

e-Government Principles

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Agenda

- What is e-Government?
- Why e-Government?
- Issues in e-Government
- 7 Principles of e-Government

Essence of Good Governance

Least Governance

- Deregulation
- Right-Sizing
- Partnership

Customer-centric Governance

- Service-centricity
- Efficiency
- Joined-up Government

Participative Governance

- Inclusion
- Communication
- Consultation

What is e-government ?

It is the
transformation of government
to provide

**Efficient
Convenient &
Transparent
Services**
to
the *Citizens & Businesses*

through
Information & Communication Technologies

What is NOT e-Government ?

e-Government is not about 'e'

but about **government !**

e-Government is not about **computers & websites**

but about **citizens & businesses!**

e-Government is not about *translating* processes

but about *transforming* processes !

Where does Kz stand in eGOv ?

The Leaders

1. USA	0.9062
2. Denmark	0.9058
3. Sweden	0.8983
4. U.K.	0.8777
5. Korea	0.8727
6. Australia	0.8679
7. Singapore	0.8503
8. Canada	0.8425
9. Finland	0.8237
10. Norway	0.8228

The Followers

50. Russian Federation	0.5329
65. Kazakhstan	0.4813
87. India	0.4001
World Average	0.4267

e-Government Index on a scale of 0-1; UNPAN Survey 2005

What do leading nations aim in eGov?

- Interactive Public Services
- Public Procurement
- Public Internet Access Points
- Broadband Connectivity
- Interoperability
- Culture & Tourism
- Secure G2G Communications

Is e-Gov always based on Internet?

NO !

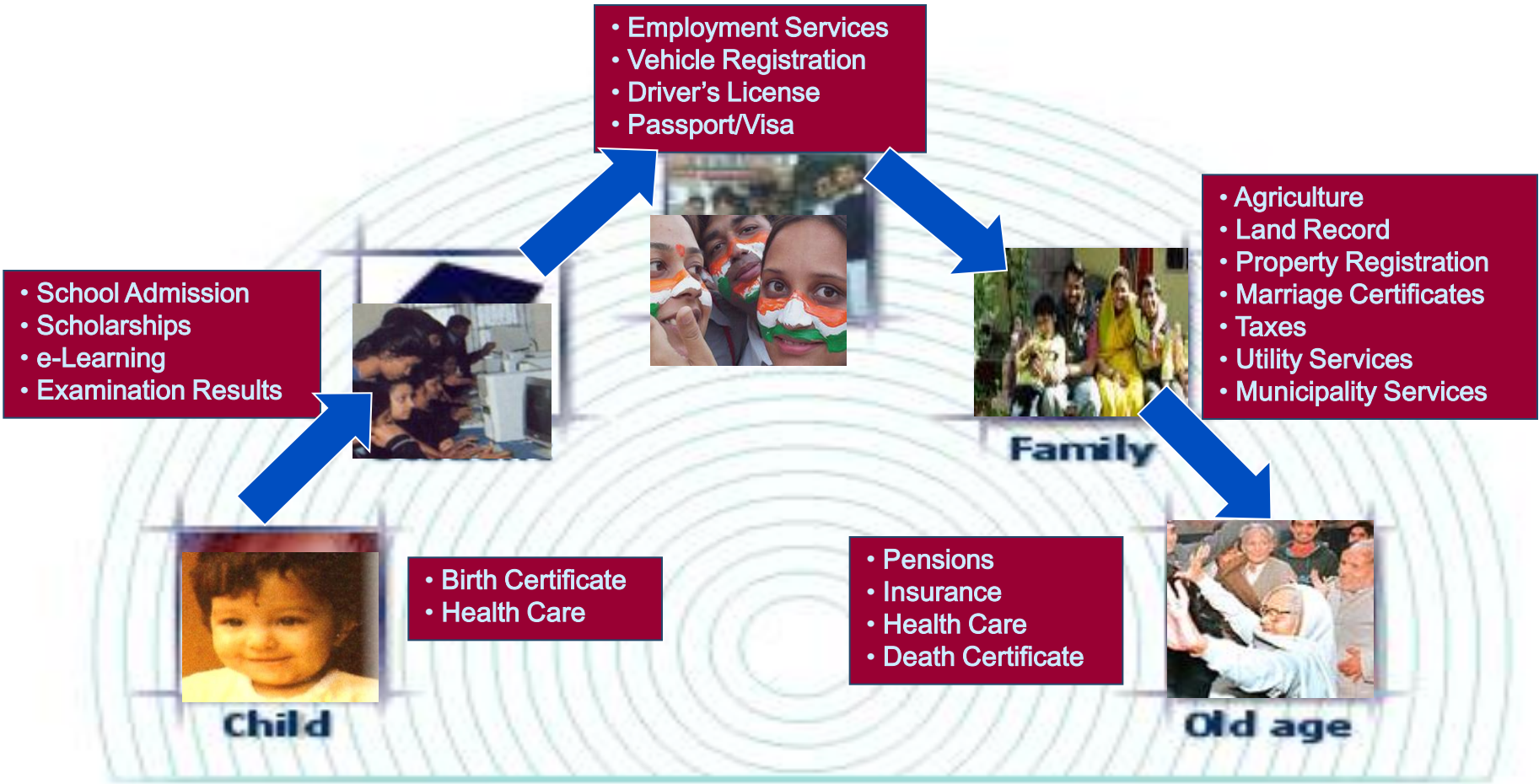
The following forms are also e-Government

- Telephone, Fax, Mobile
- CCTV, Tracking Systems, RFID, Biometrics
- Smartcards
- Non-online e-Voting
- TV & Radio-based delivery of public services

