

Electronic Government

Management & Applications



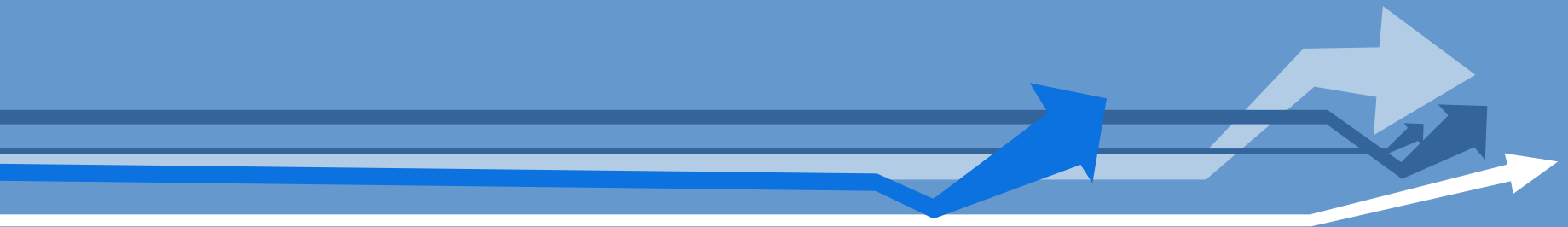
Tracey N. Edwards,
IT Services Division, MoPHE
Project Management Seminar 4,
November 21, 2009

Electronic Government - Management & Applications

Content



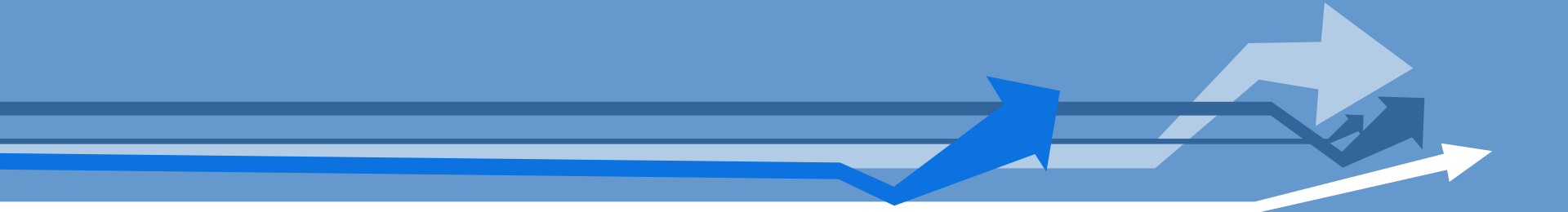
- Exactly what is “E-Government?”
 - Definition of E-Government
 - Benefits of E-Government
- E-Government Management
 - Development of an E-Government Strategy
 - E-Government Evolution
 - E-Government Outcomes



Electronic Government – Management & Applications

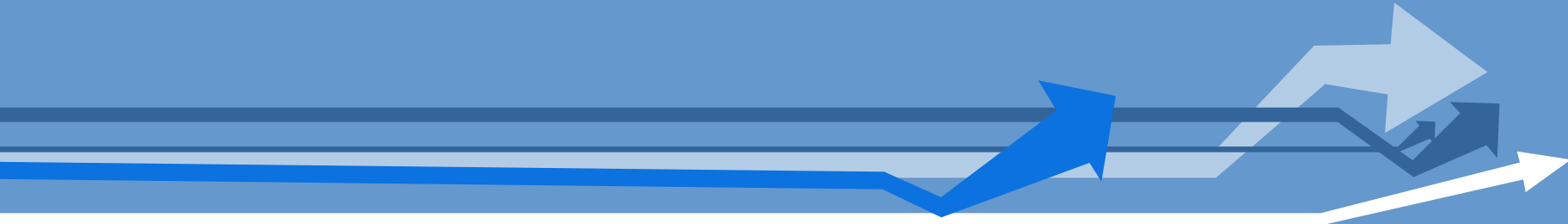
Content (cont'd)



- E-Government Application
 - E-Government initiatives
 - Successful Implementation of E-Government
 - Most Important Challenges
 - Method for Successful Implementation
 - Conclusion
- 



WHAT IS E-GOVERNMENT?



