Push towards transparent and democratic accountability

Possible loss of control for increase in public trust

Web 2.0 Makes Possible

- Engagement
 - Possibility of anyone as public servant to become communicator and a representative of government
 - Increase government to citizen interaction about public policy
 - Enabling Citizen choice and Improving Public Services
 - Providing advice and support to citizens to achieve public policy outcomes
 - Changing behaviours and establishing new social norms

More approachable, more credible, and more likely to be listened to and valued

Web 2.0 Benefits

- Open Communication
- Transparency
- Participation
- Collaboration
- Trust

Operations • Service delivery • Engagement

Web 2.0 Challenges

- Representation Boundaries
- Relationships
- Ownership and Use of 3rd Party Services
- Inclusive Access to Information
- Authoritative Sources
- Archiving Challenges

Things to do

- Clear and Simple rules for Public Servants
- Training, support and cultural change
- Support Open Debates and Discussions
- Provide the Institutional Resources

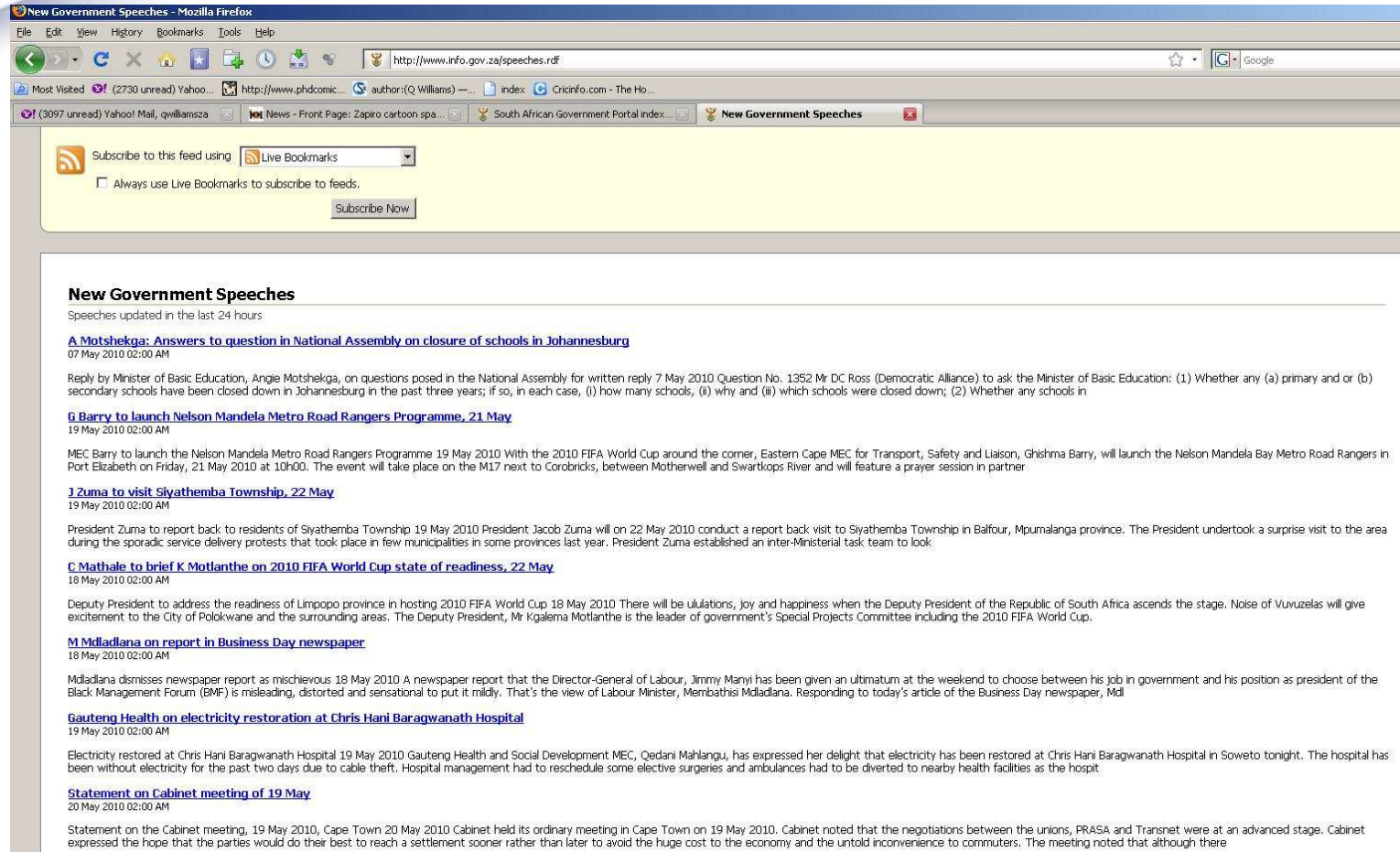
Web 2.0 Tools

- RSS Feeds
- Blogs
- Micro-blogging
- Wikis
- Video & Photo Sharing, Podcasting
- Social Networking Sites
- Social Bookmarking Sites
- Mashups
- Widgets
- Virtual Worlds
- Social Media Releases
- Social News Rooms

Example: Benefits of RSS

- Expand reach of government information and service
- Authoritative source develops content, used many places
- Allow users to choose to consume content where they want to
- Reduce duplication
- Can aggregate similar content across government

Example: RSS Feeds



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://www.info.gov.za/speeches.rdf>. The browser's toolbar includes buttons for back, forward, home, and search, along with a search engine dropdown set to Google. The browser's history bar shows several recent visits, including Yahoo! Mail, a news site, and the South African Government Portal. Below the browser window, a yellow box contains a subscription prompt: "Subscribe to this feed using Live Bookmarks" with a checkbox for "Always