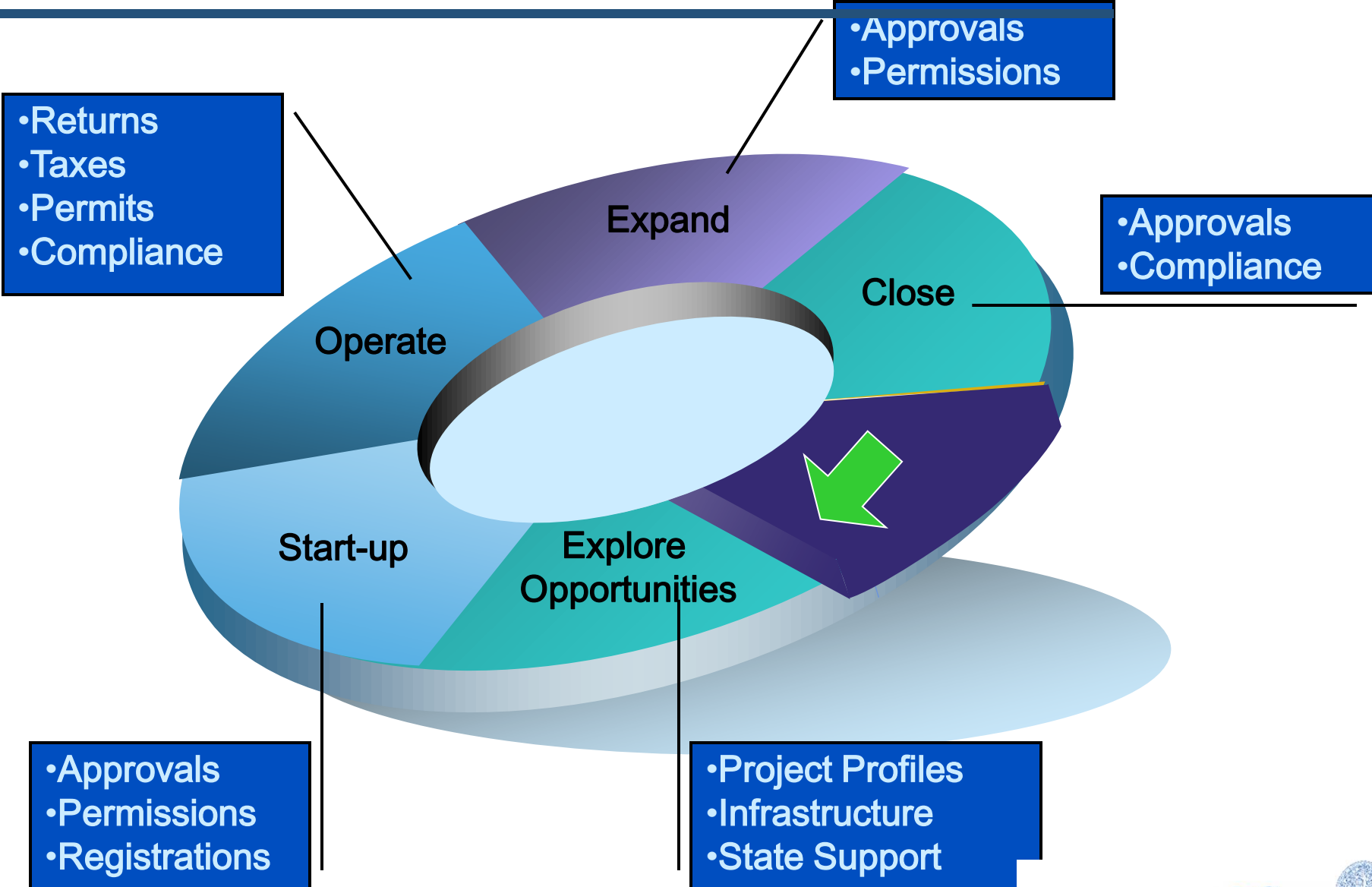
e-Government & e-Governance

- e-Government
 - Transformation of Government
 - Modernization of processes & functions
 - Better delivery mechanisms
 - Citizens are recipients
- e-Governance
 - A decisional process
 - Use of ICT for wider participation of citizens
 - Citizens are participants

Examples of e-Services – G2C



Examples of e-Services – G2B



Benefits of e-Government

Benefits to Government

- Law & Policy-making
 - e-Government can be a catalyst for legal reform
 - Wider & faster dissemination of laws
 - Faster & better formulation of policies
- Better Regulation
 - Registration & Licensing - speedier
 - Taxation – better revenues
 - Environmental Regulations – better compliance
 - Transportation & Police – more transparency
- More efficient Services to Citizens & Businesses
 - Better Image
 - Cost-cutting
 - Better targeting of benefits
 - Control of corruption

Benefits to Business

- Increased velocity of business
 - E.g Tradenet of Singapore
- Ease of doing business with Government
 - e-Procurement
- Better Investment climate
- Transparency

