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## CRS Report for Congress: A Primer on E-Government: Sectors, Stages, Opportunities, and Challenges of Online Governance: March 28, 2002 - RL3105

By Jeffrey W Seifert

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Electronic government (e-government) intersects many legislative issues, including privacy, digital divide (the lack of equal access to computers, whether due to a lack of financial resources or necessary skills), public access to government information, service delivery, and information security. E-government solutions are prominently represented in efforts to improve the management and efficiency of government information technology resources. To help policymakers discern e-government initiatives relative to their role in various issues, this report identifies and defines the principal e-government sectors and stages of development. It also outlines some of the opportunities and challenges associated with e-government. Some observers define e-government in terms of specific actions: using a government kiosk to receive job information, applying for Social Security benefits through a web site, or creating shared databases for multiple agencies, as examples. Other observers define e-government more generally as automating the delivery of government services. While perceptions vary widely, one organization, The Gartner Group, summarizes e-government as the continuous optimization of service delivery, constituency participation, and governance by transforming internal and

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