



University of St.Gallen

Transformational Government

A Conceptual Foundation for Innovation in Public Administrations

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Introduction

Welcome | HSG | IWI-HSG



- ... thank you for your continuing interest!

Introduction

Welcome | HSG | IWI-HSG



- University of St.Gallen (HSG) - Graduate School of Business, Economics, Law and Social Sciences
- Established in 1898
- Pillars of HSG:
 - Studies (5,300 students at present)
 - Executive education
 - Research
- Website: <http://www.unisg.ch>
- Four departments with more than 30 different institutes

Institute of Information Management



University of St.Gallen

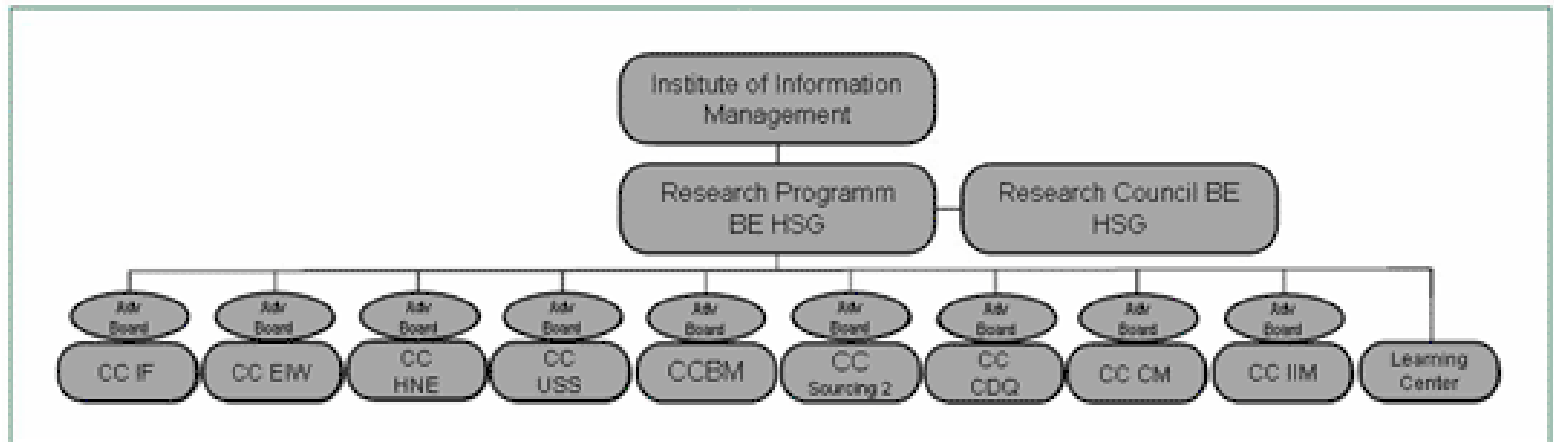
European Conference on e-Government (ECEG2008)
2008-07-10/11, EPFL, Lausanne (CH)

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Slide 3

Introduction

Welcome | HSG | IWI-HSG

- Four Chairs
- More than 80 employees
- <http://www.iwi.unisg.ch>
- Structured in Competence Centres:



Introduction

Welcome | HSG | IWI-HSG

■ Education:

- Master (M.A.) in Information, Media and Technology Management
- Diploma in IT Business Management and
- Executive MBA in Business Engineering

■ Organisation of different conferences:

- ECIS 2007 (> 400 researchers)
- User Panels (>150 participants)
- Data Warehousing Conference (>350 participants)
- Value Chain Forum (>100 participants)
- Further events, such as IT Executive Update, Competence Centre Workshops, etc.

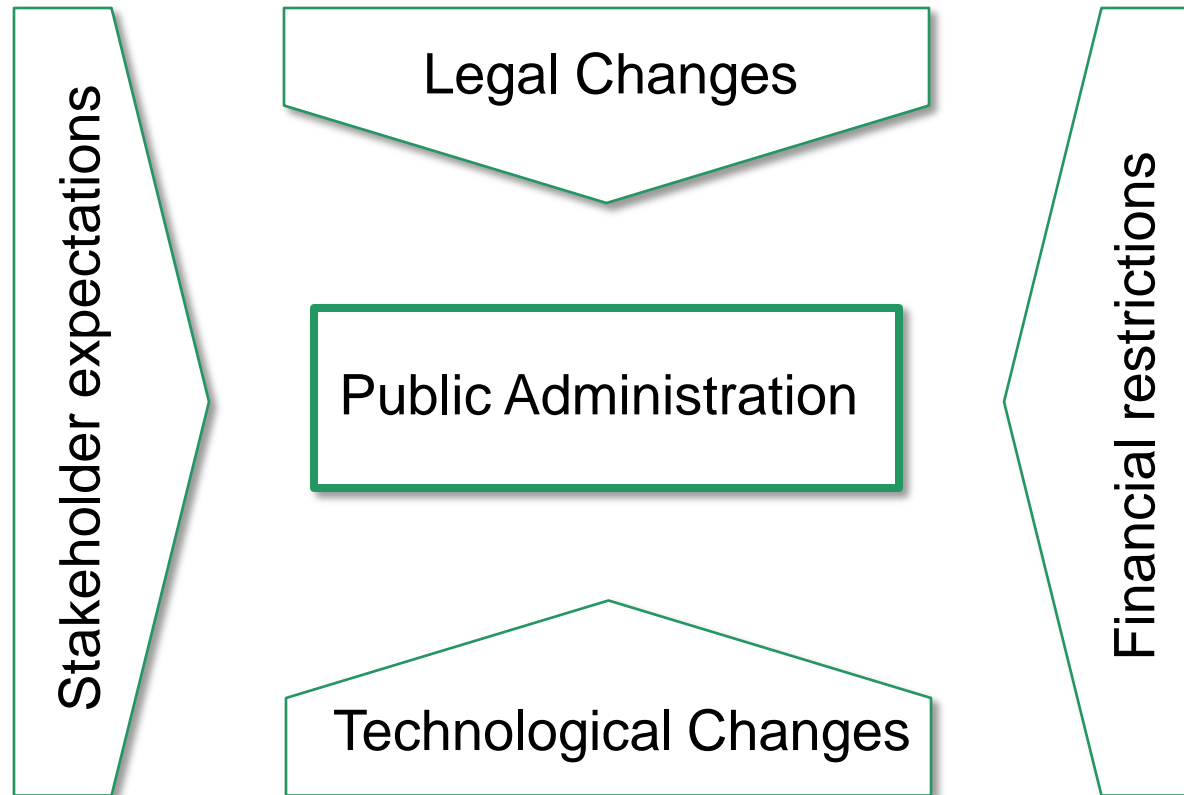
■ Publications in various journals, conferences, books

■ Research program: “**Business Engineering**”

Agenda

- Introduction
- **Problem & Motivation**
- Research Results
- Conclusion & Outlook