Benefits to Citizens

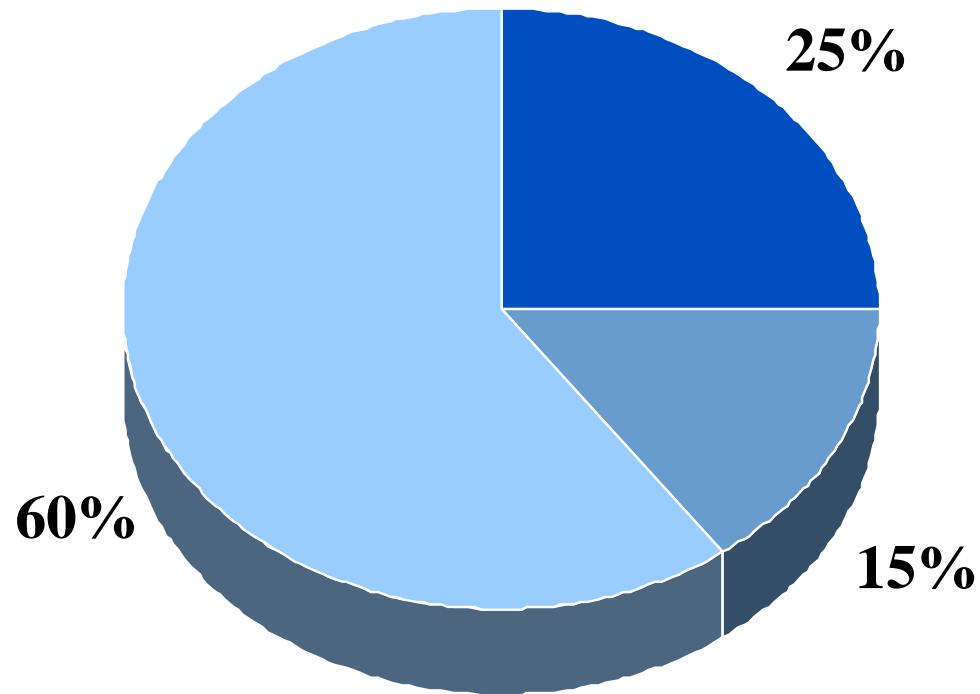
- Cost and time-savings
- Certainty in getting services
- Better quality of life
- Ease of access of information
- Added convenience – multiple delivery channels
- Possibility of self-service

