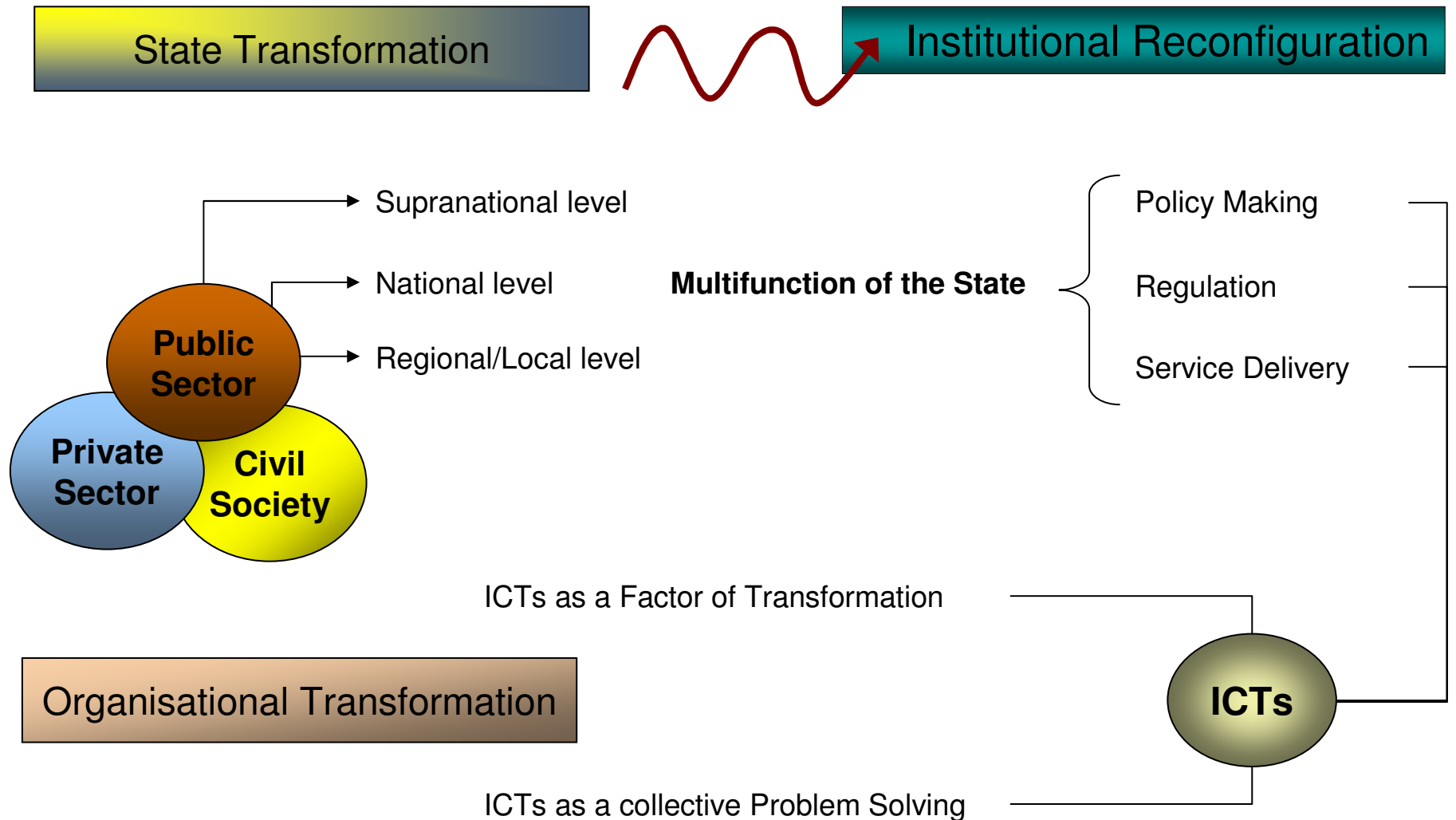


# Governance vs e-Governance

Working Group 4:

Elsa, Anys, Andreas, Francois,  
Uwe & Gianluca

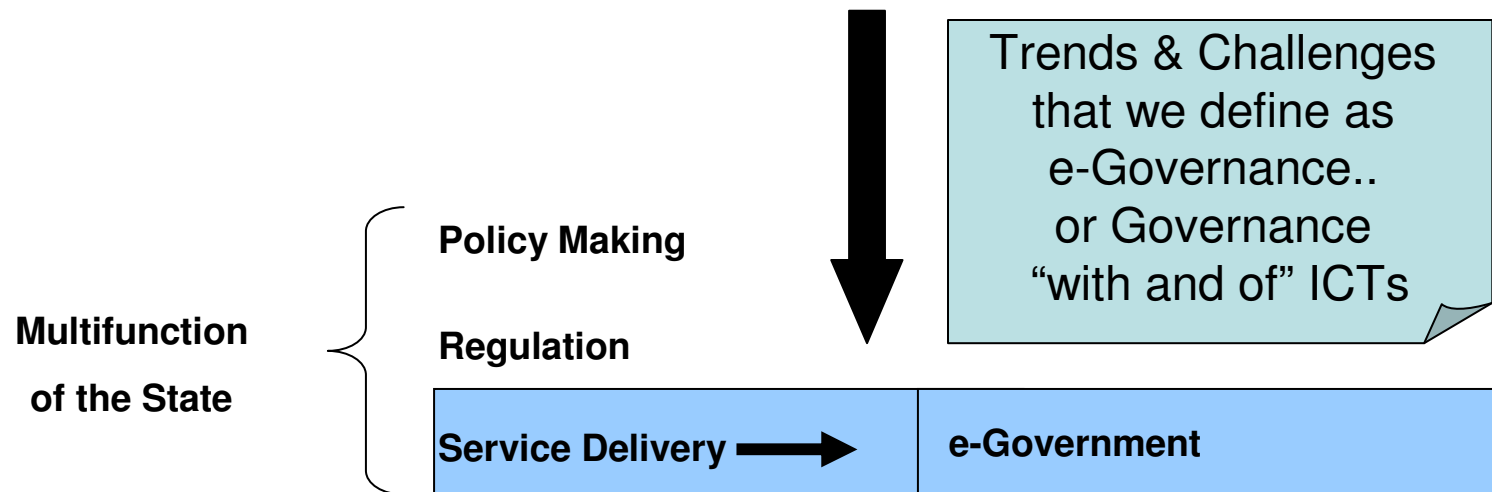
# Governance & the role of ICTs...



(Source: e-Gov@EPFL)

