**e-Government in 5 Steps**  
  
The challenges of conceptualizing, planning, and sustaining e-Government programs range from basic to complicated. Switching from paper-based and manual methods to online, digital, and linked networks is a tough challenge for governments.  
  
**Step 1: Create an Internal Network**  
Create a system primarily for internal government use, such as an email system, file sharing, and database administration.  
  
**Step 2: Provide Channels for Public Access to Information and Two-way Communication**  
Improve information access and communication between the government and the people.  
 **Step 3: Facilitate Exchange of Value and Ease of Doing Business**Create more flexible and convenient means for citizens to engage with the government.  
  
**Step 4: Promote Digital Democracy**Garner more support for increased participation and democratic mechanisms.  
  
**Step 5: Develop a Joined-Up Government**Enhance service delivery's vertical and horizontal integration.