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Session 5: Bridging the Digital Divide

**Keynote Speaker
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PriceWaterhouseCopper**

(Thursday, 8th September 2005, 10.30am – 12.15pm)



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Digital and IT DIVIDE A PwC Perspective

Brunei , September 2005

Agenda

- Defining E-Government
- Defining Imperatives of Digital / IT Divide
- Evolving Model of e-governance
- Challenges
- Service Oriented Architecture
- Implementation Considerations

Defining E-Government

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What is E-Government?

E-Government means building the links between government entities and their customers and suppliers... connecting jurisdictions, departments, customers and locations.

It involves taking processes currently functioning within government and moving them to networks and shared applications.



E-Commerce is the marketing, selling and buying of products and services on the Internet.

E-Government is using electronic information to improve performance, create value and enable new relationships between governments and customers.

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E-Government Creates Stakeholder Value within and outside the system

An organization designed for success in the information age **creates new sources of stakeholder value:**

- Build better public image
- Reduce costs
- Develop single windows of service
- Define new services
- Manage risk and compliance
- Leverage human capital
- Achieve superior service

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How to define Digital Divide

- The digital divide is a social/political issue referring to the socio-economic gap between communities that have access to computers and the Internet and those who do not. The term also refers to gaps that exist between groups regarding their ability to use ICTs (Information and Communications Technologies) effectively, due to differing levels of literacy and technical skills.

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What are the Dimensions of this divide ?

- **Knowledge Gap**
 - *suggests that there is a chronic gap of knowledge that different sectors of society possess*
- **National interest and societal benefit**
 - *Economic equality*
 - *Social mobility*
 - *Economic growth*

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E-Government Evolution

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What does Bridging of Digital Divide Offer

- Transact Business with its “Supply Chain” namely partners, clients and market that enable “ Government Electronic Business”
- Build Knowledge network – a network of individuals within and outside the institution to share knowledge
- Facilitate e-administration of e-government for specific citizen centric services

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What is the evolving trend of e-governance in context to Digital Divide

- Most important scenario evolving today is “Right to Information” A specific local government office used to be the only source of service for constituents because of the limits of geography
- Citizens wants to deal with government directly which can be broadly defined as :
- **Pull Effect:**
 - Constituents are demanding greater access to government services online
 - More than 50% of Americans have Internet access through work or home
- **Push Effect:**
 - Policy-makers are mandating faster implementation through implementation of legislation
 - Executive mandate for expanding and enhancing e-gov applications

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The e-governance perspective of IT Divide

