



Mini-track ID: AMCIS-MT-050-2008.

Mini-track title: e-Government transformation and Public Sector Evaluation

Track: General Topics

Mini-track Chair(s):

Tony Elliman*,
Network for e-Government Integration
and Systems Evaluation (eGISE)
School of Information Systems,
Computing and Mathematics, Brunel
University, UK
+44 1895 266022

Tony.Elliman@Brunel.ac.uk
Graham Orange
Network for e-Government Integration
and Systems Evaluation (eGISE)
School of Information Management,
Leeds Metropolitan University, Leeds, UK.
+44 113 812 3240
G.Orange@leedsmet.ac.uk

Mini-track gmail account: AMCISMT0502008@gmail.com

Description

This mini-track focuses on the need to better understand the nature of how to assess public sector (e-Government) projects. Central government evaluation practice follows the traditional literature by being mainly volumetric or cost-based, with coverage offering only vague notions of benefits to the citizen. However, the public sector lacks the market dynamics open to the private sector and notions of “value” are inevitably different. Now, with the emphasis on service transformation, an understanding of the citizen as the key stakeholder becomes even more critical. These distinctions from the private sector are particularly evident within e-Democracy projects where many might regard increased participation and reduced costs as indicators of success.

Public sector IS evaluation needs approaches that recognize these differences.

Captured by enthusiasm and the potential for change, politicians and governments around the world followed this have pursued national e-Government agendas with a target date to “get government online” by 2005. The worldwide by this deadline has been vast. However, most of it has been spent on development and delivery of systems rather than research and evaluation. Concern over the performance of public sector information systems deployment, at both a tactical and operational level, is high. Thus, the agenda has now shifted to one that seeks transformation of the way government works. Although improvements in efficiency are high on the benefits agenda, e-government projects seek the greater level of efficiency and effectiveness that can be achieved by reengineering and streamlining procedures. Exactly what constitutes greater effectiveness remains a difficult notion to quantify.

As yet the literature has few, in-depth evaluations of public sector IS projects.

With many government bodies now taking stock of what has been achieved there are lessons to be learned by both by Government IT Professionals and the IS community at large.

Suggested Topics

- Assessing and measuring transformation.
- Notions of “value” within the public sector
- Evaluation methods and strategies adapted to the public sector
- Assessments of e-Government or transformation projects or services

- Assessments of e-Participation exercises
- Comparative evaluation of e-Government services
- Citizen and stakeholders views of public sector projects
- Studies of project selection and approval processes
- Experience transferring evaluation methods from the private sector