



Public Records and Web 2.0

Florida Digital Government Summit

Tallahassee Civic Center

Alfredo Sanchez - Florida 2.0 Initiative

Tallahassee, Florida

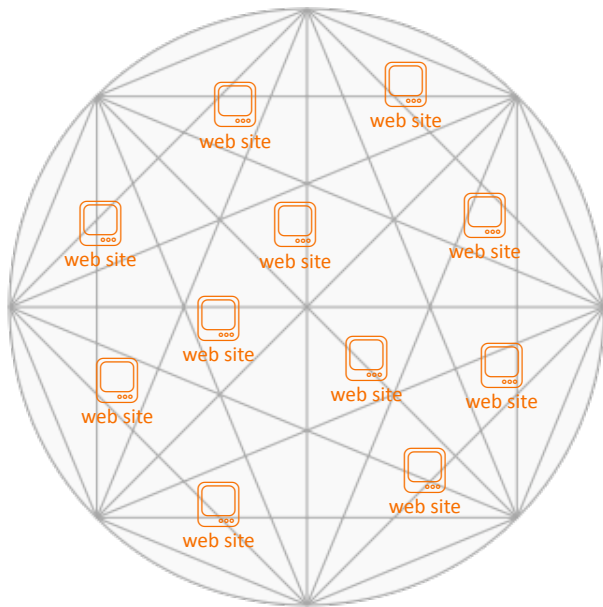
May 12, 2009

Public Records and Web 2.0

Web 1.0

The Web

Static web pages where content is published by its owner (“web master”) and visitors can only view it.

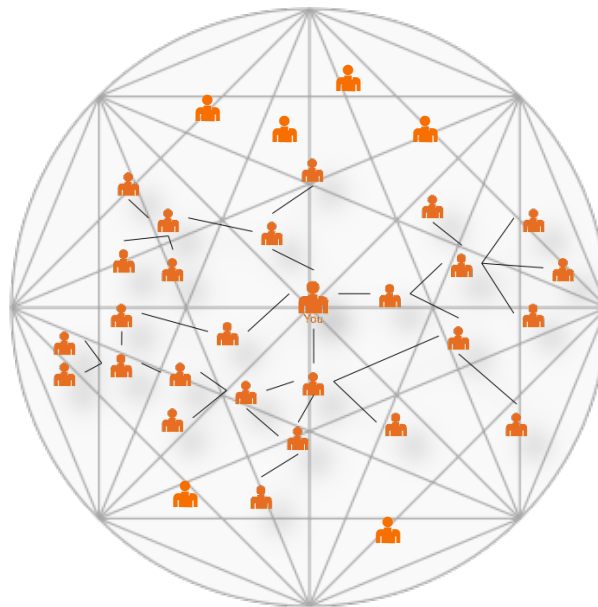


Connects Information

Web 2.0

The Social Web

Dynamic web pages where content is contributed by social participation on online communities, generating collective intelligence by exchanging tacit knowledge through the use of social web applications.