use Live Bookmarks to subscribe to feeds" and a "Subscribe Now" button. The main content area displays the title "New Government Speeches" followed by the text "Speeches updated in the last 24 hours". Below this, several news items are listed, each with a headline, a timestamp, and a brief description. The items include: "A Motshekga: Answers to question in National Assembly on closure of schools in Johannesburg" (07 May 2010 02:00 AM), "G Barry to launch Nelson Mandela Metro Road Rangers Programme, 21 May" (19 May 2010 02:00 AM), "J Zuma to visit Siyathemba Township, 22 May" (19 May 2010 02:00 AM), "C Mathale to brief K Motlanthe on 2010 FIFA World Cup state of readiness, 22 May" (18 May 2010 02:00 AM), "M Mdladlana on report in Business Day newspaper" (18 May 2010 02:00 AM), "Gauteng Health on electricity restoration at Chris Hani Baragwanath Hospital" (19 May 2010 02:00 AM), and "Statement on Cabinet meeting of 19 May" (20 May 2010 02:00 AM).

New Government Speeches

Speeches updated in the last 24 hours

[A Motshekga: Answers to question in National Assembly on closure of schools in Johannesburg](#)
07 May 2010 02:00 AM

Reply by Minister of Basic Education, Angie Motshekga, on questions posed in the National Assembly for written reply 7 May 2010 Question No. 1352 Mr DC Ross (Democratic Alliance) to ask the Minister of Basic Education: (1) Whether any (a) primary and or (b) secondary schools have been closed down in Johannesburg in the past three years; if so, in each case, (i) how many schools, (ii) why and (iii) which schools were closed down; (2) Whether any schools in

[G Barry to launch Nelson Mandela Metro Road Rangers Programme, 21 May](#)
19 May 2010 02:00 AM

MEC Barry to launch the Nelson Mandela Metro Road Rangers Programme 19 May 2010 With the 2010 FIFA World Cup around the corner, Eastern Cape MEC for Transport, Safety and Liaison, Ghishma Barry, will launch the Nelson Mandela Bay Metro Road Rangers in Port Elizabeth on Friday, 21 May 2010 at 10h00. The event will take place on the M17 next to Corobricks, between Motherwell and Swartkops River and will feature a prayer session in partner.

