



## E-government management: opportunities and tools

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## Today's talk

1. Why e-government management?
2. E-government management and its impact to the results of e-government initiatives
3. E-government benchmarking as a tool for e-government management
4. Conclusions

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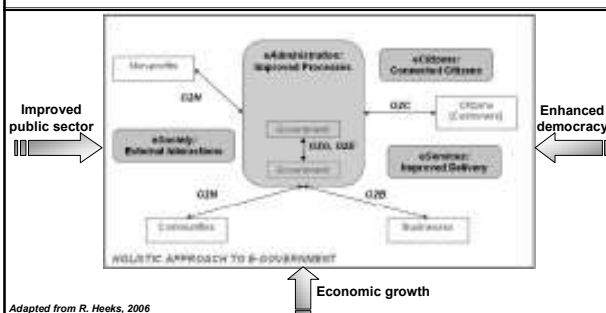


## Why e-government management?

To understand e-government we must therefore understand IT...  
The next step then is to understand that e-government systems are information systems.  
For e-government to be a **working system** it must be seen to consist of **technology + information + people** who give the system purpose + **work processes** that are undertaken.

(R. Heeks)

## Holistic approach to e-government



Adapted from R. Heeks, 2006

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## Prerequisites for success of holistic e-government programme



E-GOVERNMENT  
STRATEGIC PLANNING  
&  
MANAGEMENT

HOLISTIC E-GOVERNMENT  
PROGRAMME

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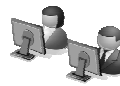
## E-government management and its impact to the results of e-government initiatives



## Citizen-related e-government ≠ holistic e-government (*global context*)



Citizen contact with government is relatively rare



The total number of citizens ever using e-government is relatively small

The main use of public e-services by citizens is to access information rather than actual services



Citizen-centric e-services is only one small part of a much bigger picture required to make an impact on citizens' livelihoods

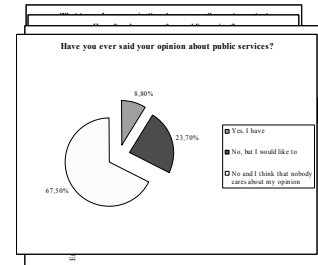
Source: R. Heeks, 2006

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## Citizen-related e-government ≠ holistic e-government (*Lithuanian context*)

### SURVEY FACTS

- The survey of 12 pan-European services was carried out in December, 2007
- Contracting authority – Mykolas Romeris University
- Implementing organisation – VILMORUS
- Survey funded under the project financed by Lithuanian State and Science Foundation
- Number of respondents – 1001



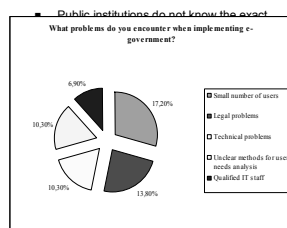
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## Attempts of Lithuanian e-government benchmarking

### SURVEY FACTS

- Purpose: to benchmark implementation of e-services in public authorities and identify the possible issues for e-government research
- The survey was carried out in November-December, 2007
- Contracting authority – Mykolas Romeris University
- Implementing organisation – APKLAUSOS.LT
- Survey funded under the project financed by Lithuanian State and Science Foundation
- Number of respondents – 30 fully and 24 partially answered questionnaires

### THE MAIN FINDINGS:



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## Benchmarking in Lithuanian e-government strategic planning



- **INTERNATIONAL BENCHMARKING**
  - > United Nations
  - > Capgemini
  - > Accenture
  - > World bank
  - > ...
- **NATIONAL BENCHMARKING**
  - > ???

Understand what e-government is  
 Encourage adoption of e-government  
 Understanding alternatives and priorities, comparison with others  
 Comparative performance data and reasons behind that in order to move to learning

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## Conclusions

## Conclusions (1)

- The holistic approach to e-government is a key to achieve the positive impact of ICTs on public sector activities, democratic processes, economic growth and competitiveness of the state
- Prerequisites for the successful implementation of the holistic e-government model are: the qualification of public sector staff in ICTs governance and implementation of national e-government strategic planning and management framework

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## Conclusions (2)

- Current Lithuanian e-government strategic planning and management structure is not enough elaborated, the knowledge of public officials in this field is poor
- The main gaps of Lithuanian e-government management are: allocation of responsibilities and leadership, ICT alignment with business objectives, e-government architecture and agility of e-government implementation process

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## Conclusions (3)

- The focus of e-government planning, management and implementation must refocus from citizen-centricity more to the other e-government models
- The methods and tools used in e-government implementation should be the complex of the best methods and tools at the moment used in the IT business practice

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## ***Any questions?***

1) .....  
2) .....  
.....

**Thank you!**  
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