Definition of E-Government (cont'd)

The screenshot displays the official website of the Government of the Republic of Trinidad and Tobago. The header includes the national coat of arms, the text "Government of the Republic of Trinidad and Tobago", and the "gov.tt" logo. A navigation bar contains links for "Services", "About T & T", "Feedback", and "Help/FAQ". A search bar is located on the right side of the header.

The main content area is organized into several sections:

- Top eServices:** A list of services including Housing Application, Work Permit Application, Search for a Business, Income Tax Self-Assessment, Register a Business, Laws of Trinidad and Tobago, and OJT Trainee Application. A blue circle highlights this section.
- Services for Citizens:** Features a silhouette of a family and the text "Your Government, At Your Service."
- Services for Businesses:** Features a modern building and the text "Trinidad & Tobago, Open for Business."
- Services for Non-Residents:** Features a red flamingo and the text "Visiting T & T? How May We Help?"
- How Do I?:** A list of common queries such as "Apply for a new home?", "Get a birth certificate?", "Register a business?", "Apply for a BIR file number?", and "Utilise ttconnect Service Centres?"
- Directories:** Lists "Government Ministries", "Tobago House of Assembly", "Municipal Corporations", and "Contact Your MP".
- Useful Links:** Lists "Government Ministries", "Government Bodies", "State Enterprises", and "Government Initiatives and Documents".
- Latest News:** Includes a "Top Story" about residents receiving keys to new homes and "Other Headlines" about a funeral service.
- Events & Holidays:** Lists events for August (Youth Sport Camps, Emancipation Day, Independence Day, Santa Rosa Carib Festival) and September (Eid-ul-Fitr).
- Featured Links:** Includes links to "visittrinidad.gov.tt", "Office of Disaster Preparedness and Management", "T&T Youth Sport Camps", "VISION 2020", and "fastforward".

The footer contains the "gov.tt" logo, the text "Trinidad and Tobago Government Online", and copyright information: "Copyright © 2009 Government of the Republic of Trinidad and Tobago".

www.ttconnect.gov.tt

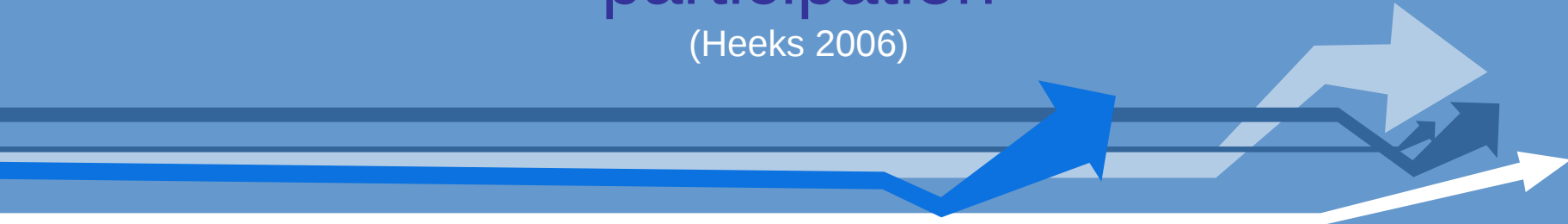
Definition of E-Government (cont'd)



