

Unit 1

Introduction to E-government and E-governance(Lecture II)

E-government as an Information system:

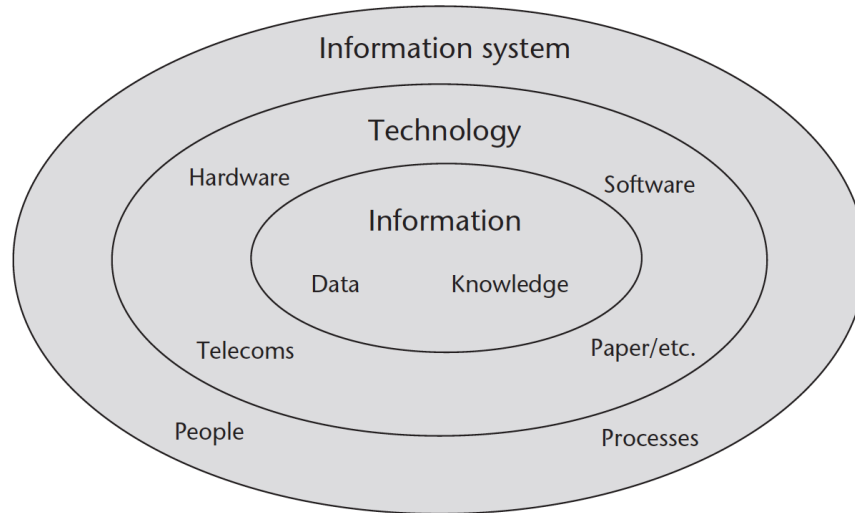


Figure 1.1 eGovernment systems as information systems: Structural view

- To understand E-government we must understand IT; What does IT do: ...It handles data to produce information.it handles data to produce information.....
- Next need to understand what is e-government
- next need to understand e-government as Information system
 - o At heart of it lies the data and information
 - o These data and information handled by some digital technologies(or some non-digital technology)
- What is system? ...A system is a collection of elements that works and has a purpose.....
- Therefore, To understand e-government as an information system, we must add in some notion of activity and purpose.
- How to do that?That can only be done by adding people in the equation.....
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- For e-government to be a working information system, it must be seen as much more than just the technical elements of IT. Instead, it must be seen to consist of technology plus information plus people who give the system purpose and meaning plus work processes that are undertaken. We can therefore produce an initial model of an e-government system, as illustrated in Figure 1.1.
- e-government systems can be described as 'socio-technical systems' because they combine both the social – that is, people – and the technical

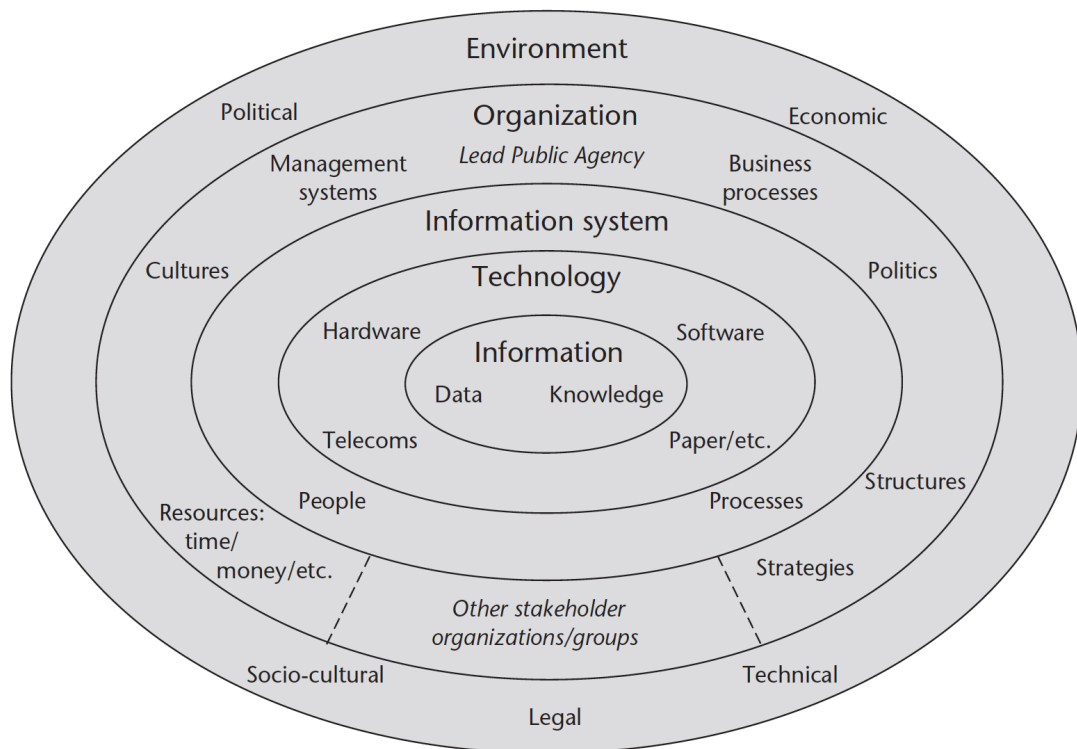


Figure 1.2 Full model of e-government systems

The model shown in fig 1.1 is good but incomplete;

Why?.....Egovernment does not just float around like satellite in space rather embedded with public sector organization. Which provides organizational resources and management.system. and provides political and cultural environment./milieu within which e-governance operates.....

