

The Future of E-Government

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Many assume e-government is solely about delivering government services over the Internet. This popular assumption is very limited for two reasons. First, it narrows our vision for e-government because it does not allow for the wide range of governmental activities that are not direct services; nor does it recognize the essential use of technologies other than the Internet. Second, it grossly oversimplifies the nature of e-government, leaving the impression that a nicely designed, user-oriented web site is the whole story. This ignores the substantial investments that are needed in people, tools, policies, and processes.

* This article is based on testimony presented to the New York City Council Select Committee on Information Technology in Government's hearing, "An Examination of New York City's E-Government Initiatives."