DESK RESEARCH







SOCIO-POLITICAL: DEMOCRATISATION

- More **transparency** (of decision making) / democratic accountability: In a well-functioning, democratic society citizens need to know what their government is doing. Therefore, they must be able freely to access government data.
- Equal access to data
- Transparency isn't just about access, it is also about sharing and reuse
- Spur greater citizen engagement: more participation and self-empowerment of citizens/users
- More opportunities to interact with your citizens
- Create trust in government
- (More visibility for the data provider)
- Improve citizen services, citizen satisfaction
 Impact measurement of policies (improvement of policy-making processes)

Fits within:

- Current wider enthusiasm for big data and data analytics
- Citizens proclaiming their right to (know what is done with their) data



ECONOMIC BENEFITS / INNOVATION

- Improved efficiency and effectiveness of government services: e.g. when citizens/companies can consult data themselves, this will reduce administrative enquiries
- Availability of information for citizens, investors and companies => use of the wisdom of the crowds; tapping into the intelligence of the collective. E.g Kroes: "a vote of confidence in the people of Europe. We trust you will do good things with this data"
- Enables third parties to create innovative products and services using datasets such as transportation data (e.g. smartphone applications)
- Stimulation of knowledge developments and innovation (data available that companies can use to innovate), e.g. new (innovative) social services;
- Can foster the development of improved or new (private or governmental) products and services
- Creation of new insights in the public sector:
 e.g. new knowledge from combined data
 sources and patterns in large data volumes
 => New combinations of data can create new knowledge and insights, which can lead to whole new fields of application.
- Stimulation of economic growth and stimulation of competitiveness



OPERATIONAL AND TECHNICAL

- Streamlines internal processes and makes your data better: underpins feedback loops, that improves the quality of your data and service
 - The ability to reuse data / not having to collect the same data again and counteracting unnecessary duplication and associated costs (both within the own organisation as across other public institutions)
 Optimization of administrative process-
 - Improvement of public policies
 - Access to external problem solving capacity
 - Fair decision-making by enabling comparison
 - Easier access to data and discovery of data
 Creation of new data based on combin-
 - ing dataExternal quality checks of data (validation)
 - Sustainability of data (no data loss)
 - The ability to merge, integrate and mesh public and private data



CULTURAL/ ORGANISATIONAL ISSUES

- General lack of awareness of opening up data to citizens and organisations
 Risk-averse organisational culture: no
- entrepreneurship; not seeing the added value of opening data
- Unclear trade-off between public values (transparency vs. privacy values)
 No time (to delve into the details, to
- make data available, or no time at all)

 Questions about control and power:
- who's in power to decide to open up the data? Often top down decisions. Competing subcultures between departments of the same organisation
- Too many policymakers: public policies not consistent; no uniform policy for publicising data
 Emphasis of barriers and neglect of op-

portunities



GOVERNANCE/ POLICY ISSUES

- Fear that public policy gets more challenged by citizens ('giving them ammunition to fire back at you')
- Fear for misinterpretation of data / invalid conclusions / contradicting outcomes (based on the use of the same data)
- Fear for abuse of data for potentially fraudulent purposes (e.g. identity theft) or populist claims
- Fear that, when data sets are combined, they reveal private information
- Fear of releasing too much information
- ("you're not going to make any mistakes if you don't make the data available") => tendency to focus on 'innocent' data
- Citizens need certain skills: Lack of skills, capability to use the information, how to interpret data and understanding of the potential and limitations of statistics among certain end users may increase the digital divide
- Questioning the democratic value: Not seeing the incentives for the users
- Questions about whether citizens/companies should pay a fee for some data

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OPERATIONAL AND TECHNICAL

- Task complexity requires technical capacity by staff (familiarity with metadata, data formats) => lack of technical skills by local government staff
- Lack of ability to discover the appropriate data

DATA ISSUES

- Data must be in a well-defined format that is easily accessible: while the format of data
- is arbitrary, the format of data definitions needs to be rigorously defined
- Fragmented sources
- Lack of consistent (meta)standards
- Rare or **outdated formats**; incompatible
- with other data/applications
- Data only partly available or impossible to present at aggregate level, or vice versa no access to the original data (only processed
- data). Not enough metadata
- Errors in data
- Incomplete, missing or obsolete data
- Focus is on making use of single data sets, whereas the real value might come from combining various data sets

NO CONTEXT ABOUT THE DATA (QUALITY):

- Data gathering not documented; lack of accuracy of the information
- No explanation of the meaning of data
- Not enough information on data formats

TECHNICAL

- Need for a central portal or architecture, No
 API
- No (technical) support for making data available
- No standard software for processing open data
- Fragmentation of software and applications
- Data protection: security

IF USERS PROVIDE INPUT THEMSELVES:

- No process for dealing with user input; public organizations do not react to user input
- Debatable quality of user input



LEGAL CONCERNS

- Legal framework concerning data in general
- Legacy systems that complicate the publicate the publicate of data
 Ware, staff, etc.
 Endangering bus
- Questions about intellectual property
- Personal data and privacy violation
- Prior written permission required to gain access to and reproduce data?
- Security
- Data are dependent on the state / No license for using data

Litigation & liability; e.g. threat of lawsuits

Licensing (e.g. for software)

or other violations

ECONOMIC/COSTS

- Resource constraints
- Implementation costs: hardware and software, staff, etc.
- Endangering business models of compa-
- nies already reusing the data
- Endangering current businness model of administration
- Question whether to ask (re)users to pay a
 fee or not



FROM A USER PERSPECTIVE

- Need to register, need to identify (registration required before being able to down-
- load the data)Need for a good structure/index: Difficulty
- in searching and browsing due to no index or means to ensure easy search for finding
- the right data
 Lack of knowledge to make use of or to make sense of data; data formats and sets
- too complex to handle and use easily
 Need of a domain expertise
- Frustration at there being too many data initiatives
- Even if data can be found, users might not be aware of its potential uses
- No tooling support or help desk