

e-Governance

Mahesh Perera , CIO
Parliament of Sri Lanka
March 18, 2010

e-Government

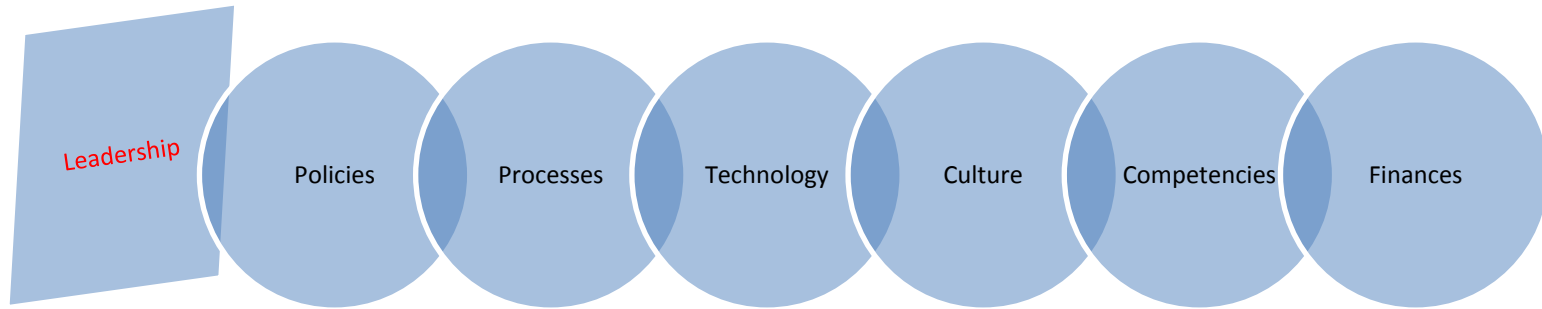
e-BMD
e-Revenue License
e-Human Resources Management
e-Parliament

e-Divisional Secretariat
e-Population Register
e-Pensions
e-Foreign Employment Bureau