Connects People

Web 3.0

The Semantic Web

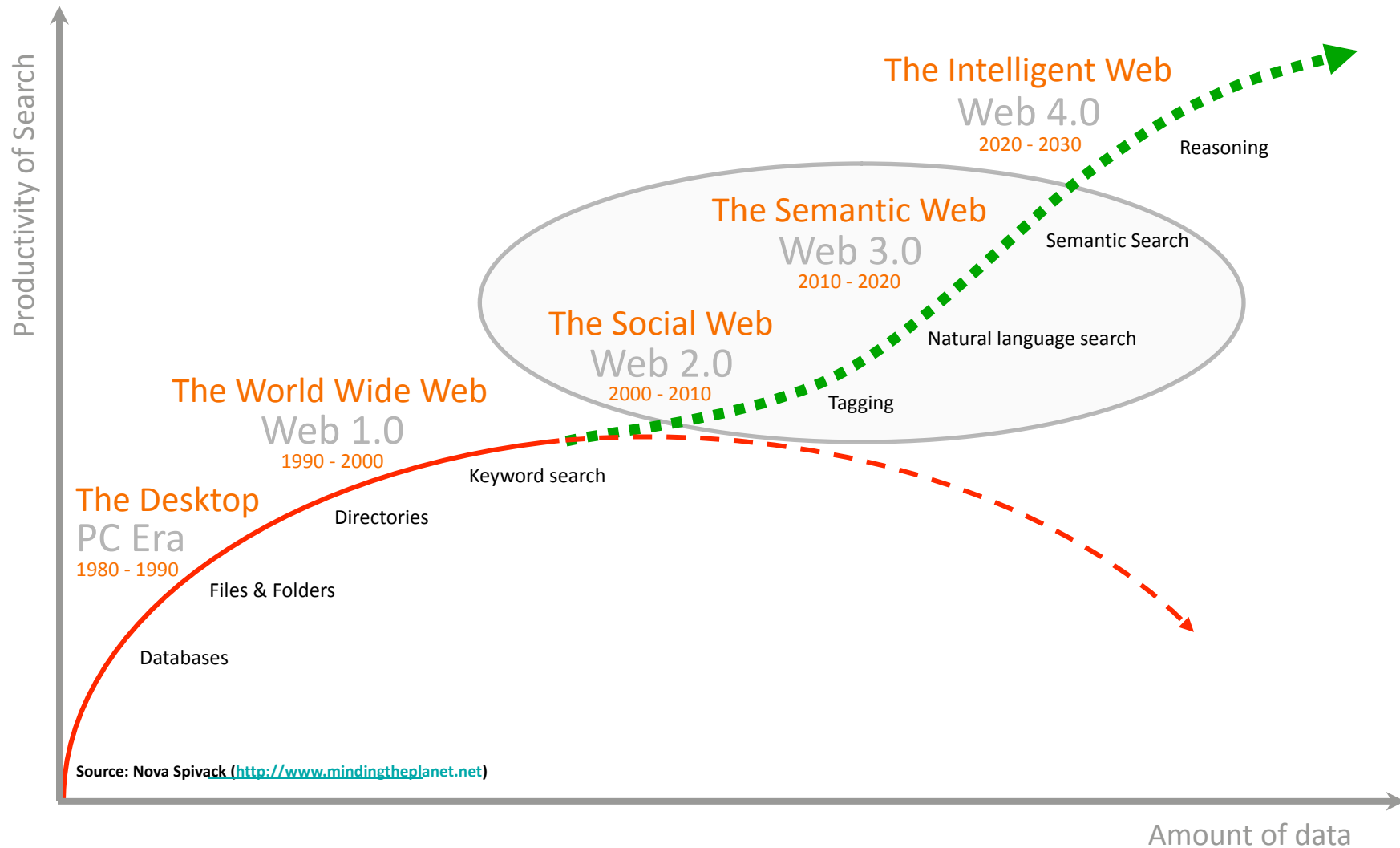
Representing meanings, connecting knowledge, and putting them to work in ways that make our experience of internet more relevant, useful, and enjoyable.