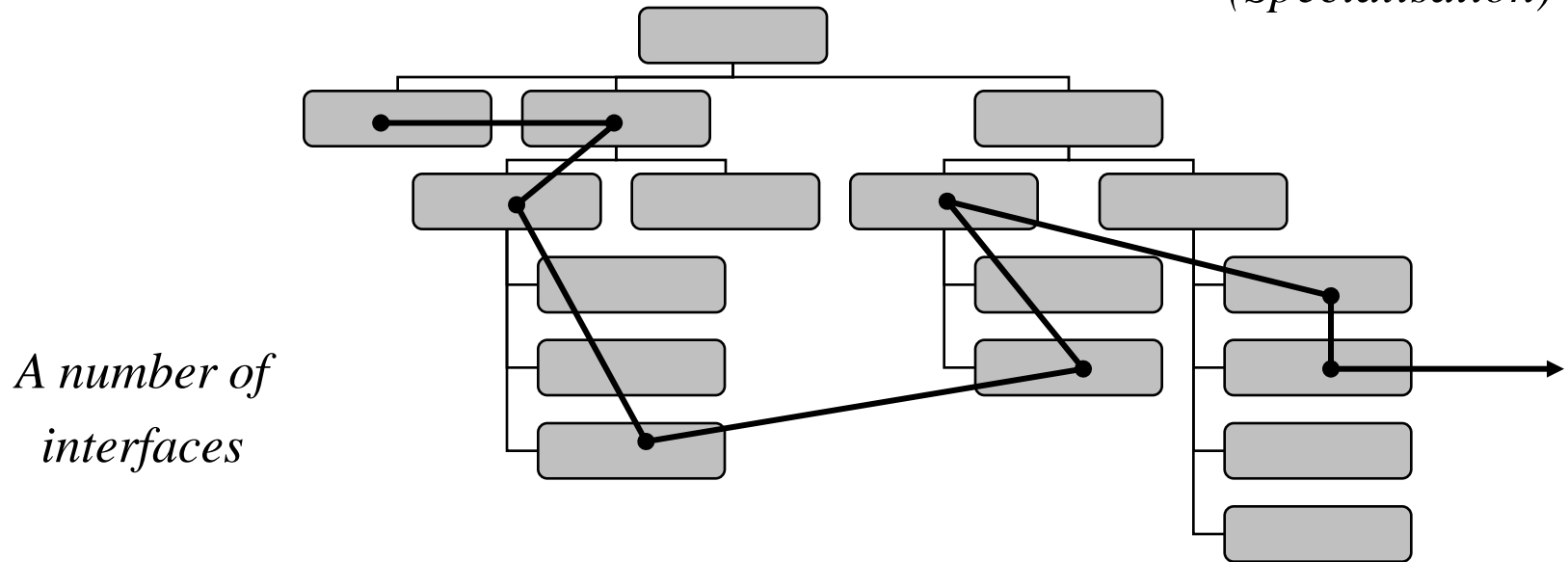
Problem & Motivation



Problem & Motivation

*Collaborative Service
Production*

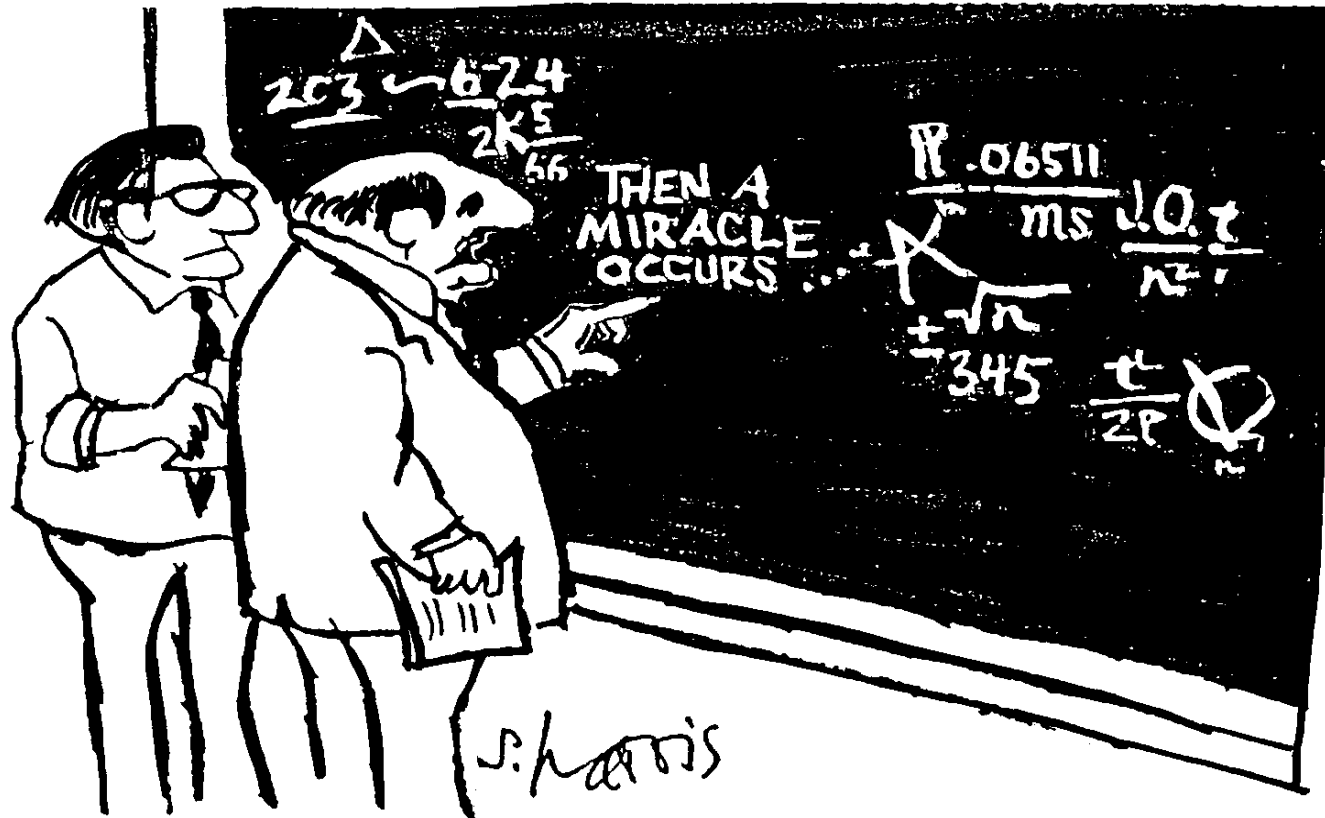
*Separation of work
(Specialisation)*



Decentralised Responsibilities

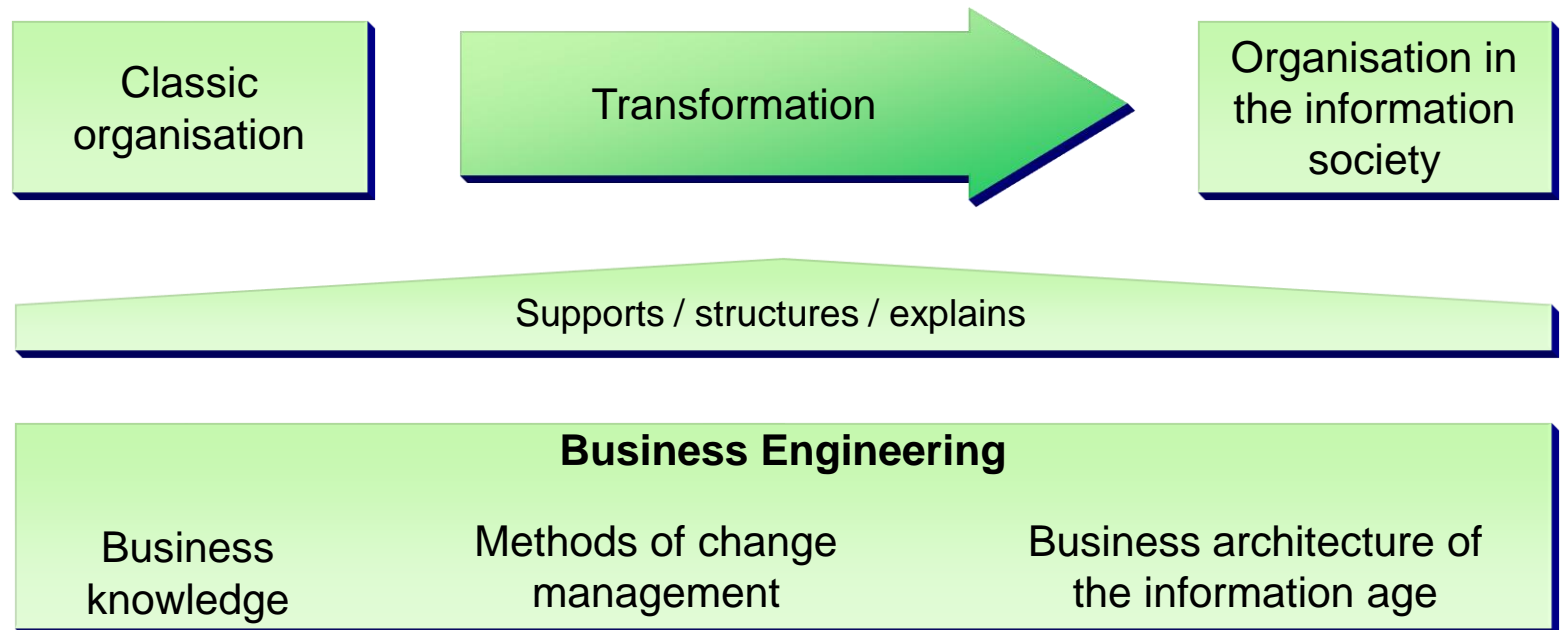
Distributed knowledge

Problem & Motivation



"I think you should be more explicit here in step two."

