

# Introduction

# Government

---

Government is a collection of institutions that act with authority and create formal obligations. A Government may administer or supervise a state, a set group of people, or a collection of assets.

who are these institutions?	public agencies
what is the source of the authority?	people
who is under these obligations?	public agencies and people
why need a government?	societal development

# Governance

---

- 1) Governance is a set of processes, formal and informal, through which social action occurs.
- 2) It is also a guiding process through which societies make decisions, manage daily activities and interact to achieve their goals.

government vs. governance	government gets its work done through governance processes
governance only for government?	no, other organizations and groups engage in governance as well

# e-Government

---

e-Government refers to the use by government agencies of information technologies (such as wide area networks, internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government [World Bank].

drivers	<ol style="list-style-type: none"><li>1) better delivery of government services to citizens</li><li>2) improved interactions with business and industry</li><li>3) citizen empowerment through access to information</li><li>4) more efficient government management</li></ol>
benefits	<ol style="list-style-type: none"><li>1) less corruption</li><li>2) increased transparency</li><li>3) greater convenience</li><li>4) revenue growth</li><li>5) cost reduction</li></ol>

# e-Governance

---

e-Governance refers to the use of information and communication technologies to transform and support the processes and structures of a governance system.

observation	<ol style="list-style-type: none"><li>1) many definitions exist</li><li>2) the notion of e-Governance strictly depends on the perspective taken on governance</li></ol>
our view	<ol style="list-style-type: none"><li>1) e-Governance = e-Government + e-Democracy + ...</li><li>2) e-Government is about public service delivery</li><li>3) e-Governance, while including e-Government, emphasizes participation, interaction and engagement of stakeholders in decision processes</li></ol>

# e-Government Maturity

---

Specifies the level of maturity or development of e-Government.

Gartner	publish → interact → transact → integrate
UNDESA	emerging → enhanced → interactive → transactional → networked
OECD	information → interaction → transaction → and transformation

# Government Stakeholders

---

A person, group or any entity that can affect or is affected by an action taken by government.

Typical government stakeholders:

- 1) citizens
- 2) businesses
- 3) government employees
- 4) government ministries, department and agencies
- 5) union leaders
- 6) community leaders
- 7) politicians
- 8) foreign investors

# Strategic Planning

---

Strategic planning involves determining the required actions to achieve a desired vision considering the present state of an organization.

A strategic plan:

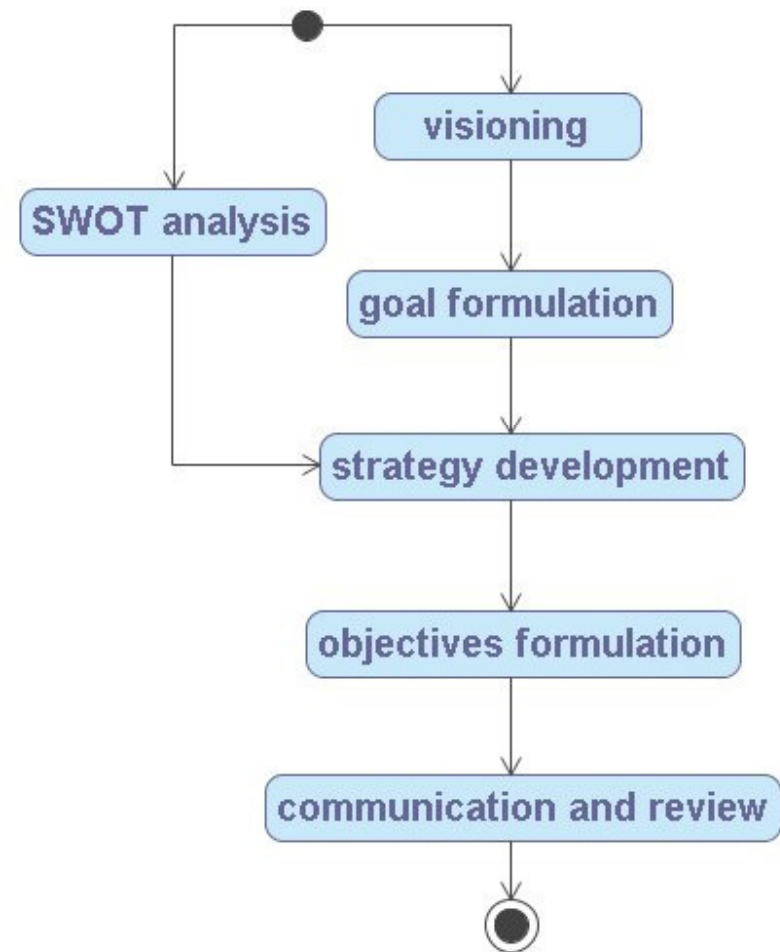
- 1) is a road map to lead an organization from its present state to its desired medium or long term future state
- 2) specifies the mission, vision, goals, strategies and objectives

# Strategic Planning Process

---

## Steps include:

- analyzing the present environment – SWOT (Strengths, Weaknesses, Opportunities, Threats)
- providing a vision statement
- refining vision into goals
- determining strategies using the outcomes of SWOT analysis and specified goals
- formulating concrete and measurable objectives from strategies
- communicating and reviewing the strategic plan



# Strategies

---

## Attributes of a good strategy:

- 1) builds on strength
- 2) resolve weaknesses
- 3) exploit opportunities
- 4) avoid threats

with respect to specific goals

## Note:

- 1) implementing a strategy may unveil and cause new threats as well as opportunities
- 2) long term strategies therefore must be accompanied by periodic reassessments of strengths, weaknesses and opportunities and threats

# e-Governance Strategy

---

A plan for the development of e-Governance specifying, among other things, the vision, goals, milestones, concrete initiatives, priorities, challenges and enabling policies for the e-Governance agenda as a whole.

- 1) a sound strategy is essential for any e-Governance initiative to succeed
- 2) strategy provides the roadmap for transforming a governance system into the desired state through ICT support
- 3) strategy must have the support of all major stakeholders

# e-Governance Strategy – Why?

---

- 1) creating the right policy and institutional framework from the start
- 2) maximizing the use of ICT initiatives within government
- 3) managing the increasing costs of ICT in government
- 4) mapping path from pilot experiments to sustainable, scalable systems
- 5) pursuing real economic development goals and not just technology
- 6) designing technology architecture (infrastructure, data and standards) for the public sector

Courtesy: Deepak Bhatia, ISG Group WB

# e-Governance Strategy Elements

---

Key elements include:

- 1) definition of e-Governance
- 2) formulation and communication of the expected value of e-Governance
- 3) goals, objectives and targets
- 4) enabling and supporting policies
- 5) portfolio of initiatives and a process for executing them
- 6) methodology for e-Readiness assessment
- 7) business models for sustainability

# Tutorial Discussion

---

- 1) Who are the stakeholders of your organization?
- 2) How does your organization create value for these stakeholders?
- 3) How could your organization create more value to these stakeholders?
- 4) Would e-Government enable the creation of more value?