e-Government: Transparent, Accessible, Accountable, Effective Government

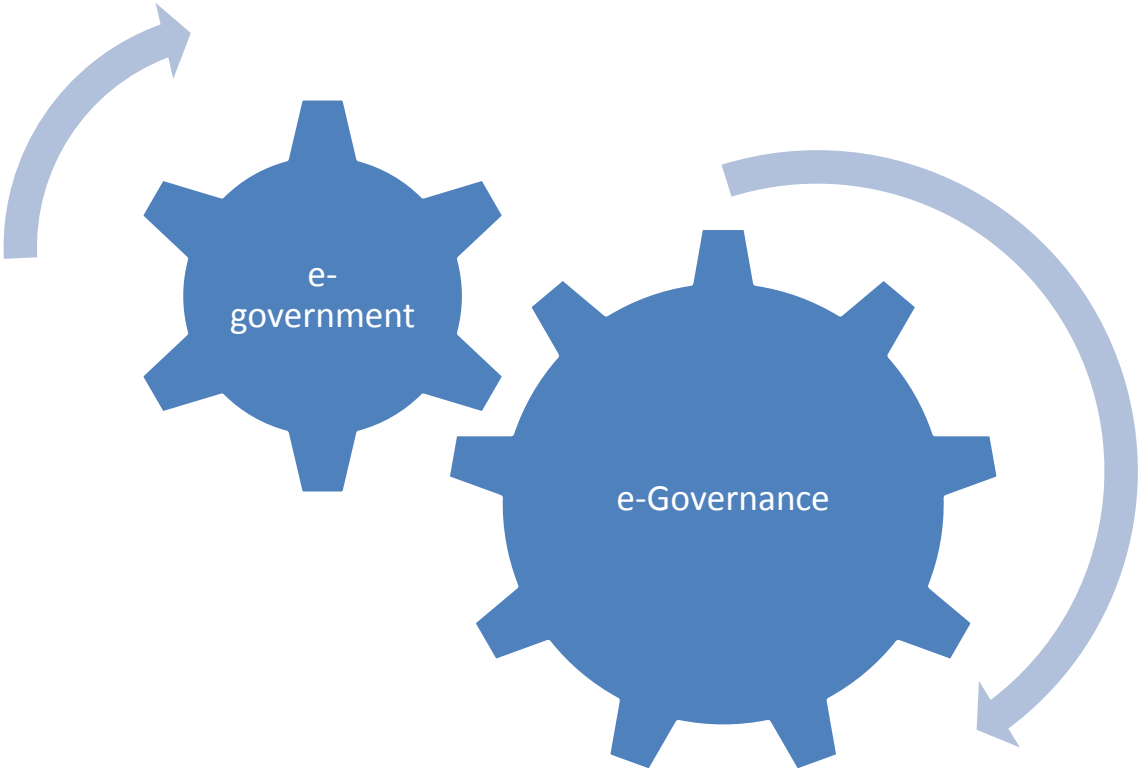
e-Governance



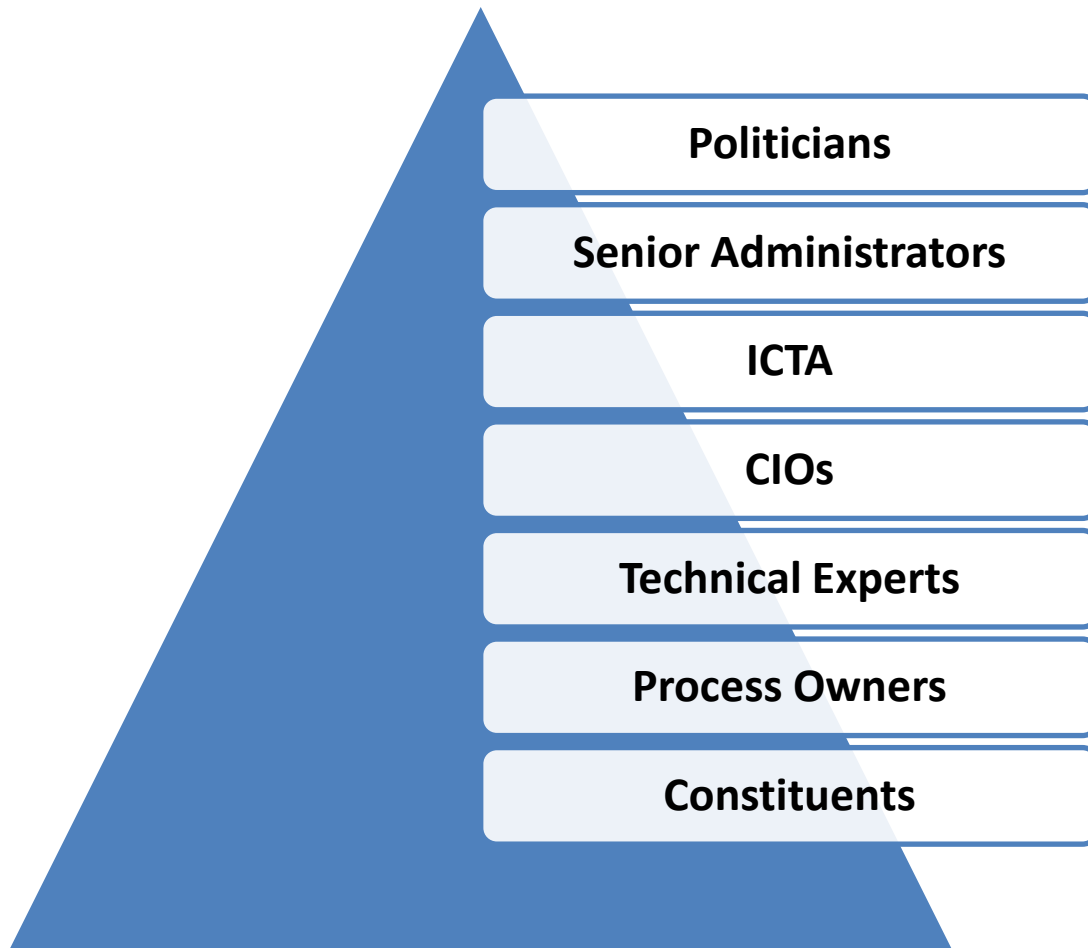
Source: e-Government – The Science of the impossible , J Sathyanarayana



e-Government Vs. e-Governance



Stakeholders in e-Governance



Competency Framework for CIO



Source: Selection & Retention Policy for Information Officers, Mahesh Perera

Competency Framework for CIO



Source: Selection & Retention Policy for Information Officers, Mahesh Perera

e-Governance in Action

**Breakthrough Results = Describe +
Measure + Manage**

Source: Strategy Map, R Kaplan & D Norton

e-Government Policy

e-Plan

Different Perspectives of e-Plan

Foundation Perspective

To achieve our vision, how our institution learn & improve



Process Perspective

To satisfy our Constituent & financial donors, which business processes must we excel at?



