

## Editorial

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# Breaking Barriers to e-Government

Almost every report, press release and ranking hails achievements following the introduction of e-Government programs. This is almost universally the case for industrialized OECD members and widely reflected in announcements by officials of developing countries. While failures are sometimes reported, most have been directed to inadequate or inappropriate technical infrastructure and or human resource support.

This issue of I-Ways presents the interim report of a European Union research project addressing barriers to e-Government, led by the Oxford Internet Institute. A second article focuses on a similar theme, although more pointedly. Twenty-five steps toward e-Governance failure, a report written by Sameer Sachdeva, an e-Government specialist, presents many

of the same issues using India as the case example. These two reports provide significant insights into the many challenges to the successful preparation and take-up of e-Government.

The Oxford Internet Institute conducted reviews of seven major categories of barriers that can block or constrain progress in e-Government. The are:

Leadership Failures; Financial Inhibitors; Digital Divides; Poor Coordination; Workplace and Organizational Inflexibility; Lack of Trust; and Poor Technical Design. Each type of barrier is described in the article as well as the website provided for downloading the complete report.

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