



eGovernment Transformation Roadmap

A Partnership Between
Michigan State University, Oakland County and the
United Arab Emirates

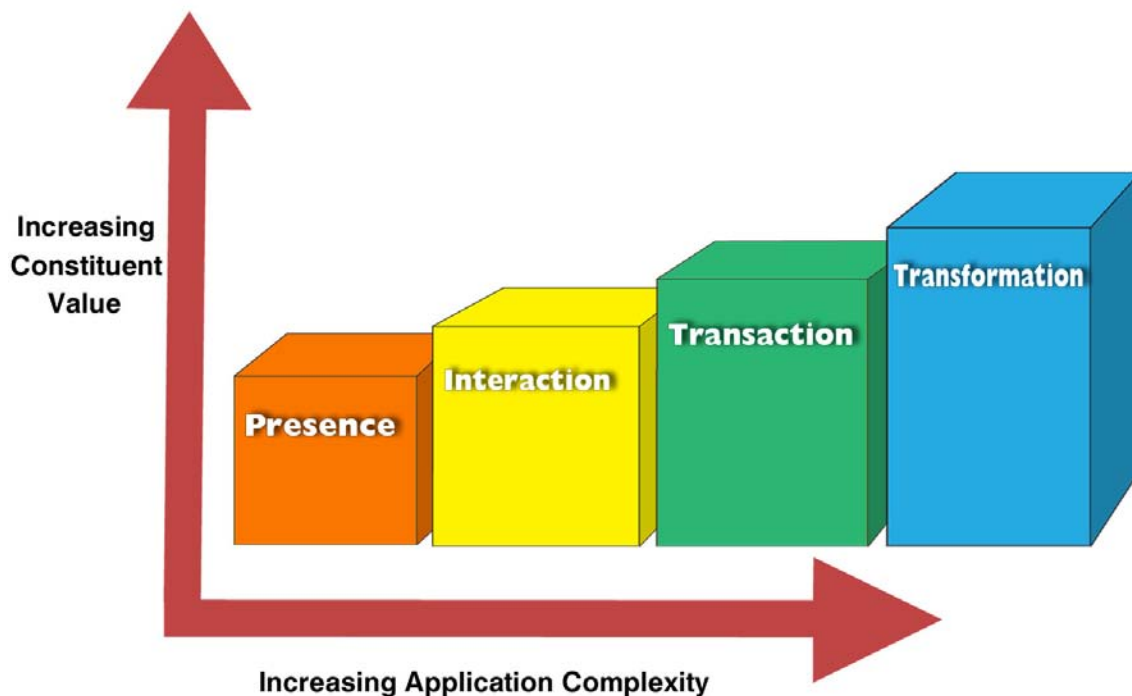
What is eGovernment?

eGovernment uses Internet-enabled operations, information technology, and communications to optimize government service delivery, citizen participation and governance. eGovernment assumes that government is one component of a digital community that is well advanced in the adoption and integration of technology into daily life at home, work and play. eGovernment is a purposeful response to a new information economy.

eGovernment assumes that many if not most of the exchanges between government and citizens will be digital, that these digital exchanges will be easier and more efficient than their traditional, physical counterparts, and that these improvements will increase the overall effectiveness of government and the satisfaction of all of its constituents (i.e. government arms, businesses, and citizens). Government adoption of information technology applications as the preferred method of delivering service to citizens can generally be categorized as occurring within one of the four phases of eGovernment.

Four Phases of eGovernment

The figure below shows the four distinct phases of eGovernment development, in relation to increased constituent value as well as increased complexity of information technology applications.





Phase One – Presence

This first stage of eGovernment development is characterized by the existence of a presence on the Internet. During this first phase, the Internet sites are rather static in nature and are only meant to provide general information.

Phase Two – Interaction

This second stage of eGovernment development is characterized by Internet sites that provide search capabilities, host forms to download and linkages with other relevant sites. In most instances, this stage enables the public to access critical information online, but requires a visit to a government office in order to complete the task.

Phase Three – Transaction

This third stage of eGovernment development is characterized by empowering the public to conduct and complete entire tasks online. The focus of this stage is to build self-service applications for the public to access online.

Phase Four – Transformation

The fourth stage of eGovernment development is characterized by redefining the delivery of government information and services. This phase relies on robust customer relationship management (CRM) tools, wireless access devices and new methods of alternative service delivery capabilities that enable seamless, complete digital connectivity between government and its constituents and reshape the relationships between citizens, businesses, employees and governments.

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As governments move through the phases of eGovernment development, critical decisions will be made, best practices will be developed, and valuable lessons will be learned. Government agencies at any development phase can benefit from information shared with others who have faced or who are facing similar challenges in moving forward. For example, one of the major factors influencing eGovernment development is the disparity between the technological capabilities among citizens—the digital divide.

Michigan State University and Oakland County would like to explore a research partnership with United Arab Emirates, focusing on the study of eGovernment development, the challenges inherent in digital governance, and the creation of an eGovernment Transformation Roadmap. Ideally, this partnership would include the sharing of eGovernment best practices and advanced technologies for mutual benefit. Resulting research and analysis would foster the ongoing development of advanced eGovernment technologies and encourage the further adoption of eGovernment solutions worldwide.



Key Technologies to be Examined

- Wireless and mobile communication and service delivery
- eCommerce
- Judicial services such as Oakvideo and CyberCourt
- eHealth, OakFit, telemedicine and public health/safety
- Geographic Information Systems and 3D imaging
- Web 2.0 technologies
- Virtual Worlds

Summary

The ultimate outcome of a partnership between Michigan State University, Oakland County and United Arab Emirates would be the creation of an eGovernment Transformation Roadmap. This resource would assist governments in developing new eGovernment services and also in moving through the four phases of eGovernment development. Through a working partnership of government and education, a multifaceted template for eGovernment development could be produced for the benefit of government organizations throughout the world. Working together, Michigan State University, Oakland County, and United Arab Emirates are equipped to invent the future of eGovernment.