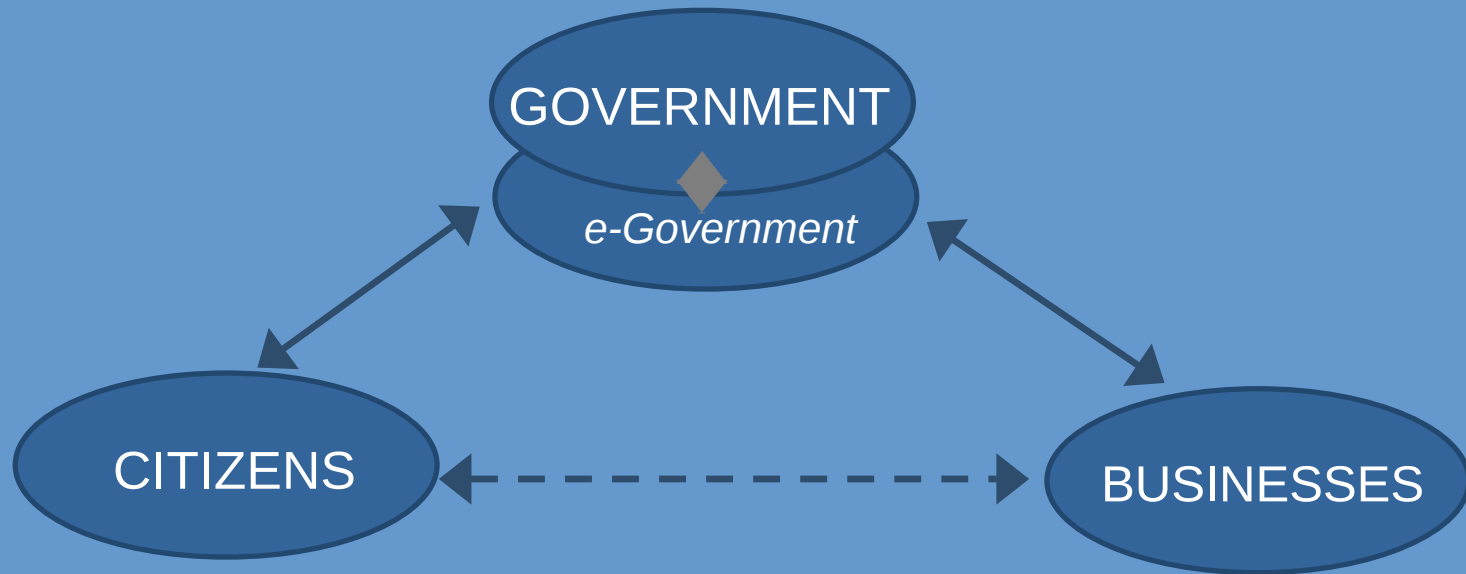
E-Government:

the strategic use of information technology, especially Internet-based technologies, to achieve greater government efficiency, better service quality, and more democratic participation

(Heeks 2006)

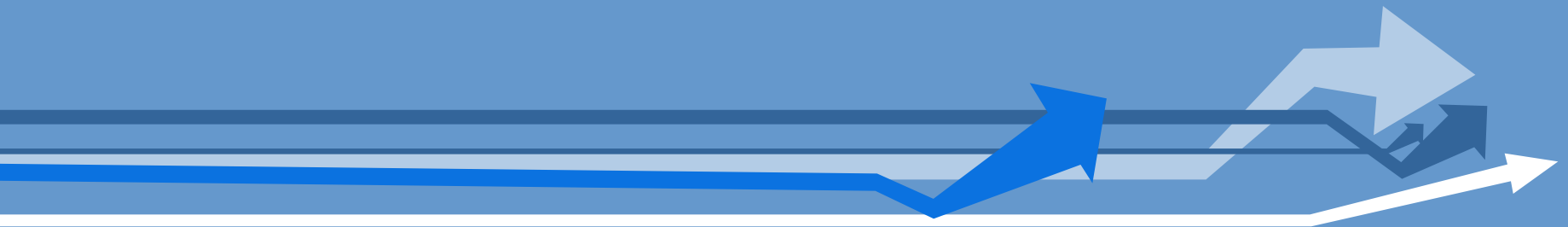


E-Government Benefits



E-Government Benefits to Government

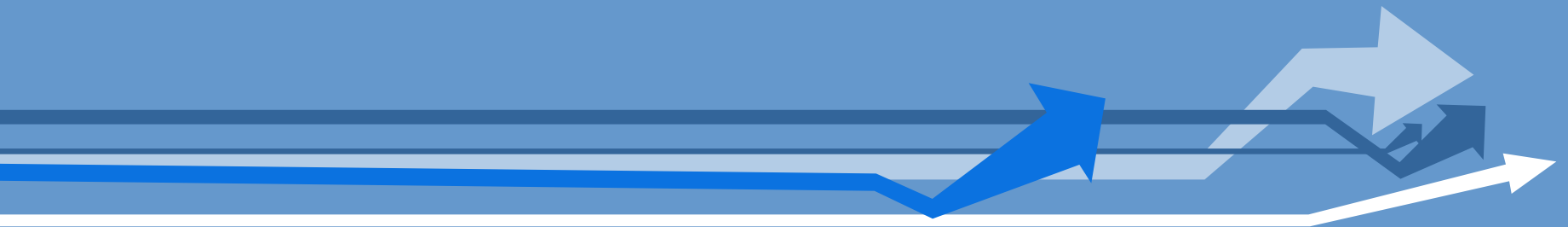
- Improve the flow of information
- Enhance communication
- Improvement in the coordination of government resources
- Analytical and decision support tools



