

The logo for DIGIT 4 Sustainable Development is located in the top right corner. It features the word "DIGIT" in a large, bold, black sans-serif font. Below it, the number "4" is in a large, blue font, followed by the words "Sustainable Development" in a smaller, blue, sans-serif font. The entire logo is enclosed in a white circular shape with a colorful, multi-colored line (orange, yellow, green, blue, purple) and small circles around its perimeter.

DIGIT
4 Sustainable Development



Module 2 – Fundamentals
Submodule 2.2
E-Government Fundamentals
[beta version]

Thus far, you...

- ✓ were introduced to the background and objectives of e-government
- ✓ learnt about the key factors necessary for the development of e-government
- ✓ learnt about the different types of e-government interactions
- ✓ were introduced to the reference model of e-government



In this section you will learn...

Introduction

- Background of e-government
- Objectives of e-government

Areas

- Key Factors necessary for the development of e-government
- Types of e-government interactions

Examples

- Citizen-centered government
- Reference Model of e-government



Objective

- By the end of this submodule, you will be able to:
 - Understand the background and objectives of e-government
 - Understand the key factors necessary for the development of e-government
 - Understand the different types of e-government interactions
 - Understand the reference model of e-government services

Completion time



- In total there are around **28 pages** for this submodule. It will take approximately **60 minutes** for each user to complete. This is an indication and can differ per user.
- Feel free to skip some parts of this submodule if you are already familiar with the content.

Other Information

- You can read along (PDF) as well as listen to the content (audio) while taking this course;

