

## **e- what it means for government**

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## **Agenda**

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**E-government: what is it, stages and options**

**E-government: the benefits**

**Where to start**

**Making it happen**

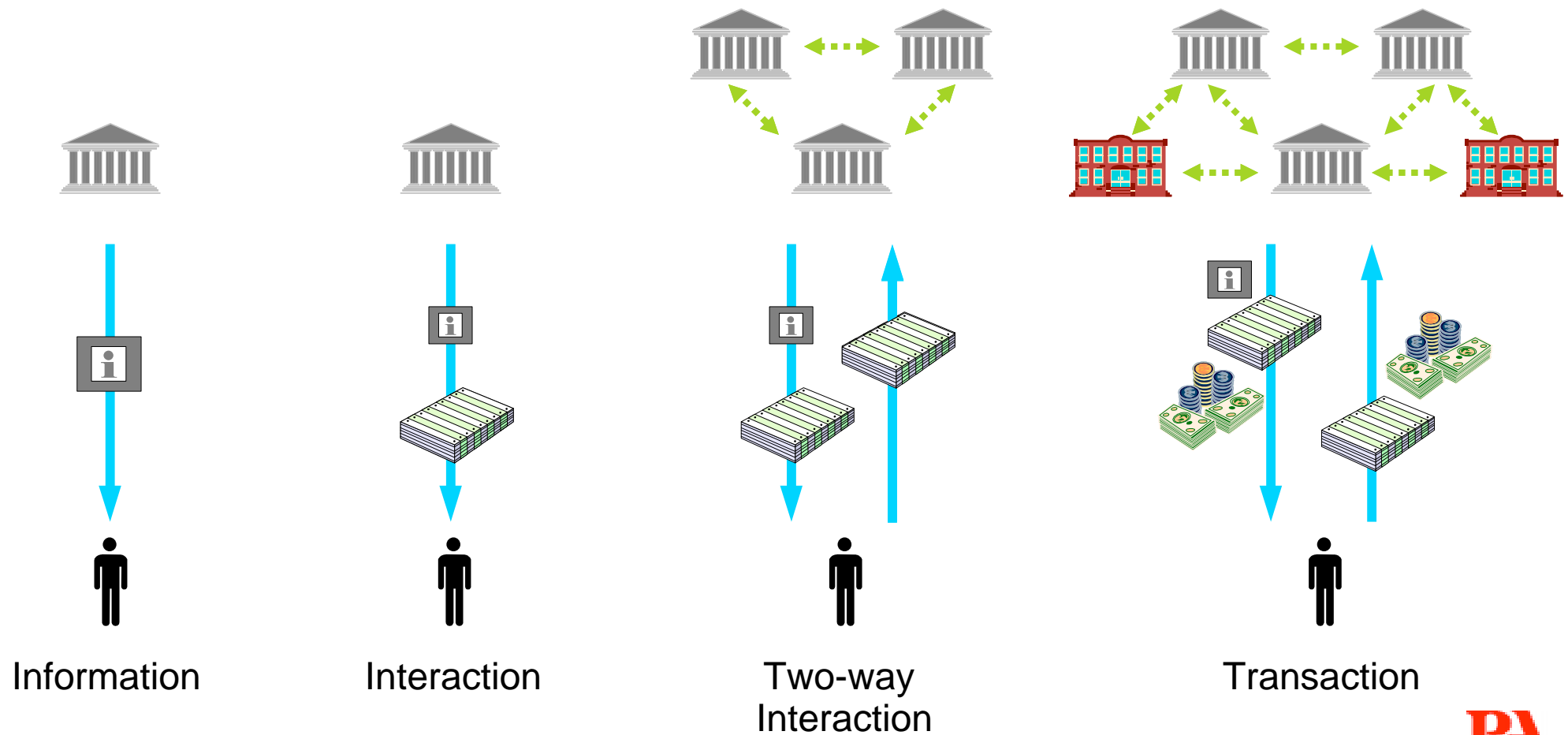
**Lessons learned**

## **e-government: what is it?**

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- **Governments, like private sector companies, are increasingly using the internet as well as a range of new technologies to:**
  - **replace more labour intensive ways to deliver services, and**
  - **largely improve service provision for citizens**
- **The UK is at the forefront of e-government worldwide. The UK Government has set the objective for all government services to be capable of electronic access and delivery by 2005**
- **All UK government departments are working to this target under four guiding principles:**
  - **building services around citizen needs**
  - **making government and services more accessible**
  - **social inclusion**
  - **making better use of information**