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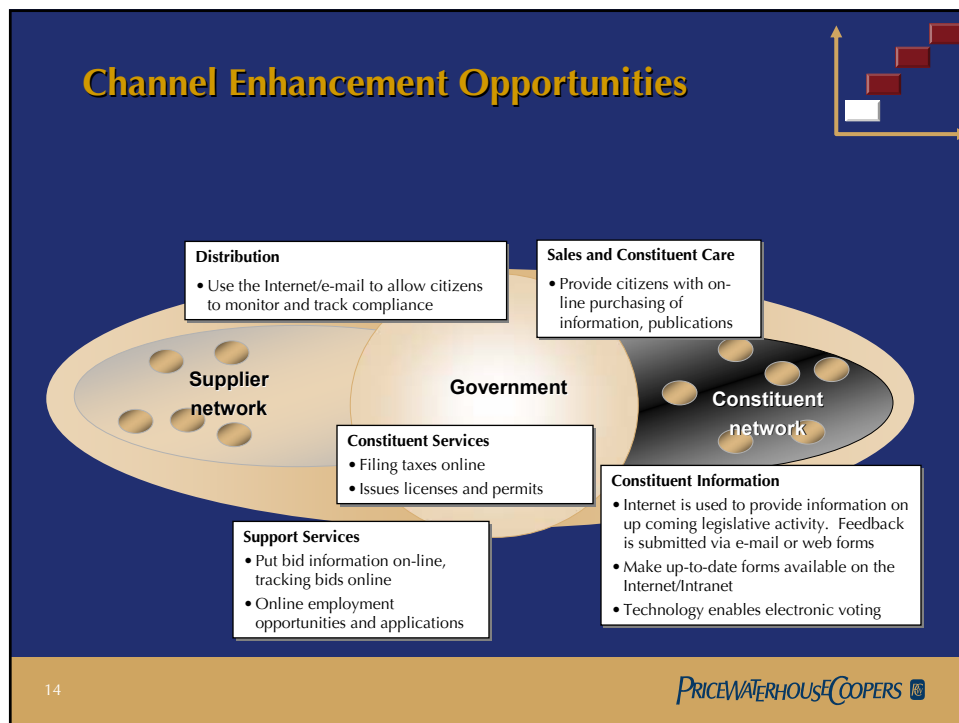
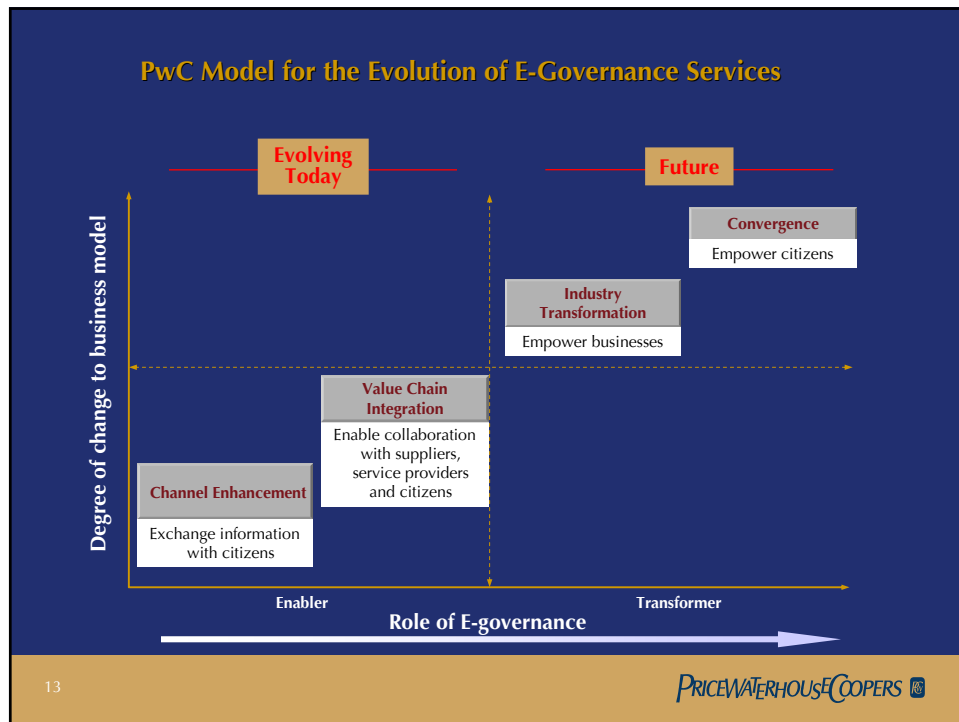
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Capacity Building Road Map : A PwC Perspective

- **Analyze the strengths and weaknesses of the existing institutions** (institutional structure) mandated to plan and implement e-Governance Initiatives. This would include:
 - **Command, control and reporting mechanism of e-Governance initiatives in the state /country**
 - **ii. Interface with key government decision-making bodies in the State**
 - **iii. Interface with individual project/ component teams/ structures at the State Government level and the department level**
 - **iv. Mechanisms to ensure integration, consistency and coordination across and within projects and components v. Institutionalizing processes and tools for effective management of e-Governance initiatives**

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Value Chain Integration Opportunities

