Self-Assessment of Stages of Development in Digital Government
Principle 9: Development of clear business cases

This overview provides a basis to identify key characteristics of countries that have achieved early, intermediate and advanced stages of development for this principle, and the practices and policies that should be considered to progress in its implementation.

CHARACTERISTICS OF EARLY STAGE DEVELOPMENT

- *Has no mandatory use of business cases for ICT projects at the central government*
- *Has no authority responsible for the elaboration of digital government projects' business cases*

Policies and practices to be considered

☐ Establish a unit in responsible for the oversight and co-ordination of business cases for ICT projects

☐ Develop business case methodology for ICT projects and make its adoption mandatory over a specific threshold

CHARACTERISTICS OF INTERMEDIATE STAGE DEVELOPMENT

- *Has mandatory business cases at the central government for all ICT projects over a certain budget threshold*
- *Has inconsistent use of business cases for smaller or departmentally/regionally specific projects*

Policies and practices to be considered

☐ Establish a unit responsible for the oversight of ICT projects, ensuring co-ordination and coherence in the development and use of business cases at the central government and with line departments

☐ Develop co-ordination mechanisms for ICT project management across levels of government to share lessons learned

CHARACTERISTICS OF ADVANCED STAGE DEVELOPMENT

- *Has clear, flexible and mandatory business case models for ICT projects used at the national and subnational levels of government, including for cross jurisdictional projects*
- *Has a unit or body in charge of overseeing, preparing and updating standardised business case models and reviewing ICT project business models as required.*
- *Business processes are a mandatory requisite for ICT projects approval within the central public administration.*

Policies and practices to be considered

☐ Engage with relevant stakeholders (from the public and private sectors, as well as from the service users' community) involved in, or affected by, ICT project management in the design and development of the business case.

☐ Ensure the consistent and coherent application of business case methodologies across the public sector to support projects' implementation with strong evaluation and monitoring mechanisms