[J Zuma to visit Siyathemba Township, 22 May](#)
19 May 2010 02:00 AM

President Zuma to report back to residents of Siyathemba Township 19 May 2010 President Jacob Zuma will on 22 May 2010 conduct a report back visit to Siyathemba Township in Balfour, Mpumalanga province. The President undertook a surprise visit to the area during the sporadic service delivery protests that took place in few municipalities in some provinces last year. President Zuma established an inter-Ministerial task team to look

[C Mathale to brief K Motlanthe on 2010 FIFA World Cup state of readiness, 22 May](#)
18 May 2010 02:00 AM

Deputy President to address the readiness of Limpopo province in hosting 2010 FIFA World Cup 18 May 2010 There will be ululations, joy and happiness when the Deputy President of the Republic of South Africa ascends the stage. Noise of Vuvuzelas will give excitement to the City of Polokwane and the surrounding areas. The Deputy President, Mr Kgalema Motlanthe is the leader of government's Special Projects Committee including the 2010 FIFA World Cup.

[M Mdladlana on report in Business Day newspaper](#)
18 May 2010 02:00 AM

Mdladlana dismisses newspaper report as mischievous 18 May 2010 A newspaper report that the Director-General of Labour, Jimmy Manyi has been given an ultimatum at the weekend to choose between his job in government and his position as president of the Black Management Forum (BMF) is misleading, distorted and sensational to put it mildly. That's the view of Labour Minister, Membathisi Mdladlana. Responding to today's article of the Business Day newspaper, Mdl

[Gauteng Health on electricity restoration at Chris Hani Baragwanath Hospital](#)
19 May 2010 02:00 AM

Electricity restored at Chris Hani Baragwanath Hospital 19 May 2010 Gauteng Health and Social Development MEC, Qedani Mahlangu, has expressed her delight that electricity has been restored at Chris Hani Baragwanath Hospital in Soweto tonight. The hospital has been without electricity for the past two days due to cable theft. Hospital management had to reschedule some elective surgeries and ambulances had to be diverted to nearby health facilities as the hospit

[Statement on Cabinet meeting of 19 May](#)
20 May 2010 02:00 AM

Statement on the Cabinet meeting, 19 May 2010, Cape Town 20 May 2010 Cabinet held its ordinary meeting in Cape Town on 19 May 2010. Cabinet noted that the negotiations between the unions, PRASA and Transnet were at an advanced stage. Cabinet expressed the hope that the parties would do their best to reach a settlement sooner rather than later to avoid the huge cost to the economy and the untold inconvenience to commuters. The meeting noted that although there

Example: Benefits of Blogging

- Put a Human Face to Government
- Open up a conversation
- Surface issues and solve them

Blogging for Different Purposes



Access to Top Officials



Source: GSA Office of General Counsel, "Open Government, Transparency and Social Media", Apr 2009



Get Input for Hot Issues



Blogging for Different Purposes

The LIBRARY of CONGRESS ASK A LIBRARIAN DIGITAL COLLECTIONS LIBRARY CATALOGS Search Options

The Library of Congress > Library of Congress Blog > Meanwhile, About Those Abraham Lincoln Inauguration Photos

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Library of Congress Blog
“Light and liberty go together.”

[Flickr Followup](#) | [Ambassador for Young People’s Literature Offers Pointers](#)

Meanwhile, About Those Abraham Lincoln Inauguration Photos

Posted on: January 18th, 2008 by Matt Raymond

It was an entirely happy coincidence this week that we announced both the Flickr [pilot project](#) and an amazing photographic discovery on exactly the same day.

A trio of images, previously thought to have been picturing different events, have been [confirmed](#) to be photographs from Abraham Lincoln’s second inauguration as president on March 4, 1865. Here’s the parallel I like to draw:



A user of our Prints and Photographs Online Catalog raised questions about the images, which sent Library of Congress curator Carol Marie Johnson sleuthing. Careful comparisons to the only other two known images from that event and meticulous combing through records led her to this discovery.

