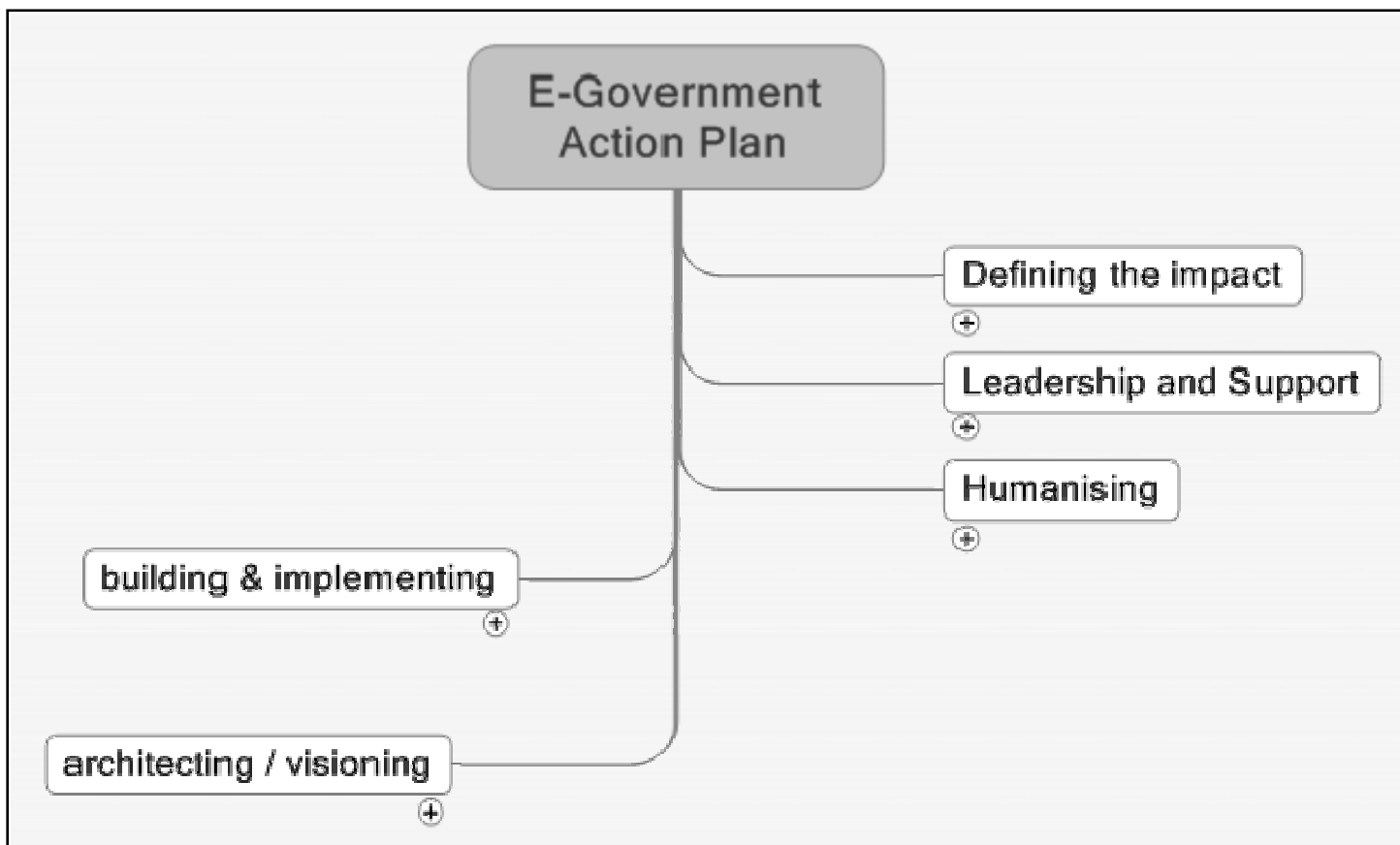# E-Government Action plan Design considerations

Colm Butler

Ireland

E-Government Action Plan

Defining the impact

- what do you want to achieve?
- who gains?
- in what way do they gain?
- focus on the main issue
  - simplification
  - transparency
  - efficiency
  - QOL

Leadership and Support

- brokering agreement
- building coalitions of support
- getting political commitment
- giving administrative direction & leadership
- seeking concept buy-in
- looking for ownership at all levels
  - local interpretation
  - contextual translation
  - commitments to act

Humanising

- capacity building
- change facilitation
- roles & responsibilities
  - new roles
  - new relationships
  - new processes
- engagement
  - staff
  - clients
- acceptance

architecting / visioning

focus on achieving the outcome
by changing how the organisation
works

options

- research and analysis
- technology availability - futures
- resource availability - constraints
  - human
  - financial
- quick wins – the obvious ones
- medium-term goals – migration path
- long-term aspirations - visionary

designing the solution

- leadership
- marketing & communications
- technical architectures
  - standards
  - security etc.
  - build options
  - Targets
- infrastructures
  - soft (legislation etc.)
  - hard (networks, access points, shared resources)
- organisational architectures
- HR strategies

building & implementing (1)

- programme management
  - risks
  - costs
  - resources
  - timescales
  - relationships
- project management
- HR
- OD
- ICT

building & implementing (2)

- marketing & communications
- prototyping
- scaling
- measuring
  - benefits
  - operational
  - political

Possible Table of Contents

- Statement of main desired outcome

  – plus spin-offs

- Political and administrative endorsements

  – engagment mechanisms

- Impacting the organisation and its clients

  – changing hearts and minds

- Building the new architectures

  – HR, OD, ICT, etc.

- Working towards the goal

  – short, medium and long-term implementation plans