Citizen Perspective

To achieve our vision, how must we look to our constituent



Stakeholder Perspective

If we succeed, how will we look to our taxpayers and donors



e-Government: Transparent, Accessible, Accountable, Effective Government

Source: Strategy Map, R Kaplan & D Norton

Foundation Perspective

Foundation Perspective

Organizational

Ensure Leadership at all levels

Communicate openly

Information

Implement ICT infrastructure

Adopt Open Standards & ICT Policy

Human

Acquire Right Competencies

Ensure Performance Management

Process Perspective

To satisfy our Constituent & financial donors, which business processes must we excel at?

Constituent Perspective

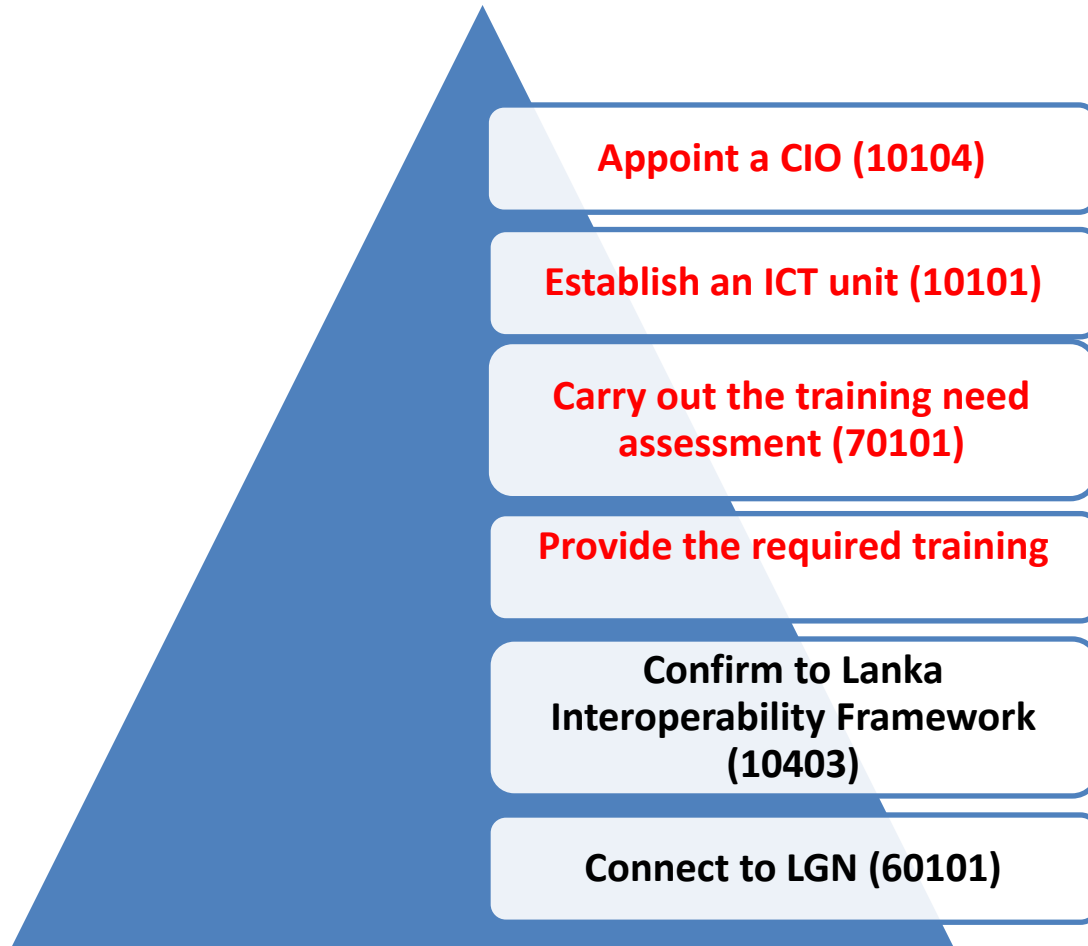
To achieve our vision, how must we look to our constituent

