

REGARDING AGENDA ITEM NUMBER 7:

E-Government initiatives: presentations by speakers (proposed by SAI-Norway)

The theme for the presentation will be “eGovernment Leadership: Engaging the customer”
The speaker will be Mr. Roy Grønli, Partner for Accentures Government practice in Norway

A short summary of the report the presentation will be based upon:

Accenture’s latest study of global eGovernment maturity, *eGovernment Leadership: Engaging the Customer*, reveals the current trends in eGovernment, the most innovative eGovernment practices of the world-leading governments and a four-phase action plan for developing future eGovernment plans that deliver maximum impact.

The study identifies five major trends in eGovernment today:

1. eGovernment matures through a series of plateaus.
 - Each successive plateau acts as both a barrier to and foundation for progress to the next.
2. Value drives eGovernment visions.
 - There is a growing demand for projects to deliver Return on Investment.
3. CRM underpins eGovernment.
 - Improved service delivery is the key strategic imperative for leading countries and executives.
4. Increasing take-up is a priority.
 - Driving up usage is one of the key challenges for mature eGovernments.
5. New eGovernment targets are needed.
 - There is a recognition that broad-brush availability targets have not matched objectives.

For government executives mapping out their future eGovernment strategies, this study provides not only a broader base of understanding about the major trends and global state of eGovernment today, but also actionable advice and examples of innovative practices from the world’s eGovernment leaders.

The full report can be downloaded from the following web site:

http://www.accenture.com/xd/xd.asp?it=enweb&xd=industries\government\gove_capa_egov.xml