E-Government Benefits to Businesses



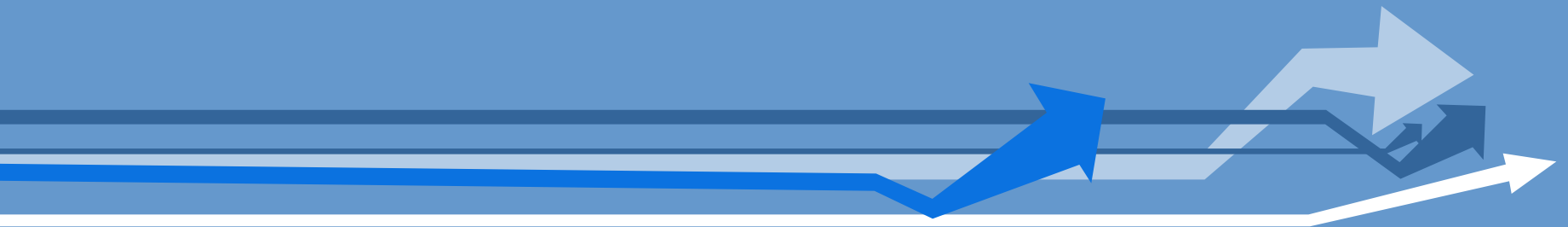
- Mutual beneficial interaction
- Time and cost savings
- Secure and trustworthy environment



E-Government Benefits to Citizens



- Round-the-clock online Government information and services
- Greater flexibility and convenience
- Reduction in turn-around time
- Citizen awareness
- Citizen participation



E-GOVERNMENT MANAGEMENT

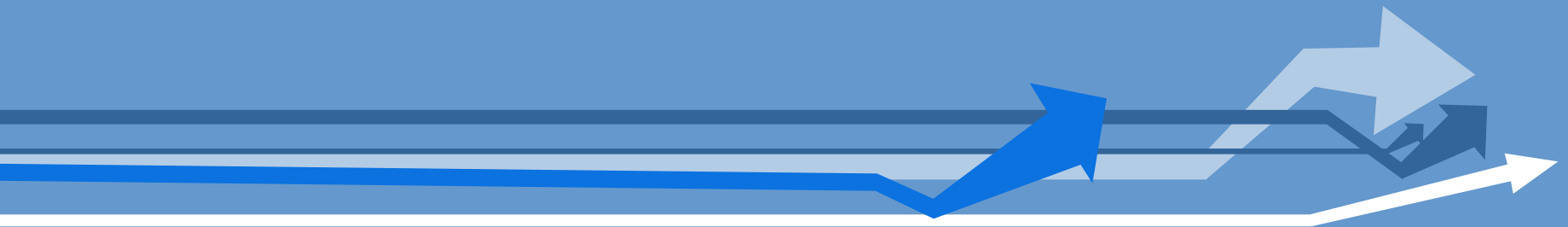


Development of an E-Government Strategy



“a plan for e-Government systems and their supporting infrastructure which maximizes the ability of management to achieve organizational objectives”