## e-government: stages and options



## **What are the benefits?**

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- **for government**
- **for businesses**
- **for citizens**

## **Benefits for government**

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### **Quality**

- increased levels of service delivery

### **Cost**

- reduced transaction costs
- reduced procurement expenditure
- reduced paper and document storage costs
- receipt of payments on-line allows better management and quicker investment of funds

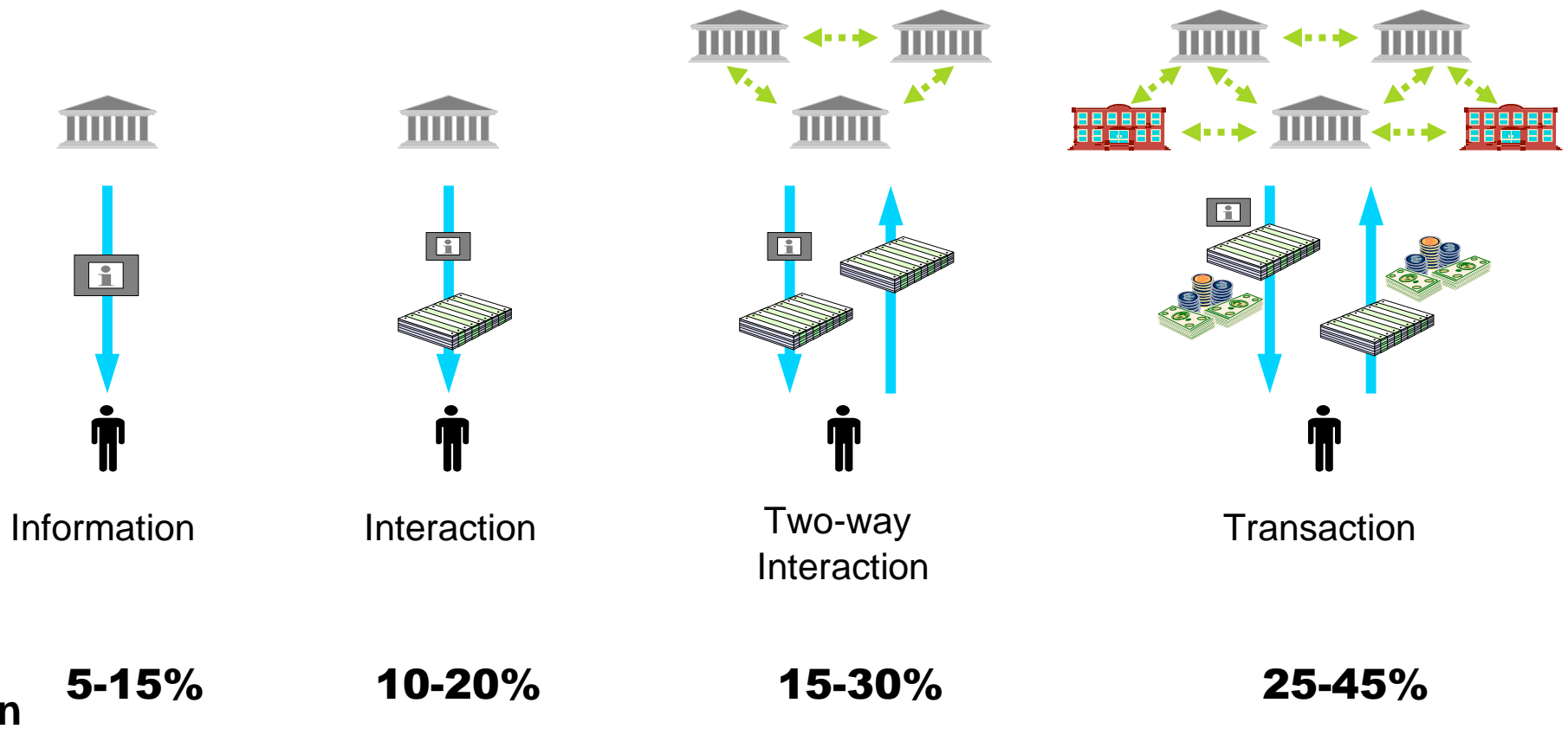
### **Quality and Cost**

- more efficient transactions with citizens and businesses
- more accurate information capture
- joined-up government

