INDUSTRY-ACADEMIA COLLABORATION FOR E-GOVERNMENT SERVICE DEVELOPMENT: LEARNING FROM PRACTICE OF INNOVATIVE TÜRKSAT-UNIVERSITY CASE

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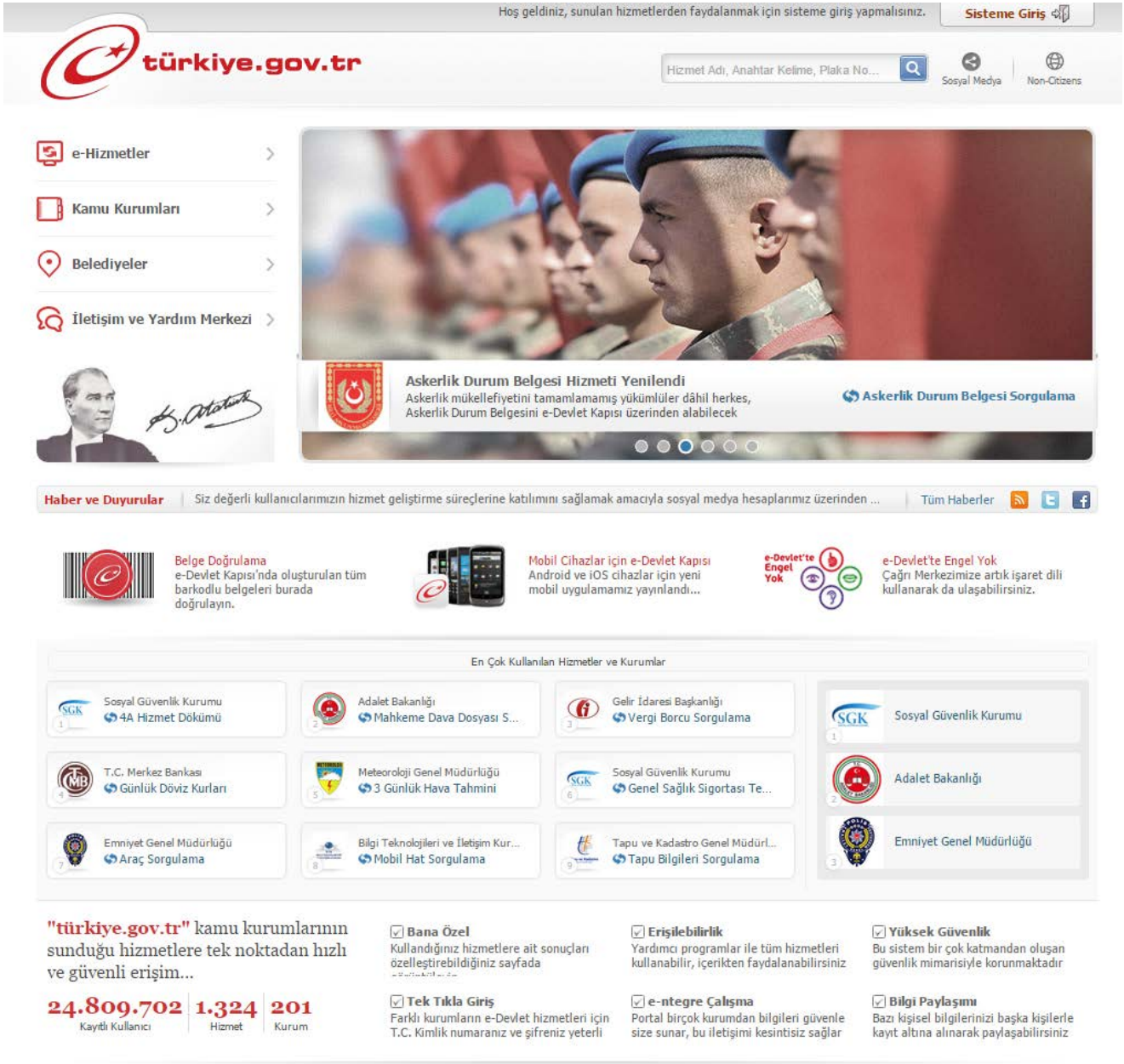
Content & Purpose