Connects Knowledge

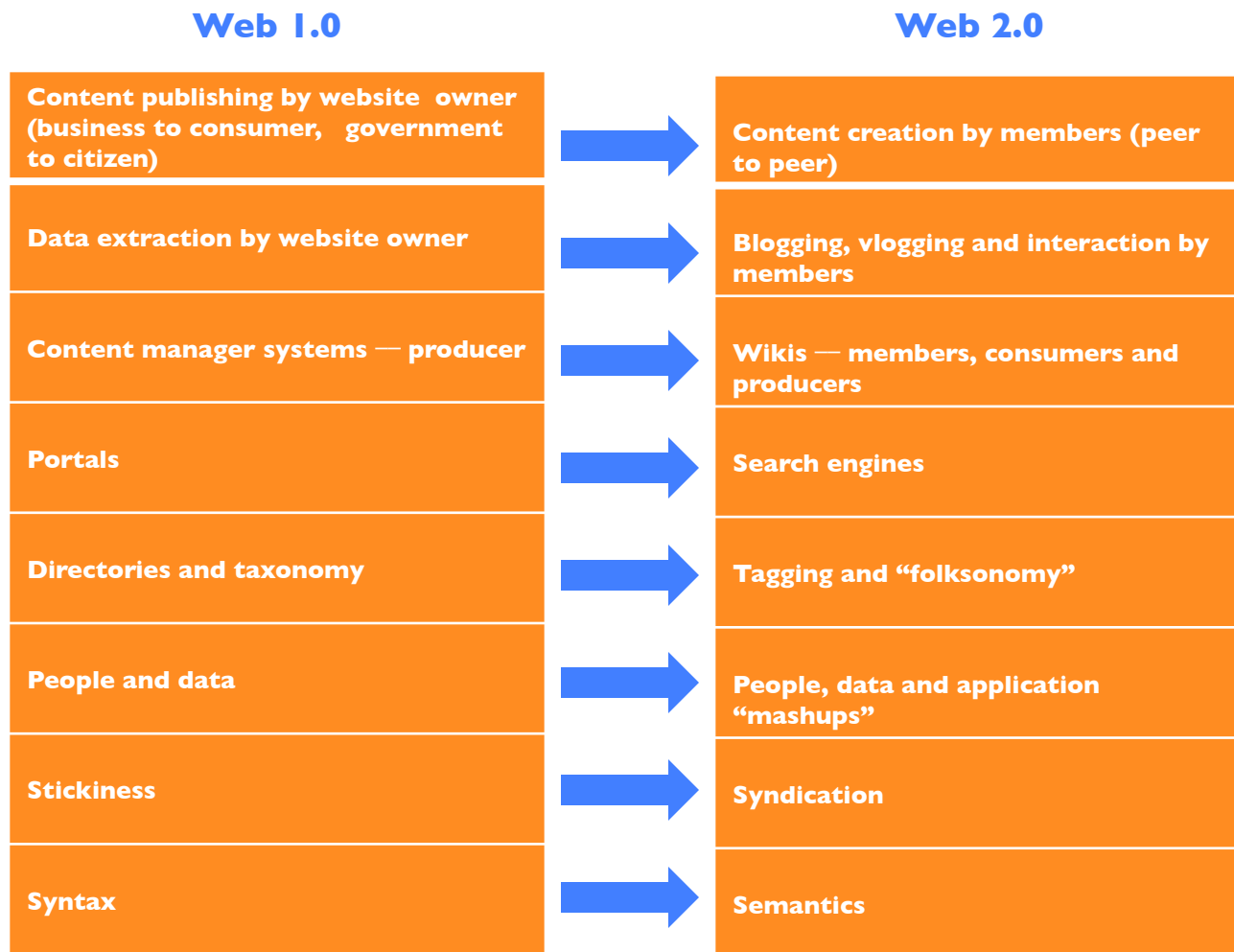
Web Trends

Public Records and Web 2.0



Web 1.0 to Web 2.0

Public Records and Web 2.0



Source: IBM Center for the Business of Government

Government 2.0



GO2WEB20.net
 THE COMPLETE WEB 2.0 DIRECTORY

Search: Select Tag:

3d Addressbook Adobe Advertis Advertise Advertise Advertising Aggregator Agregator Album Alerts Amazon Analyse Answer Aol Art Article Ask **Audio** Baby
 Band Bill Birthday Bloggin **Blogging** Blogging Book Bookmarking **Bookmarking** Broker Browser Build Buisness **Business** Button Buy Calculator Calendar Call
 Cameraphone Campus Car Card Career Celebrities Channel Chart **Chat** Clothing Cntent **Collaboration** Collaboration Collection College Color Comic Comics Comment
 Comments **Communication** **Community** Comparison Competitor Connect Contact **Content** Contract Conversation Convert Copyright Coupon Courier Craete
 Crate Creat **Create** Creative Date Dating Dedntity Delivery **Design** Desing **Desktop** Desktope Diagram Diet Digg Digital Discover Discove **Discover** Discover
 Discover Divx Domain Donat **Web 2.0 is a revolutionary view of the Internet and the social**
 Environment Event Excel Ex **and business uses of advanced technologies rather than the**
 Generator Girl Golf Google Gps Green **Group** Health **Hosting** Host Ident Invoic Invoice Ind Invoic Job Karaoke Kenwledg Kenwledge Kids Knowledge
Knowledge Language Lending Letter Lifestyle Link List Lyrics Magazine Magic Mail Marketplace **Management** **Mapping** **Marketing**
Marketplace Mashup **Media** Meebo **Meet** **Messaging** Microsoft Mindmap Mix Mobil **Mobile** Mobilt Moblie Mom **Money** Movie Multimedia **Music** Myspace
 Navigation **Network** Netwro **The core concept of Web 2.0 is: Use Internet as a platform**
Photo Plaxo Player Play **and leverage network effect to harness the collective**
 Recipe Record Remind Rem **intelligence in a cost-effective manner (by such means as**
Share Shopping sh **viral loops, crowdsourcing and the long tail).**
 Stock **Storage** Storage **SOCIAL** Social Song Special Sport Spreadsheet Startpage Startpageet Stickies Stoaqe
 Voice Voip Vote Wabcam W **Student** Support **Twitter** **Video** Videos Virtual **Visual**
 Weather Webcam Webcard Webconference **Widget** Widgets Wifi Wiki Wine Word Wordpress Work Write Yahoo

<http://www.go2web20.net>

http://en.wikipedia.org/wiki/Web_2.0#Core_Concept_of_Web_2.0

global Grind ac activecity myDrawings.com livingmemory MISTER WONG TELLOWFORCE SteamStreet yample KINUTUKA K pm
 myDogspace myCatSpace You 3b ovosuite ePERKS ePERKS Wingo BACKTAGS Anywhere.FM Juniptags
 sendPO Draw Anywhere bizwiki LiveRail SCHOOOPY All CD COVERS STORY OF MY LIFE Spotplex genom adjud plotbot
 EST triporama RubyChip. formspring vidmetrix fichey: burrp! Web2PDF BBC iPlayer BETA vayama siphS BETA

Social software

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The term social software is normally applied to range of web-enabled software programs.

The programs usually allow users to **interact**, share, and meet other users.