### **Wider Benefits**

- alignment with European and worldwide developments
- e-government can stimulate the growth of the new economy

## Benefits for government - potential cost reductions



## **Benefits for businesses**

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- **more efficient and less costly business transactions with government**
- **ability to provide information only once**
- **ability to tailor government information and services to the needs of particular sectors and/or individual businesses**
- **ability to access services round-the-clock (24x7)**
- **additional revenue opportunities (e.g. from handling transactions, advertising)**
- **stimulates infrastructure developments, leading to the creation of a more favourable business environment**

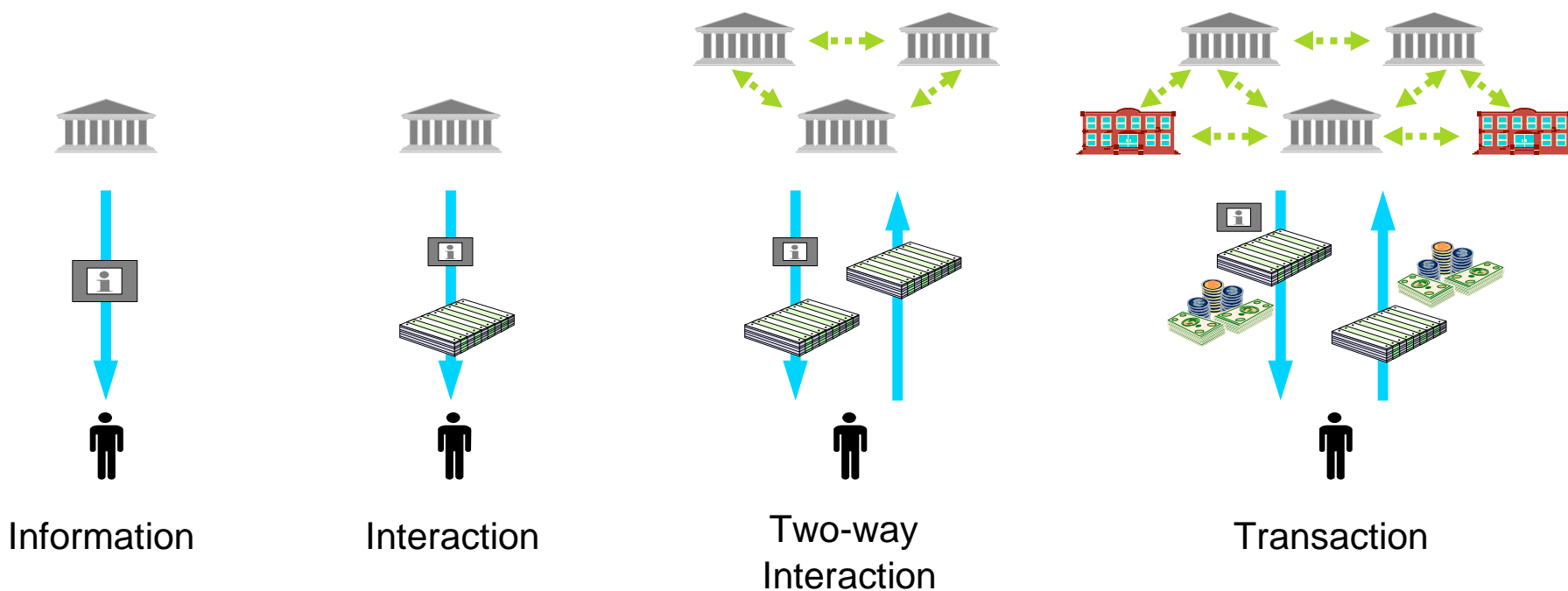


## **Benefits for citizens**

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- **more efficient and convenient contact with government**
- **quicker and better response; improved service levels**
- **round-the-clock access to services**
- **easy access to information and services from a wide range of locations, using a range of different access channels (e.g. internet, digital TV, 3G mobile phones, call centres)**
- **greater awareness of services and more appropriate use**
- **ability to personalise and tailor services to suit individuals needs**
- **seamless one-stop shopping for a range of Government services from multiple government departments (single point of contact)**
- **better use of taxpayers' money**