Seven Principles of e-Government

Principle # 1

e-Government is about
Transformation

Proportion of PPT in a computerization project

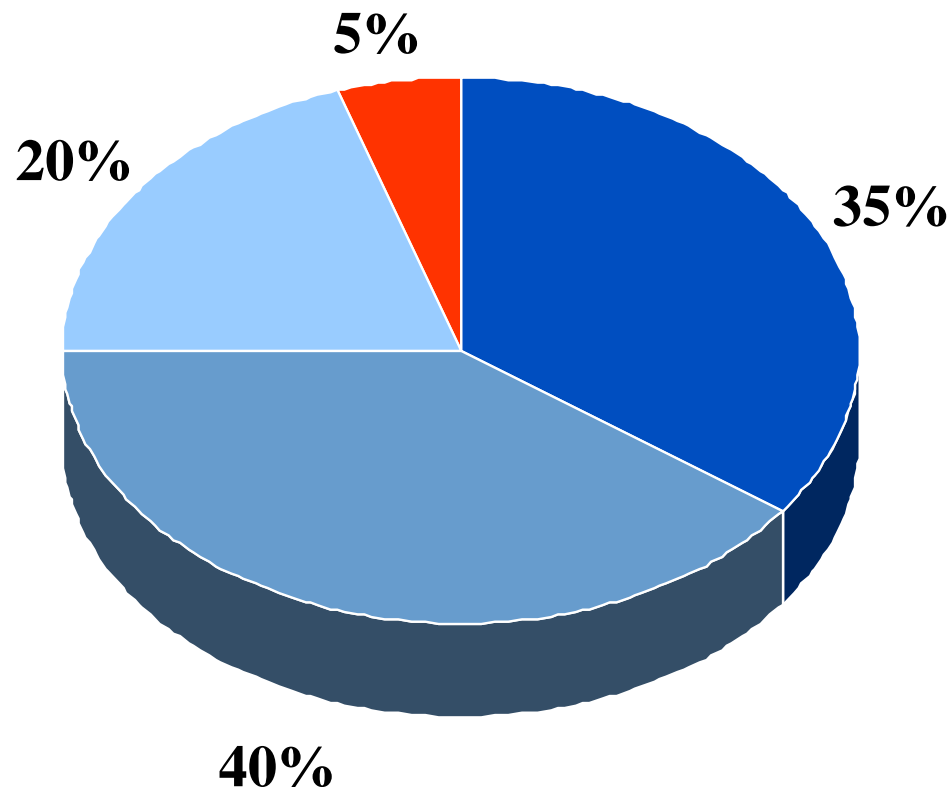


■ Process

■ People

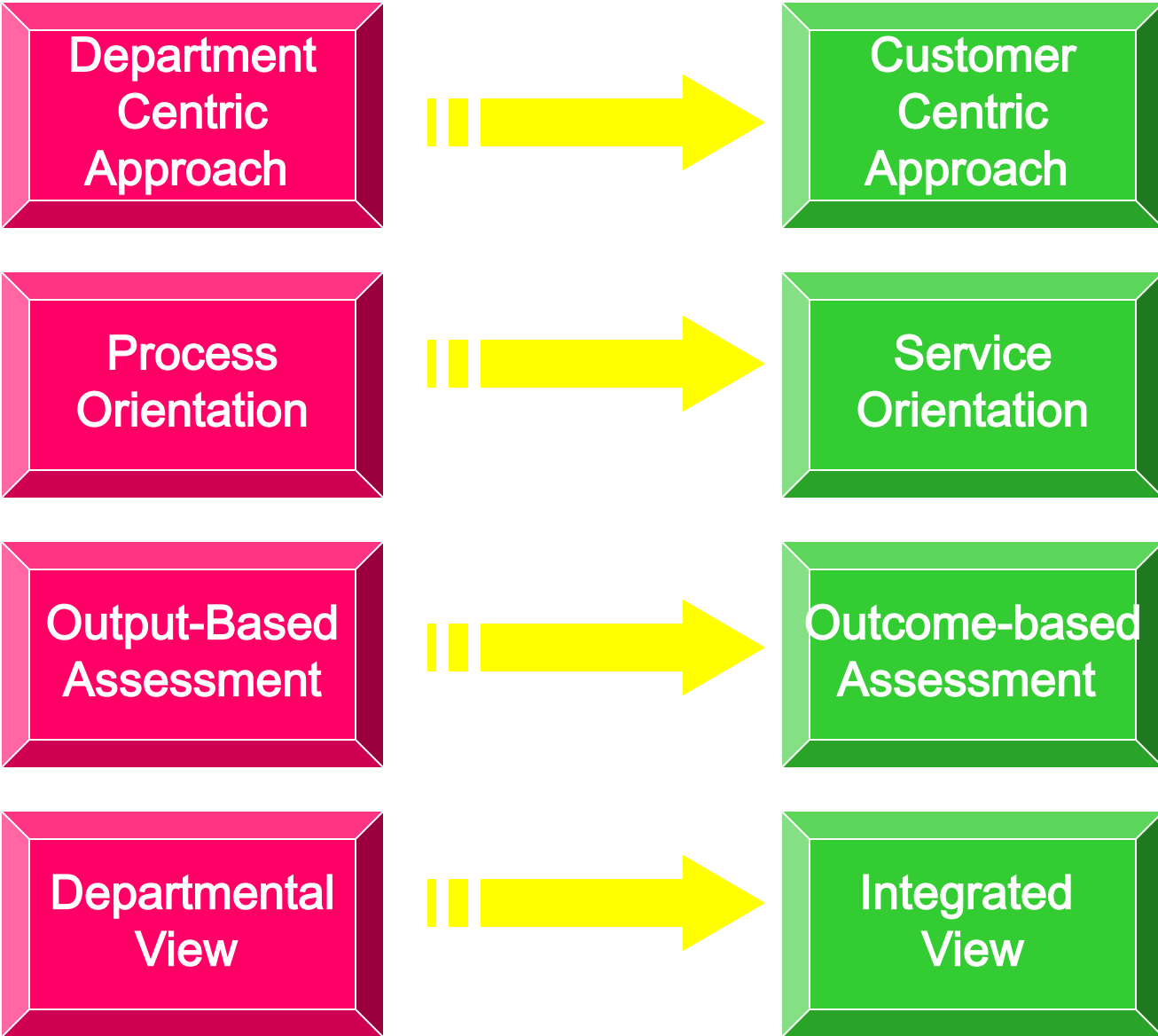
■ Technology

Proportion of PPT(L!) in an e-government project



■ Process ■ People ■ Technology ■ Luck

Ingredients of Transformation



Issues in Transformation

- Degree of Transformation
- Change Management
- External motivation
 - Following Best Practice
 - Engaging Consultants
- Top Management Support
- Awareness & Communication

