



# E-Governance – Maximizing Opportunities and Reengineering

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**CARTAC / CaPFA  
Smartstream / FMIS  
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# Outline

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- Overview
- Why?
- How?
- Trends
- Opportunities
- Defining Success, Measuring Performance
- Communities of Practice, Knowledge Sharing
- Looking Ahead



## Overview

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- Use of Information and Communications Technology (ICT) to improve efficiency of government functions and access to services
- Used by citizens to access government information and services
- Used internally to facilitate the flow of data/information among government entities

# Why?

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- To strengthen effective governance and increase transparency
- To improve the efficiency and effectiveness of government operations (e.g. By lowering the cost of government operations and redirecting savings to increase services for citizens)
- To speed citizen access to government services and information
- To minimize burdensome reporting requirements for businesses and individuals
- Ultimately, it is a business case **to drive down the cost of government**

## How?

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- Where warranted, use digital technology to streamline paper-based manual processes
- Analyze existing (AS-IS) business processes to quantify the benefit of digital transformation (TO-BE)
- Develop a business justification, including ROI projections
- Use an architecture framework to manage and coordinate business processes enterprise-wide

# Trends

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- Growing acceptance that E-Government lends itself to common regional solutions (e.g., U.S. government-wide example)
- Citizens and businesses are requesting (demanding?) more e-government services (e.g., timely access to information, speedy approvals, direct deposit payments)
- Web Portal Interface
  - Common look/feel throughout
  - Common Architecture: Data Models, IT Infrastructure, Security, etc.
- Lines of Business, Centers of Excellence, Service Level Agreements – AVOID RE-INVENTING THE WHEEL



## Opportunities

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- Friedman, "The World Is Flat", cites many opportunities from digital technology that benefit smaller, poorer nations
- Cell phones can be leveraged for E-Gov services at fairly low cost (e.g., emergency warning, disaster recovery, citizen notification)
- Government-wide networking is an opportunity provided by ICT (e.g., Line ministry submissions of budget and accounting data to MoF, revenue systems automatically updating a central GFMS)

## Defining Success, Measuring Performance

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- E-Government development projects should be planned and measured much like any IT/ICT project
- Survey - If asked, the public will usually provide feedback regarding success/performance
- Digital technology lends itself to automatic collection/reporting of metrics
- E-Gov utilization metrics may include \$\$, visits, transactions, requests, etc.

# Communities of Practice, Knowledge Sharing

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- Example: CaPFA (as cited previously)
- Collaboration and Leveraging (e.g., Public Private Partnership(PPP))
- Take advantage of E-Gov 2-way communication
- Publish and revise Ground Rules as needed
- Merit
- Metrics
- Centers of Excellence



# Looking Forward

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- Where do we want to go from here?
- How to obtain policy support and resources? (metrics, accomplishments)
- Participate in and support communities of practice
- Demonstrate capability and commitment
- Harmonize goals and objectives
- Demonstrate success, Create a sense of momentum
- Change needs to be managed to minimize disruption