Faculty of Computers and Information System Department

Electronic Government in Egypt, Theory and Case Study

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PREFACE

Nations are no longer identified by roads and reservoirs, but by their position in the global information society"** says Dr. Ahmad Nazif, Egypt's Prime Minister**.**

Countries are now organized and positioned among its peers according to their levels of technology implementation, which could be measured by their governmental level of technology adaptation. The noticed success of Electronic Commerce in private sectors within the last few years resulted as well in a strong influence on the public sector. E-commerce allows not only the companies but also individual citizens to exchange information and conduct business transactions. More and more citizens are feeling the importance of technology usage and realize the benefits of accessible information and services, and moreover, they are demanding those benefits from their governments. This led to the emergence of a new concept "Electronic Government" which reshaped the relationship between the governments and the citizens.

Electronic Government has become the catchword covering many activities and attempts to innovate and modernize the field of public administration, which, in general, is organized in a rather rigid and bureaucratic manner.

In the last few years, E-Government became a fundamental complement to the successful implementation of a range of other governmental policy targets. As it was clearly linked to the international competitiveness of an economy and was a fundamental driver of economic growth along with monetary, fiscal, and trade policies. E-Government pushed the limits of traditional government, changing the way in which government functioned and fostering a culture that made the customer and citizen central to everything it did. It involved building an integrated, enabling infrastructure that could meet the requirements of today's environment, while being readily adaptable to new and innovative developments.

While the benefits of E-Government were growing, there remained a need for a better understanding of the impact and role of it. However, there was a need to define an E-Government agenda, and give priorities and specific recommendations on how best to move E-Government forward.