

## What is E-Government?

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**E-government is "the use of information technology to support government operations, engage citizens, and provide government services."**

Within this broad definition are four dimensions which reflect the functions of government itself:

- E-services-the electronic delivery of government information, programs, and services often (but not exclusively) over the Internet
- E-management-the use of information technology to improve the management of government, from streamlining business processes to improving the flow of information within government offices
- E-democracy-the use of electronic communication vehicles, such as e-mail and the Internet, to increase citizen participation in the public decision-making process
- E-commerce-the exchange of money for goods and services over the Internet such as citizens paying taxes and utility bills, renewing vehicle registrations, and paying for recreation programs, or government buying office supplies and auctioning surplus equipment