

## Chapter 5

# Conclusion

*This process isn't something government can do alone – you need to play your part too. Use this information, exploit it, hold your public services to account. They are there for you, so make them work for you.*

*– Prime Minister David Cameron, United Kingdom*

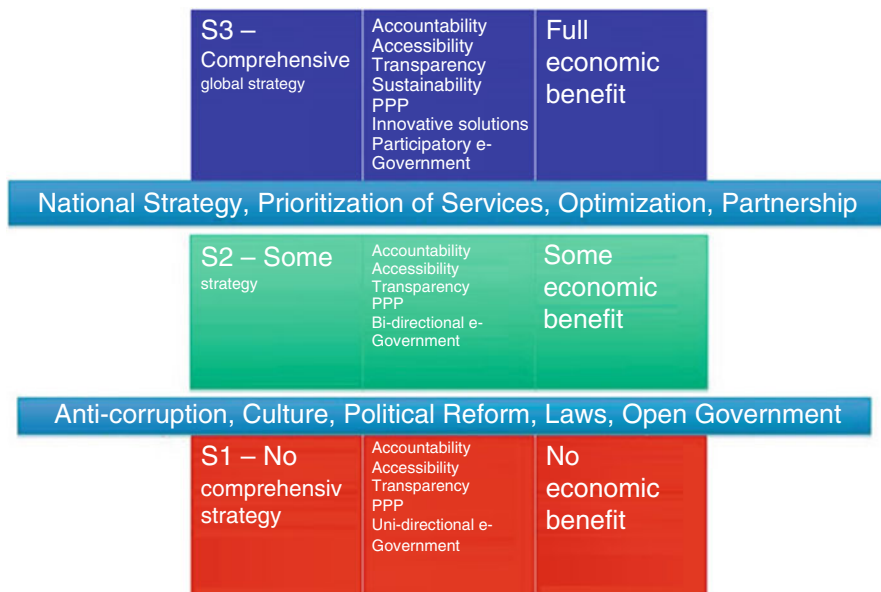
All three levels or stages can be found in the UN's four stages of e-government development. Ultimately, government should strive for level three as it is the only sustainable level. In recent months, many governments have experienced the impact of the latest global oil and gas crisis, they have set new national energy strategies, looking at alternative sources and technologies. There is a very close relationship with e-government and its sustainable future. If government can manage its resources better by understanding the needs and making decisions based on intelligent analysis, it can create a sustainable environment for citizens.

At level one, it is not sustainable as it is not looking at the long-term plan for the country and its citizens. At level two, it is still not sustainable as the government has no clear strategy for future sustainability and its interest lies with current social, economic, and political demand. For example, all governments should mandate a paperless business approach and adopt an e-document system. This type of mandate has a major impact on all levels of society especially the private sector. In the long run, it is a sustainable approach to the system.

Given how ICTs have changed the world in a short time period, achievement of level three appears inevitable. The rapidly changing ICT world, technologies like Web 2.0, which made the digital world more participatory, and the current "Milleniels" generation expects to play an active role in all aspects of society. In fact these new technologies are part of the next generation of Web or Web 3.0, which will be a smarter web that will seamlessly orchestrate all data around the world and cross wire and wireless devices and platforms.

In order to achieve the level three e-governments, government must consider the following (Fig. 5.1):

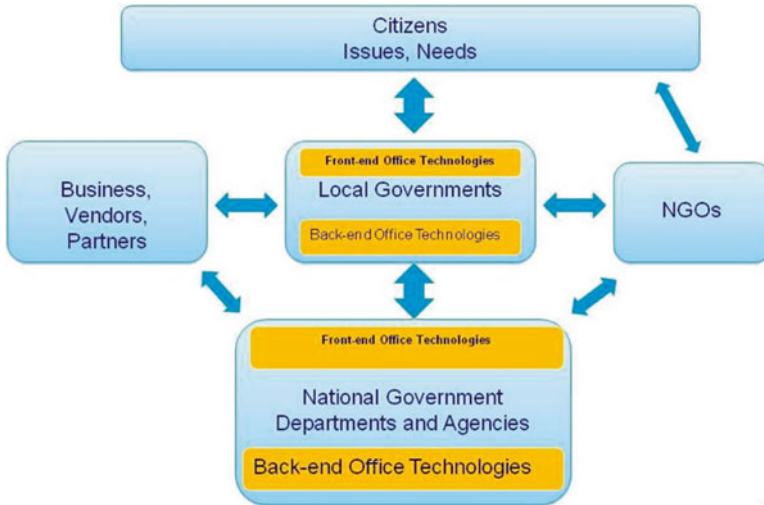
- It should have a clear national strategy or roadmap on sustainable e-government. This strategy should be clearly mapped to the resources and environment.



**Fig. 5.1** Three levels in e-government and requirements

The national strategy should be based on (1) a census that can provide clear demographic information such as ethnicity, income, gender, age, language, household size, etc., a top-down government review of services and functions, and a budget allocation; (2) after collecting the basic information aforementioned, it should do a SWOT (Strength, Weakness, Opportunities, and Threats) analysis. There should be multi-level SWOT analysis (i.e., top to bottom inter and intra governmental review, local government need assessment, national commission, citizens groups, etc.) and a consolidation of analysis and set goals and objectives. The process should include local governments as many citizens are more familiar with their community and local needs (Fig. 5.2). This is particularly important for MDGs. A key to achieving many MDGs depends on how well the national strategy is directly mapped to the local communities where the real needs are and bring necessary resources to address problems like extreme poverty, poor health care, lack of education, etc.; (3) at the same time, develop a national sustainability strategy and map the e-government strategy to its goals.

- It must have a legal and technical framework to support the e-government initiatives.
- It should dedicate sufficient budget to support the e-government initiatives.
- It should deploy technologies to provide accessibility to all citizens, i.e., wireless technologies and m-government applications for people with disability and senior citizens.
- It should mandate all government units to have goals and objectives for e-government.



**Fig. 5.2** Connecting the national government e-government to the local entities

- It should create educational and training programs for current and future government employees. It should also find ways to recruit and retain knowledge workers and leaders.
- There should be a presidential-level commission to integrate all government branches and units. This commission should include citizen organizations and the private sector.
- It must be open to citizen participation. This should be the core of e-government.
- Create a mechanism to promote public-private partnerships to ensure that the e-government initiative promotes economic growth (i.e., jobs, new businesses and technologies).
- There should be transparent assessment and evaluation throughout the system (i.e., procurements, grants, budget spending, etc.).

A sustainable e-government knows what the citizens need, based on citizen participation and properly distributing its resources while managing and creating sustainable resources.