The critical role of public administration and good governance in implementing the United Nations Millennium Declaration:

E-government – known applications and enabling environment.

Report prepared by the Secretariat

Executive Summary

This brief schematic report highlights the main approaches of e-government and the conditions which will create an enabling environment to its introduction.
## E-government: known applications and tested approaches

### E-government Applications

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<th>Areas</th>
<th>Systems</th>
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<td>Governance:</td>
<td>E.g.:</td>
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<td>• Core business of government</td>
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<td></td>
<td>• Transparency</td>
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<td>• Participation</td>
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<td>Economic:</td>
<td>E.g.:</td>
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<td>• Revenue generation</td>
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<td>• Financial management</td>
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E.g.:

• Management of workflow, finances, personnel, documentation, records, information, knowledge; internal communication; executive information and decision-making;

• E-procurement; government portals; on-line availability of laws, decrees, regulations;

• Online petitions, town halls, notice and comment; citizen networks; publication of voting records; email for parliamentarians.

E.g.:

• Taxation, custom, fee information and management;

• Budget planning; accounting; expenditure, investment, payroll and other payment management;

• Geographic and natural resources information
| • Resource management | and management; land, property, dwelling management; urban planning; development planning; |
| • Business development | • Enterprises registration; investment information; technology and technology transfer information; patent information; market information; statistical analysis; economic forecasting; laws and regulations; |
| E.g.: | |
| • Social services | • Civil applications; civil registration; land and property registration; civil certificates; personal identification documents; social security; vehicle registration; |
| • Education and culture | • Digital libraries and museums; community information centres; education institutions information and management; |
| • Health | • Distant medicine and prescription services; hospital information and appointments; organ and blood availability information; health insurance reimbursement / direct settlement; |
| | • Crime information; drug monitoring and |
- Public safety control; prison information and management; border control (immigration and emigration); transportation monitoring and management; natural disasters monitoring and forecasting;
- Natural environment information and management; weather forecasting;

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<th>E-government: Enabling Environment</th>
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<td>• political leadership to drive the transformation process</td>
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<td>• Analysis of e-readiness to face the issues</td>
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<td>• Long-term vision with strategic goals to relate transformation to development plans, inform the public, get public support and facilitate monitoring and accountability</td>
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<td>• Identification of priorities to line up small, achievable components of the vision</td>
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<td>• Regulatory framework to assure sustainability of the effort</td>
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<td>• Institutional structure in the centre and throughout the government at all levels to implement the vision</td>
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<td>• Public involvement to respond to needs and fine-tune design of initiatives</td>
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<td>• Education and training to achieve the needed level of skills in the government and among the public at large</td>
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Annex I

Resources


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