tagging

2.0 tools

blog

RIA

virtual worlds

folksonomy

podcast

mashup

broadcast

wiki

mobile app

discussion forum

syndication

widget

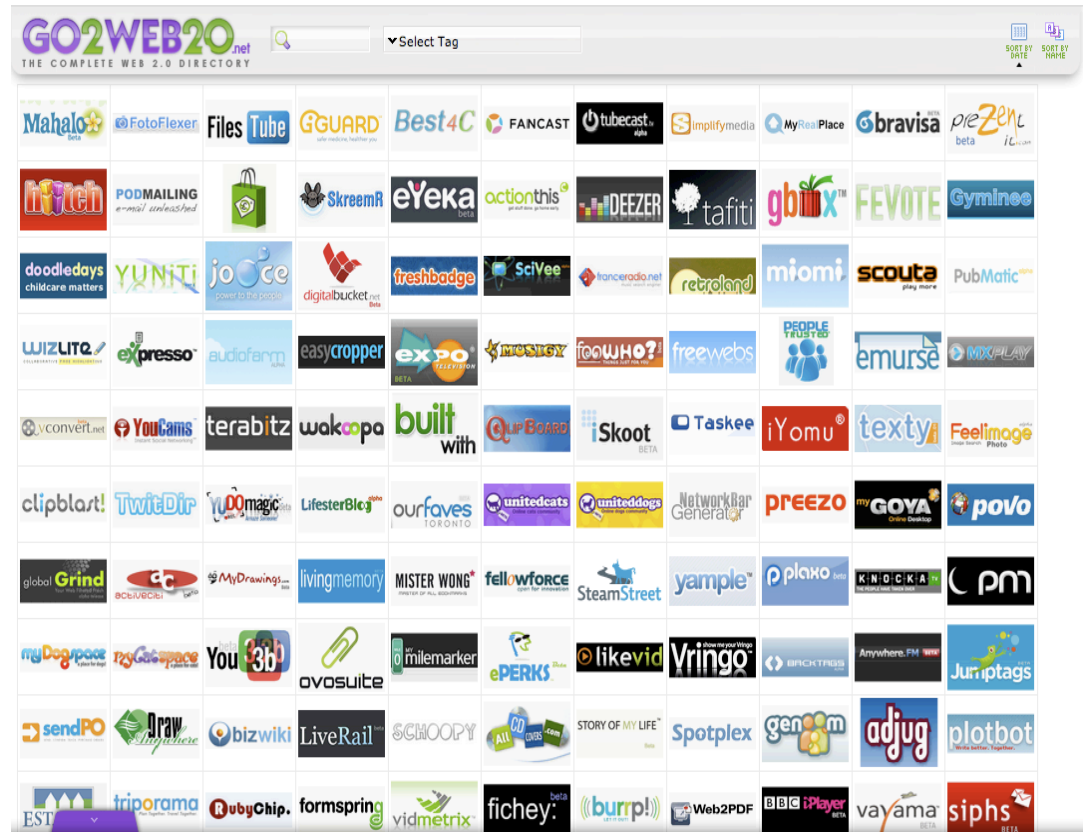
microblog

Features of Web 2.0

Public Records and Web 2.0

The social web includes:

- ✓ Better technology use
- ✓ Content consumption and remixing
- ✓ Rich Internet Apps (RIA)
- ✓ Tagging and folksonomy
- ✓ Widgets and mashups
- ✓ Digital identity
- ✓ Trusted Relationships
- ✓ Tacit knowledge
- ✓ Social capital



Social app popularity

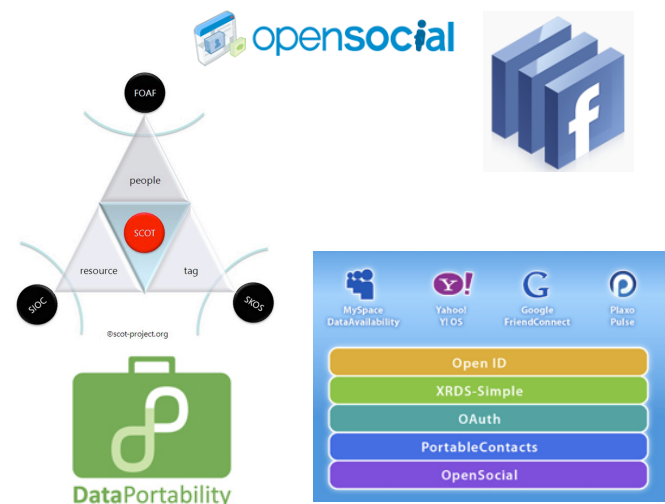
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Public Records and Web 2.0