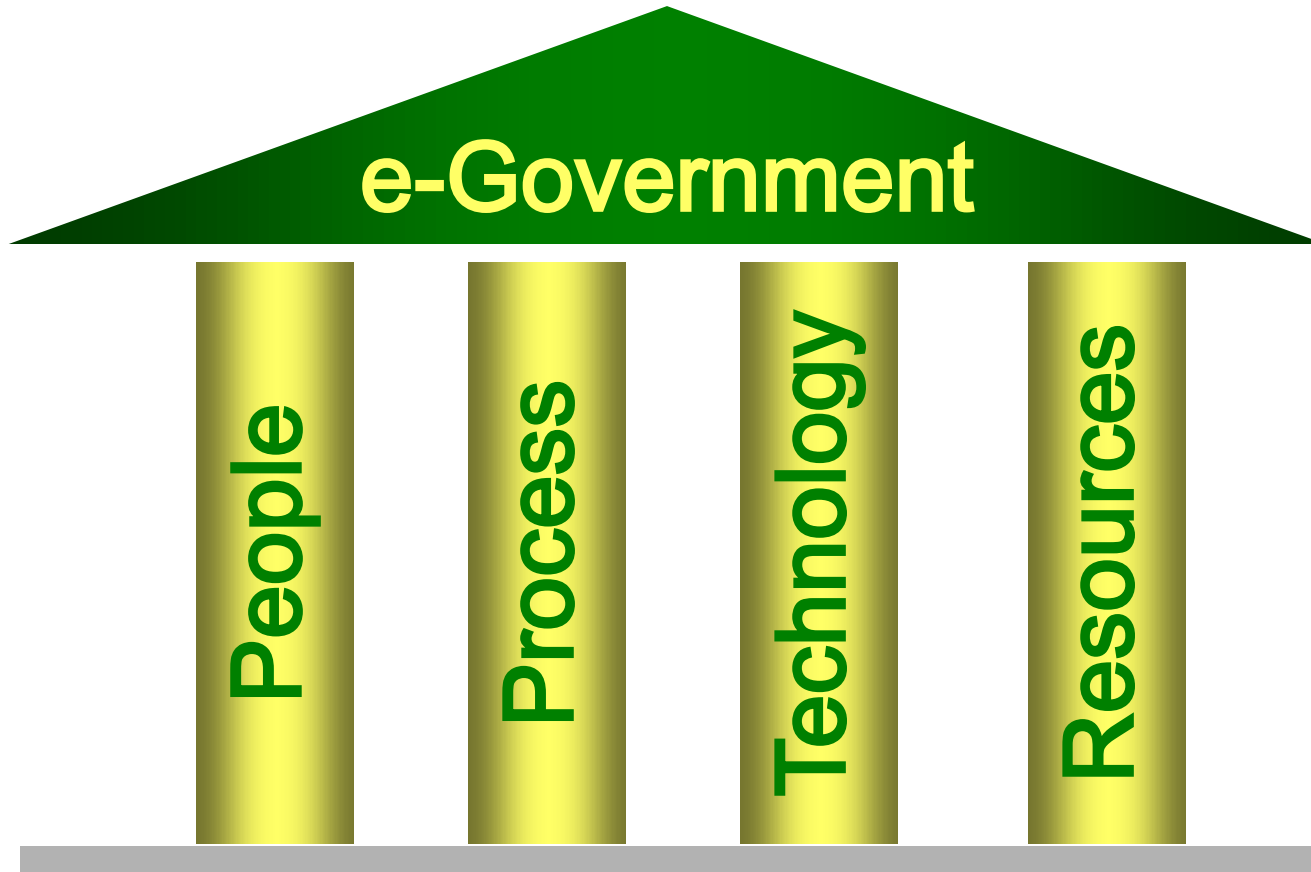
Principle # 2

e-Government requires
A Holistic Approach

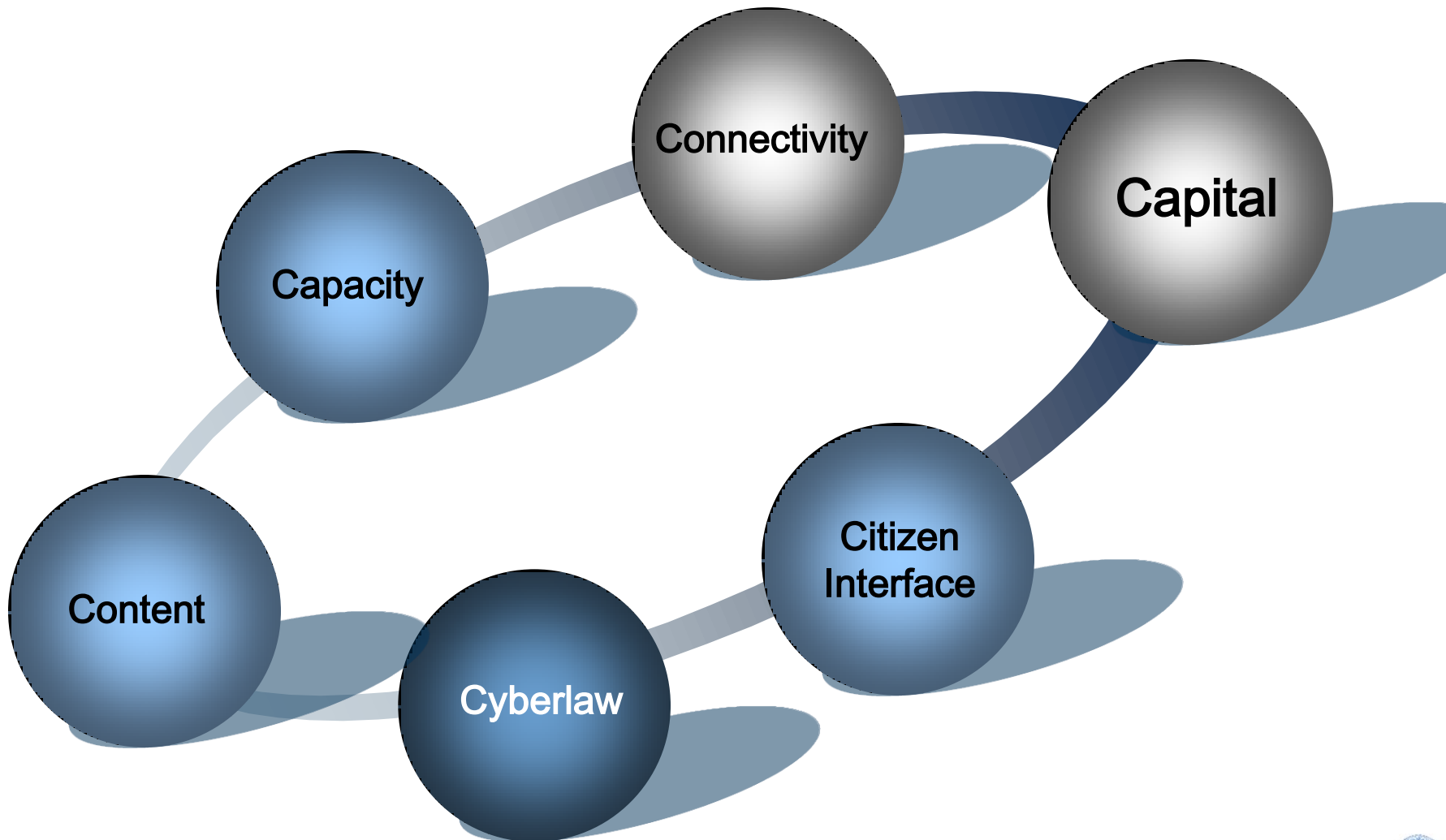
7 Areas of Management



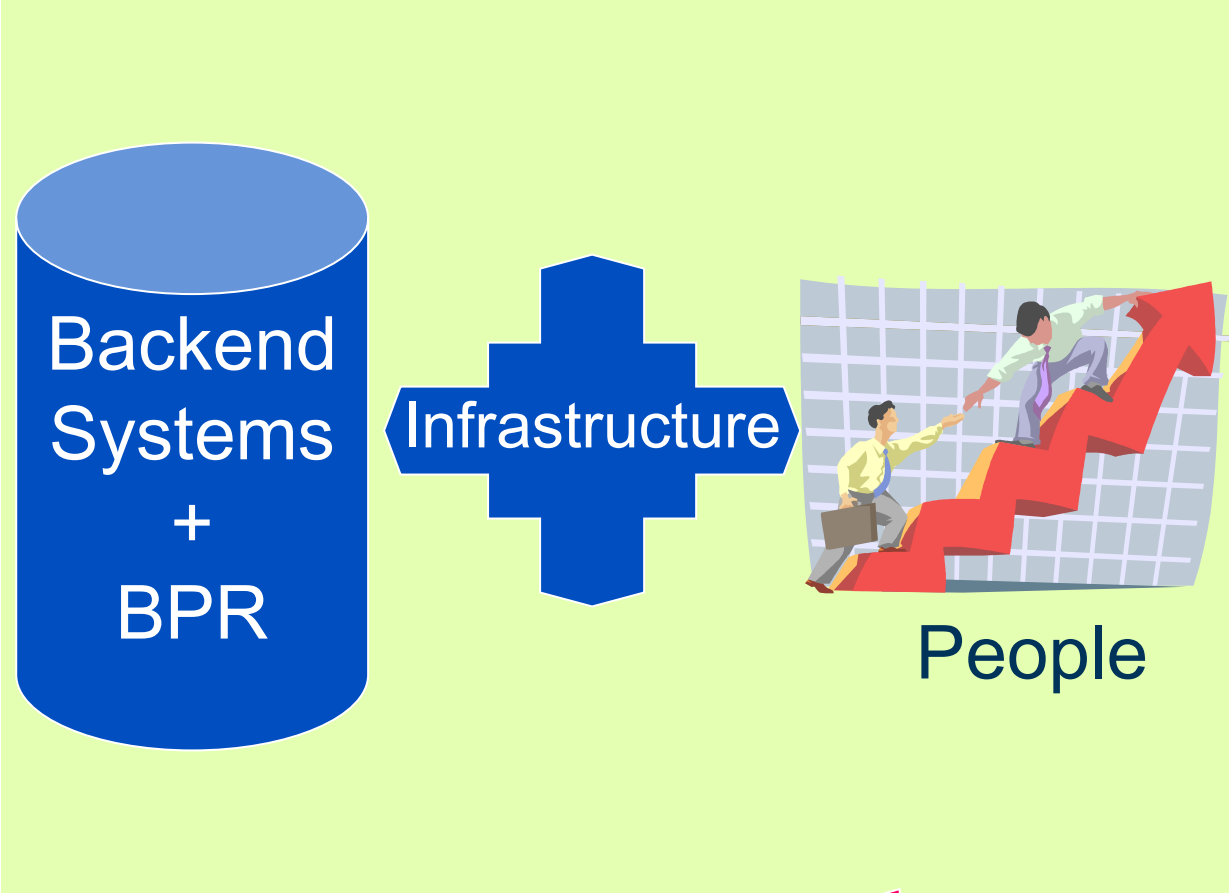
The Four Pillars of eGov



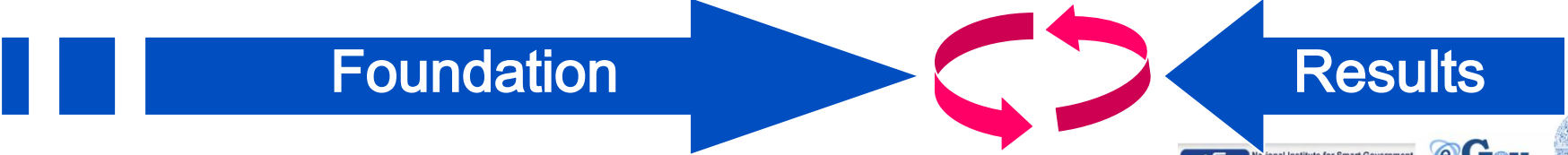
6C Model of Implementation



Front-end Vs. Backend



Right balance between Front-end & Backend



Issues in adopting a holistic approach

- Lack of appreciation of the need for holistic approach
- Complexity in Project Development
- Time-taking
- 5-8% additionality in overall project costs
- Lack of expertise in adopting holistic approach
- Lack of patience

Principle # 3