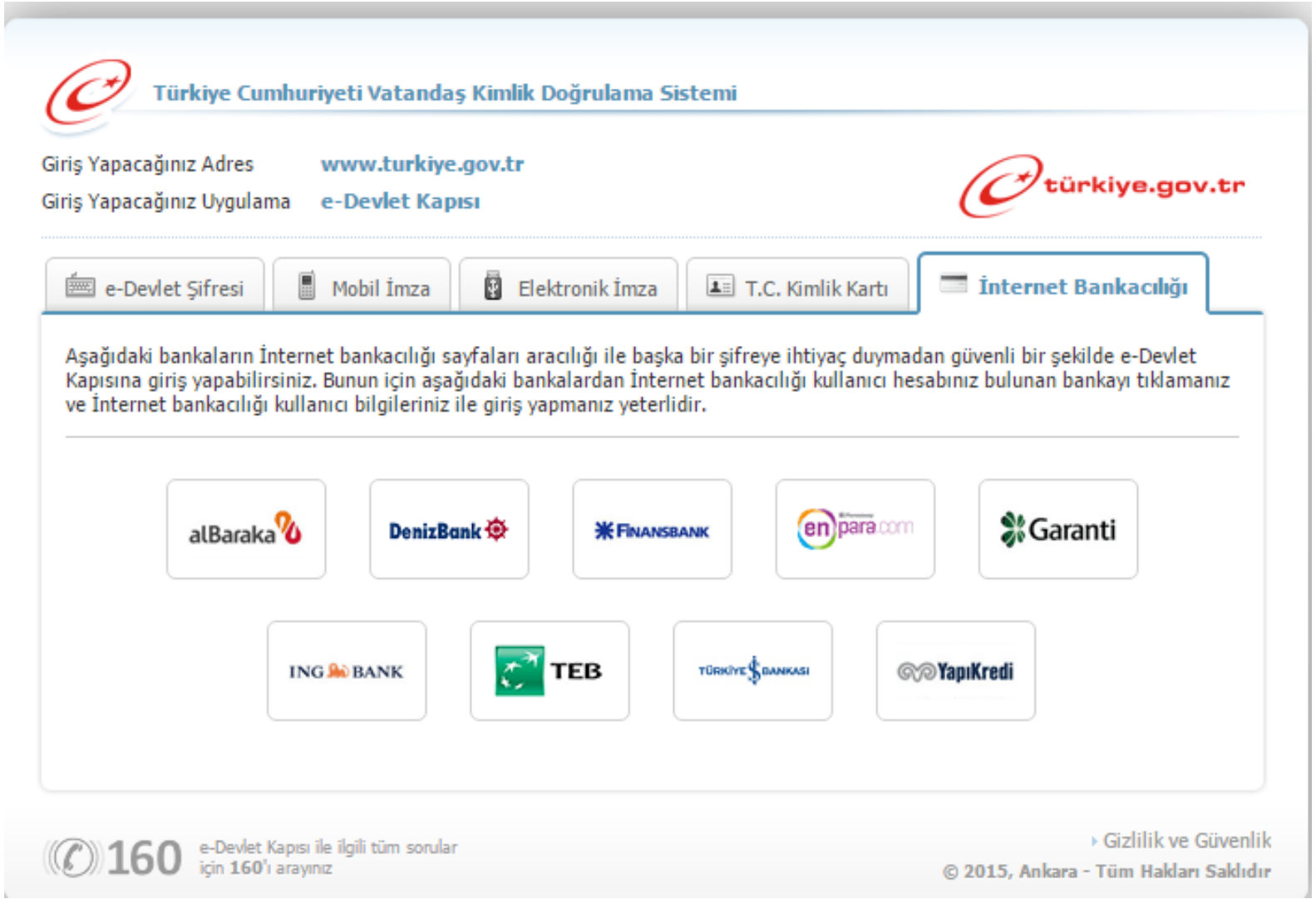
- TÜRKSAT-university case for e-government service development as an innovative industry-academia collaboration case
  - TÜRKSAT
  - E-Government Gateway, university services
  - STORK 2.0 Project, e-academia pilot
  - Others
- Learning from practice
  - Conceptual underpinnings and implications
  - Practical impacts and implications

TÜRKSAT-University Case for e-Government Service Development

e-Government (e-Government Gateway)
Citizen-Oriented Service Transformation and Dissemination