My point is that if we can uncover those kinds of treasures, thanks in part to our discerning Web users, imagine what might happen after setting loose hoards of eager

Interesting Info –
Spread the Word

Multimedia Sharing: Video, Photos, Audio

- Government has lots of multimedia
- Underutilised and not coordinated
- Not reaching some users
- Not meeting expectations

Multimedia Sharing: Benefits

- Compelling Content: Effective way to convey message
- New Audiences and Public Outreach
- Education and Training
- Awareness
- Builds trust with Conversational Voice
- Cross Government Coordination
- Join Public Communities
- Event Invitations / Announcements
- It's Social ... Viral

Multimedia Sharing: Examples

THE U.S. SENATE on YouTube
Discover, Connect, and Engage with your Government
Find channels on the map below

Grassley: Sound off on health care reform

Grassley: Sound off on health care reform

As YouTube's Senator of the Week, my question to you is, how can we reform our health care process? I want your input to be part of the process as Congress and President Obama work to reform our health care system. Send your ideas about how you think the process can be improved, what you would like to see changed and what you'd like to remain unchanged. I'll respond to your top suggestions.

Should we nationalize 401K plans?

Congresswoman McMorris Rodg...

Thank you for participating in YouTube's "Representative of the Week" program here on the YouTube HouseHub. I enjoyed reading all of your comments about the proposal to nationalize our 401K plans. In this video, I will respond to your top-rated suggestions.

You can also subscribe to my YouTube channel to receive the latest video updates: <http://www.youtube.com/mcmorrisrodgers>

— Congresswoman Cathy McMorris Rodgers

41 people have submitted 29 ideas and cast 236 votes but what do you think?

THE WHITE HOUSE WASHINGTON
Visit WhiteHouse.gov for all the facts, historical photos, and all the latest news from the Obama White House.

3:14 PM: Your Weekly Address

The White House
whitehouse
Joined January 20, 2009
Last Sign In: 1 hour ago
Subscribers: 27,102
Channel Views: 202,315

The Official Channel of the White House (These videos are public domain per White House copyright policy)

City: Washington, DC
Country: United States
Website: <http://www.whitehouse.gov>

Connect with whitehouse

Embed This Channel

Subscribers (27102)

National Oceanic and Atmospheric Administration, NOAA

NOAA
Educational
Joined May 29, 2008
Last Sign In: 9 months ago
Videos Watched: 42
Subscribers: 8
Channel Views: 865

The National Oceanic and Atmospheric Administration (NOAA) is a federal agency focused on the condition of the oceans and the atmosphere. It plans several district offices within the Department of Commerce.

Country: United States
Company: National Oceanic and Atmospheric Administration
Website: <http://www.noaa.gov>

Connect with NOAA

Embed This Channel

Subscriptions (9)

The Best Video's From NOAA 15 Videos

Playlists

Multimedia Sharing: Examples

USA.gov on Facebook

Send updates to fans



449 Fans

Invite fans to events

Call out other government pages

The screenshot shows the USA.gov Facebook page. Key elements include:

- Header:** "USA.gov, the U.S. government's official web portal" with tabs for Wall, Info, Welcome, Photos, and Boxes.
- Left Sidebar:**
 - Fans:** A list of 449 fans, including Michelle Springer, Steve Reissler, John Evans, Neil Lugo, Tracy Johnson, and Fiona Drager Miller.
 - Events:** A list of 2 past events, including "Happy Birthday America Facebook" and "Government Web Managers Annual RDEC Training Facility".
 - Favorite Pages:** A list of 6 of 25 pages, including "USA.gov".
- Main Content Area:**
 - Wall:** A stream of updates from USA.gov, including "Help for the Unemployed", "New online tool for small business owners", "Thyroid Disease", "Jason Eagle We're all God's Children", "Where to find us on the social Web", "International Women's Day", and "Save Your Vision Week".
 - Info:** A section titled "Detailed Info" with links to the USA.gov website and a description of the portal.
 - Boxes:** A section titled "Explore the US Government" with links to various government services and information.
 - Photos:** A section titled "Photos" with links to "Inauguration 2009", "USA.gov at work", and "Profile pictures".

Other Examples

- Twitter: Keep the public interest
- Mashups: Share relevant Government Information
- **Widgets and Apps: Huge Opportunity for on the spot delivery**

Conclusion

- Government can be Useful, Interesting and Cool
- Increases Government Relevance, Popularity and Trust
- **Requires careful planning, policy and implementation**
- Use the lessons learned from those who did it before and make it **relevant for Africa**



Thank You

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