

Editorial

Twenty-Five Steps to Successful e-Governance

e-Government programs are rapidly expanding in industrialized countries – evolving service economies – and being introduced by many developing countries. However, even though the first decade of the 21st Century opened with high optimism that the “digital age” would bring widespread prosperity, achieving this objective require several disciplines, including engineering, policy, law, finance, public-private cooperation and content creation. More specifically, the key driver of e-Government is recognized to be practical utilization of information-communication technologies (ICTs).

This issue of I-Ways presents examples of particular e-Government programs now operational in a wide array of countries. Projects are described in countries as diverse as Rwanda, Kazakhstan, Saudi Arabia, Jamaica and Singapore to illustrate e-Government is becoming universal. Yet, reports by international organizations like the World Bank, OECD, and the Asia Development Bank, point out the need for better planning and design of e-Government projects, in particular to assess the realities of initial costs, overall financing and sustainability. An important dimension of e-Government programs should be incorporation of management and evaluation (M&E) assessments.

Having reviewed several rating and evaluation schemes for e-Government, I-Ways is pleased to present Twenty Five Steps to Successful e-Governance. This was prepared by an e-Government practitioner, Sameer Sachdeva, Manager of Marketing and Customer Care of the National Institute for Smart Government (NISG) in Hyderabad, India. A number of essentials for successful e-Government are outlined from the perspective of developing nations. It looks into vision and objectives of many countries and suggests planning and operational guidelines. An e-Governance Roadmap is presented to answer questions like “what, when, who and how” for successful implementation. The importance of e-Leadership is emphasized as well as the institutional framework and process reform.

The paper presents a thoughtful analysis of the design and structure of e-Governance programs as well as important cost-benefit dimensions. The Twenty Five Steps sets forth an excellent compilation of significant measures which should be incorporated into Masterplans, whether intended for implementation by central governments, states, provinces or municipalities.

Russell Pipe, Editor