



**Pillar 3. Back-office reorganisation**

Defining new ways to serve c

**Pillar 6. Social inclusion**

E-government is not only about bringing services online or integrating services on a vertical and horizontal perspective across the whole of government. A more comprehensive concept of e-government is also about bridging the widening gap between government and citizens and of building trust and accountability. Therefore no citizen can be left behind. In contrast to the private sector government ca









### **Measures of success**

The measures of success of strategic e-government initiatives as they lead to better connected government in Australia include:

- customer satisfaction, measured in



These principles and standards will improve ease of data exchange and enhance service delivery.

- The proposed Australian Government Authentication Framework ([www.agimo.gov.au/infrastructure/authentication](http://www.agimo.gov.au/infrastructure/authentication)) provides a





**Authent**

Figure 2.



Addressing these issues in an online environment requires the same underlying concepts as it would in an offline situation.

The approach of building towards an all-of-government solution and providing best practice guidelines to agencies enables progress towards achieving the public management systems





- agree on control and reporting mechanisms;
- agree the contribution agencies make to running costs;
- tolerate









**KOREA**

POPULATION: **49,131,700**

GDP in \$'s purchasing power parity: **\$857.8 billion** (2003 est.)

INTERNET USAGE: **30,670,000**

PERCENT

At the same time, our national telco monopoly was swiftly unbundled, leading to some of the lowest communications













Most of t

*Executive Bra*

Another integral part of the FEA programme is the Federal Enterprise Architecture Management System

Figure 3.  
Source: Federal Enterprise  
Architecture Program  
Management Office.







**FRANCE**

POPULATION: **60,011,200**

GDP in \$'s purchasing power parity: **\$1.654 trillion** (2003 est.)

INTERNET USPULA

E-government in France has got off to a good s



requirements relating to employees' pay deductions

This measure is part of a wider drive towards a paperless administration,

GERMANY  
POPULA





**B**



this strategy; by 2007 there should be readiness for comprehensive electronic communication between autho





### Step 3. Differentiating the criteria

All general criteria for the quality of online c

e&/&001TcHIE&0119E2GT&?Tj /FG&E2GT&( #) Tj /F3&E2GT&( DE2GI3F3

promoting the take-up of e-government. Awareness could lead to an increase in demand for e-government services from citizens and to a better use by citizens of+tt

*Rights and duties*

The charter can be seen as a collection of 'rights' that citizens













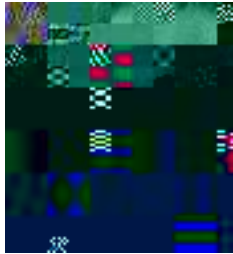




## Conclusion

The plan

**UNITED KINGDOM**  
POPULATION: 59,595,900  
GDP in \$'s purcha



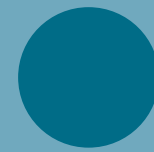
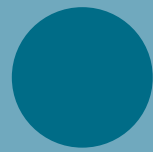
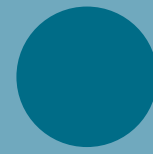
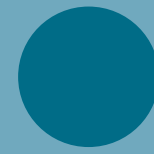






In chairing the CIO Council my approach will be to facilitate the council members to function as a self-empowered team, a team in which individual members:

- develop a common agenda which they personally believe in, and which they take back to their own agencies to execute;
- take a government-wide view while maintaining accountability for specific operations and programmes in their area;
- break down the silo barriers which can exist across government;
- facilitate and encourage learning from each other;
- feel comfo



The implementation of e-government within



A huge programme such as e-government has many challenges. A key one is to co-ordinate efforts across different projects to achieve the programme goals and objectives and to still finish the p







National e-Gov  
Diagnostic & Strategy

National Programme -







**ESTONIA**POPULATION: **1,350,900** (July 2004 est.)GDP in \$'s purchasing power parity: **\$17.37 billion** (2003 est.)

INTERNET USAh

One of Laar's key advisers was a man called Linnar Viik who was a huge enthusiast and futurist





**MEXICO**

POPULATION: **102,797,200**

GDP in \$'s purcha





**Simon Willis** | Series Editor

DIRECTOR, PUBLIC SECTOR,  
INTERNET BUSINESS SOLUTIONS GROUP,  
EUROPE, MIDDLE EAST & AFRICA, CISCO SYSTEMS, INCING

**Karen Evans**

ADMINISTRATOR OF E-GOVERNMENT AND  
INFORMATION TECHNOLOGY  
INFORMIA

**Sheikh Ahmed Ateyatalla Al-Khalifa**

ACTING PRESIDENT OF  
CENTRAL INFORMATICS ORGANISATION,  
BAHRAIN

Ahmed Ateyatalla Al-Khalifa is Acting President, Central Informatics Organisation (CIO) of Bahrain.



**Martin Schallbruch**

IT DIRECTOR,  
FEDERAL MINISTRY OF THE INTERIOR,  
GERMANY



