Foreword

This book addresses three major issues relating to the use of information and communications technologies to transform government and bring government services closer to the public:

- By examining the practices of e-government in both developing and developed countries, this volume details the variations in e-government projects implementation and usage in different contexts and cultures.
- The theoretical frameworks and models resulting from a number of recent e-government researches in four continents present readers with state-of-art e-government concepts.
- The book provides a platform to benchmark the best practices in implementing e-government programs in the 21st century.

By so doing, the editor hopes this book will point readers in the proper direction, to not only understand the exact situation with e-government in the 21st century but also to manage e-government to their competitive advantage. With the phenomenon of e-government in its infancy, the authors have drawn from the experience of e-commerce in the private sector for intellectual contributions, in addition to findings from research work by both new and experienced academics in Europe, U.S., and Asia, to provide a broader framework for discussion.

E-government business model was born out of the private sector success in e-commerce over the last decade. E-government is beginning to deliver improvement in national productivity and professional support systems, assisting various government departments, and agencies, in processing information, solving service delivery problems, developing new services, and creating new knowledge. The need to exploit e-government capabilities to preserve and enhance organisational knowledge is clearly defined by this book.

This book is aimed at students in the final years of undergraduate business degrees, practicing managers taking part-time courses, and students on postgraduate courses doing business management, information systems management, government service administration, business policy, IT governance, strategic management, public office innovation, change management, decision making in government, organisation behavior, among others. The book also encompasses all the practical areas in which an IS strategist functions, and also those of IT services providers and business managers. The following criteria that are being used as the foundation for the best of textbooks on information systems are all explored in this book. They are e-business strategies and management concepts, the business and eco-

nomics of e-government environment, opportunities and information about e-government, sociological aspects of e-government users behaviour, psychological aspects that influence consumption of e-government applications, strategic tools and tactics, market segmentation, e-government services product life cycles and categories, commercialisation, distribution, promotion, communications, organisation, analysis, application integration, future aspirations of e-government service providers, ethical issues, and much more.

 The aim of this book is to disclose the motives and mechanisms of e-government services as it is developing and changing as the 21st century unfolds. E-government strategies cannot be described intelligently without exploring the fundamental features and problems faced by the public. This book appropriately demonstrates how governments from around the globe are approaching such issues with a significant degree of success.

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