Problem & Motivation

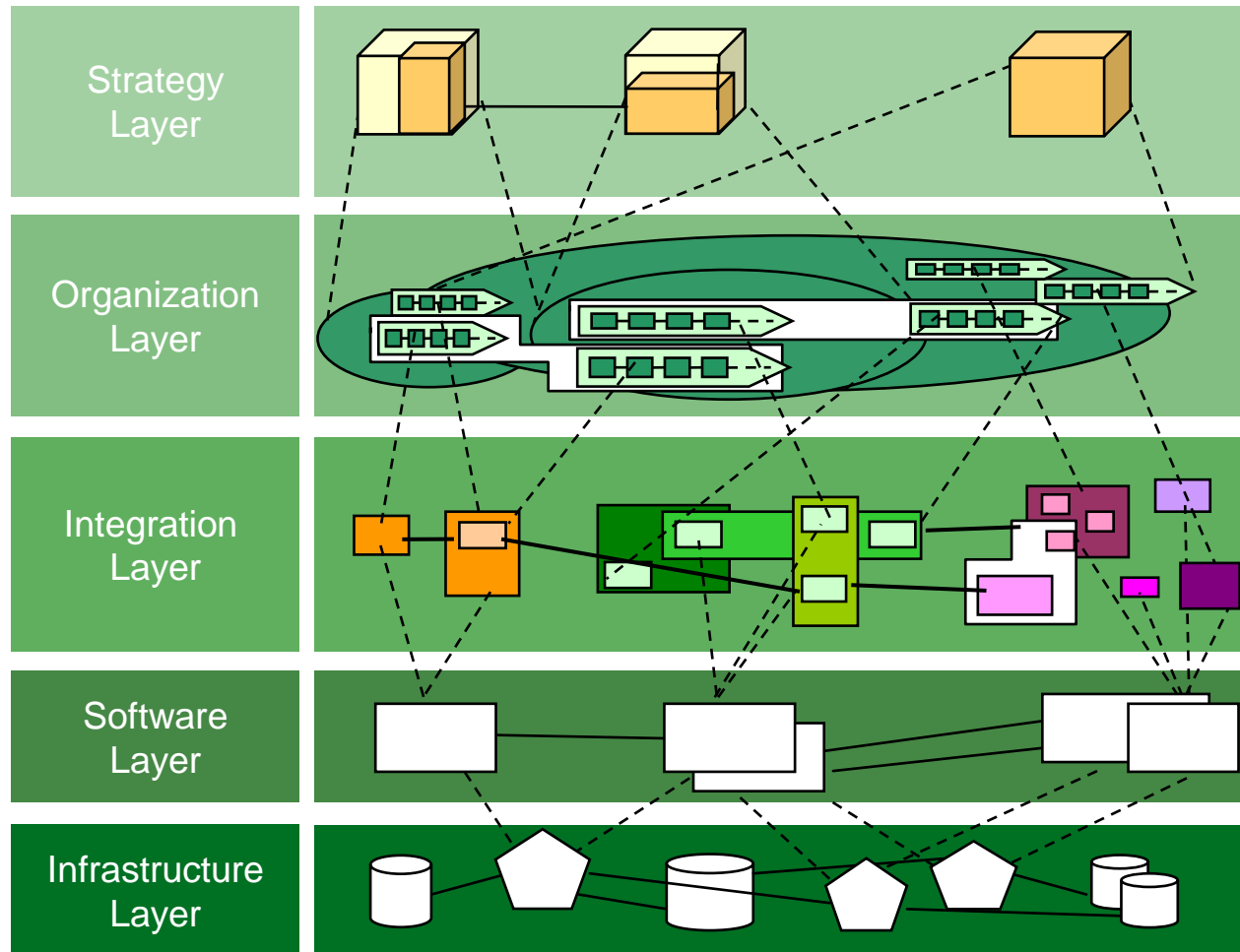


Agenda

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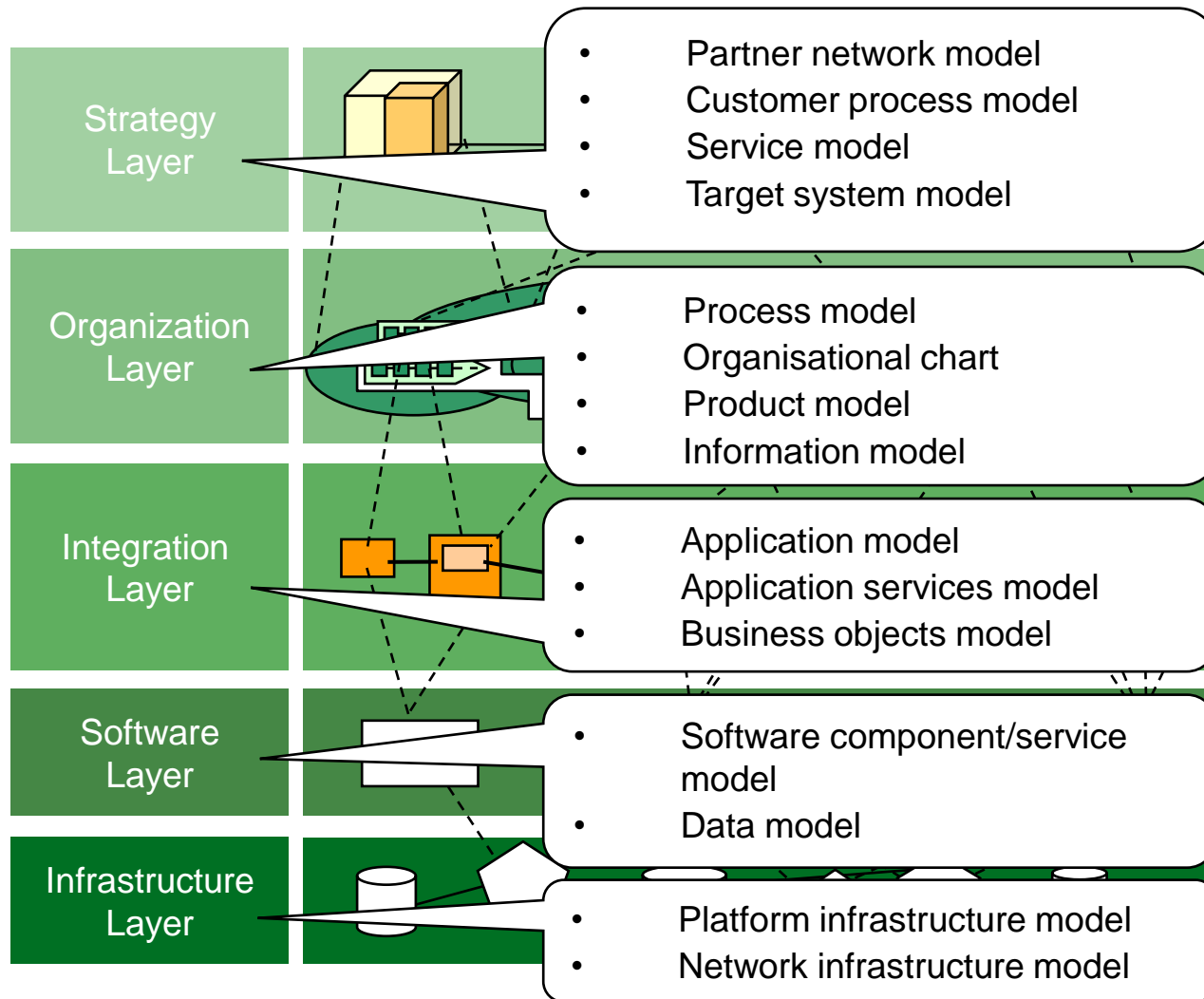
Research Results