e-Government requires us to overcome
A Number of Challenges

The Challenges

1 PROCESS

- Lack of Process Models
- Status Quo-ism
- Poor Legal Frameworks
- Complex Procurement

2 PEOPLE

- Lack of Political Will
- Official Apathy
- Shortage of Champions
- Lack of Skills in Govt

4 RESOURCES

- Budget Constraints
- Disinterest of Pvt Sector
- Lack Project Mgt Skills

3 TECHNOLOGY

- Lack of Architectures
- Lack of Standards
- Poor Communication Infrastructure
- Hardware-approach

Principle # 4

e-Government needs
**A Systematic Approach
through EGRM**

Failing to Plan means...

Planning to Fail !

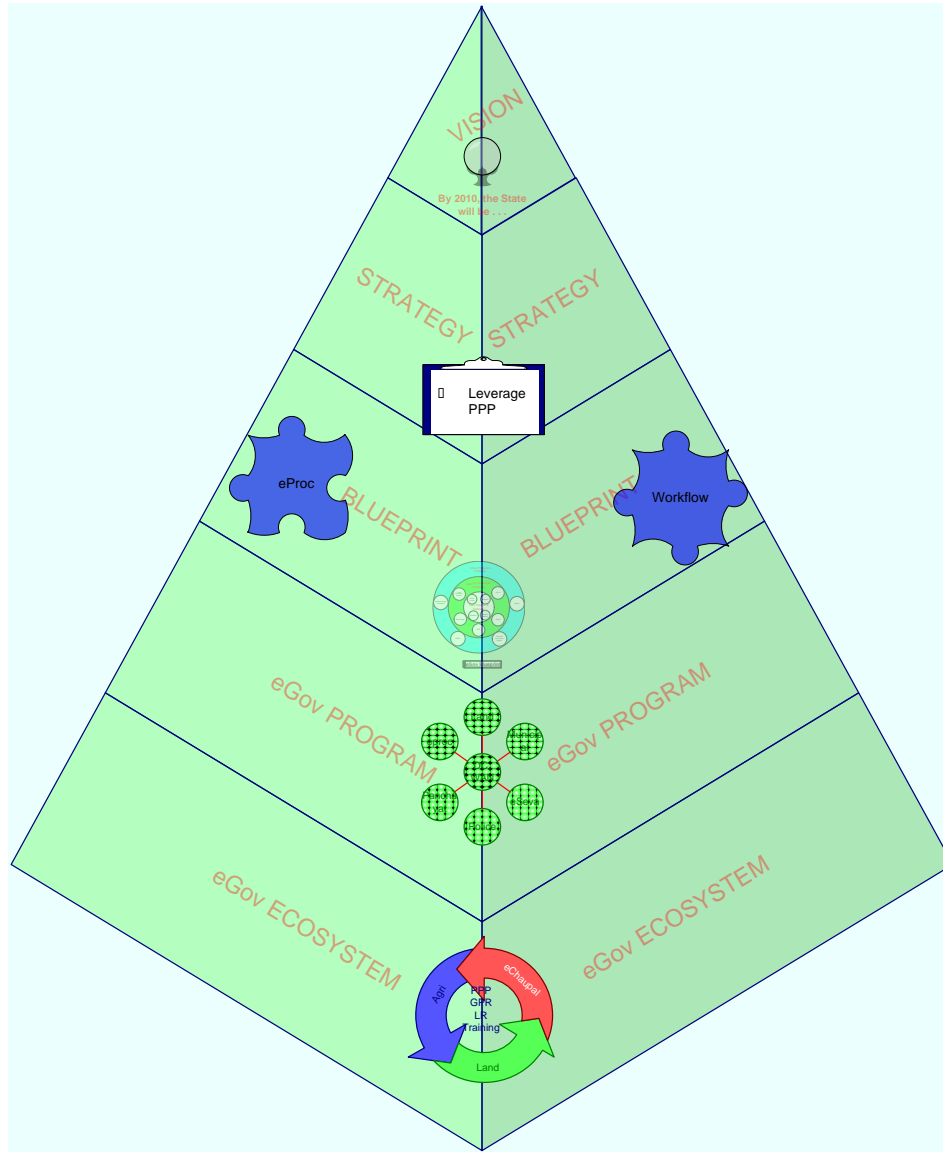
What is an eGov Roadmap ?