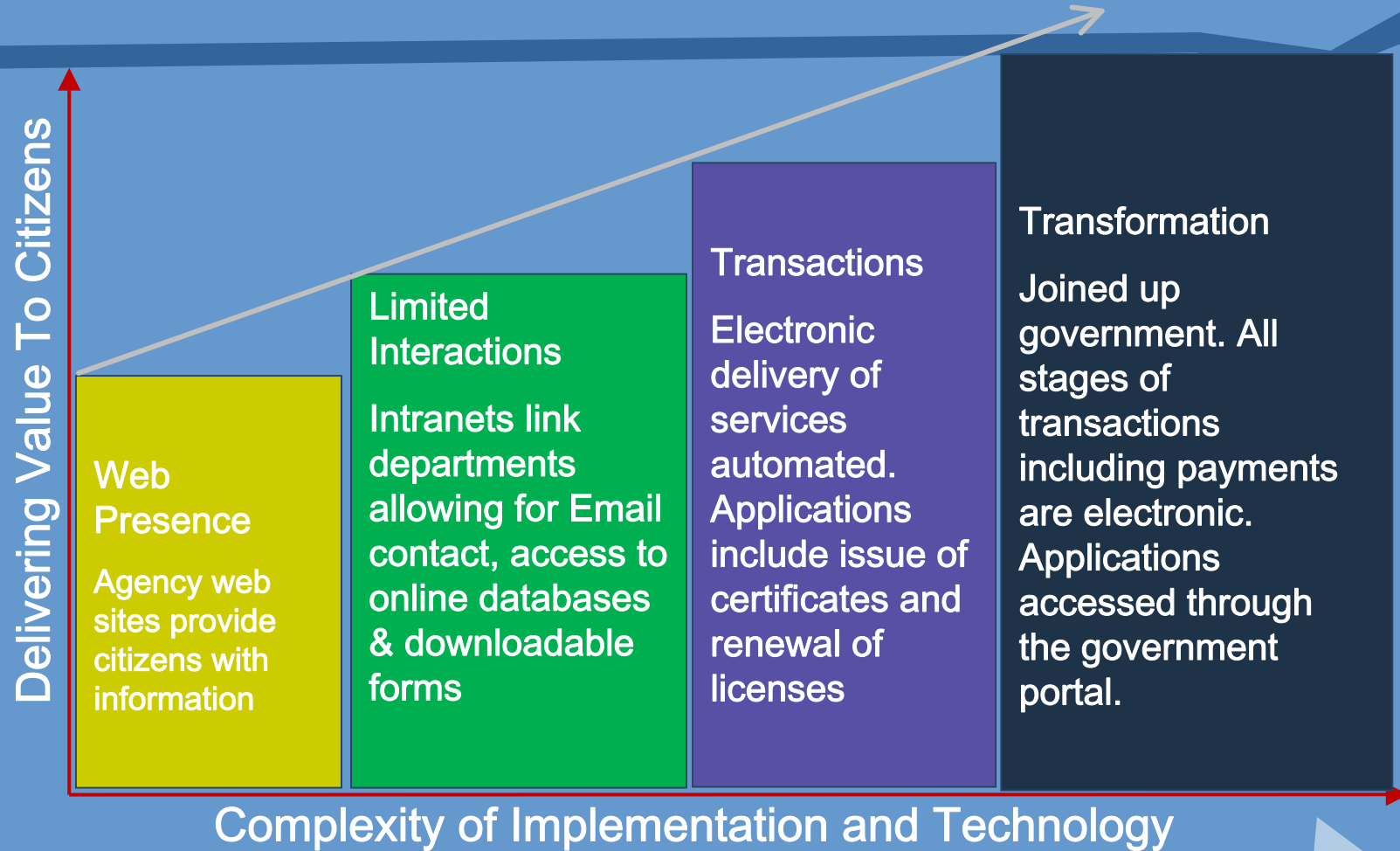
(Heeks 2006)



Development of an E-Government Strategy (cont'd)



Stages of E-Government Development

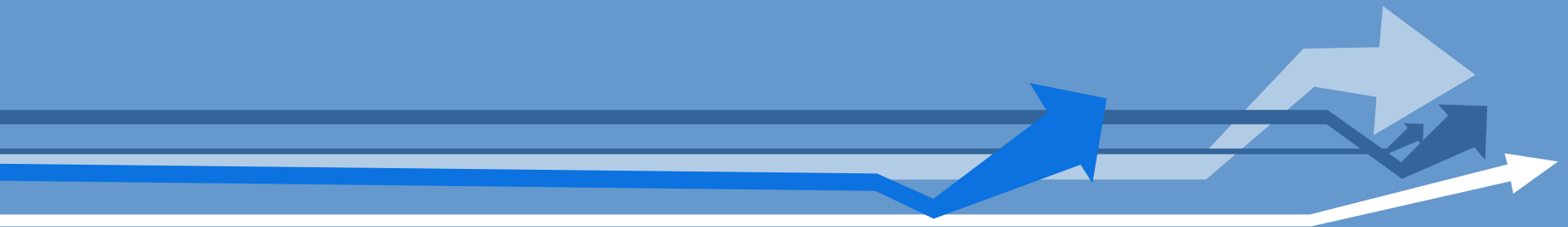


Source: Ronaghan, Stephen A., *Benchmarking E-Government: A Global Perspective, Assessing the Progress of the UN Member States*. 2003.