# e-Government vs e-Governance

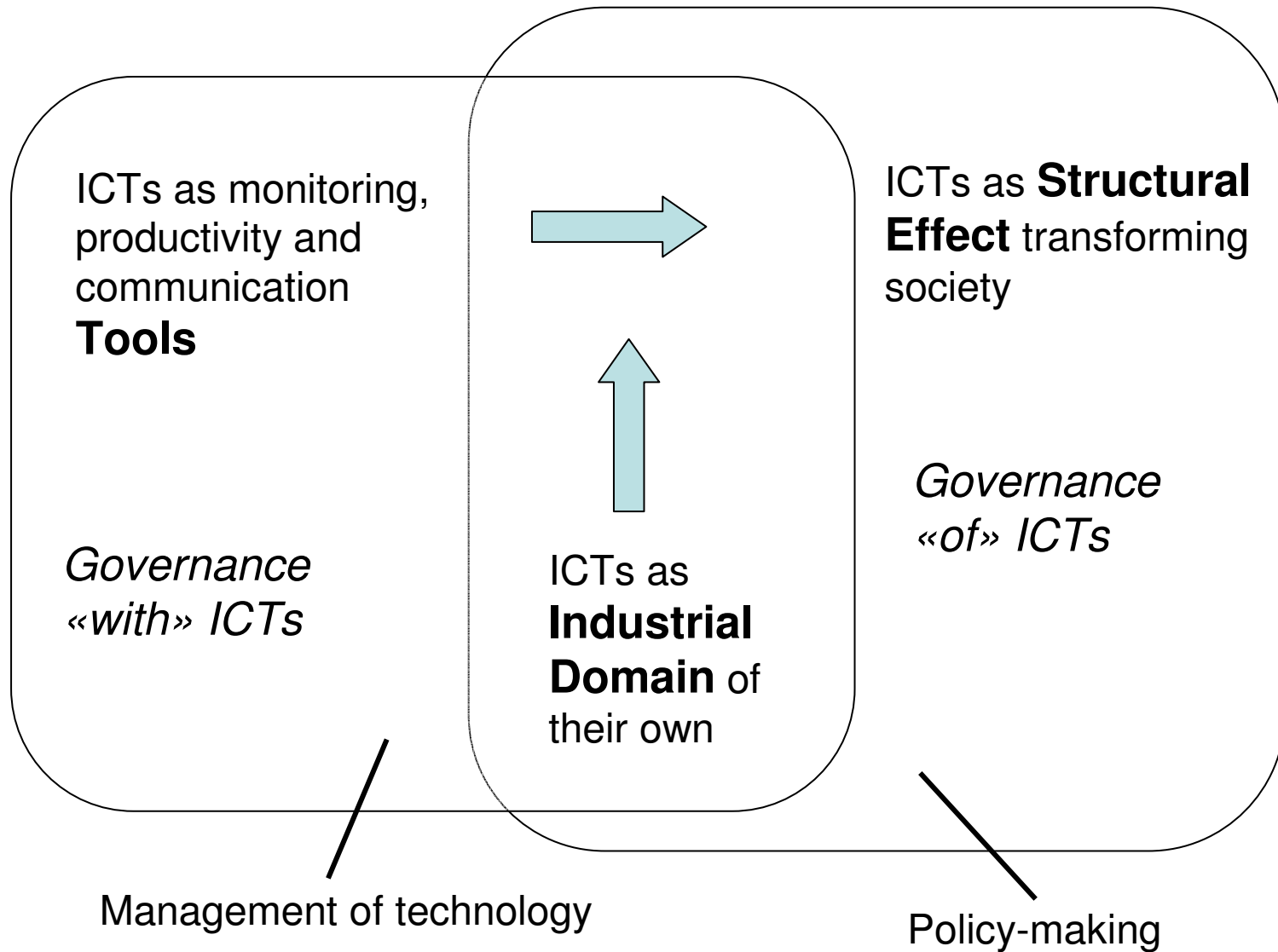
- Globalisation vs localisation (multi-level governance);
- Economic pressure and growing inter-sectoral relationships (“multi-stakeholderism”);
- Rapid ICTs evolution, societal and organisational dynamic tensions and institutional redesigns (multi-dimensional role of ICTs).



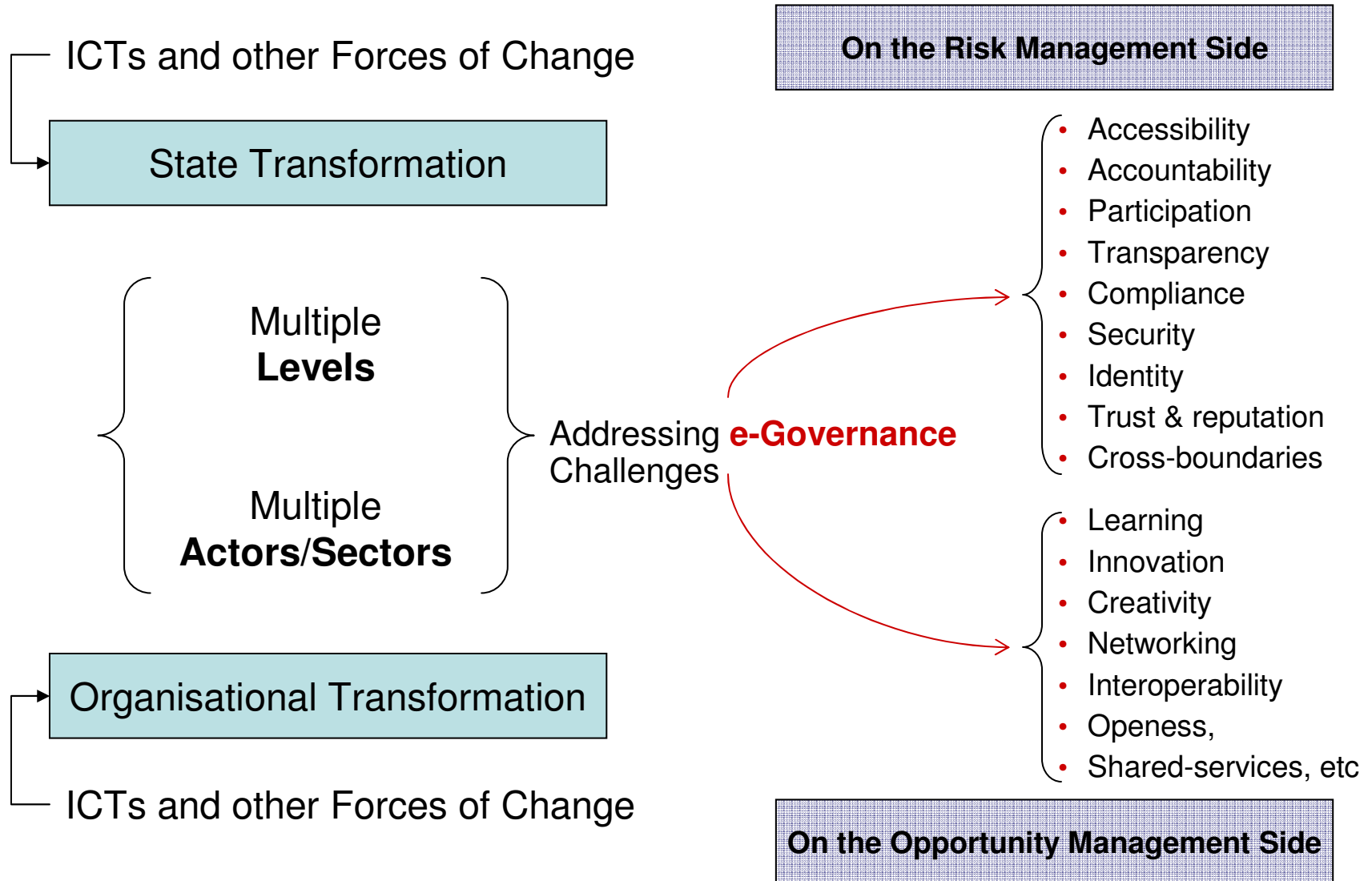
**Risk of «mirroring» & low cost-benefit impact**