- A set of comprehensive documents that
 - provide a vision
 - indicate a direction
 - set a pace
 - create a set of methodologies
 - lay down priorities
 - enable resource mobilization
 - facilitate adoption of holistic approach
- ... in implementing e-Government*

Why should we develop EGRM?

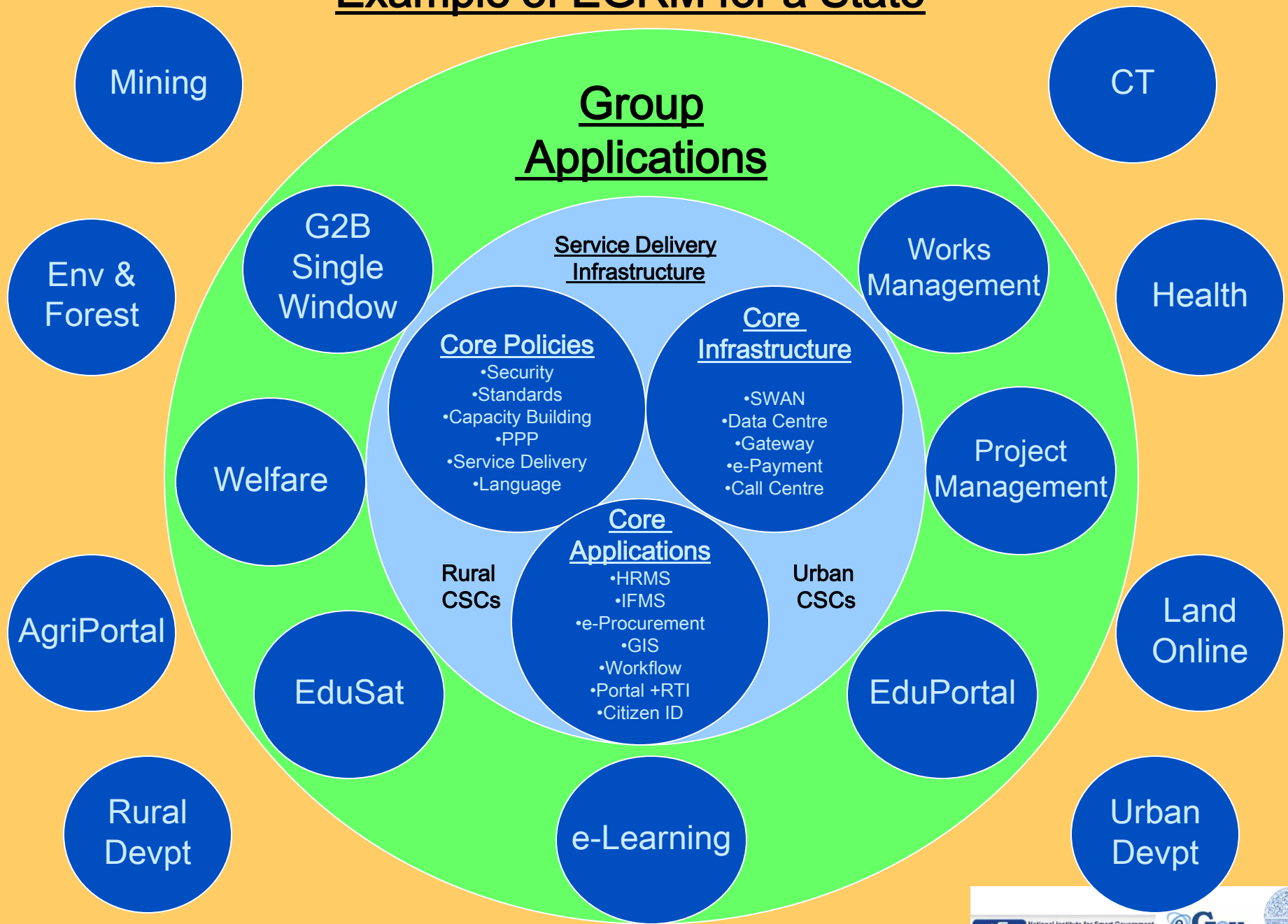
1. To align e-Gov efforts along the development priorities of the State
2. To ensure systematic approach in implementation
3. To ensure optimal utilization of scarce resources
4. To move away from champion-led approach to an institutionalized approach in e-Gov
 - Projects don't happen by ACCIDENT any longer, but by design
5. To achieve a high success rate

The e-Governance Roadmap...