E-Government Outcomes



- Improved public sector performance
- Increased participation of citizens
- Improved accountability
- Competitive environment



E-GOVERNMENT APPLICATION



Global Initiatives – Computerization of Land Records (CLR)

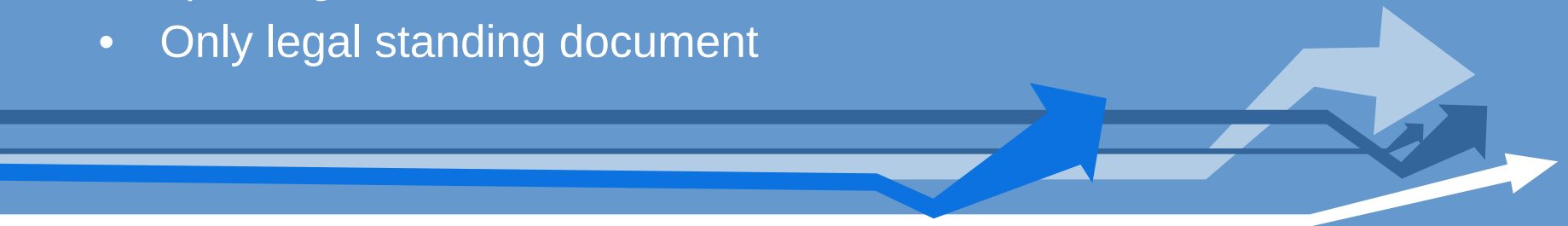


Before Computerization

- Manual system
- 20 million records
- 6.7 million farmers
- 9000 villages
- Identity number per plot
- Village revenue accountant
- Problems maintaining and updating
- Only legal standing document

E-Government Application

- Computerized system
- Touch screen
- Biometric logon
- 50% increase in mutation requests
- Decrease in corruption & inaccuracies



Global Initiatives – E-Procurement

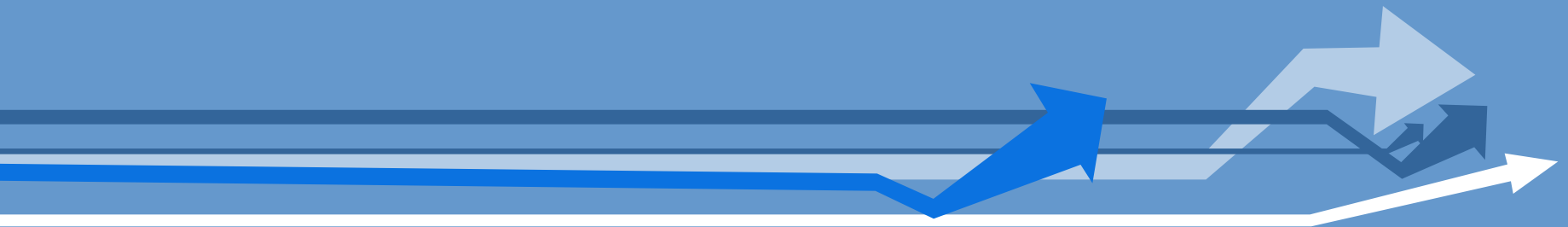


Before Computerization

- Direccion de Aprovisionamiento del Estado (DAE)
- weak control mechanisms
- lacking legal framework
- varied regulations
- Individual procurement systems and procedures