**Often a fashionable political solution to the Internet bubble!!!**

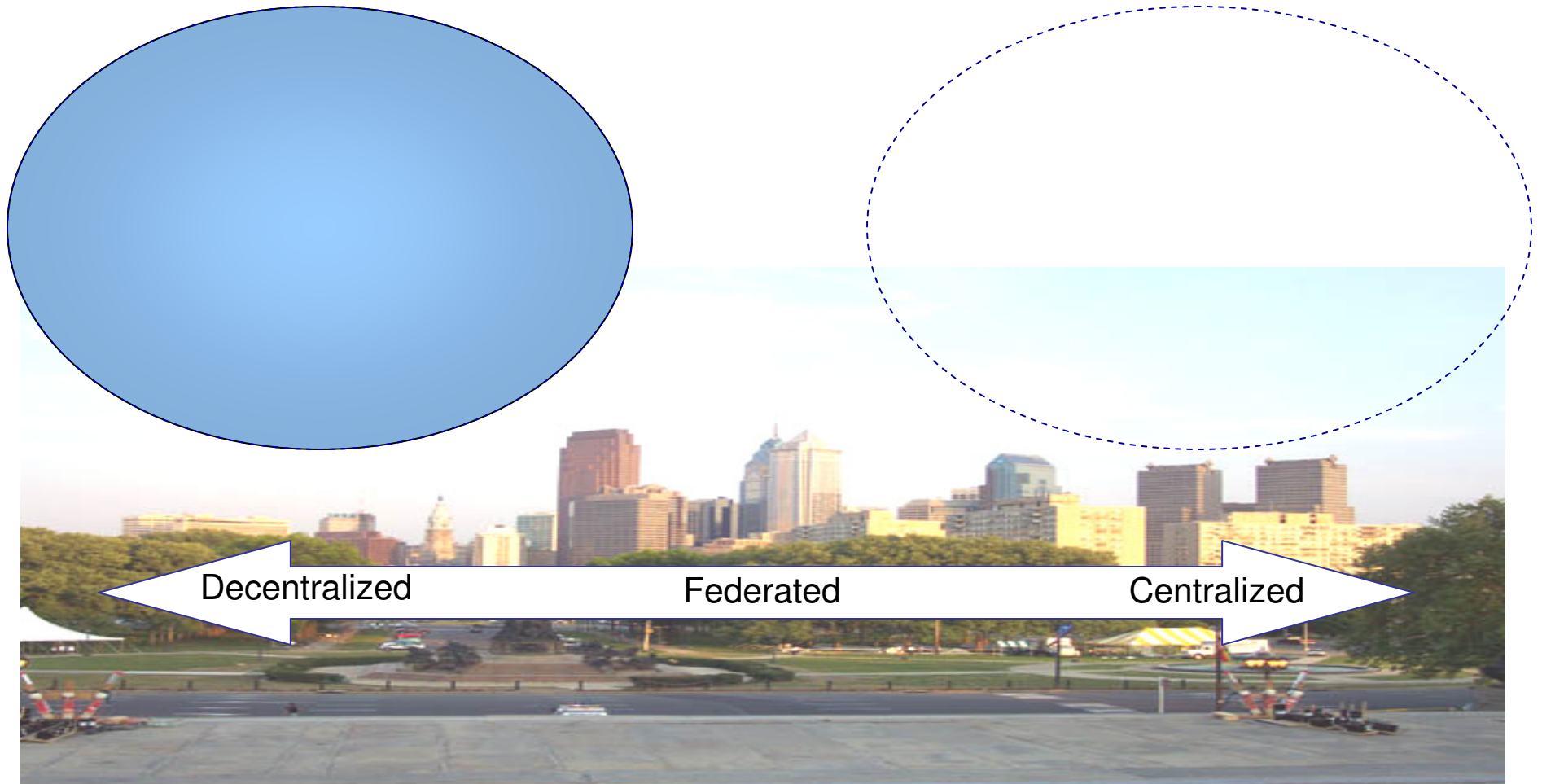
# e-Governance: coping with the multi-dimensional nature of ICTs