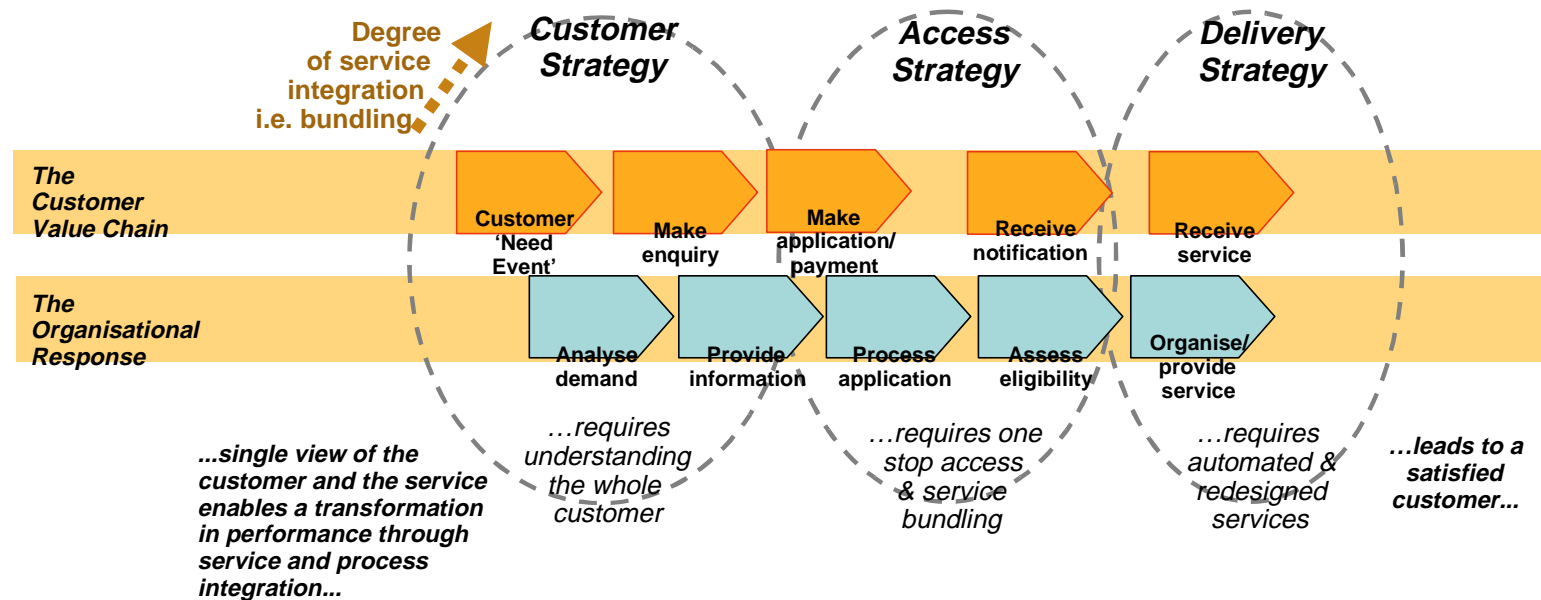
## Initial conclusion



**The real value of e-government does not come from simply placing services on-line, but from organisations rethinking, and reorganising the delivery of services around the needs of citizens and businesses**

## So where do you start?

- Customer strategy
  - Access strategy
  - Delivery strategy
- Where is Cyprus now?
  - Where do you want to be?
  - How do we get there?



## Delivery Channels

face-to-face

post

telephone (call centres)