Vision
Strategy
Blueprint
Program
Ecosystem

Example of EGRM for a State



Principle # 5

**e-Government necessitates
Change Management**

What is Change Management?

Change Management is about managing people in a changing environment so that business changes are successful and the desired business results are realized.

7 guiding principles of Chg Mgt

1. Senders & Receivers of communications must be in Sync
2. Assess the levels of resistance & comfort
3. Authority for change must be sufficient & continuous
4. Value systems in the organization should support Chg Mgt
5. Change should be of right quantum
6. The 'right' answer is not enough
7. Change is a process and not an event.

The ADKAR Model

1. Awareness of Change
2. Desire to Change
3. Knowledge of Skills
4. Ability to apply Knowledge
5. Reinforcement to Sustain Change

Principle # 6

e-Government necessitates
Capacity Building

Hierarchy of Capacity Needs

Leadership & Vision

- Policy Formulation
- Committing Resources
- Taking hard decisions

Program Development

- Preparing Roadmaps
- Prioritization
- Frameworks, Guidelines

Program Management

- Monitoring Progress
- Inter-agency Collaboration
- Funds Management
- Capacity Management

Project Development

- Conceptualization
- Architecture
- Definition (RFP, SLA...)

Project Management

- Bid Process Management
- Project Monitoring
- Quality Assurance

Principle # 7

e-Government needs
Top Level Sponsorship

Role of Leadership

1. Becoming Champions of e-Government

- to achieve change of mindset
- to create an environment for innovation
- to provide adequate resources

2. Removing Barriers

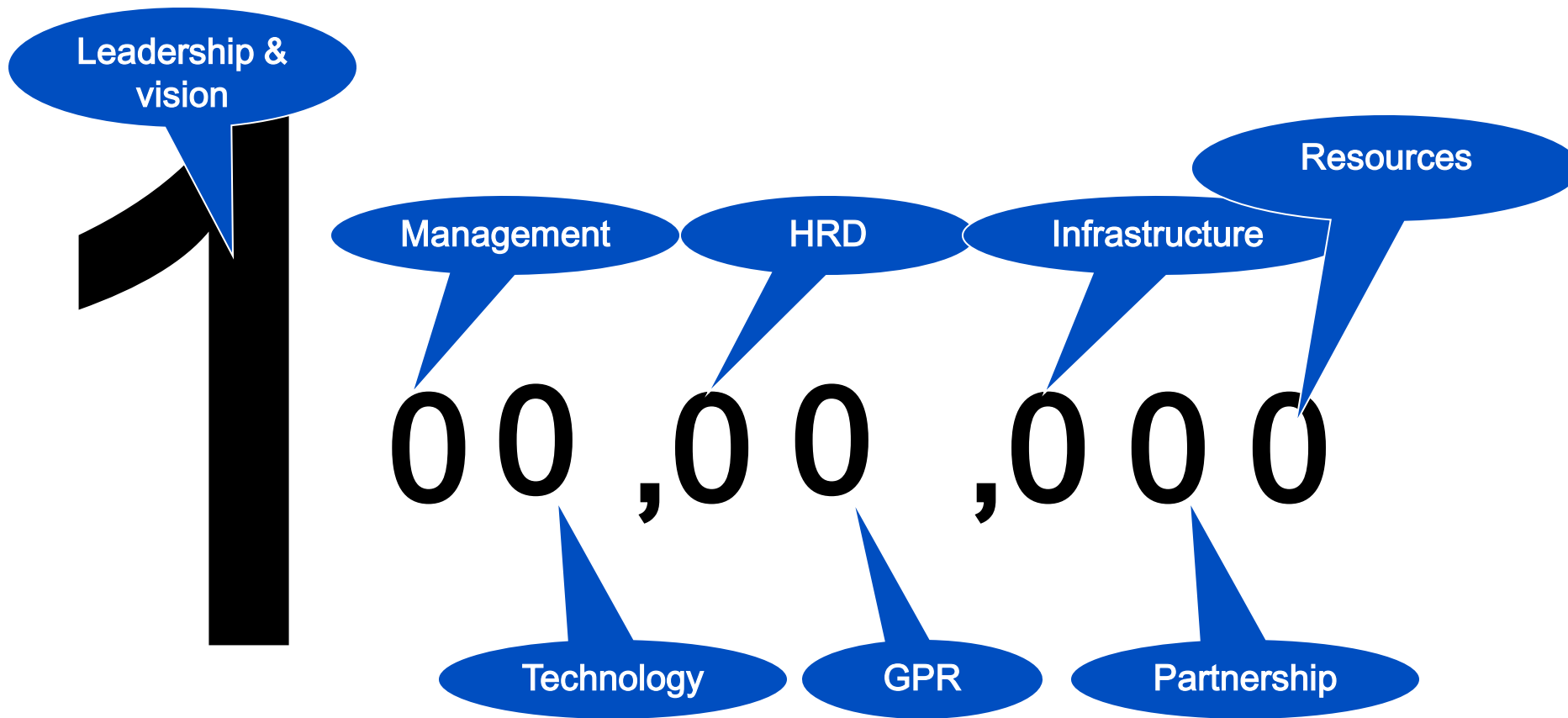
- to overcome employee resistance
- to achieve cross-agency coordination
- to create confidence in private sector to partner government

3. Taking Hard Decisions

- to take the risks inherent in e-Government
- to achieve effective Government Process Re-engineering

4. Articulating the needs of citizens & businesses

Value of Zero !!



Thank You

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