Stakeholder Perspective

If we succeed, how will we look to our taxpayers and donors

e-Government

Foundation Perspective – The Policy Compliance Activities



Process Perspective

Foundation Perspective

To achieve our vision, how our institution learn & improve

Process Perspective

Interaction

Educate Constituents

Ensure easy access to information

Encourage two-way communication

Business Processes

Improve stakeholder involvement

Ensure effective process re-engineering

Integrate with ICT tools

Management Excellence

Excel at resource management

Assure Accountability at all levels

Constituent Perspective

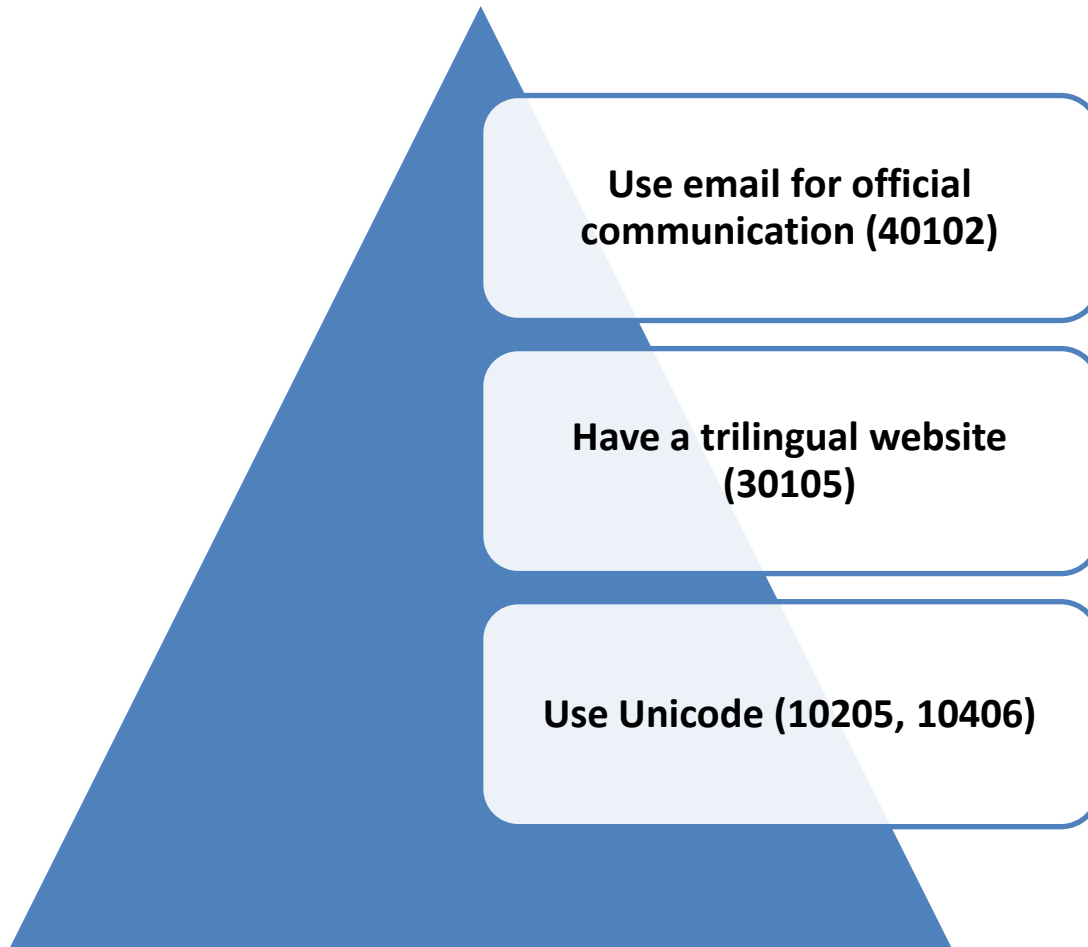
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Process Perspective – The Policy Compliance Activities



Constituent Perspective

Foundation Perspective

To achieve our vision, how our institution learn & improve



Process Perspective

To satisfy our Constituent & financial donors, which business processes must we excel at?