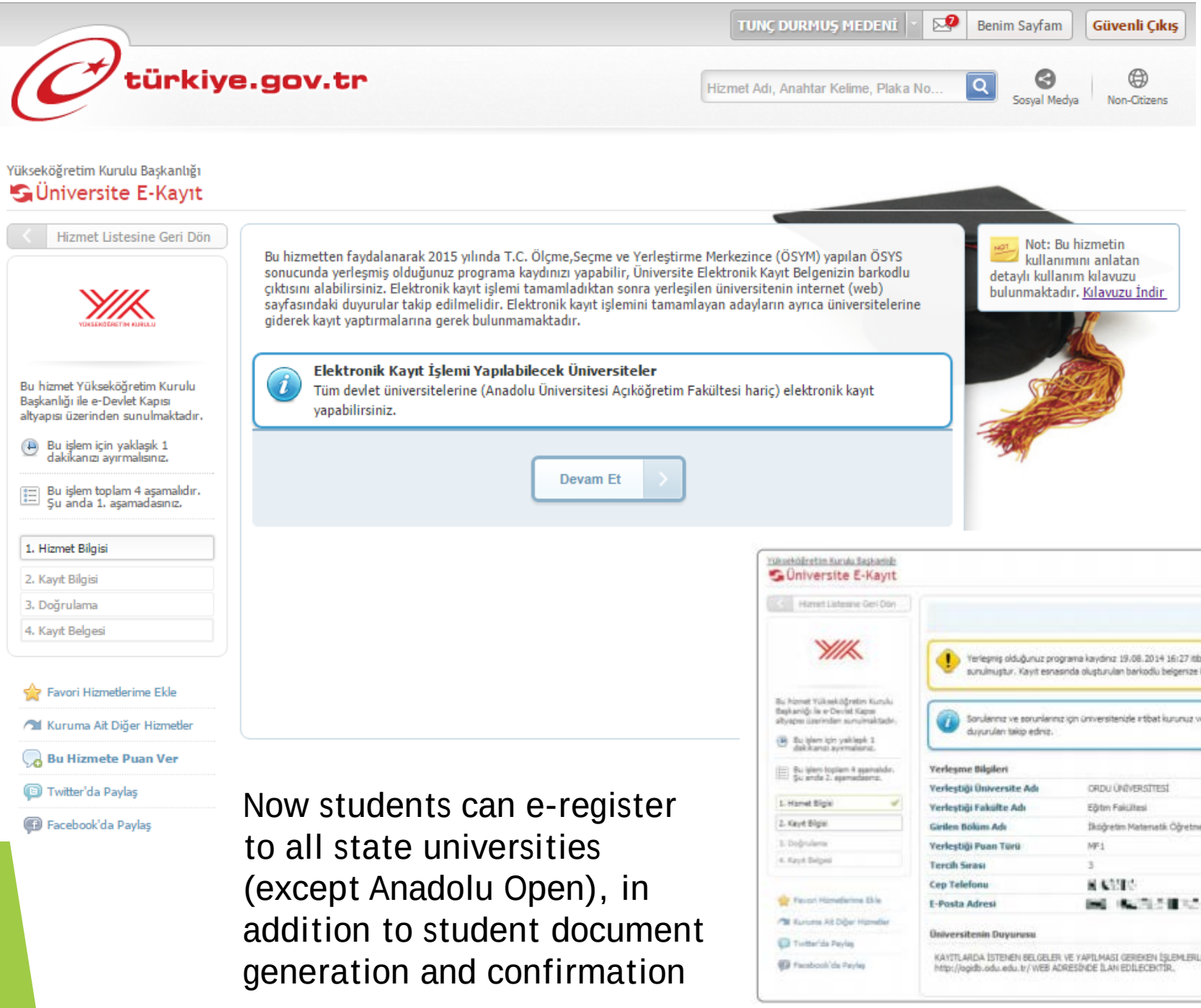
Türkiye’de en çok ziyaret edilen gov.tr uzantılı site (Alexa verilerine göre)