BE Basics | Conceptual Model | Implementation

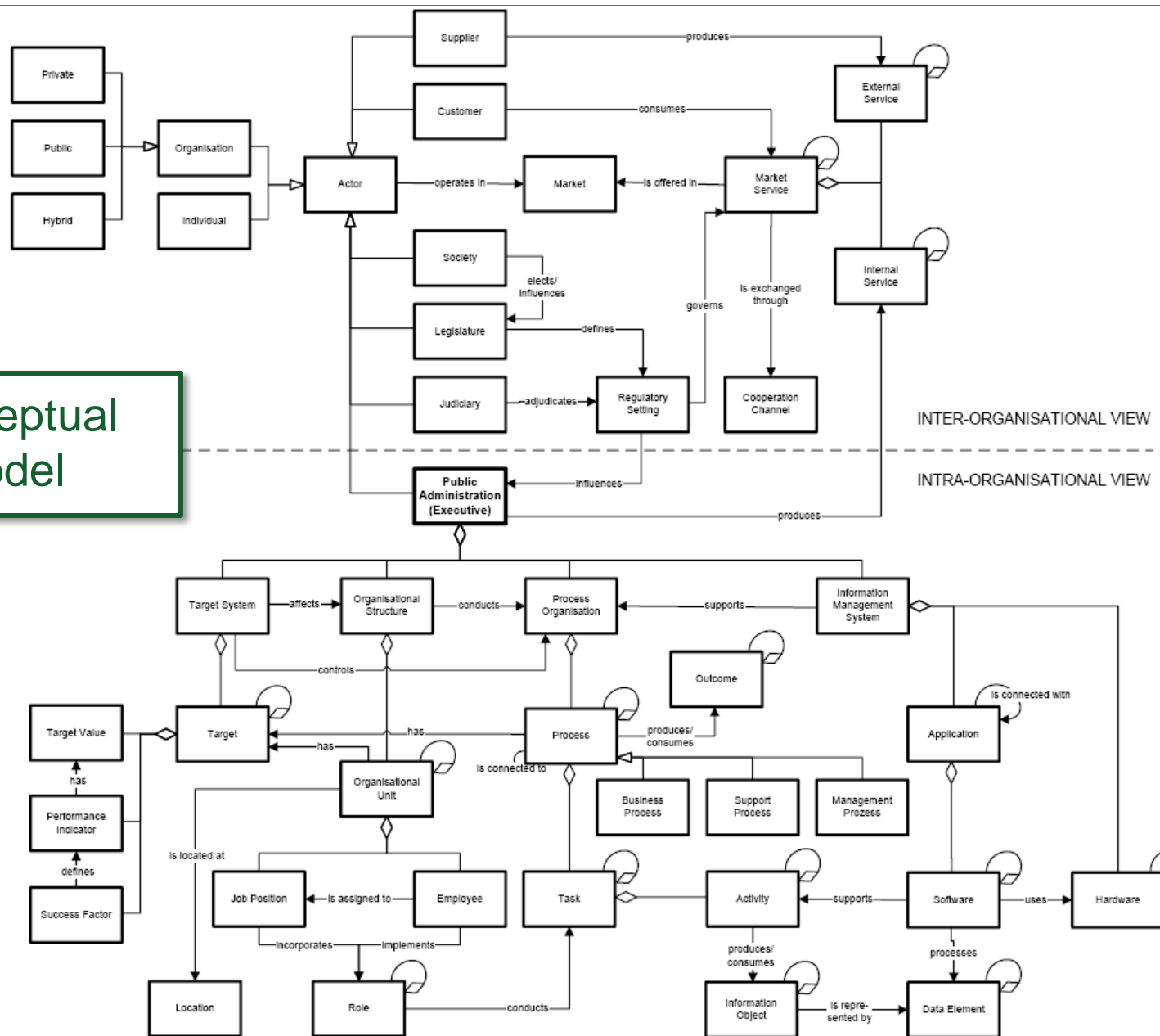


Research Results

BE Basics | Conceptual Model | Implementation



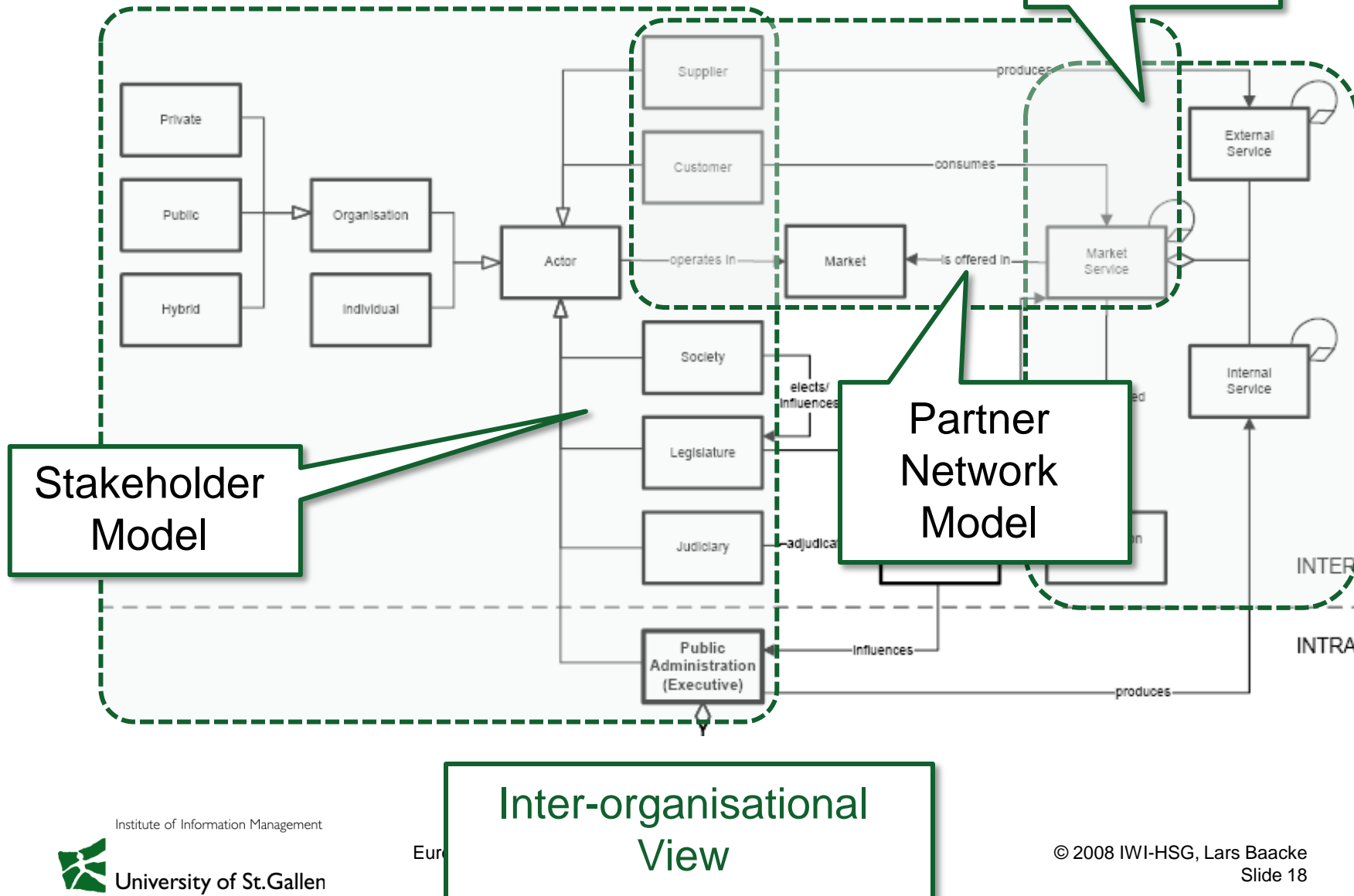
Conceptual Model



Research Results

BE Basics | Conceptual Model | Implementation

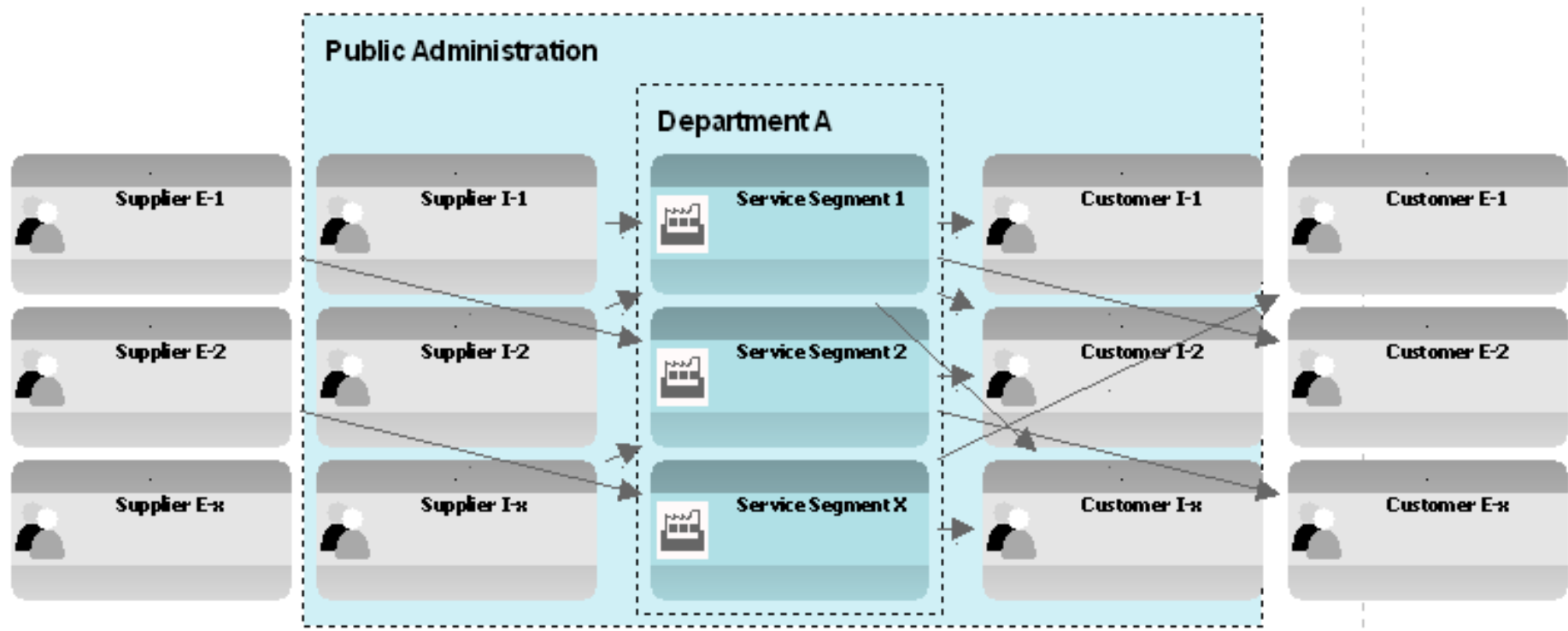
Service Delivery Model



Research Results

BE Basics | Conceptual Model | Implementation

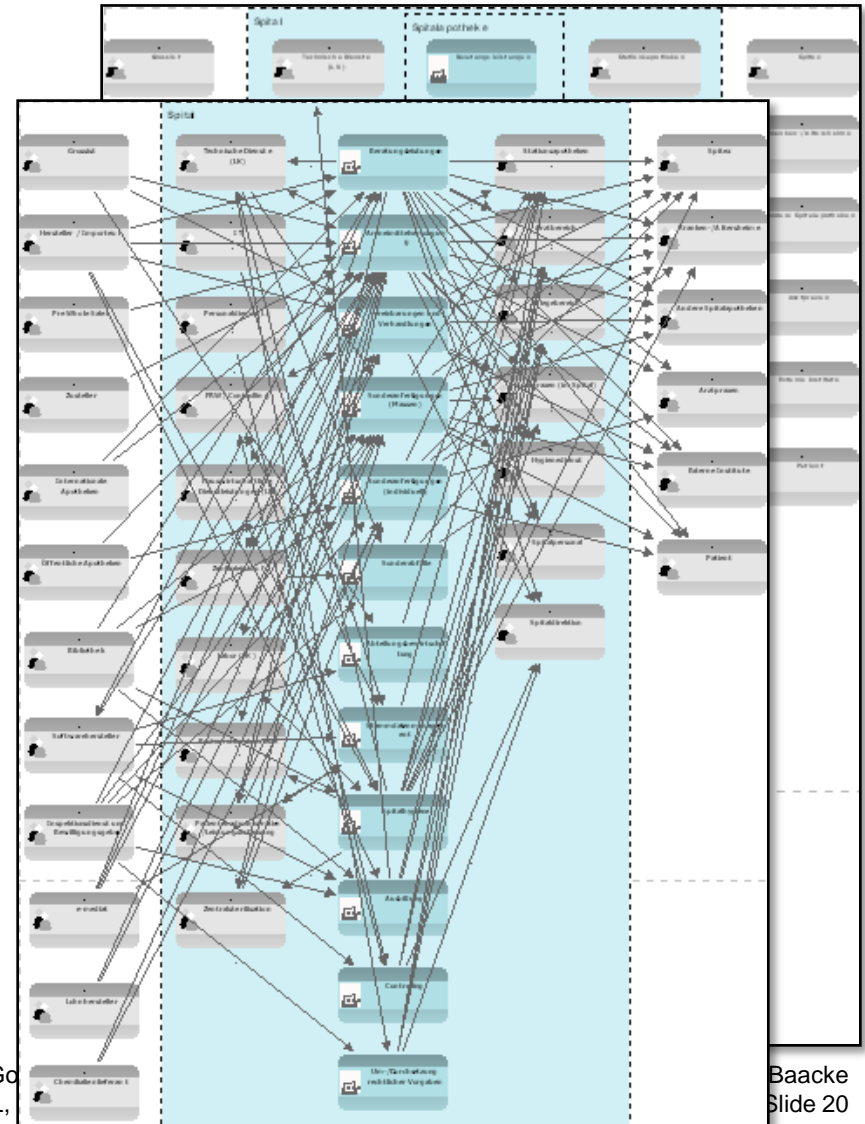
■ *Partner Network Model:*



Research Results

BE Basics | Conceptual Model | Implementation

- Example of a *Partner Network Model*:

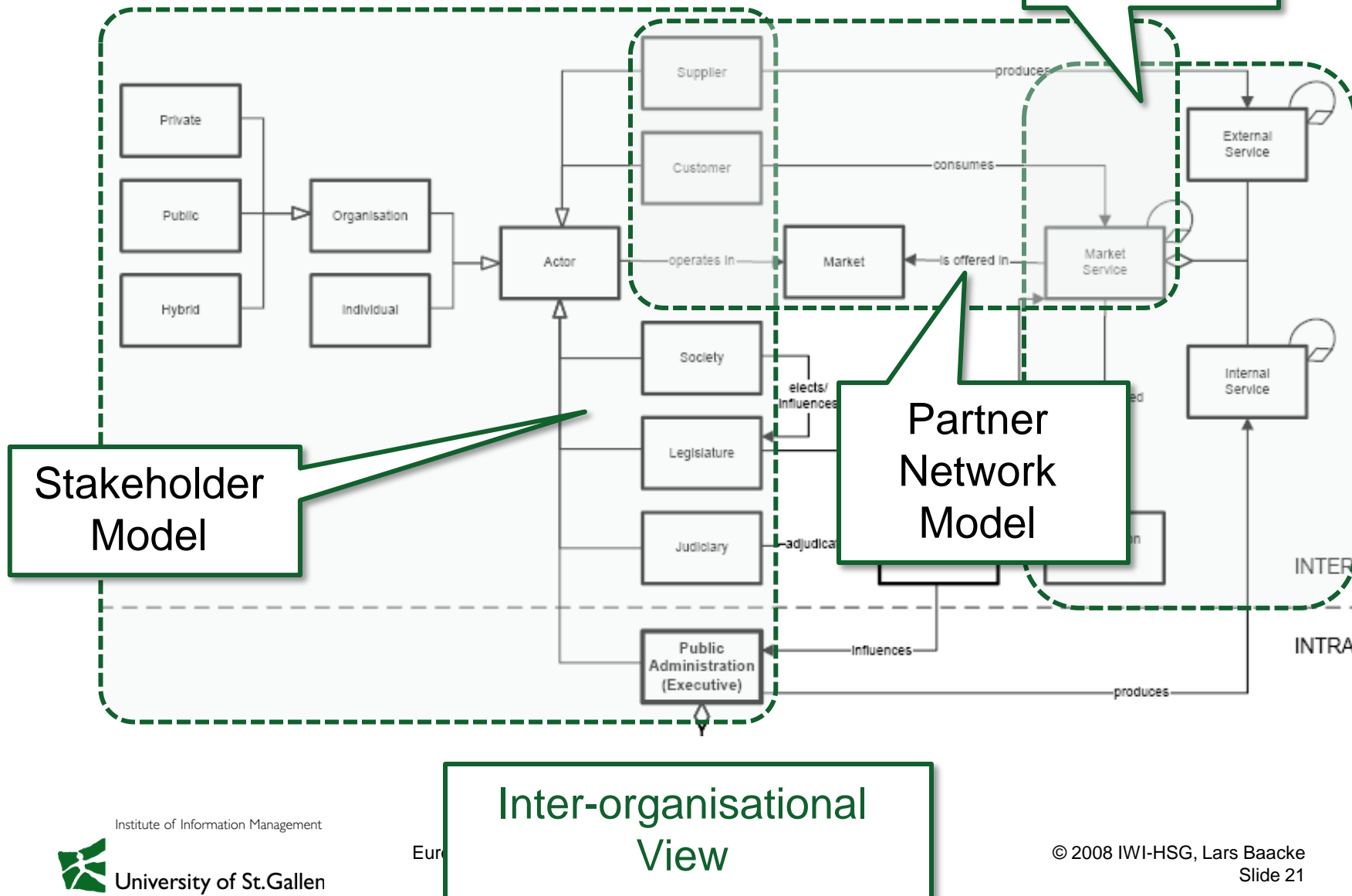


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Research Results

BE Basics | Conceptual Model | Implementation

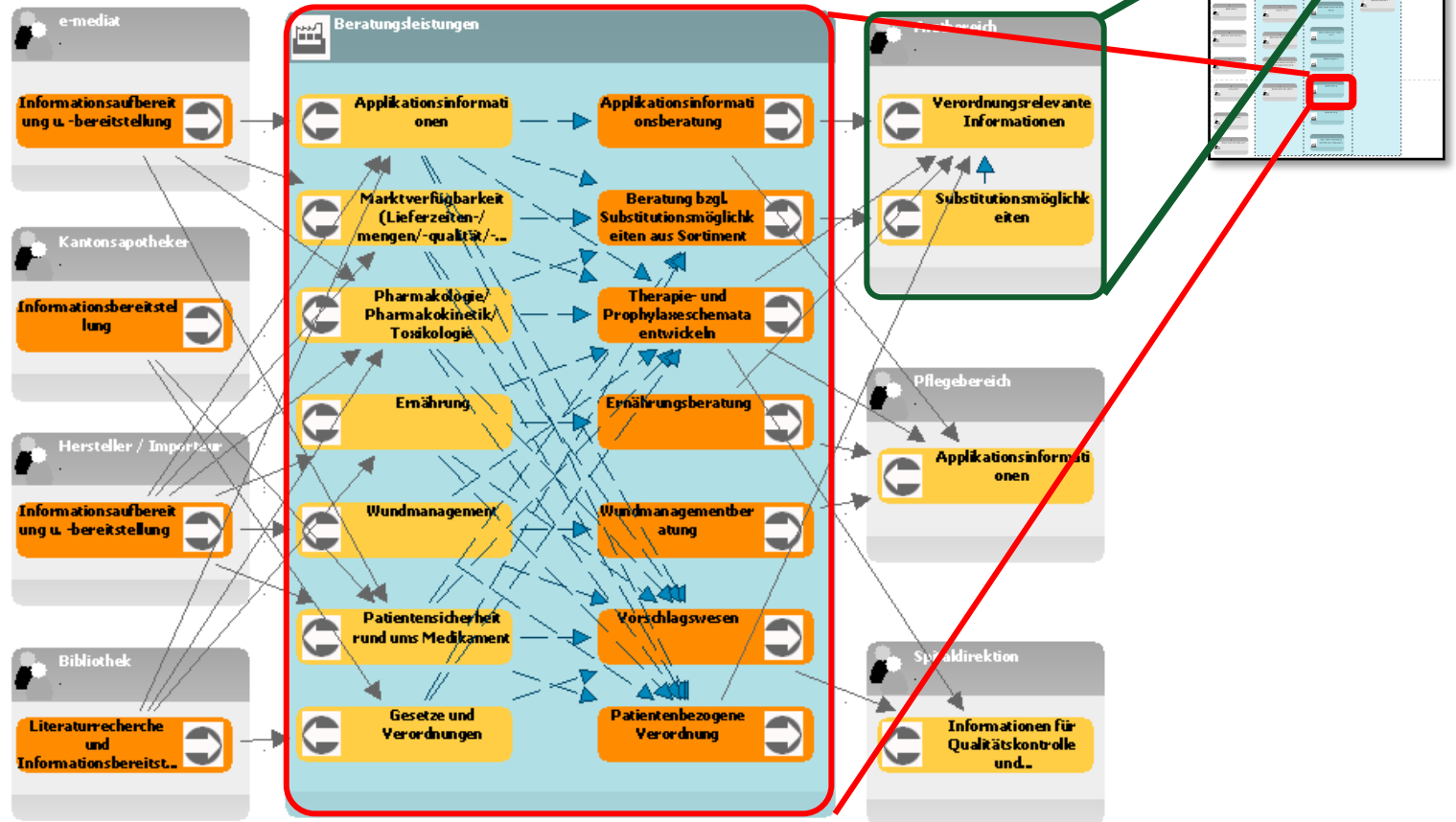
Service Delivery Model