Constituent Perspective

Improved Institution's image

Availability of Information



Stakeholder Perspective

If we succeed, how will we look to our taxpayers and donors



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Constituent Perspective – The Policy Compliance Activities

Use Lanka Gate and
Country Portal for
delivering government
services (10802)

Use 1919 for delivering
SMS based services (10806)

Stakeholder Perspective

Foundation Perspective

To achieve our vision, how our institution learn & improve



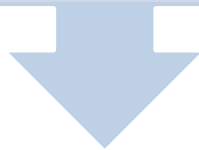
Process Perspective

To satisfy our Constituent & financial donors, which business processes must we excel at?



Constituent Perspective

To achieve our vision, how must we look to our constituent



Stakeholder Perspective

The best managed institution in Government

Effective Institution

Excellent source of



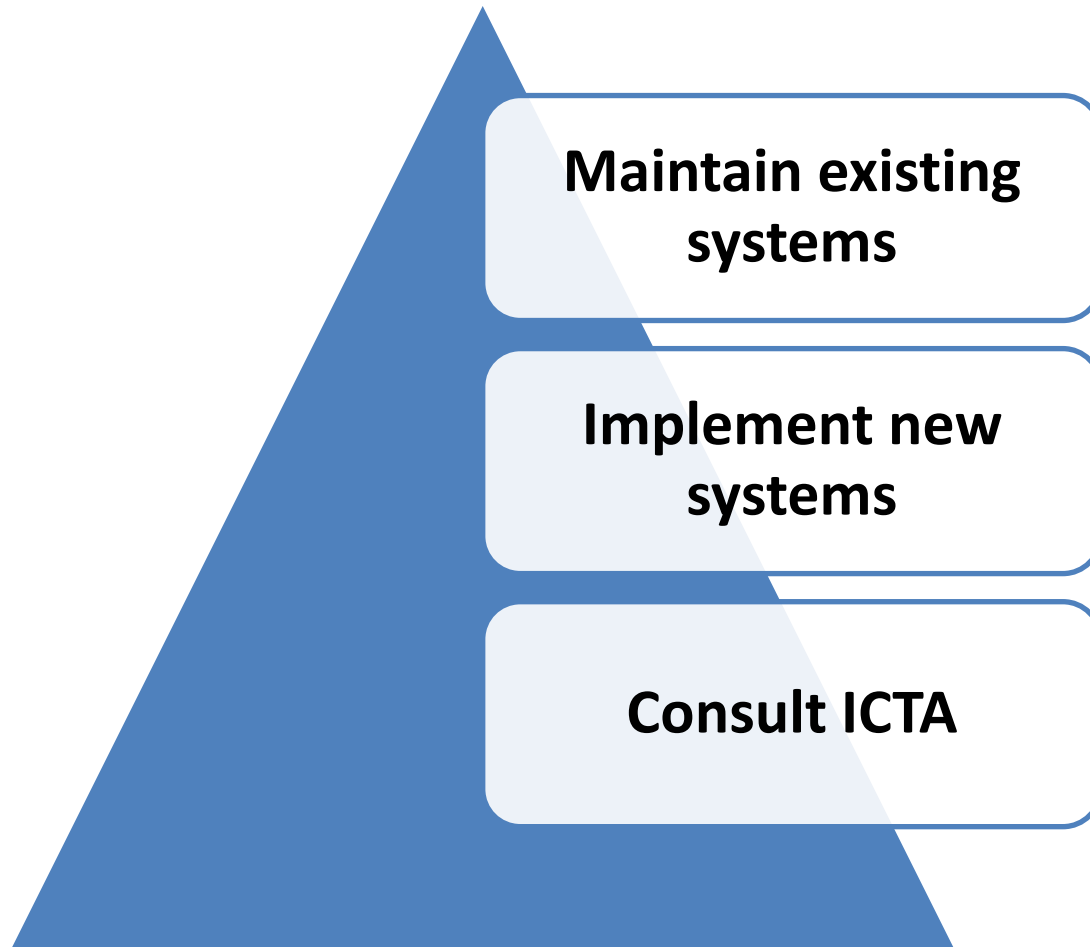
e-Government

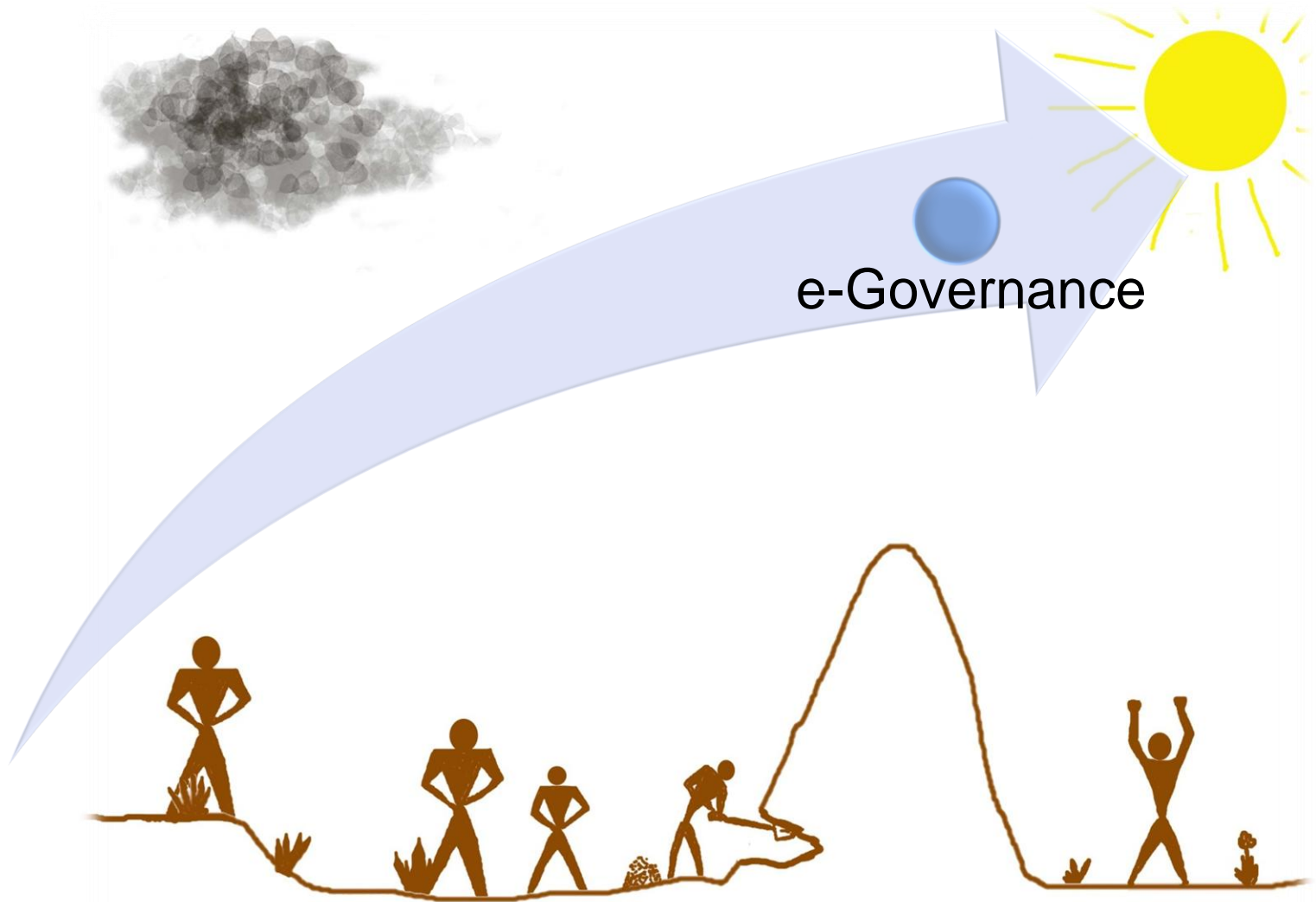
Stakeholder Perspective – The Policy Compliance Activities

**Consult ICTA before embarking
on any major e-initiative
(10407)**

**Use only licensed software:
proprietary or open source
(2040201)**

e-Budget (2030102)





e-Governance