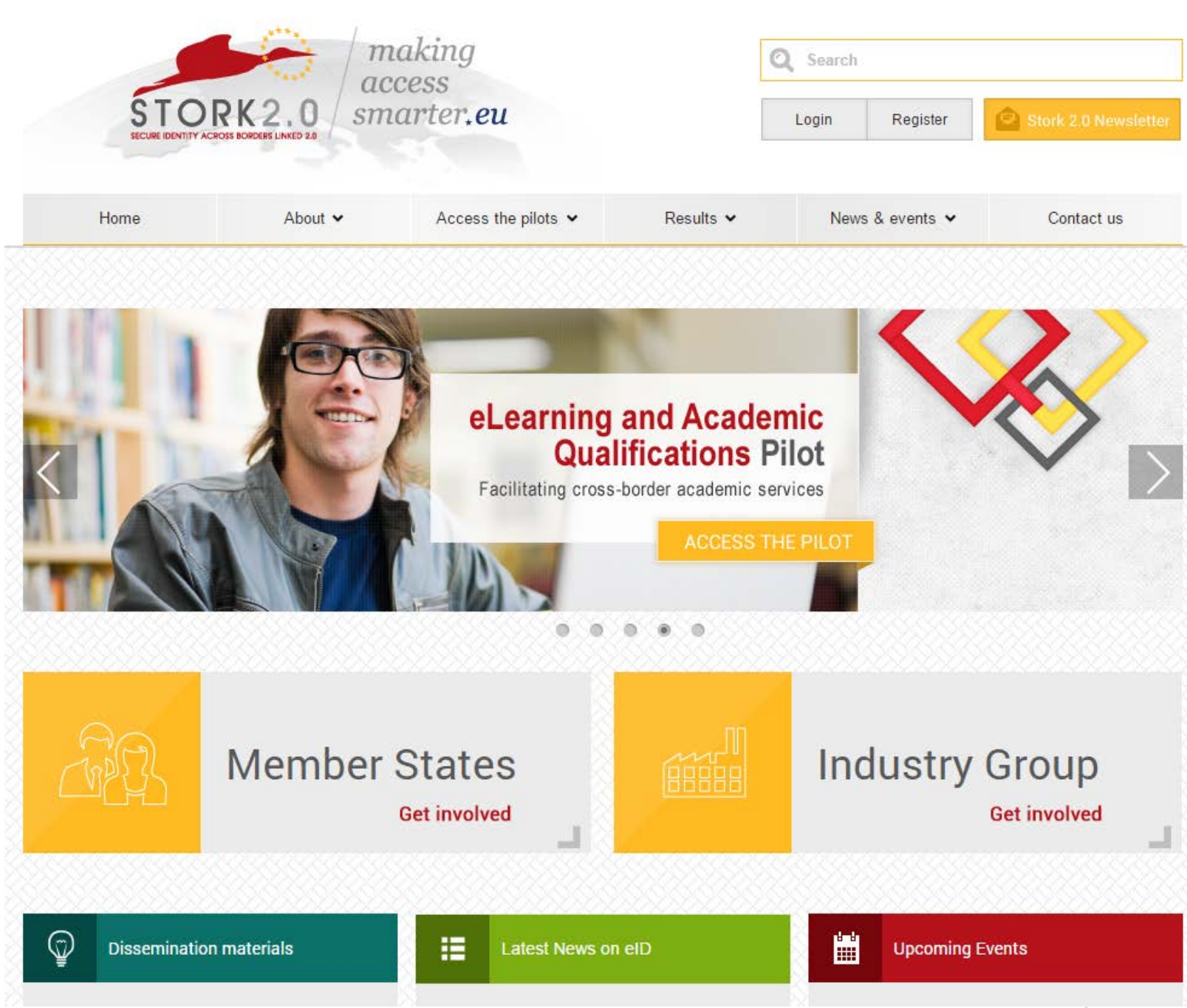
DenizBank achieved

- Title of “Global Innovator”, granted by EFMA and Accenture in 2015
- Second prize in “Most Disruptive Innovation” category with its project that provides direct access to e-Government Gateway

First Use of End User for Student Services ☺ (Certificate&Transcript Document Generation) in 2014