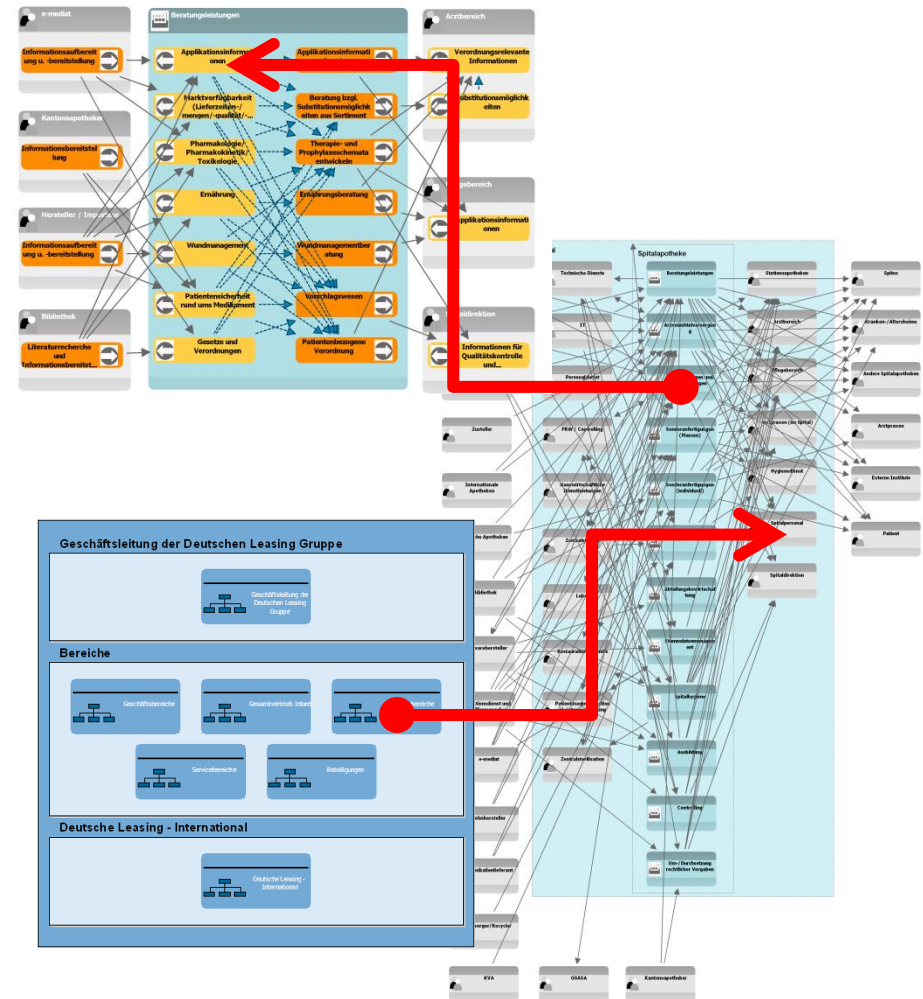
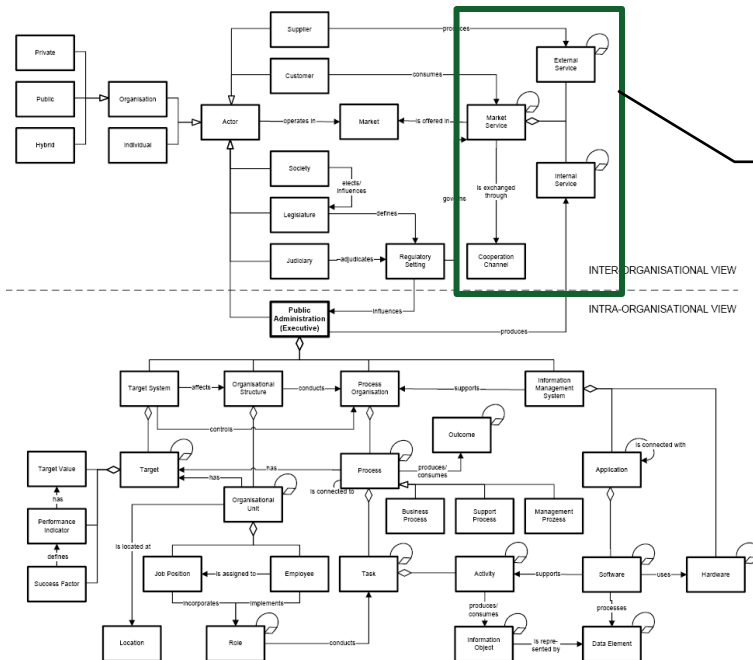
Research Results

BE Basics | Conceptual Model | Implementation

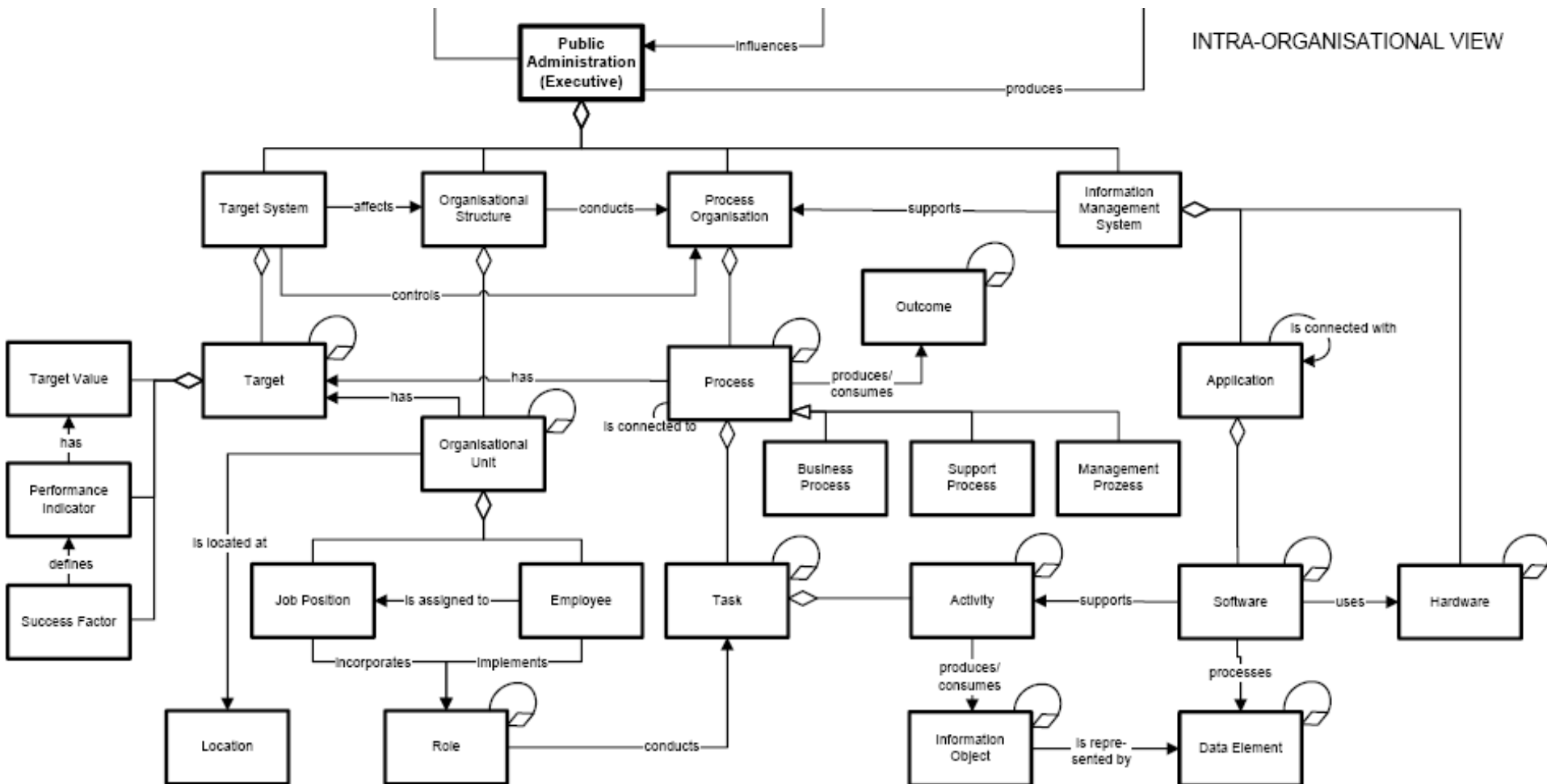
■ Example of a *Service Delivery Model* (health):



