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## **GOOD PRACTICE E-GOVERNMENT**



### **Factors of success for business-oriented e-government**

**1. ed.**

**March 2005**

This study has been developed in the context  
of the project Meta eLocal Government (Met@LoGo©)  
and was promoted by funds of the European Union..

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Competence Center at the  
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## 0. OVERVIEW

The study consists of six chapters:

After the introduction (chapter 1), in **chapter 2** fundamental terms are defined as they are necessary for the understanding of this study. Furthermore, methodical initial considerations are performed regarding the selection and evaluation of the case studies as well as the deduction of the empirically discovered requirement's specifications. The study is divided into two parts: a web analysis and a production view. The production view analyses the manner in which services are produced.

In **chapter 3**, the investigation of the Web offer takes place. First, the evaluation framework and the methodology of measurement to be used are established. Thereafter, the quantitative research takes place; followed by the description of several good practice cases (examples, illustrations, sample) in short case studies. Finally, a web-oriented requirement specification is deducted from the preceding investigation.

In **chapter 4**, it is derived how the production of a service takes place. Therefore, first fundamental requirements of a good production are specified, followed by the description of case studies from which the internal process organisation results. The production view is raised exclusively qualitative, whereby the focus is laying on the description of the individual service processes. Finally the results are used for the deduction of a production-oriented requirement specification.

In the last **chapter 5**, central results are summarized and further statements to the good practice transfer are given.



## 1. INTRODUCTION

This work was developed within the scope of the European Union project Meta eLocal Government (Met@LoGo©). The target groups of the study are above all the employees of the public administrations in Latin America, software and consulting firms as well as advisors of development cooperation, who are especially involved with the execution of business-related eGovernment projects.

The superior goal of Meta@LoGo© is to develop eGovernment services which contribute to support the decentralisation process, the local business and the technical development in the countries involved. The emphasis is placed on electronic services for small and medium-sized enterprises (SME) that can be implemented in 14 selected municipalities in the countries of Chile, Honduras, Colombia and Peru. For this purpose, practical eGovernment knowledge has to be transferred and business-oriented portals have to be established in Latin American regions.

A concrete goal of the study is to find and evaluate international good case studies in order to develop requirement's specifications for the transfer of these experiences to the administrations of other countries. By this, general fields of action, including chances and problems of eGovernment-solutions for SME, are identified and these are considered in the development of the practical requirement's specifications.

Beyond this, the study in hand shall give suggestions, about possible and expedient business-orientated eGovernment services, to decision makers in the public administration.

Studies on eGovernment have become almost inflationary in the meantime. Nevertheless, a more exact analysis of concrete issues is frequently missing. Thus, this study does not provide rankings as they are often generally common. Rankings or placements are also set aside, since the total selection is not and cannot be representative due to the limited time (and budget) of the project. Independent of this fact, rankings are little suitable for pointing out to an administration the way how to achieve a good solution. The emphasis of the study, therefore, lies on elaborating on "good" case studies. For the present purpose of the investigation, it is important to discover practical requirements on the bases of concrete cases, which can, then, be used as a source for new "ideas or implementation set".

As a result, the produced requirement specification shall take the function of a handbook or a check list concerning "good business-orientated eGovernment".