Now students can e-register to all state universities (except Anadolu Open), in addition to student document generation and confirmation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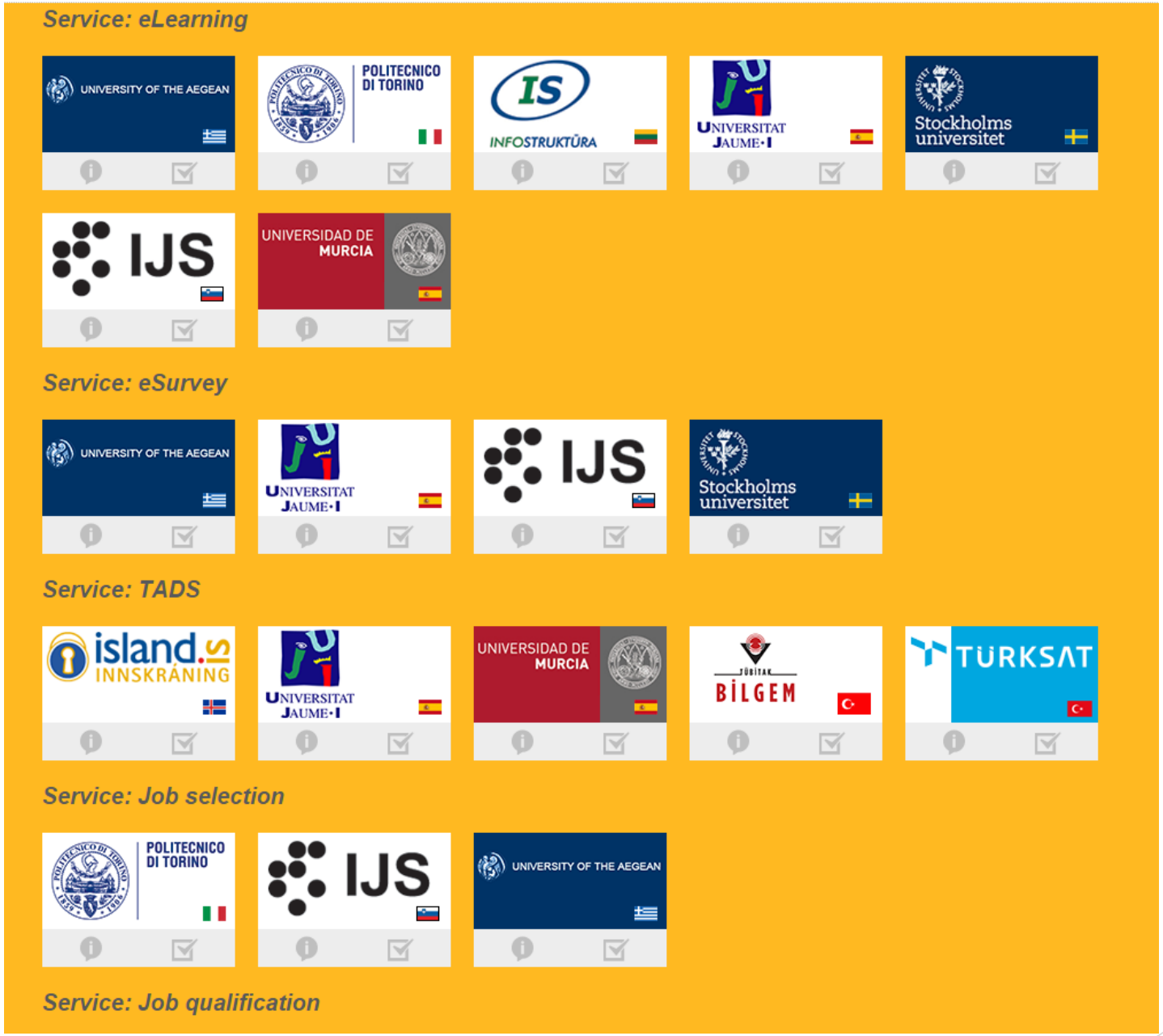
Service: eLearning
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POLITECNICO DI TORINO
IS INFOSTRUKTŪRA
UNIVERSITAT JAUME·I
Stockholms universitet
IJS
UNIVERSIDAD DE MURCIA
Service: eSurvey
UNIVERSITY OF THE AEGEAN
UNIVERSITAT JAUME·I
IJS
Stockholms universitet
Service: TADS
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Service: Job selection
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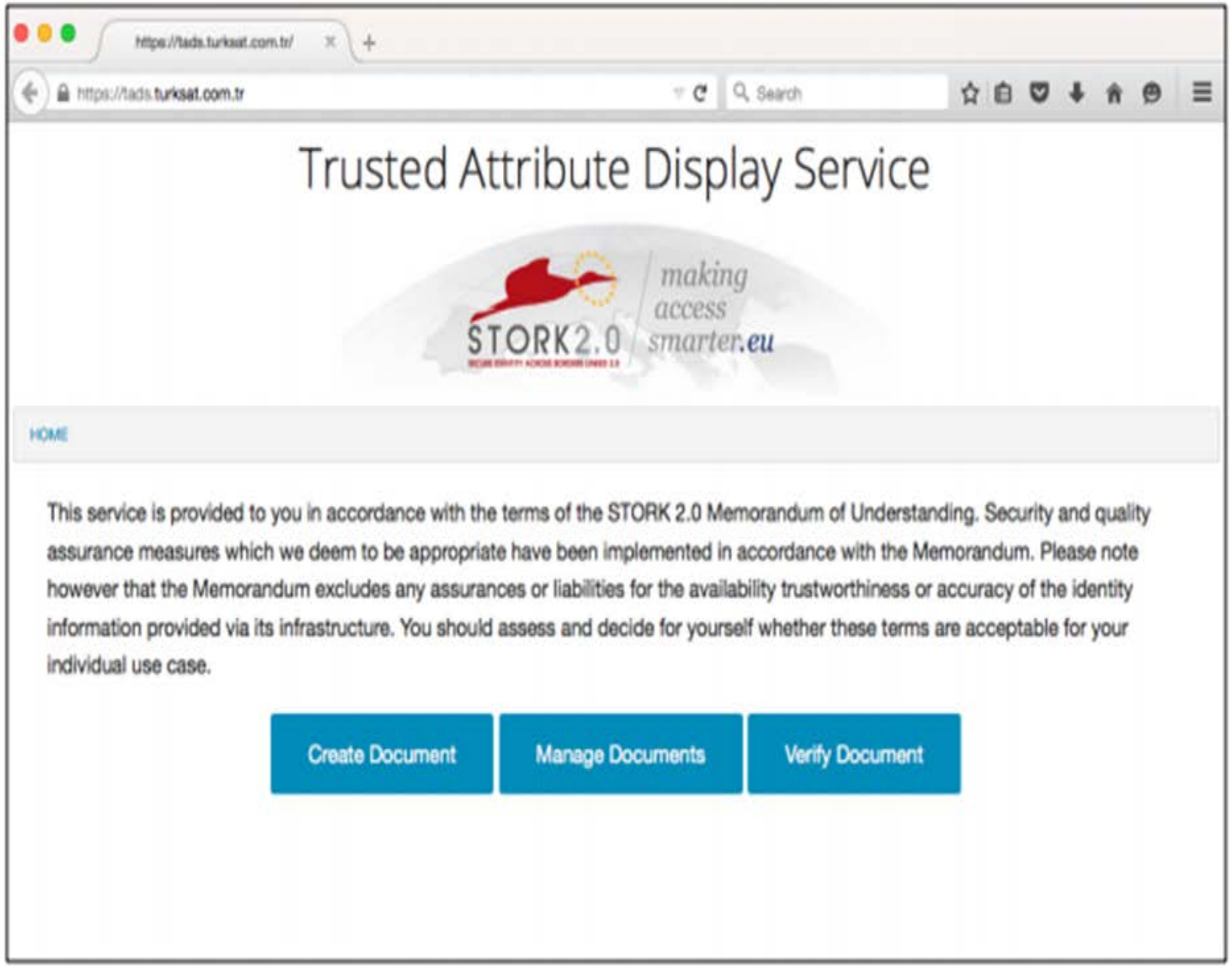
Service: Job qualification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Personal Attributes