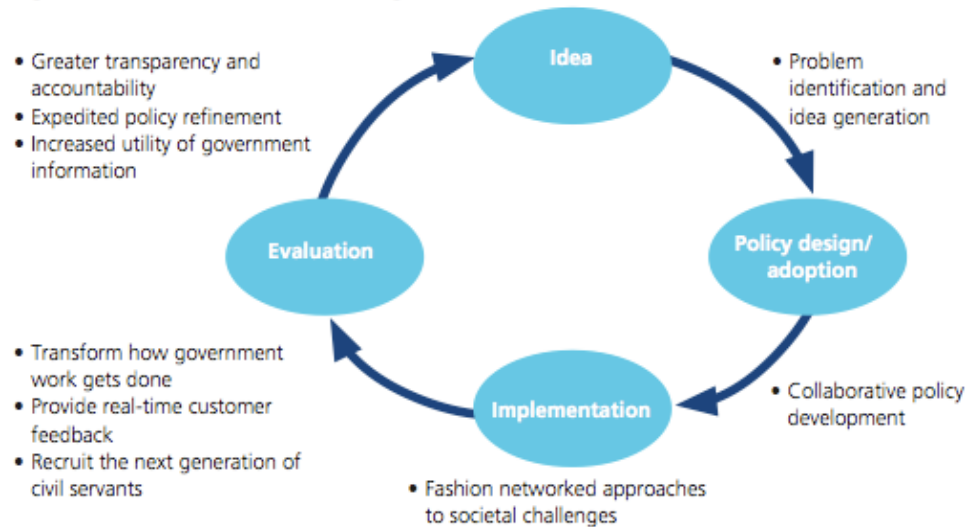
Web 2.0 data interoperability

- ✓ Many options available
- ✓ Some options are maturing but there are no clear standards yet
- ✓ Main concerns are:
 - ✓ Identity Management
 - ✓ Authentication & access control
 - ✓ Syndicate user activity
 - ✓ Information portability
 - ✓ App interoperability



Public Records and Web 2.0

Collaborative Government



Source: Deloitte's Public Leadership Institute and the National Academy of Public Administration

- ✓ Bottom-up innovation
- ✓ “Millenials” participation
- ✓ Policy development and refinement
- ✓ Paperless work and database reuse
- ✓ Citizen self-managed identity
- ✓ Improved customer service
- ✓ Mobility
- ✓ Real-time feedback
- ✓ Greater transparency and accountability
- ✓ Trusted relationships & governance
- ✓ Tacit knowledge & human capital
- ✓ Just-in-time learning



Public Records and Web 2.0

Gov 2.0 Application Areas

- ✓ Intra-agency (breaking the Intranet portal paradigm)
- ✓ Agency to agency (tacit knowledge exchange)
- ✓ Agency to constituency (collaborative e-services, fostering creativity and economic development)
- ✓ Legislators to constituency (collaborative rulemaking and refinement)

Gov 2.0 barriers for adoption

Public Records and Web 2.0

- ✓ Current technology
- ✓ Technology vs. communications strategy
- ✓ No linked data – database silos
- ✓ Security
- ✓ Perceived regulatory restrictions (Federal, State – Sunshine Law)
- ✓ Employee access to tools
- ✓ Demographics (Millenials increasing presence)
- ✓ Cultural barriers and Web 2.0 literacy
- ✓ Obsolete requirements for rulemaking (Administrative Procedure Act of 1946)
- ✓ Procurement and open source confusion





Gov 2.0 Use Cases

Public Records and Web 2.0

- ✓ [Political Campaign, New York City Beyond Voting](#)
- ✓ [More transparent, participatory, and collaborative Government, Governing with Web 2.0, Addressing the youth and New Media Czar Blog](#)
- ✓ [Texas, Georgia and North Carolina](#) broadband stimulus
- ✓ [Department of Commerce YouTube Channel](#)
- ✓ [DoD Live, Airforce Live](#) blogging
- ✓ [Google teaming up with California, Arizona, Utah and Virginia State Governments](#)
- ✓ [Open Congress, the Open Senate project and legislators' blogs](#)
- ✓ [United States Intelligence Community's Intellipedia](#)
- ✓ [TSA Airport security](#)
- ✓ [EPA's Puget Sound Wiki Information Challenge, ARRA for public comment](#)
- ✓ [FBI widgets, USA.gov gadget gallery](#)
- ✓ [NOAA Virtual Island on Second Life](#)
- ✓ [GovLoop, Government 2.0 Club](#)