Distribution + Constituent Care + Sales

- E-procurement efficiencies are gained across agencies
- Electronic bidding and collaboration enables small firms to compete and provides government with lowest prices
- E-payment technology allows citizens to interact directly with suppliers
- Compliance is monitored automatically through feedback from participating or affected entities, e.g., hospitals, insurance companies, etc.
- Web enabled call centers track information across value chain



Constituent Services + Support Services

- Information is transferred automatically between government agencies
- Electronic applications are processed, approved and delivered via web based technology across government agencies
- Citizens can track progress of applications across government agencies

Constituent Information and Constituent Services

- Linking statistical databases to government policy making initiatives across branches of government

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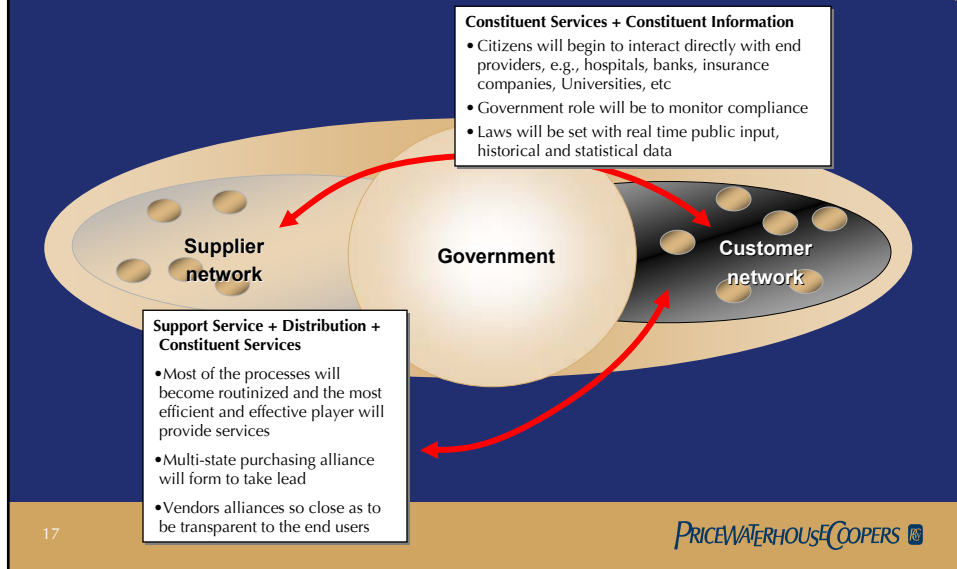
Industry Transformation: What could it be?

- Government transformation marked by a change in its traditional role -- from that of an implementer to that of a facilitator.
- Citizens fully networked with suppliers/ providers and gain greater visibility of value chain activities.
- Government gains visibility with activities and performance of service providers and suppliers.

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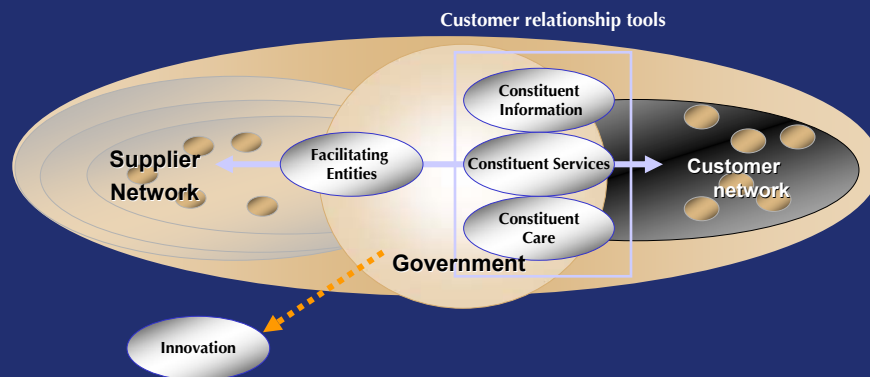
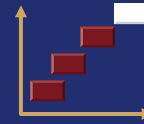
Industry Transformation Opportunities



Convergence: What could it be?