	Request	Optional	Do not request
Given Name	Request	Optional	Do not request
Surname	Request	Optional	Do not request
Inherited Family Name	Request	Optional	Do not request
Adopted Family Name	Request	Optional	Do not request
Gender	Request	Optional	Do not request
Date of Birth	Request	Optional	Do not request
Country Code of Birth Country	Request	Optional	Do not request
Place of Birth	Request	Optional	Do not request
Nationality Code	Request	Optional	Do not request
Marital Status	Request	Optional	Do not request
Text Residence Address	Request	Optional	Do not request
e-mail	Request	Optional	Do not request
Title	Request	Optional	Do not request
Residence Permit	Request	Optional	Do not request
Pseudonym	Request	Optional	Do not request
Age	Request	Optional	Do not request
Citizen QAA Level	Request	Optional	Do not request

Academia Attributes

	Request	Optional	Do not request
Diploma Supplement	Request	Optional	Do not request
Current Studies Supplement	Request	Optional	Do not request
Has Degree	Request	Optional	Do not request
Is Student of	Request	Optional	Do not request
Is Academic Staff	Request	Optional	Do not request
Is Teacher	Request	Optional	Do not request
Is Course Coordinator	Request	Optional	Do not request
Is Administration Staff	Request	Optional	Do not request
Habilitations	Request	Optional	Do not request

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Other Industry-Academia Collaborative Works

- STORK infrastructure is also being adapted by TÜRKSAT for National Agency
  - in order to ease application of international legal entities such as educational institutions or non-profit organizations
  - to calls for EU-funding to be used in Turkey for knowledge transfer and local development purposes
- Other EU-funded projects

CEES
Marie Curie Industry-Academia Partnerships and Pathways

UbiPOL
Ubiquitous Participation Platform for POLicy Making

GOVERNMENTS ENABLED WITH IPv6
GEN6

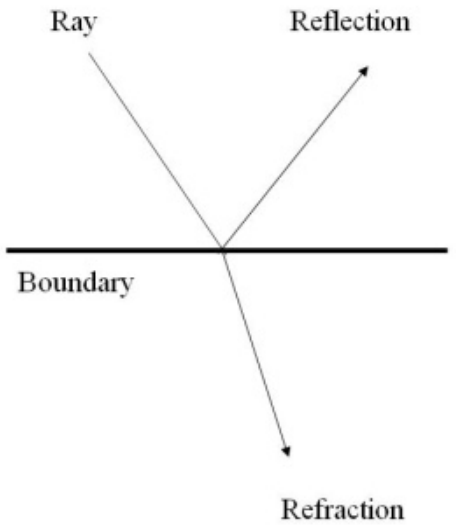
next generation
EMYNOS
emergency communications

