Transforming Government

Exploiting these opportunities means taking it slow, making sure that all issues have been addressed before moving forward. That's the approach the Government of Gujarat in India has taken. "As the government works with TCS to connect more than 1,400 offices in 25 districts, the government is taking it one step at a time and seeing what works and what doesn't before extending the system further," according to Raj Kumar, Secretary, Department of Science and Technolog, Government of Gujarat, India.

"While transforming into a paperless government, we will need to carry out large-scale government process re-engineering, which is easier said than done," says Kumar. "And we have found that it's not so easy to bring about attitudinal changes in the mindset of our bureaucracy overnight. A lot of efforts are needed before we will derive full benefits of this system."

Service providers can play an important role in ensuring that e-government projects are successful by mitigating much of the risk, taking away some of the financial pressure, bringing experience to bear and leveraging relationships with a variety of technology partners. And they can do everything, from developing concepts, introducing changes required by law and changes required to accept e-transactions, to developing the technical solution, training government users, providing connectivity and doing the requisite hand-holding after implementation.

"The service provider's role isn't so much to tell the government how to run their business, but to help governments understand their own environments and make better informed decisions about their service environment," Chakrabarty says. They do that by having a global view of what's going on, what works and what doesn't, allowing them to open up the government's vision and show them service environments that work differently from theirs.

STEPS TO REACH THE FULL POTENTIAL OF E-GOVERNMENT

- Identify and prioritize citizen and client segments

- Understand legislative and policy drivers

- Understand the role of systems, work processes and workflows

- Analyze the financial, human capital and technological challenges

- Look beyond organizational boundaries to focus on policy outcomes

- Standardize government's IT architecture

- Learn what has worked and what hasn't worked in governments with similar challenges and structures to yours

- Re-work channels of access based on priorities, challenges and intended outcomes

- Make sure that the chosen infrastructure is flexible and changeable

- Don't underestimate the need for citizen buy-in; without it, the project will fail.

In addition, service providers can help governments understand their citizen segments better — a critical factor to success. "Our role is to peel back the covers on all of this stuff by looking at service environments, work processes, workflows and priorities," explains Gilbert. "It may be as simple as realizing that they are actually routing their highest priority citizen segment through 16 different layers to get a question answered, while they could do it more efficiently and effectively." In the end, e-government is all about understanding citizen needs, capabilities and limitations. "That's what it takes," Gilbert adds, "to develop the most effective service environment."

"It's about understanding exactly who you are dealing with, what their needs are, and what the legislative and policy drivers are," Gilbert says. "Once you tie that together with your workflows and work processes, you've got a good chance of developing an effective, efficient, e-government infrastructure," he adds.

NEWS

GS 100

STRATEGY

DESTINATIONS

PROCESSES

INDUSTRIES

RISK

CASE STUDIES

GLOBAL CAREERS

TALK BACK

Name: [   ] *   Email: [   ] *

Subject: [   ]

Comment: [   ] *

[Submit]   [Cancel]

GLOBAL SERVICES
MICROSITE   Remote Infrastructure Management

NEWS | ARTICLES | EXPERTS' VIEWS | CASE STUDIES | RESOURCES | PODCASTS

About Global Services | Contact Us | Media Kit | Privacy Policy | RSS | Write for Global Services | Jobs@CyberMedia

CYBER MEDIA

PCQuest | Dataquest | Voice&Data | Living Digital | DQ Channels | DQ Week | CIOL | CyberMedia Events

Cyber Astro | CyberMedia Digital | CyberMedia Dice | CyberMedia | BioSpectrum | BioSpectrum Asia