

# Introduction to Electronic Government

Tomasz Janowski

---

Center for Electronic Governance

---



UNITED NATIONS  
UNIVERSITY

**UNU-IIST**

International Institute for  
Software Technology

post	P.O. Box 3058, Macau
------	----------------------

email	tj@iist.unu.edu
-------	-----------------

tel	+853 28712930
-----	---------------

fax	+853 28712940
-----	---------------

url	<a href="http://www.iist.unu.edu">http://www.iist.unu.edu</a>
-----	---

# Overview

---

## 1. concepts

### 2. reasons

- 2.1. efficiency
- 2.2. customer focus
- 2.3. policy outcomes
- 2.4. economic objectives
- 2.5. public reform
- 2.6. citizen engagement

### 3. challenges

- 3.1. legislative barriers
- 3.2. budgetary barriers
- 3.3. technology change
- 3.4. digital divide

### 4. front office

- 4.1. on-line services
- 4.2. citizen engagement

### 5. back office

- 5.1. organizational change
- 5.2. leadership
- 5.3. coordination
- 5.4. inter agency collaboration
- 5.5. e-government skills
- 5.6. public-private partnership

### 6. summary