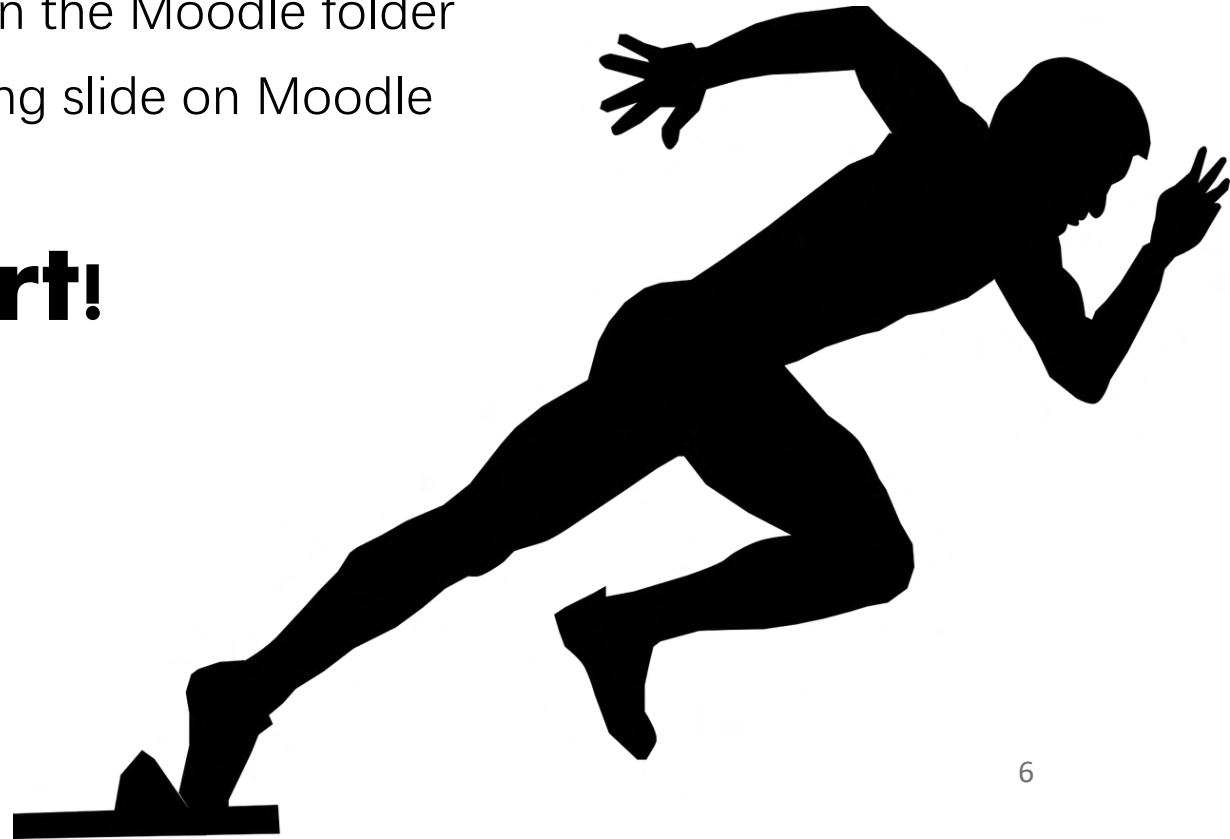


Course material (PDF) can be downloaded in the Moodle folder



Audio can be streamed on the corresponding slide on Moodle

Let's start!



Background



E-Government is a self-explanatory term for the **use of modern information and communication technology wherever possible, to:**

- reconstruct the government structure
- re-engineer business processes
- computerize various executive and operational activities
- provide better services to clients
- establish a government of the information age





SUSTAINABLE DEVELOPMENT

GOALS

DIGIT4SD/Module 2/Submodule 2.2



E-Government has emerged as a **powerful tool** to achieve Sustainable Development Goals (SDGs).

Objectives of e-government



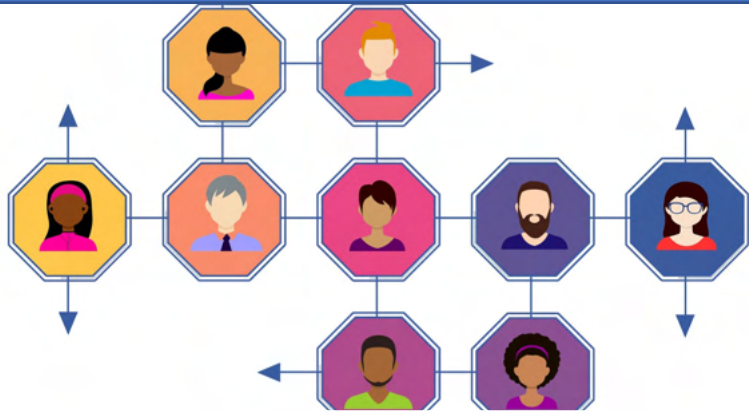
Build a **more transparent, honest, and clean government**



Achieve **higher effectiveness, efficiency, productivity**



Provide **better services** to businesses and citizens



Establish **new forms of partnerships** with citizens



Let's take a break!

Are you up for a challenge?

Key factors necessary for developing e-government



Political
Conditions



Organizational
Conditions



Cultural
Context
&
Human
Resources



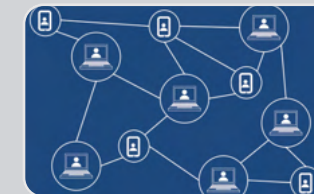
Financial
Conditions



Communica
tion
Infrastructur
e



Technology
Infrastructure



Data
&
Information
Systems

Political

Organizational

Cultural & HR

Financial

Communication

Technology

Data & Inf. System



Political Conditions

Key Factors:

- Awareness of political value of e-government
- Commitment to e-government and good governance
- Leadership skills
- National identity and perception of government
- Legislative framework
- Citizens' participation in government affairs

Political

Organizational

Cultural & HR

Financial

Communication

Technology

Data & Inf. System



Organizational Conditions

Key Factors:

- Administrative structures and legacies
- Public administration reforms
- Civil service reforms
- Central coordination and support unit
- Policy coordination inter-governmental relations

Political

Organizational

Cultural & HR

Financial

Communication

Technology

Data & Inf. System



Cultural & Human Resources Conditions

Key Factors:

- Culture, traditions, and languages
- Gender inequality
- Educational levels
- IT literacy and number of online users
- IT education facilities and programs
- Culture of information and knowledge sharing
- Prevailing organizational culture
- Attitude and adaptability to change, especially in public administration
- Managerial skills in the public sector
- Service orientation towards citizens

Political

Organizational

Cultural & HR

Financial

Communication

Technology

Data & Inf. System



Financial Conditions

Key Factors:

- Resource allocation process
- National income structure
- Access to alternative financing mechanisms
- Partnerships with private sector and other role players
- Access to capital markets
- Mechanisms for venture investment
- Available financial resources

Political

Organizational

Cultural & HR

Financial

Communication

Technology

Data & Inf. System



Communication Environment

Key Factors:

- Citizen' s awareness and understanding of ICT and e-government initiatives
- Communication culture and channels
- Information and knowledge sharing

Political

Organizational

Cultural & HR

Financial

Communication

Technology

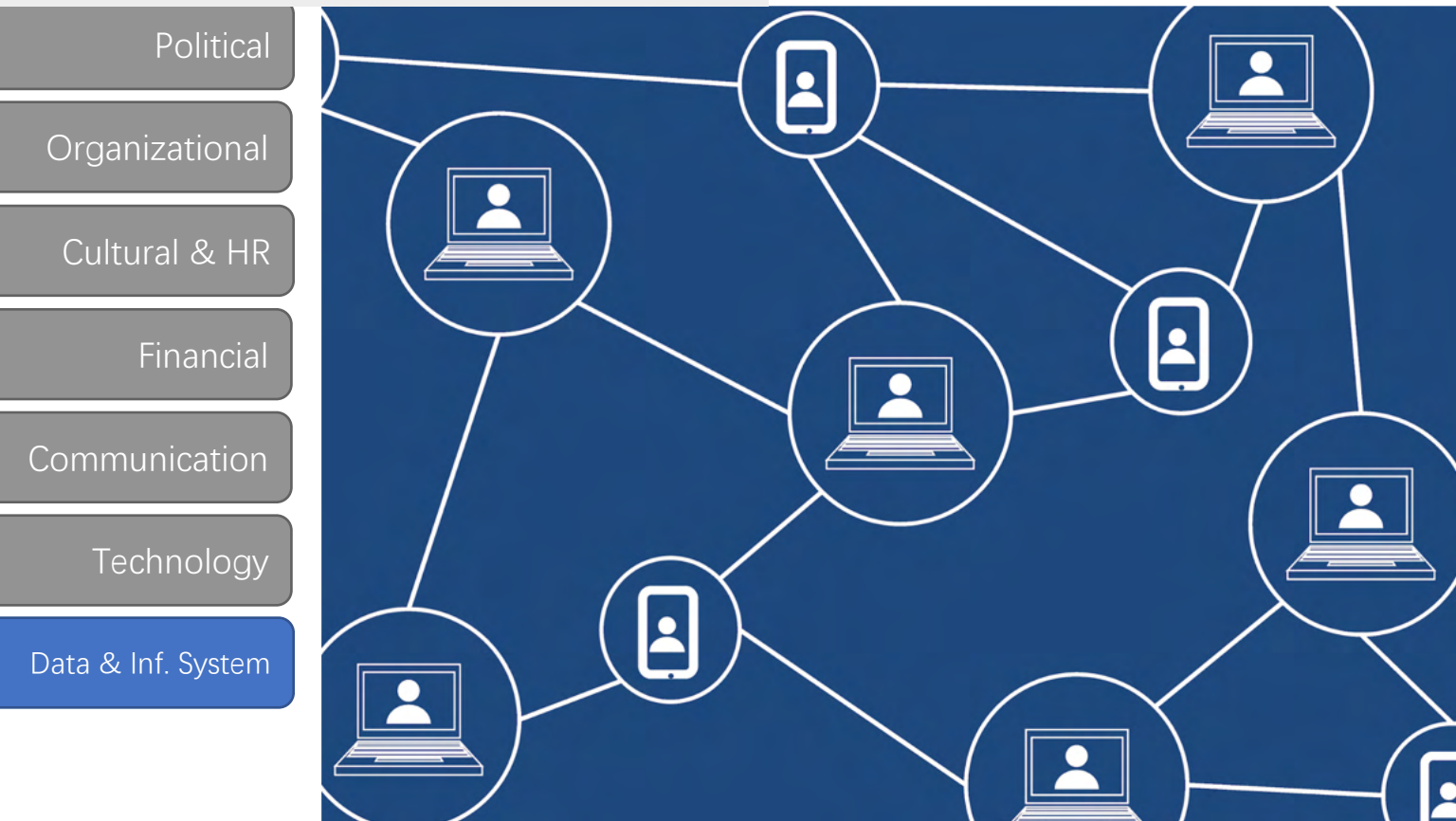
Data & Inf. System



Technological Infrastructure

Key Factors:

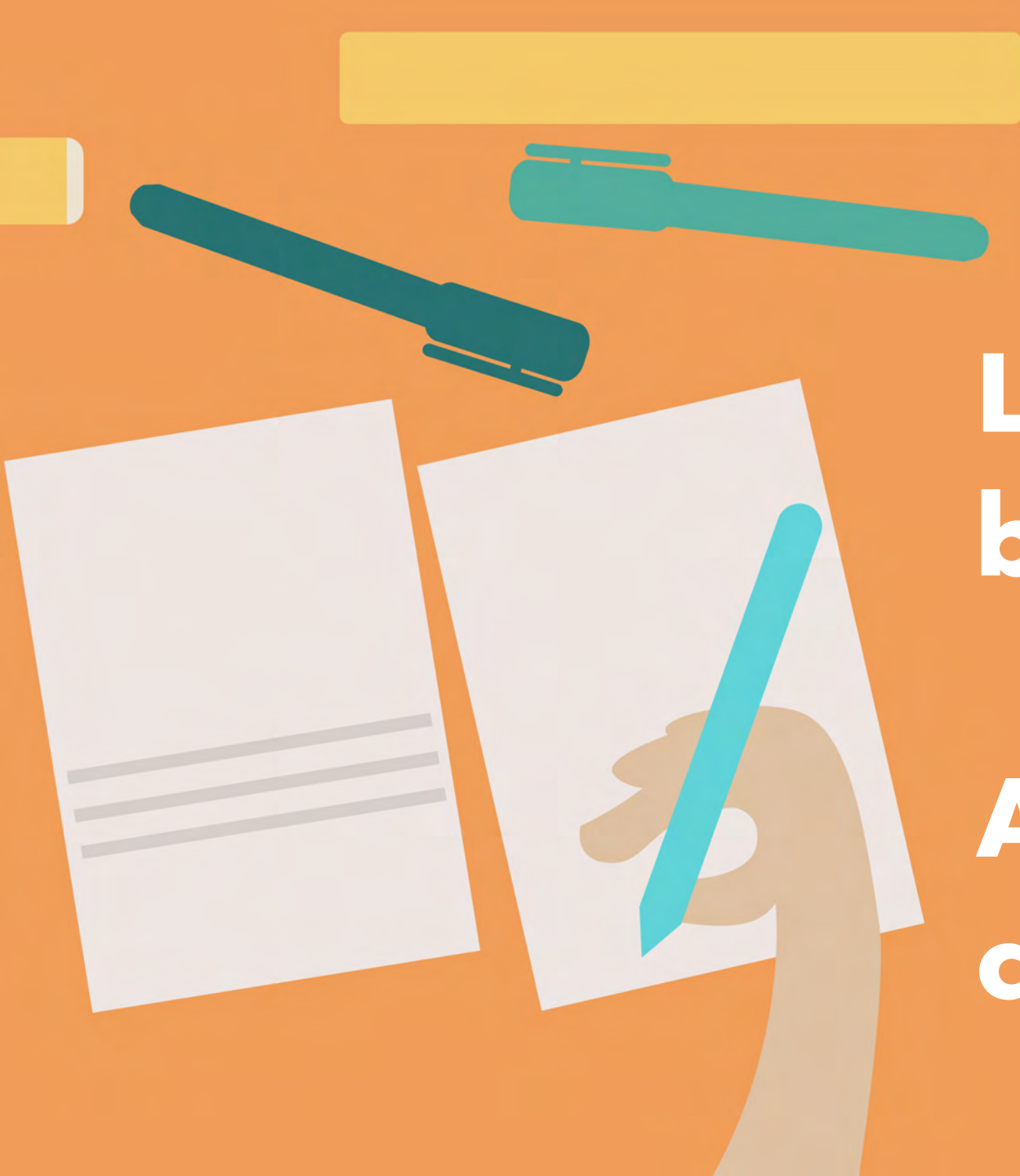
- (Tele) communications infrastructure
- Penetration rates of telecommunication
- Urban versus rural: demographic/geographic bias
- Software and hardware (legacy systems)
- IT standards