BE Basics | Conceptual Model | Implementation



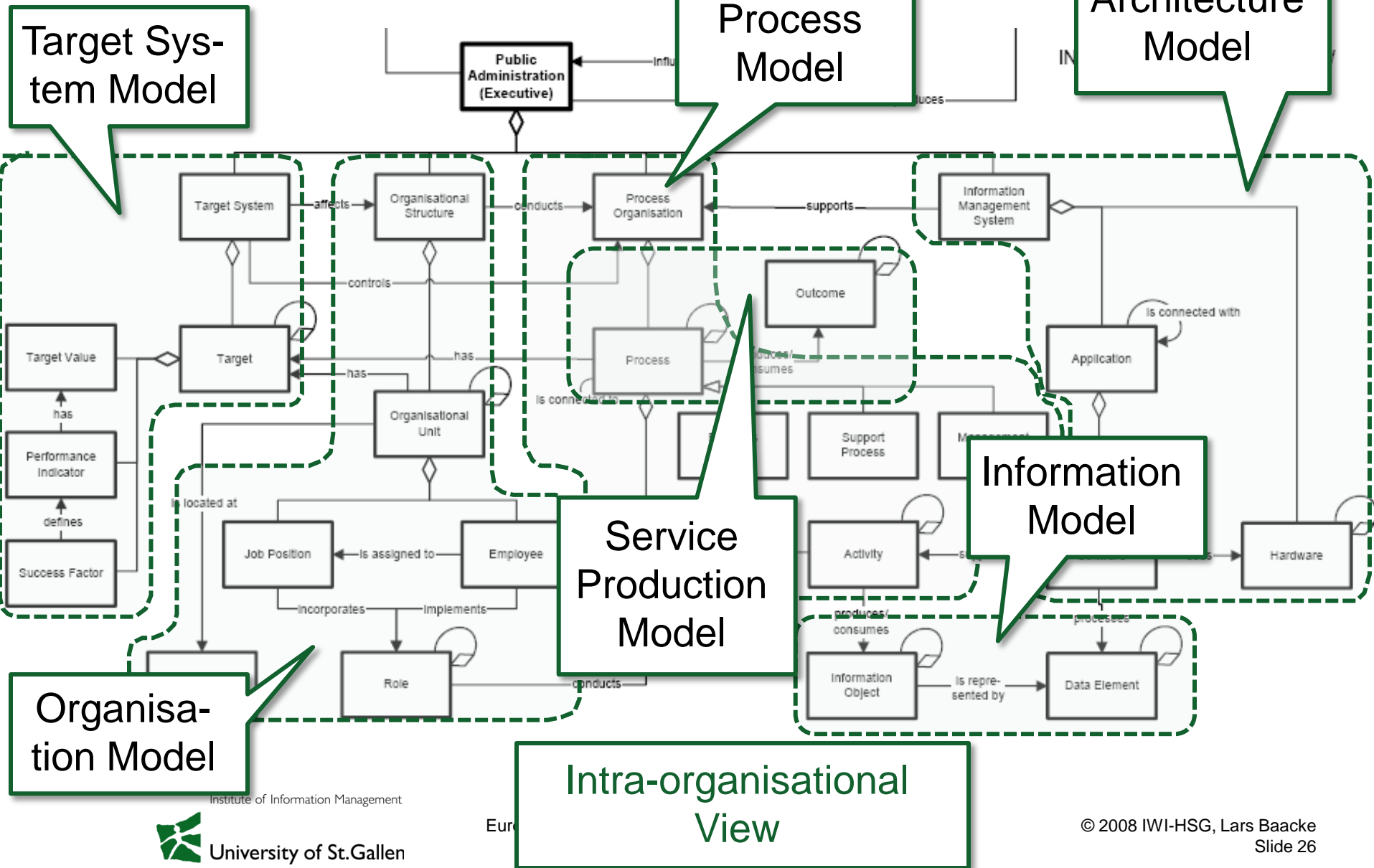
BE Basics | Conceptual Model | Implementation



