

## Overview

Stated simply, electronic government (e-government) is the use of information technology to support government operations, engage citizens, and provide public services. E-government can support more streamlined and responsive service, wider public participation, and more cost-effective business practices at every level of government. It ranges in complexity from basic access to official information to radically redesigned public processes. However, while e-government offers the opportunity to innovate, it also presents substantial policy, management, and technology challenges. Effective e-government initiatives require a realistic and comprehensive view of these challenges as well as a compelling vision of the benefits.