Data & Information Systems

Key Factors:

- Legacy of data processing, management information, and decision support systems
- Available and accessible data and information
- Data collection procedures and information standardization
- Data quality and security
- Capacity to analyze data and utilize information
- Capacity to direct the flow of information as part of the decision making process



**Let's take a
break!**

**Are you up for a
challenge?**

Citizen-Centered Government

- a vision based on the **recognition of the different ways that people interact with their governments**
- **citizens are at the center and the government moves around** by means of the Internet



Reference Model of e-government

- Vertical model of government
- Horizontal model of government
- Complete reference-model

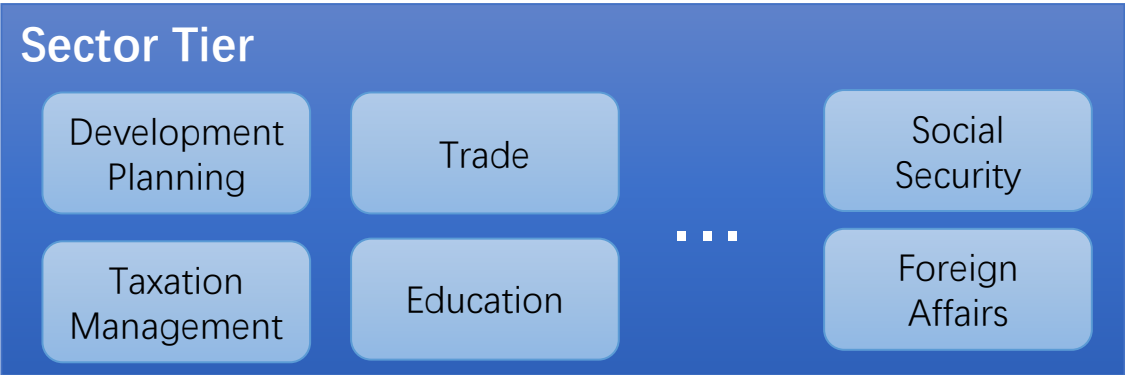


Vertical Model of Government

- assists us in **identifying the main functions** of governments



Strategic tier



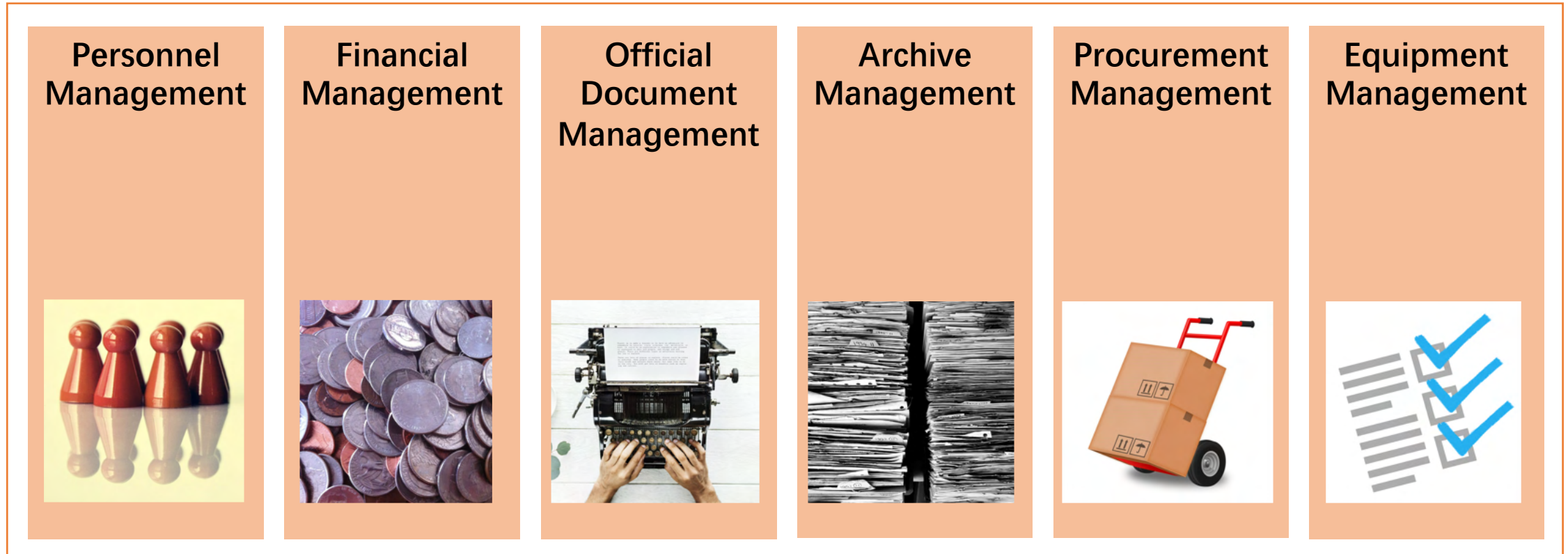
Administration and management



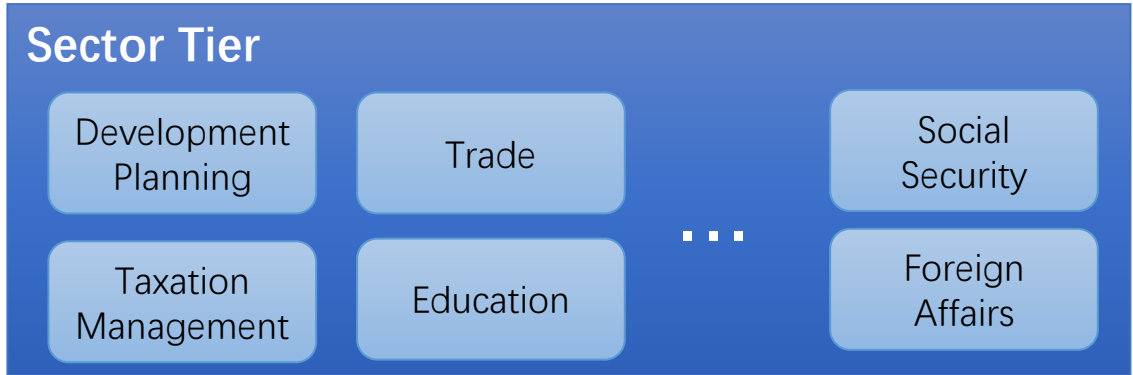
Basic essentials of economic and social activities

Horizontal Model of Government

- will help us **identify common business activities of government agencies** carried out while fulfilling their duties



Reference Model of e-Government





**Let's take a
break!**

**Are you up for a
challenge?**

Conclusion

- E-government emerges as a powerful tool to achieve the SDGs
- In developing e-government, several key enabling factors need to be considered
- It is important to anchor the development of e-government to citizen-centered governance
- Reference model can be used to identify, plan, and design e-government



Congratulations!

You have reached the end of submodule 2.2 on
E-government Fundamentals

Thank you for joining us in this exciting journey.

Under this submodule, you:

- were introduced to the background and objectives of e-government
- learnt about the key factors necessary for the development of e-government
- learnt about the different types of e-government interactions
- were introduced to the reference model of e-government

You may proceed to the next submodule 2.3 on E-government Survey



Sources & Recommended Reading

Please check the PDF in the folder

Contact us for inquiries or questions

DPIDG@un.org

Or post your questions/comments in the forum!

Please note that this is a beta version. We appreciate your feedback so we can further improve our toolkit



Acknowledgement

The toolkit DiGIT4SD (beta version) was developed under the general guidance of Vincenzo Aquaro. The conceptual framework and overall content development of the toolkit was guided and facilitated by Wai Min Kwok and Olivia Lin. This submodule was developed by Pritta Andrani and reviewed by Vincenzo Aquaro. Substantive contributions were made by Anindita Chakraborty.

United Nations Department of Economic and Social Affairs
Division for Public Institutions and Digital Government