- Information: The formal information held by the digital system and the informal information used by the people involved with the system.
- Technology: Mainly focuses on digital IT but can also cover other information handling technologies such as paper or analogue telephones.
- Processes: The activities undertaken by the relevant stakeholders for whom the e-government system operates, both information-related processes and broader business processes.
- Objectives and values: Often the most important dimension since the objectives component covers issues of self-interest and organizational politics, and can even be seen to incorporate formal organizational strategies; the values component covers culture: what stakeholders feel are the right and wrong ways to do things.

- Staffing and skills: Covers the number of staff involved with the e-government system, and the competencies of those staff and other users.
- Management systems and structures: The overall management systems required to organize operation and use of the e-government system, plus the way in which stakeholder agencies/groups are structured, both formally and informally.
- • Other resources: Principally, the time and money required to implement and operate the e-government system.
- Outside world: The political, economic, socio-cultural, technological and legal factors that impinge on the relevant e-government stakeholders.

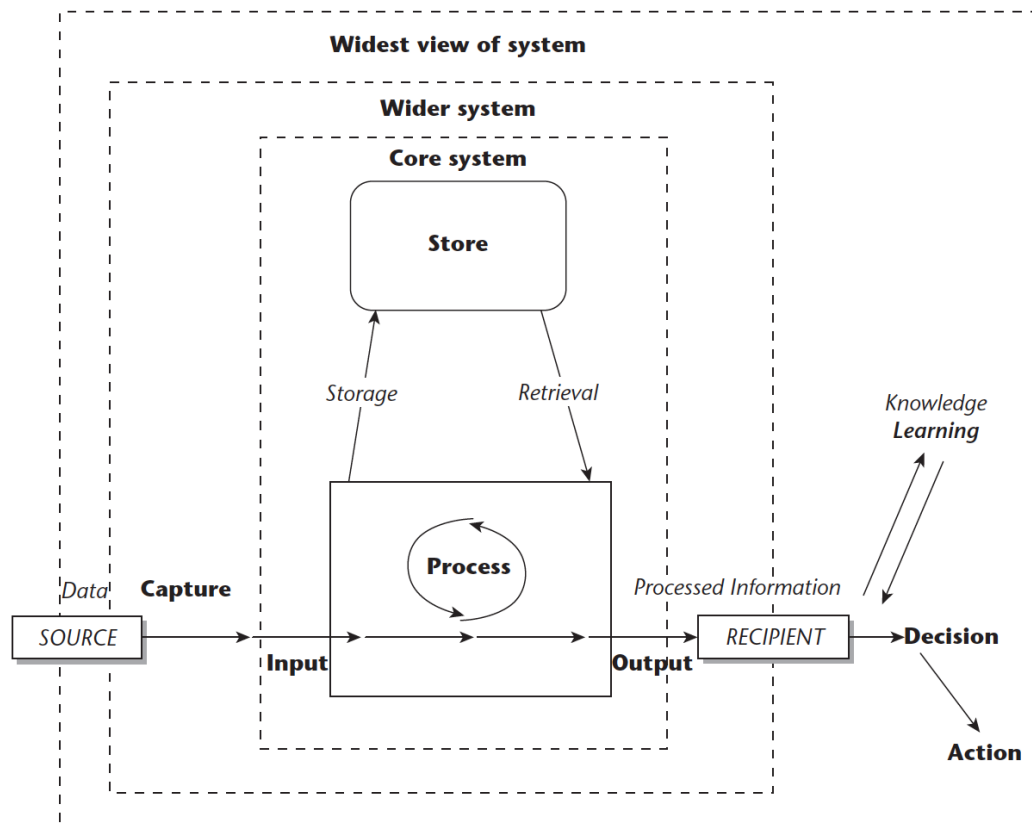


Figure 1.3 eGovernment systems as information systems: Process view

CIPSODA checklist:

C- Capture-income related data collect /raw data

I-Input----e-form

P-Process--- selection /classification/new data

S-store---- Store the new and raw data

O-Output---- new data/information deliver to tax payer/calculated tax

D-Decision---- information correct or wrong/accept or challenge

A-Action-----Implementation / if all well pay the tax

Example : E-tax system
tax payer