E-Governance

Er. Prahlad Panthi

E-Readiness

- Developing countries like Nepal face serious constraints and limitations or challenges to fully adopt e-governance. All these are related to the e-readiness of the country i.e. its readiness for e-governance implementation.

- E-readiness is the infrastructural prerequisites or preconditions which may be identified as:
  - Data system infrastructural preparedness
  - Legal infrastructural preparedness
  - Human infrastructural preparedness
  - Institutional infrastructural preparedness
  - Technological infrastructural preparedness
  - Leadership and strategic planning

Data Systems Infrastructure

- The core of e-governance is e-MIS (electronic Management Information System). Whatever data conventionally was being procured and maintained manually needs to be computerized or brought into electronic form i.e. preparation of computerized MIS, databases or data warehouses (in some cases).

- This is the core of computerization activity of any government process and it may take several years to reach this stage.

Legal Infrastructural Preparedness

- The efforts put in computerization result only in automation of the existing manual processes and procedures . This means that by computerizing the same existing inefficient manual practices and systems it will continue to have poor and inefficient performance, though at a higher speed, by computerization.

- This is due to lack of administrative reforms and lack of business process reengineering.

- They lack requisite legislation and legal infrastructure to enable such reforms of the existing business practices, rules and regulations within the government at various levels.

- The fundamental question that arises here is "Are the laws and regulations required to permit and support the move towards e-governance initiatives in place?"

- Example: Electronic Transaction Act (2063 BS), Legal acceptance of Digital Documents, etc.

Institutional Infrastructural Preparedness

- For any government to implement a successful e-governance project, the required institutional infrastructure must be in place which most of the government lack.

- The government body has to establish separate IT department which basically coordinates with facilitators for e-government projects within the nation.

- The IT department works out for the hardware selection and procurement, network or software development and implementation and also the training of staff at various levels of the government.

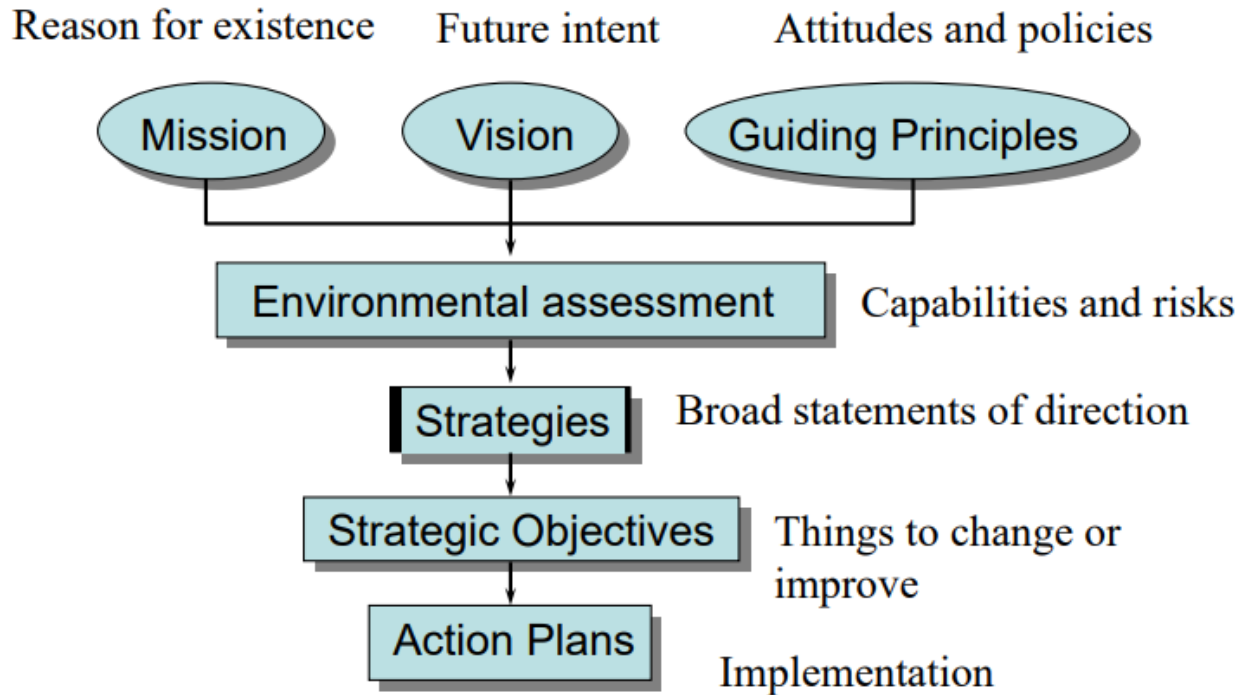- Many countries still lack the institutional infrastructure.

Human Infrastructural Preparedness

- Human resource development by training is an essential requirement which comes from well trained manpower both technical and non-technical.

- The technical manpower resources are essential for all the phases of e-governance and related information system life cycle.

- Apart from technical human infrastructure, there is a need for the crucial training and orientation of user personnel i.e. government staff in e-governance project.

- The government employees and staff who are the stake-holders in all e-government projects as the end users are to be appropriately trained and oriented for change management from a manual government environment to e-governance environment.

- Such training will make them competent and capable of handling e-governance projects at operational level.

Technological Infrastructure Preparedness

- Technology is fast changing in ICT domain and there is a rapid obsolescence of software as well as hardware which require great financial support time and again.

- Government organizations encounter this situation especially as their procedures to procure hardware or software are very inefficient and slow.

- The technological infrastructure in developing countries including computing and telecommunication is absent. As a result software and hardware may not be compatible.

- The major reasons are:
  - Cost of technology
  - Adaptability
  - Obsolescence (the state of being obsolete)

- This is a serious limitation to e-governance implementation.

Strategic Planning Process

Reason for existence   Future intent   Attitudes and policies

Mission   **Vision**   **Guiding Principles**

Environmental assessment   Capabilities and risks

Strategies   Broad statements of direction

Strategic Objectives   Things to change or improve

Action Plans   Implementation

- Active participation of top management, employees, customers, suppliers
- Systematic planning systems for strategy development and deployment, including measurement, feedback and review
- Align short term action plan with long term strategic objectives, communicate them, and track progress

Evolutionary stages in E-Governance

- E-Governance evolves gradually from the simplest levels to advanced levels. The evolution may not be the same in all cases.
- The following stages of e-governance can definitely be perceived in any government department or organization.
  - Stage 1: Use of e-mail and setting up of internal networking
  - Stage 2: Creation of Intranets infrastructure for access of internal activities
  - Stage 3: Allowing public access to information through internet
  - Stage 4: Allowing two-way interactive communication with stake-holders to enable internet enabled transactions
  - Stage 5: Allowing online transactions by the citizens
  - Stage 6: Enriching digital democracy
  - Stage 7: Electronically integrated or joined government with legislature and judiciary

To Be Continued…