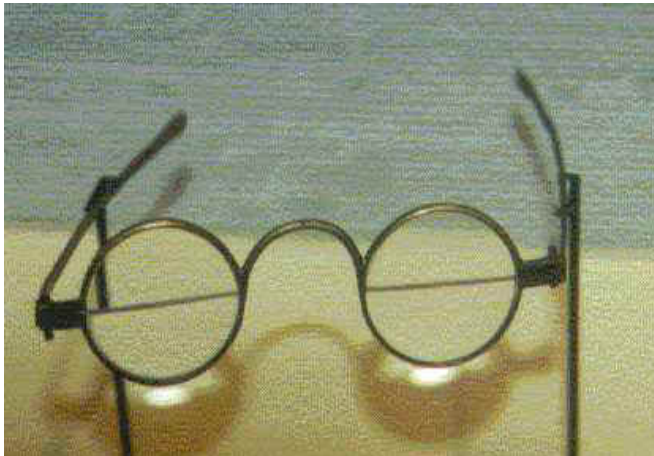
# e-Governance Challenges



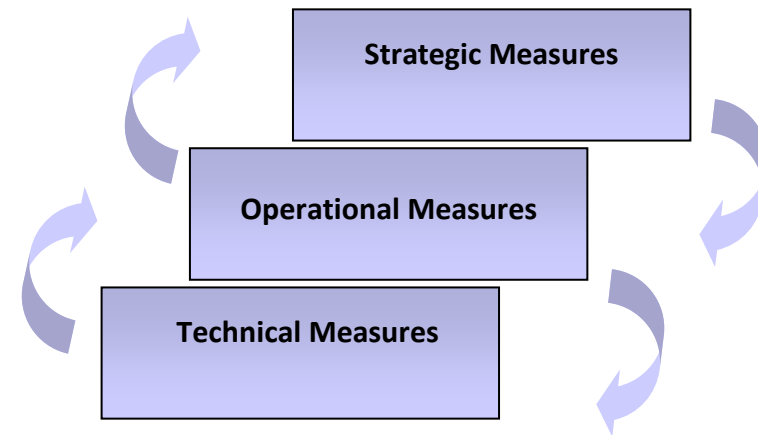
# What is the optimal e-Governance model?



# e-Governance Performance Measures



## Hierarchy of e-Governance Performance Measures



- **Strategic measures** include mission delivery, access to services, internal and external impact, user constituent satisfaction
- **Operational measures** include adoption, business case accuracy, degree of initiative benefit capture, implementation performance, percent of transactions online
- **Technical measures** include availability, reliability, data accuracy, transaction costs, online abandonment rate, usage frequency