Intra-organisational View

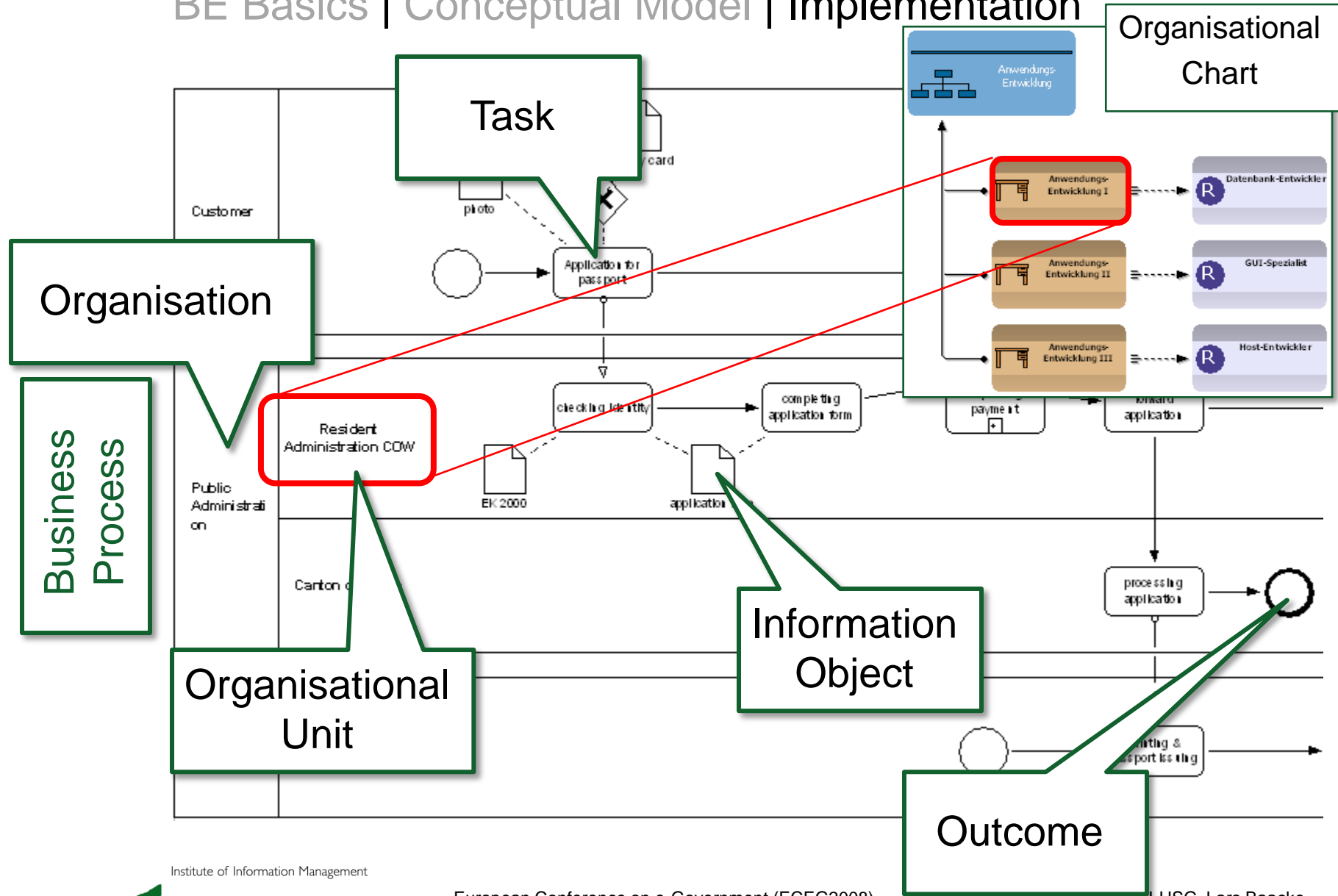
Research Results

BE Basics | Conceptual Model | Implementation



Research Results

BE Basics | Conceptual Model | Implementation



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Conclusion & Outlook

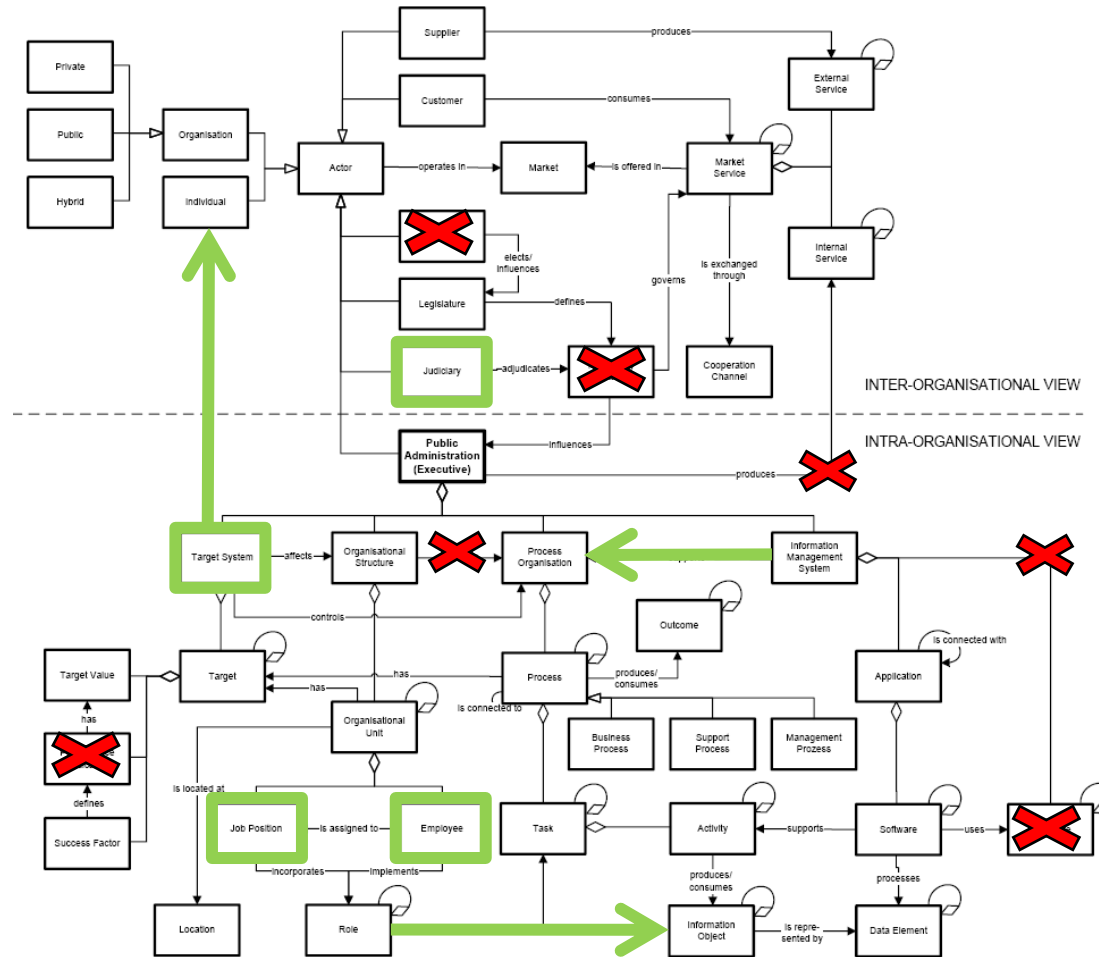
Value | Further Research

- Conceptual model as foundation to identify:
 - ... required, desirable, or even unnecessary model types in order to comprehensibly depict the architecture of an organisation
 - ... impact of changes and consequences for different parts of the architecture
- Transparency of documentations:
 - Redundancy reduction
 - Integrity improvement
 - Simplification of maintenance
 - Common understanding
- Derivation of guidelines for comprehensive change projects (sequence of analysis steps, risk reduction, consideration of stakeholder requirements, etc.)

Conclusion & Outlook

Value | Further Research

Context Factors and Project Types



Objectives



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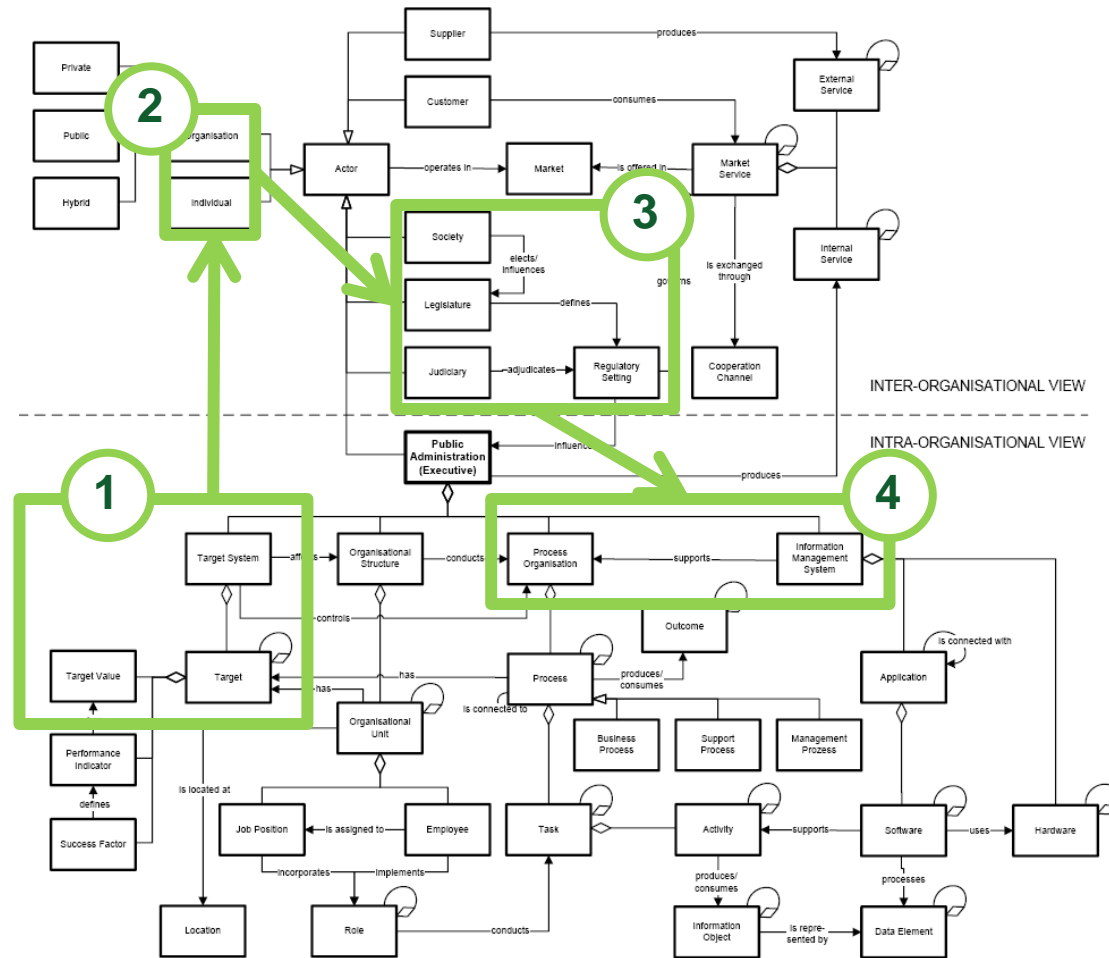
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Slide 30

Conclusion & Outlook

Value | Further Research

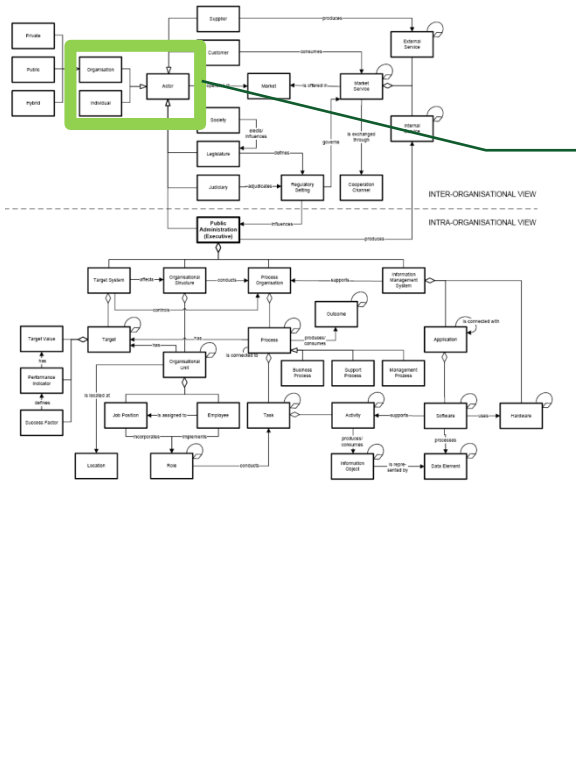
Context Factors and Project Types



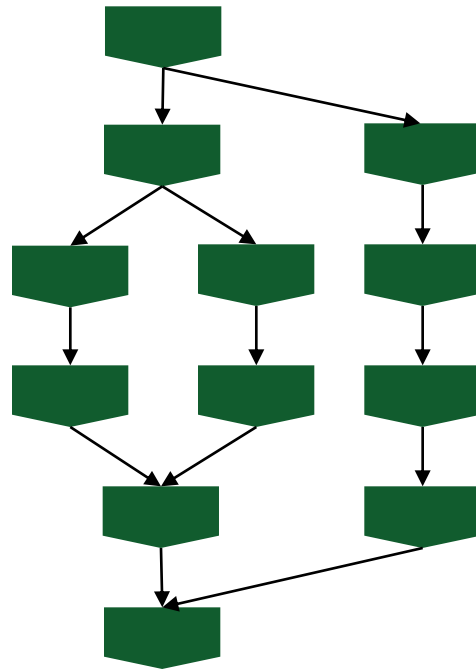
Objectives

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Value | Further Research

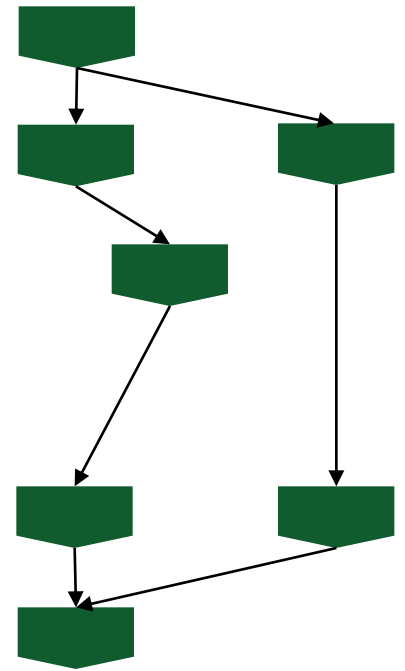


Current Situation



Target-oriented transformation

Target Situation



Timeline

Conclusion & Outlook

Value | Further Research

- Development of a meta-model describing the interrelations of the elements of the conceptual model on model level (dependencies between all model elements)
- Investigation of (administration-specific) context factors and project types which influence the change process
- Derivation of context factor- and project type-specific modifications of the conceptual and the meta-model
- Analysis of project-related interdependencies between model types in order to derive optimised strategies for analysis (different sequences) involvement of specialists as well as management of the change project



Thank you for your attention!

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