



Citizen Centred eGovernment

Global Perspectives

Social Media

A Revolution in Service Delivery?

Dr Julia Glidden





“ Off With Their Heads....”





friendfeed

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ianfitzpatrick

Just heard on NPR: "The 21st century is a terrible time to be a control freak"

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"The 21st Century is a terrible time to be a control freak!"





Trust Me

Vs.



Work With Me





Introducing the “Three C’s”

Communication

Collaboration / Co-Creation

Customisation





C ommunication

The screenshot shows the Facebook interface for the Pan European eParticipation Network (PEP-NET). The page header includes navigation links like Home, Profile, Friends, and Inbox. The main content area features a 'Write something...' text box and a 'Share' button. Below this, there are several posts from the network, including one about 'Democracy and Participation - The "Montaione Days"' and another about 'The Socialist Group in European Parliament website's audience has doubled because of Twitter'. The right sidebar contains advertisements for 'BT Vision Deal', 'See the Northern Lights', and 'An Offer You Can't Refuse'. The bottom of the page shows a Windows taskbar with an 'Error on page.' notification and a system tray with a chat icon.





Collaboration / Co-Creation

Windows Search microsoft.com bing web

What people are saying about Windows 7

All Feeds Twitter Facebook Blogs YouTube Flickr

- zehlouff** upgraded to windows7
- joerdie** One last complaint for tonight. Win7's disc management really leaves me wanting. 3 hours to
- christieckinson** What's this talk of needing a USB thumb drive to assist a Windows7 update? Why the
- King_Spader** #Windows7 works for me because I can watch my favorite TV shows on Windows
- MindPhan_** I hate my pc! I need new one with win7
- Bensyco** Playin' with Win7
- sawdustprophet** Anyone else have an issue in #Windows7 with taskbar icons being "active" after
- Jungchunhsieh** Win 7 speed up over 50% installation time from my experience.



Customisation



"MobileMe is a service that pushes new email, contacts and calendar events over the air to all your devices. So your iPhone, Mac and PC stay in perfect sync."

"MOTOBLUR – streams your emails, conversations and friends right into your phone and syncs them all with continuous updates and back ups. No logins or apps to open, and your data's always safe."



A Good Beginning, But....

We live in a digital age, and we have to make sure we **engage with people**," said a Cabinet Office spokeswoman.

"His appointment will allow to use things like twitter to **get our message across**. During the current swine flu outbreak we have used digital mediums to get our message across, and we believe it is very effective as so many people rely on the internet to get their news."

<http://www.telegraph.co.uk/technology/twitter/5320926/Cabinet-Office-hires-160000-Twitter-tsar.html>





NHS choices Your health, your choices

Medical advice | Health A-Z | Live Well | Carers Direct | Health news | Find and choose services

Important information about swine flu Last updated 6:15 PM Thursday 12 November 2009
[Read the latest official advice](#) to help protect yourself, your family and others.

Services provided by the [Imperial College Healthcare NHS Trust](#) at

H Charing Cross Hospital
 Charing Cross Hospital, Fulham Palace Road, London, Greater London, W6 8RF

Overview | Treatments | Facilities and patient support | Maps, directions and transport | Patient feedback

Patient Feedback on Charing Cross Hospital

Share your Experience > | Our rules

Find out what patients have to say about Charing Cross Hospital.
 36 people have left comments about Charing Cross Hospital
[Subscribe to these comments](#)

Average Patient ratings 20 people have rated Charing Cross Hospital

75% 100

of people would recommend Charing Cross Hospital to a friend

The area of the hospital where I was treated was... very clean 18 ratings

Doctors and nurses worked well together...

Laurence Corbett visited Charing Cross Hospital in Nov-2009.

The area of the hospital where I was treated was...

Doctors and nurses worked well together...

I was treated with dignity and respect by the hospital staff...

What I liked
 X-ray department very busy but my partner was treated very quickly and sent off to A&E where the service levels were poor. Was some confusion and eventually seen by an orthopaedic doctor and his leg was plastered. The whole process took around 3-4 hours which was too long.

What could be improved?
 Less waiting time in A&E.

Anything else?





The 64 Million Euro Question is
WHY?





Advertising

Access for
People With
Disabilities

Persistent
Cookies

Privacy

Terms of Service

Employee Access
to Tools

Procurement

Social Media and the Federal Government: Perceived
and Real Barriers and Potential Solutions

<http://techpresident.com/blog-entry>





“You YouTube If You Want To!”

losebrown
29 April 2009
(more info) [Subscribe](#)

Gordon Brown recorded this video to show everyone how he's been listening to the concerns of people in Britain. However, the original Youtube video that he uploaded didn't allow any comments. For a...

URL <http://www.youtube.com/watch?v=TTE6cTE>

Embed `<object width="425" height="344"><param`

Does the Government really 'listen' to voters?

0:31 / 3:29

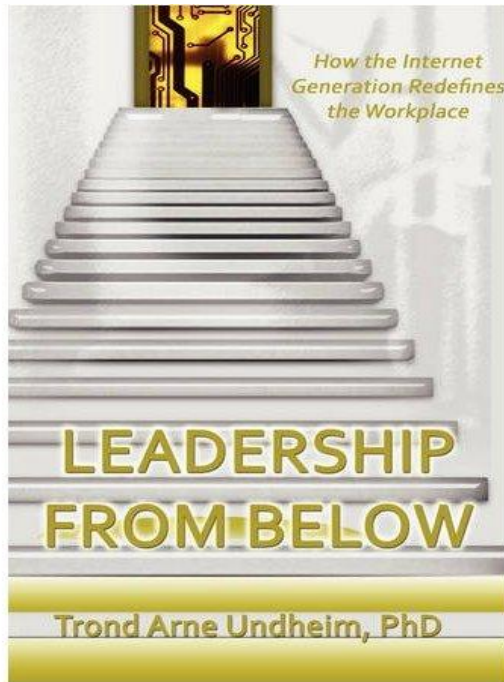


“Let It Go...”

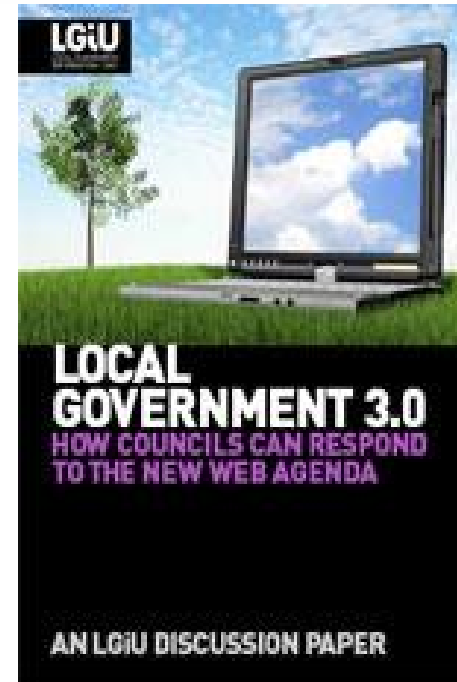
“...means that you cannot plan in advance, you cannot set a future state architecture, you cannot control your employees too tightly, you cannot make assumptions about where and how and when value will be generated.”

Andrea Dimaio, Gartner Blog, Nov 2009





www.leadershipfrombelow.com



<https://member.lgiu.org.uk>





Questions or Thoughts?

Call: +44 (0) 20 7616 8444

email: julia@21cConsultancy.com

Twitter: [@JuliaGlidden](https://twitter.com/JuliaGlidden)

