



**value and measurement of e-government
Service delivery**
*(Ideas and proposals from a break out session ,
how to improve it)*



Identification of challenges - 1

Understanding the value for our business (cost) and our citizens

- Economic crisis – need to deliver services for less
- Need to understand perceptions to improve services

Understanding the Citizen view

- understanding expectations – timeliness, professionalism etc
- Maintaining the level of service and satisfaction



Identification of challenges - 2

Changing perceptions of citizens and staff and keeping them on the transformation journey

Measuring effectiveness of surveys – and using to drive the business case

Countries appear to take different approaches and have different levels of focus

- traditional surveys
- social media - a more immediate way of getting views
- KPIs aligned to strategies

3



What is the perception of value

It varies – some appear to have built this into processes more than others but **generally value is recognised:**

- in helping transform services
- In understanding how to simplify, improve and reduce the time that needs to spend on transactions
- in delivering efficiencies

4



Some observations

- Raising awareness of the value of e-government service delivery across our organisations
- Looking at the free tools that are widely available
- Focussing on the citizen perspective
- Thinking about the value of international surveys regarding best practice
- Diversifying the tools

5



*economic crisis – least fuss as possible
not every country currently measures*

6

Thank you!



further information:
(insert email address)