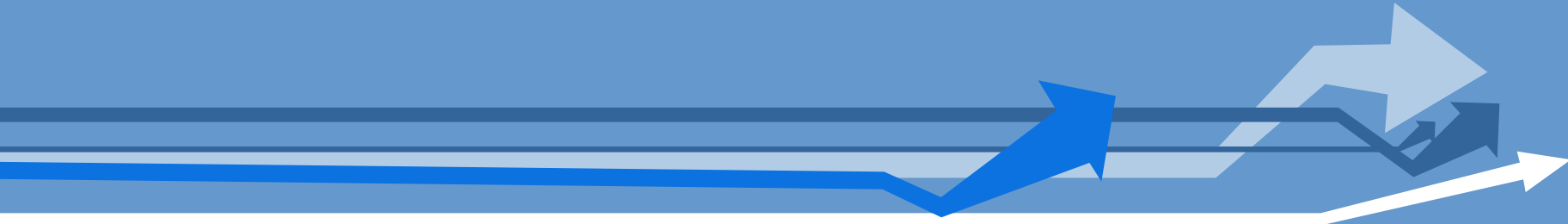
E-Government Application

- Private sector operated
- 4,000 suppliers in 75 areas
- 18% of public procurement
- Electronic requests
- Automatic email
- Online information
- Centralization, standardization, redefinition





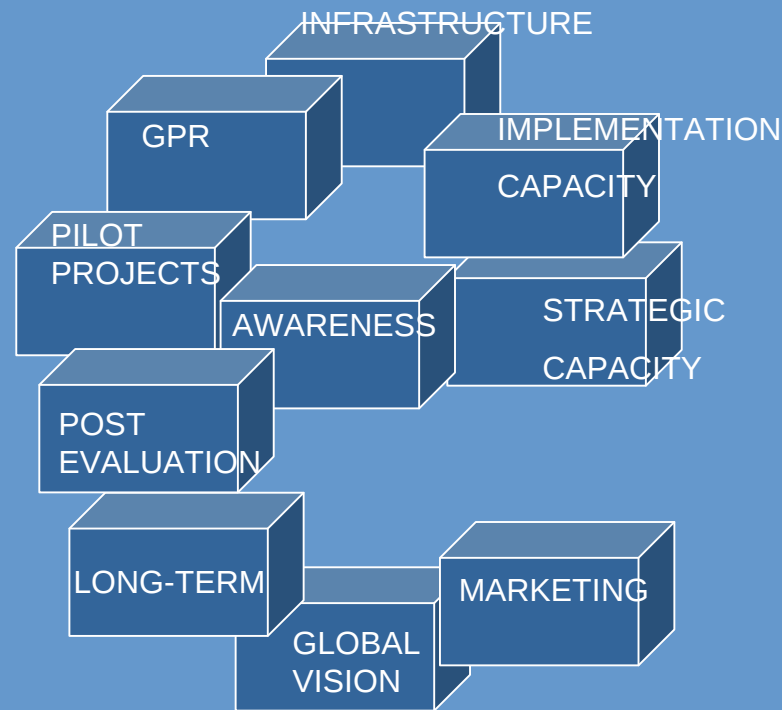
SUCCESSFUL IMPLEMENTATION OF E-GOVERNMENT



