

Workshop on Design for heterogeneous user groups

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Visions from national e-government strategies

"Users' needs and wishes should be taken on board to a greater extent in developing public digital solutions."

(Danish E-government strategy 2007-2010)

Everyone shall have the opportunity to participate in the information society. Digital services should be adapted to the needs of the individual!

(eNorway 2009 – the digital leap)

Målet: Så enkelt som möjligt
för så många som möjligt

(Swedish e-government action plan)

Workshop focus

- Combination of an increasing user-centred (citizen-centred) focus and the design of large-scale public information systems – important e-government challenge
- How to design for heterogeneous user groups – heterogeneity in many aspects
- An enhanced old systems development dilemma – how to capture the needs and experiences of users
- Public information system's actual end-users are national citizens (and sometimes even transnational, for example, in European projects)

Workshop purpose

- This workshop intends to cover both critical *and* practical implications of this issue; "why" and "how" are important questions
- It is as such equally important to create design methods and understand the ideological standing points behind them

Invited panel

- Kim V Andersen, Copenhagen Business School, Denmark
- Sara Eriksén, Blekinge Institute of Technology, Sweden
- Anna Ståhlbröst, Luleå University of Technology, Sweden
- Clas Thorén, Swedish Administrative Development Agency (Verva), Sweden

Disposition

- Short presentation from each panelist (10-15 min.)
- Questions and comments from the workshop participants (30 min.)

Discussion

- Why is it important to design for heterogeneous user groups? Is it always important and possible to accomplish?
- What role should user participation play in these design efforts?
- E-government for everyone or for as many as possible?