- Collaboration with other universities

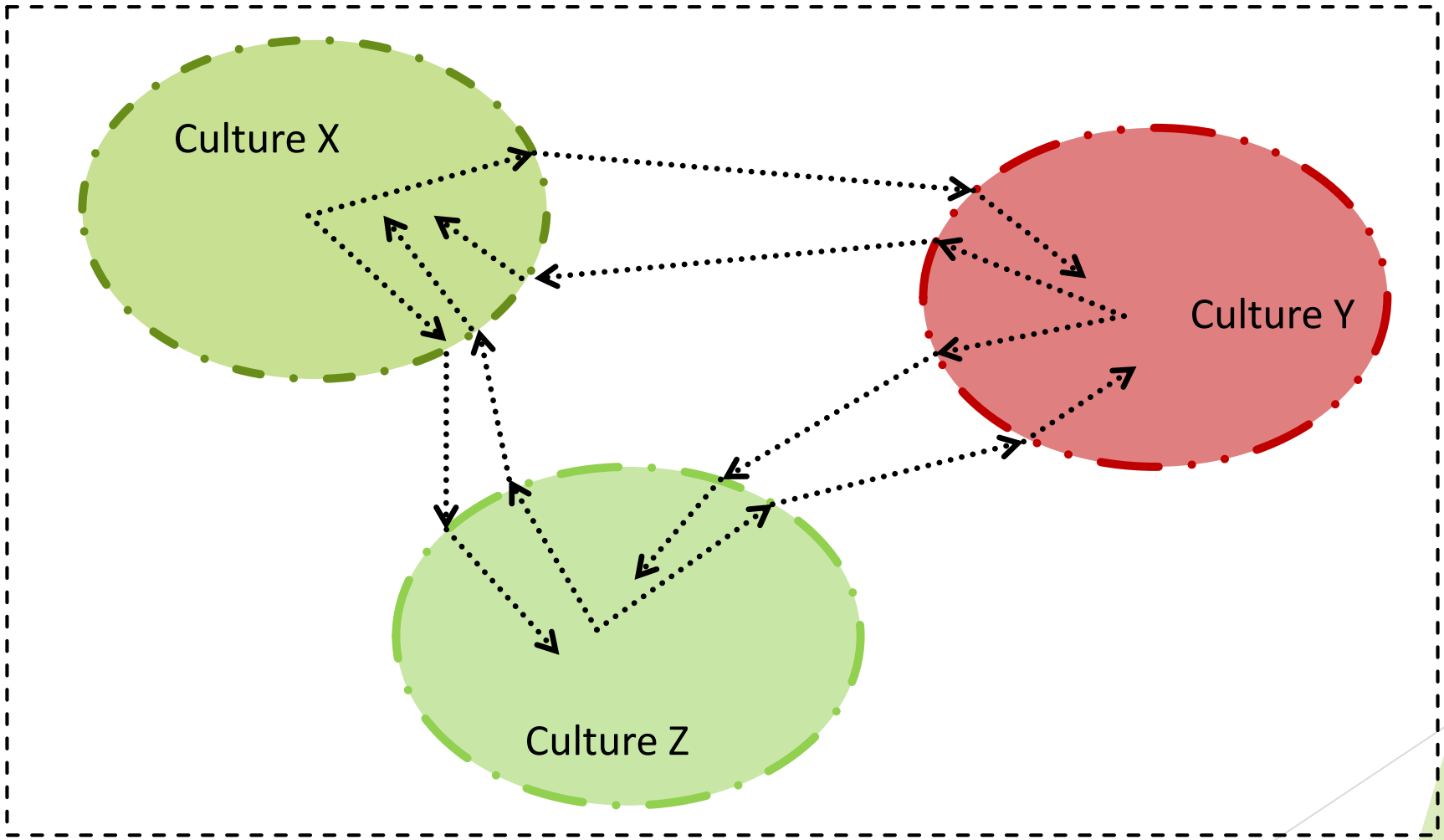
Learning from Practice

The Framework: Cross-Cultural Knowledge for Managing Industry-Academia Work

- Reflections (Homogenous interactions, communications, understandings, relations) that are pre-assumed
- Refractions (Heteregoneous interactions, miscommunications, misunderstandings, confusions) that may happen most of the time:
  - Changes, conflicts
  - Misunderstandings



Cross-Cultural Interface Interactions among Different (Countries,) Industries, Institutions and Units