E-Government Implementation - Challenges to E-Government



Proposed Methodology for Successful E-Government Implementation



E-Government Policy Framework of T&T



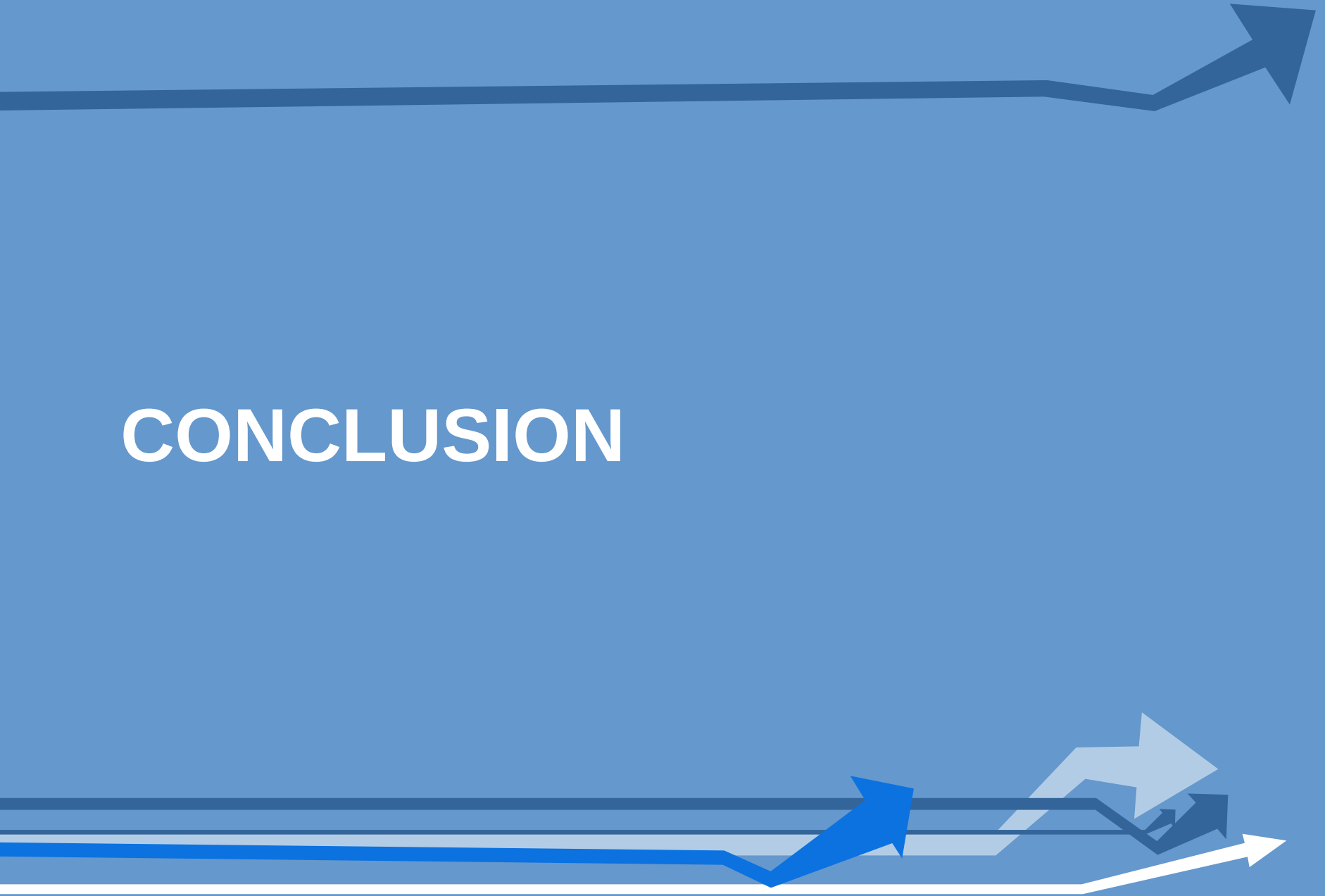
- Detailed and comprehensive ICT/E-Commerce policy
 - Separate directorates
 - Cabinet Steering Committee
 - Private-public sector Advisory Committee
 - E-Government Action Plan



Population: 1.4 million (UN 2009)

Area: 5128 Sq Km

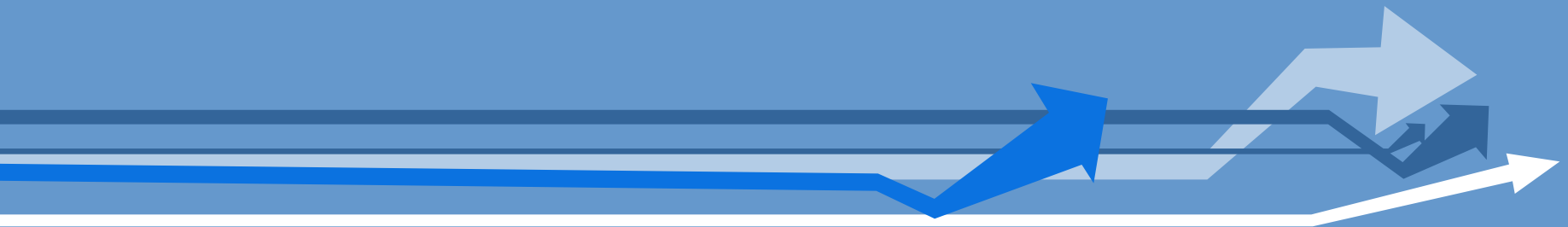
CONCLUSION



Conclusion



- Efficiency and Transparency
- “Build It And They Will Come” approach won’t do
- Developing a Successful E-Government Strategy





Th@nk you !