- Traditional organizational boundaries disappear, lines between government departments go away
- **Government actively seeks new partners to implement services.**
- The ability to build and maintain strong customer (citizen) relationships will be the ultimate core competency.

Convergence Opportunities



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Challenges for E-Governments

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E-Government Issues

- Security and privacy
- Payment mechanisms
- Managing existing and new technical infrastructure
- Cross agency integration
- Cross jurisdiction integration
- Public access

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Barriers to E-Government

- **Funding**
 - E-government initiatives can be expensive and require investments, not just cost savings funding
- **Sponsorship and Acceptance**
 - Leadership from the top of the organization is required to support the effort
- **Staffing and Qualified Resources**
 - Qualified trained resources may be difficult to find and keep; need to ensure standardization of systems to save on cost of training
- **Agency Collaboration**
 - Requires sharing of power and shedding of non-value added responsibilities

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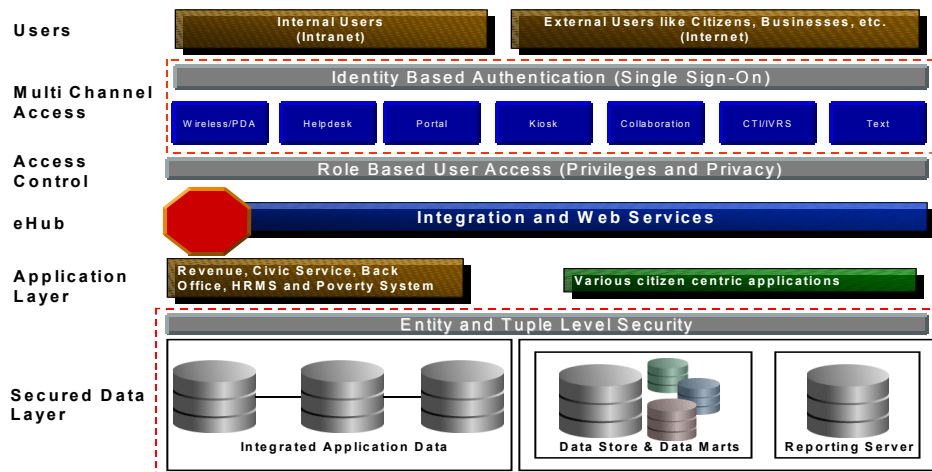
Implementation Considerations

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Need for a Service Oriented Architecture

Service Delivery Information Architecture: An example



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Implementation Considerations

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Drivers of a Service Oriented Architecture that is key for digital divide

- **Attributes of successful E-Businesses are challenging for governments to emulate:**
 - Define the STANDARDS from a long term perspective
 - Common Processes are simple, uniform, minimal and non duplicative
 - Must be fast, flexible and first
 - Must be available but secure
 - Must drive long term goals

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Resolving Common Issues

- **Security and Privacy**
 - Identify risk, and balance mitigation measures with cost and inconvenience
- **Payment Mechanisms**
 - Leverage pilots done by other agencies to identify what works
 - Challenge your financial institutions
- **Managing Infrastructure**
 - Shoot for quick wins
 - Use pilot approach
 - Don't throw baby out with bathwater

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Resolving Common Issues, Cont'd

- **Cross Agency Integration**
 - E-government requires it
 - Constituents demand it
 - It's painful--but you can do it
- **Cross Jurisdiction Integration**
 - Important for business constituents
 - Coalitions can help
- **Public Access**
 - Needs to be available to all
 - All access need not be electronic
 - Demands effective channel integration

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Critical Questions for You to Answer

- **How can you use E-Business to:**
 - Meet the governor's mandate?
 - Gain competitive advantage?
 - Access and serve customers and clients better?
 - Streamline your support processes, including procurement?
 - Enable your service delivery management role?
 - Implement E-Business solutions?
- **How do you use E-business to revolutionize the business of government?**

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Thank You

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