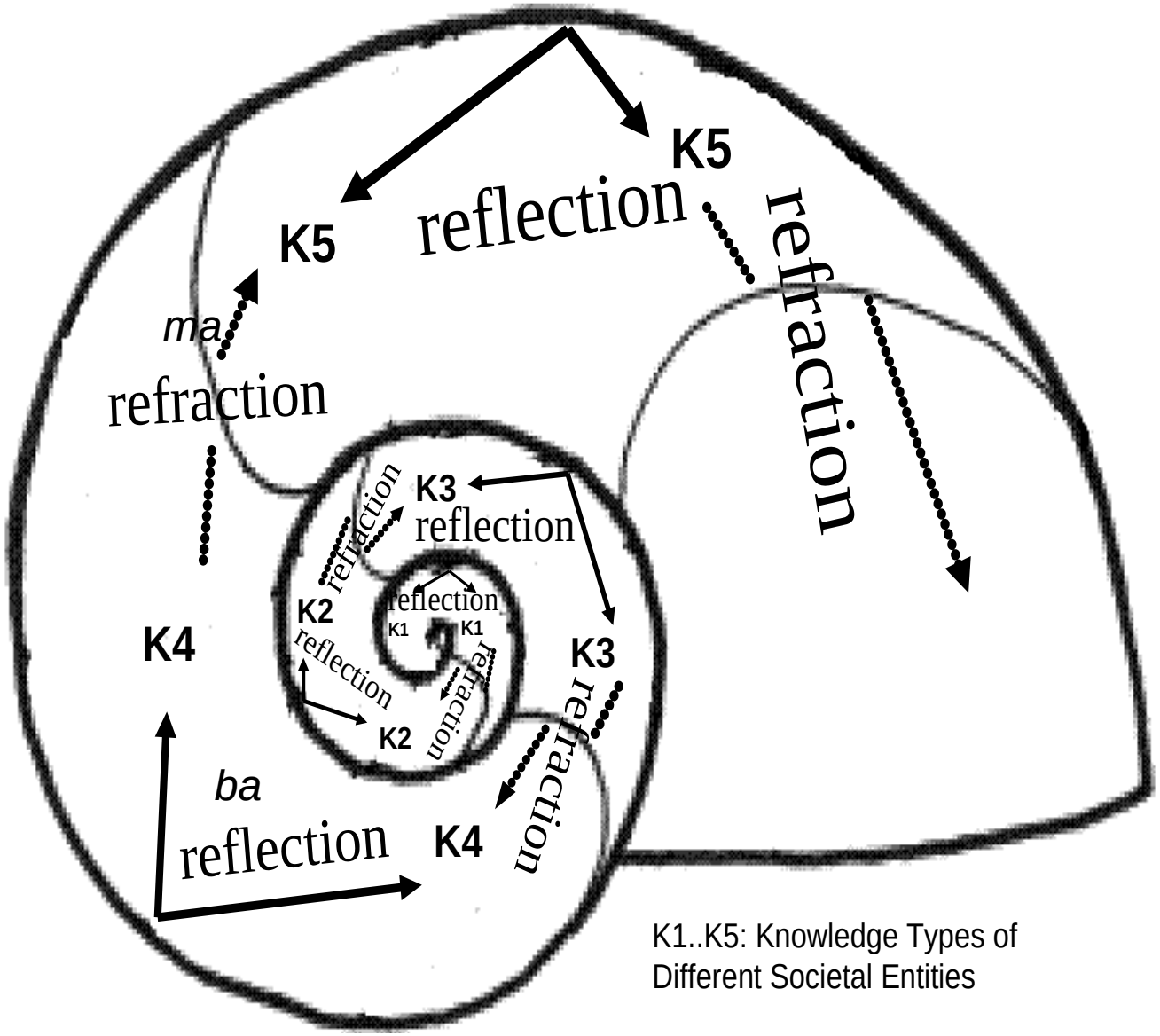


(refract, crossing boundaries - in reality)

Space-Time for Cross-Cultural Knowledge Creation

- **Ba** (場) as a creative and collaborative space
  - Real/Physical
  - Digital/Virtual
  - Mental/Intellectual,
- **Ma** (間) as a spatio-temporal interval, in-between-ness for creative and collaborative interaction
  - separates and connects as a permeable membrane
  - **Seam** design for interfaces

Knowledge Amphora Modeling for Cross-Cultural Informative - Communicative Interactions



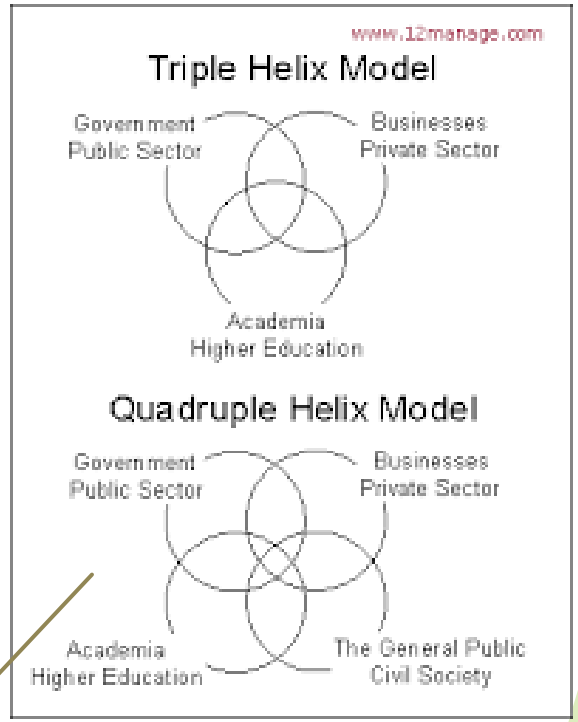
K1..K5: Knowledge Types of Different Societal Entities

Practical Factors Contributing to Enabling Cross-Cultural Interface Interactions for Industry-University Collaboration

- Continuous support of upper management
- Suitable scope and life-span for projects
- A well-established advisory role for bridging in-between
- TÜRKSAT (semi public + semi private) + University (academia) > Triple Helix model of university-industry-government collaboration?

Challenges in front of Sustainable, Fruitful Industry-University Collaboration

- Collaborating organizations could be too focused on and biased towards own strategic priorities and cultural characteristics of their institutions
- Related project works have remained to be mostly efforts of a few self-motivated individuals in both sides
- Need to
  - Systematize and institutionalize these efforts for intra-institutional capacity building and inter-organizational collaboration
  - Settle IPR issues…
  - Incorporate all stakeholders..?



Competitors?

Summary, Future Outlook and Conclusions

- TÜRKSAT-University innovative case for e-government service development
- Knowledge Amphora for Cross-Cultural Informative - Communicative (Reflective and Refractive) Interactions as a Model for Micro Dynamics of Industry-University Collaborations
- Practical Factors Contributing to and Challenging against Cross-Cultural Interface Interactions between TÜRKSAT and University… to be investigated further
  - All projects
  - Impact of government
  - Incorporation of civic society
  - Information and Communication Technologies (ICT) Sector
- Research and interaction infrastructures, “university innovation pipeline” >> *Industry-University Collaboration Gateway and Broadband*

Thank you for your Interest!

- Questions & Comments

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