internet via PC

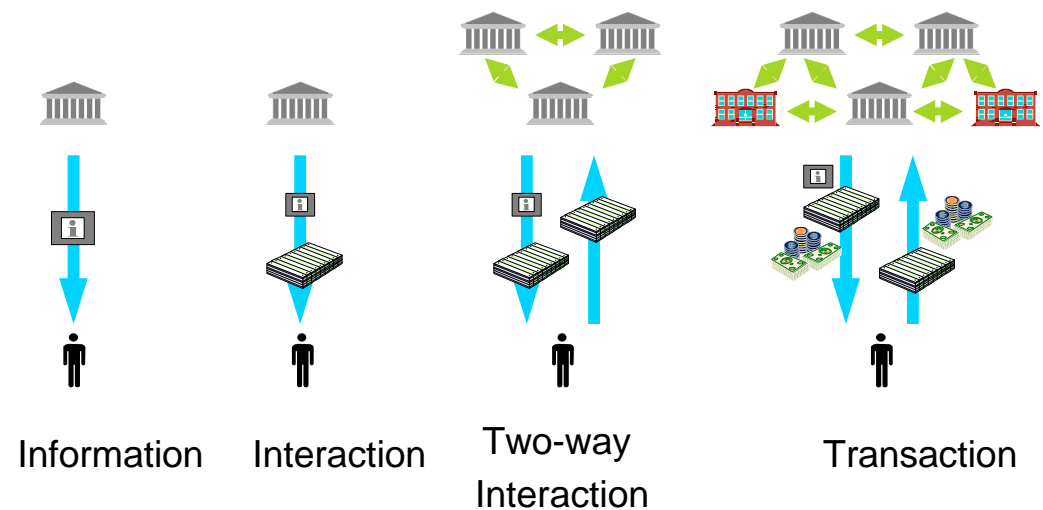
digital TV

game consoles

kiosks

mobile phones

handheld computers



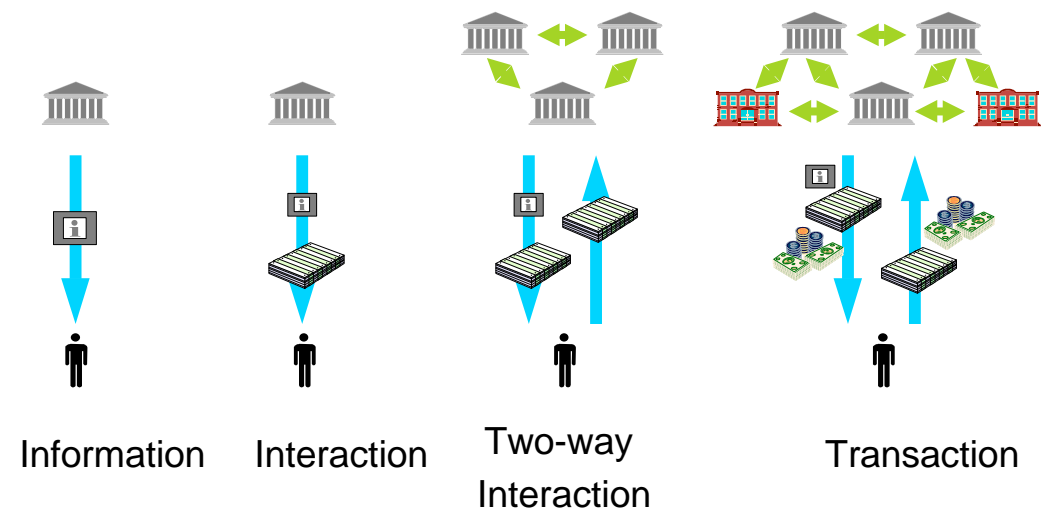
## **What are the challenges?**

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- **Gaining buy-in and commitment**
- **Legacy systems**
- **Fragmented departments**
- **Re-engineering business processes**
- **Funding**
- **Access - giving citizens, businesses and government organisations access to all the elements required for participation in the Information Age**
- **Trust - getting citizens, businesses and government organisations to accept and trust the new tools and styles of doing business**

## Getting to e- requires harnessing a plethora of ‘traditional’ skills and functions

- Communications
- Business Processes
- Customer Management
- Corporate Governance
- Human Resources
- Finance and Accounting
- Facilities and Infrastructure
- Information Technology
- Risk Management
- Programme Management



## Making it happen

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**Government should develop a programme of action under the following guiding principles:**

- **Confident people**
- **Successful businesses**
- **Modern markets**
- **Government online**

Define  
Customer  
Groups  
(citizens,  
business, govt)

Define profile of

- Customer Needs
- Customer Access
- Service Delivery

Understand  
current state

Define  
future state

Develop  
programme  
to bridge  
the gap

## **Lessons learned**

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- **Customer access is key**
- **Stakeholders (government departments, businesses, citizens) must be managed - resistance to change should not be underestimated**
- **Focus on specific customer groups**
- **Balance early wins and major infrastructure decisions**
- **Partnership approach between government and the private sector**
- **e- government as a profit engine or a catalyst for social change?**
- **Learn from elsewhere**
- **Leadership and central drive are key**





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