



## **E-government and Web 2.0, or how digitalization redefines the intermediation between the State, citizens and territories**

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**Abstract:** The e-government principles are based on interaction with citizens through Web 2.0 technologies. To accelerate the digital transformation of public action, States create platforms which bypass the intermediation of local administrations or territorial actors. Conversely, citizens initiatives invent, via Web 2.0, new services to compensate for the dysfunction of public action. This article analyzes these transformations induced by digital tools, using two perspectives: on the one hand, the notion of State as a platform ; on the other hand, local initiatives in two French cities, Lille and Brest. The limits of these digital intermediation processes, either by the State or by proliferation of local initiatives, push the actors to invent an articulation between these two levels to multiply and optimize the impact of social innovations.

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