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# **E-Government : Current Trends and Approaches**

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## What is E-Government?

- E-Government is “the transformation of public sector internal and external relationships, through net enabled operations and information and communications technology, to optimize government service delivery, constituency participation and internal government operations” (de Maio and Kost)

## Benefits of E-Government?

- Systemic effect: e-government can encourage greater use of ICT in the economy; government can be a model user; e-government as a “killer application”
- Reduce transactions costs faced by private sector (businesses and citizens) in their interaction with government, thus improving the business climate
- Reduce corruption by making processes more transparent; greatest effect would be on administrative corruption



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## Why E-Government relative to USAID's portfolios?

- Improving government operational efficiencies
  - Lower cost through systematizing processes, expanded access, improving quality, re-engineering processes
- Enhancing citizen services
  - Licensing, taxes, property registration, health, passport/visa, education, health, etc.
- Improving transparency
- Reducing opportunities for corruption
- Improving business opportunities
  - Business registration, permits, licensing, import/export facilitation, one-stop-shop, business opportunity promotion, etc.



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## What is Included in E-Government?

- E-Gov strategic and tactical plan
- CIO Management Council
- ICT-related architectures and standards
- Coordination of donors' engagements
- Inventory of hardware, software, staffing & skill sets
- Getting government on-line
- Mostly automation of ***inside*** government operations
- Extending some content-services to the ***outside*** via the Internet
- Public Internet Portal (citizens, businesses, tourists, etc.)
- Public kiosks/access



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## Trends & Examples of e-Government Initiatives

- Comprehensive ***E-Government strategy***
- ***Government Portal*** – single point for access to government w/Focus by customer group (citizen, businesses, tourists, etc.)
- Placing ***local laws*** and cases online
- Establishing ***business registry***
- Placing ***national development agency*** online with streamlined business-related processes
- Automation of ***customs*** – network and processes
- ***Cadastre*** - land records
- ***Audit package*** for central bank



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## E-Government Stages and “Customers”

- Modalities:
  - Publish
  - Interact
  - Transact
  - Inter-operate and share data: seamless government
  - In all stages, reengineering of “back office” may take place
- Customers/users:
  - Citizens: G2C
  - Businesses: G2B
  - Other government entities: G2G



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## Seamless Government

- Processes of different government agencies linked to permit citizens and businesses to interact with processes rather than agencies
- Examples:
  - Singapore (<http://www.egov.gov.sg/>)
  - Colombia company registry
  - Jamaica one stop virtual window for foreign trade transactions (being developed)



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## External Conditions for Implementing E-Government

- Adequate telecommunications infrastructure (competition in the sector)
- An adequate framework for e-transactions:
  - Safeguard privacy of end-users
  - Security
  - Protection of Intellectual Property Rights
  - Electronic contract enforceability
  - System for authentication of individuals and documents; electronic signatures





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## Critical Success Factors

- **Organizational**
  - Stakeholder involvement in the design; development Enterprise Architecture
- **Managerial**
  - Strong leadership; integrated data; management strategy; training in ICT, CIO, PM; risk response planning
- **Technical**
  - Reengineering of back offices; interoperability; increased number of access points for customers



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## Main Barriers to Implementation

- Lack of leadership
- Absence of a Strategic Plan
- Political or bureaucratic resistance: fear of job losses, lack of training of government employees, potential loss of “irregular” payments
- Stovepipes in government while ICT should be approached in a horizontal manner
- No methodology for evaluating outcomes



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## Main Barriers continued

- Lack of human capacity, particularly CIOs and PMs, but also in the strictly ICT disciplines
- Too much reliance on foreign consultants, jeopardizing sustainability
- Over ambitious scope, lack of long-term funding plan; no results oriented evaluation
- Lack of consultation with stakeholders
- No methodology for evaluating outcomes



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Training

Strategy

Legal Framework

E- Government  
“customer”-centered  
Government as a model user

Community Outreach

Connectivity



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## Some Examples USAID Support for E-Government

- Essential component of integrated ICT Projects:
  - Egypt
  - Jordan
  - Haiti
- Stand-alone e-government:
  - Latin America and Caribbean Region: USAID was a pioneer in the 1980s and early 1990s in using ICT for integrated financial management and tax and customs administration
  - Later, e-government in Armenia, Eritrea and Haiti, among other countries
  - Support to customs in Jamaica under the New Economy Project
  - Colombia: introducing e-government as part of Last Mile Initiative: agricultural information; business development services; information on norms and standards



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## Greater Attention to E-Government

- USAID Anticorruption Strategy (January 2005)
  - Distinguishes between “grand” and “administrative” corruption
  - E-government applications--e-procurement and tax and fee payments online
  - Computerization of land records, legal case files and integrated management systems
  - E-government may be more effective in reducing administrative corruption
- USAID Democracy and Governance Strategy
  - Strengthen Democratic and Accountable Governance through “effective and transparent
- Paris Declaration on Aid Effectiveness (March 2005)
  - Integrated financial management (IFM)
  - Procurement reforms
- ICT should be an essential element for implementing all



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THANK YOU

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