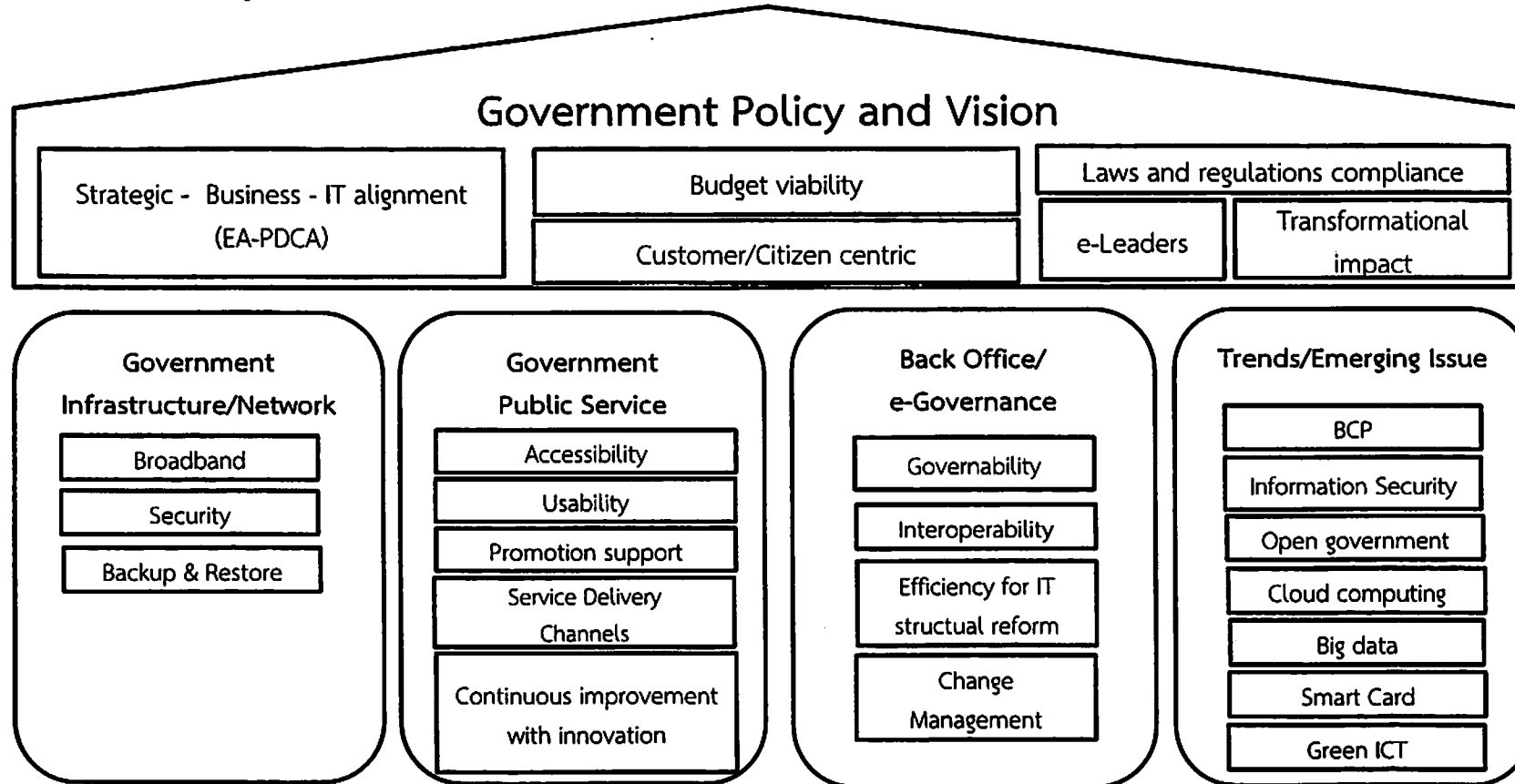


(Draft) Thailand e-Government Readiness Framework

Objective of framework: e-Government readiness for the nation



Reference:

Using the E-Government Assessment Questionnaire , Gartner 2008

The 2012 Waseda University International e-Government Ranking , Waseda 2012

United Nations E-Government Survey 2012 E-Government for the People : www.unpan.org/e-government

ITU e-Government Implementation Toolkit , ITU 2009

(Draft) Thailand e-Government Readiness Framework

Objective of framework: e-Government readiness for the nation

No.	Framework and Characteristic	Definition	Reference			
			Gartner	Waseda	ITU	UN
1	Government Policy and Vision	<i>Objective is to evaluate the plan and vision of IT management in order to improve business administration and achieve effective public services.</i>				
	Strategic - Business - IT alignment (EA-POCA)	The strategy of IT management in business administration and public services with the focus on value creation, reduction of repetitive processes and meeting the departmental objectives.	✓			
	Budget viability	IT Budget is efficiently and effectively allocated to maximize the value and to align with the main missions of the department.	✓			
	Customer/Citizen centric	Governmental agencies have citizen-centric policies with a focus on customer satisfaction.	✓			
	Laws and regulations compliance	Governmental agencies are aware of the law and regulations of IT management.	✓			
	e-Leaders	The CIO is expected to align management strategy with ICT IT investment in order to achieve a balance between the business strategy, organizational reform, and management reform.		✓		
	Transformational impact	Government agencies have to consider the outcome of e-Government development.	✓			
2	Government Infrastructure/Network	<i>Government agencies have the Infrastructure and Information technology to support services.</i>				
	Broadband	Availability of IT Infrastructure to support the business administration and public services.			✓	
	Security	Government agencies comply with policies or plan of IT Infrastructure security are define			✓	
	Backup & Restore	Government agencies have backup system for IT system that will recover when the main system down.			✓	
3	Government Public Service	<i>Objective is to enable government agencies to improve their IT management in order to meet the needs of the citizen/business and achieve better services.</i>				
	Accessibility	Customer/Citizen (the target group) are able to access a services of government information technology by quickly and easily.				✓
	Usability	Usability of government agencies services by citizen via electronic channel.				✓
	Promotion Support	Activities involved in supporting the implementation of e-Government in order to support the development of e-services.	✓	✓		
	Service Delivery Channels	The collaborative and integrated service as a single point to reinforce the potentiality of government agencies as a convenience of the citizen (customer) e.g. One stop service, Portal.	✓	✓		✓
	Continuous improvement with innovation	Government agencies has develop and improve services to accordance with the requirements of the citizen (Customer).		✓		
4	Back Office/e-Governance	<i>Collaboration of government agencies to integrate and reduce the overlappings of work.</i>				
	Governability	The usage of IT for improving internal processes in order to achieve internal effectiveness and efficiency of resources as well as governability		✓		
	Interoperability	Government agencies have data interoperability between agencies				✓
	Efficiency for IT Structural Reform	Government needs structural reform to promote efficiency by IT utilization		✓		
	Change Management	Government agencies undergo changes caused by the program, it must be able to handle those from a process and an HR management perspective.	✓			
5	Trends/Emerging Issue	<i>Preparation for the new trends of e-Government development.</i>				
	BCP	Direction of the government agencies to prepare information technology to support changes in the future such as BCP, Terrorism, Smart card, Cloud computing, Big data, Open government.				
	Information Security					
	Smart card					
	Cloud computing					
	Big data					
	Open government					
	Green ICT					
			✓			

Reference:

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