

Rationale - Pressure

Governments around the world are under pressure to:

- 1) address public needs
- 2) support local industries
- 3) deliver high-quality services
- 4) be responsive to social change, etc.

All at reasonable costs to the public.

The expectations grow as the **Information Society** expands.

Rationale - Response

In response, governments implement:

- 1) **Public Sector Reforms** – bringing about customer orientation, business-like management, citizen engagement, etc.
- 2) **Electronic Governance** – using ICT to improve internal operations and facilitate interactions with citizens, businesses, etc.

They depend on each other: Public Sector Reform relies on ICT, ICT deployment must be accompanied by Public Sector Reform.

Rationale - Challenges

Trying to implement Electronic Government vis-à-vis Public Sector Reform, government leaders face many challenges, for instance:

- 1) **Changes** - lead necessary changes to accompany technical solutions, against resistance from various stakeholders.
- 2) **Cooperation** - find ways to cooperate on cross-agency projects, against traditionally hierarchical structures of governments.
- 3) **Stability** - build stable, long-lasting solutions for the public sector, while facing volatility of supporting technologies.
- 4) **Assistance** - call for private sector assistance to deliver public services, while keeping data secure and avoiding vendor lock-in.