

Analytical Study and Logical Solutions for the Application of E-Government Project in Iraq, A Comprehensive Vision

Hayder H. Safi Al-Jebory
Mustansiriya University
College of Basic Education

Abstract

E-Government is the default version of the Government of the material, but in cyberspace, and means simply, the e-government include the provision of public services through advanced technology, including the Internet and using them to do so E-government aims to make the State more relevant to the attention of citizens, and the technology for he is a tool in this Effort .E-government success requires a change in the way the government's performance and handling with the information and the way to be considered Officials from which the functions they perform and how to deal with citizens. It also requires that partnership vital link between government and citizens and the private sector

The above is a summary of this research in how to draw the road to success is to build e-government by giving a clear, explicit and comprehensive e-government and passed by some countries, obstacles and has overcome them built on a foundation and a logical and scientific analysis of studies of European and Asian-and Arab countries that have preceded us in this area, as summed up there to see how the application of standard portal services, if adopted as steps of this study the implementation of e-Government projects in the country, also there are ten key questions must be answered and the conviction by those responsible for the e-government program with some suggestions and solutions so that we can begin the application E_government in our country reverting to see a comprehensive scientific and precise .

1. The aims to E_ government:

The government aims to reduce the cost of electronic operation and management in the public sector and employment in other resources and take advantage of multiple domains and not wasting it, as well as to raise the level of individual and collective productivity within the government as well as facilitate the procedures and transactions for citizens and private sector institutions and business and its goals as well:

- **Performance:** *To improve staff performance and raise government efficiency.*
- **Effectiveness:** *government action more effective and meet the requirements of the age of speed*
- **Participation:** *the participation of citizens in decision-making and facilitate communication with the government.*
- **Economy:** *infrastructure development and trade institutions, the private sector and encourage investment.*
- **Transparency:** *to give more transparency to the sector of government action.*[1, 2]

2. Introduction:

Where we find that the majority of regions and areas, e- Government has started many countries in adopting the concept of e-Government In all parts of the world, whether in developed or developing countries, the level of the central government or local administration ,we find .Was very important information on the internet has become a lot of government and business transactions are made through The Internet, also allowed the network to the government and its citizens opportunities to connect away from the sterile bureaucratic procedures.

And perhaps this enthusiasm grew in electronic trading, from the belief that technology is able to alter the negative image Of Governments. In many parts of the world citizens see their government was wasting public money and they do not care about their needs Necessary. Traveling, usually among citizens and between the businesses is the lack of confidence in governments. Renewed hope that the Governments will be more interested in "ICT" may cause the prevalence of information technology and communications Citizens. The fact that officials who have the foresight, employ technology to improve the performance of their organizations. [1,3]

The definition of e-government can say that it and the sale him for improving government performance to become an effective player does not and efficient ,as It facilitates access to government services available to large numbers of people access to information ,which makes The government more credible. May include the work of e-government services through the Internet and God fulfilled And various community centers (self-service or with others), radios or any other systems of communication. However, that the electronic government is not conducive to economic development in the blink of an eye or to the savings in the budget or it Raise the efficiency of the performance of government work magic remedies. [3,4]

3. The benefits of e-government:

Useful to know the important benefits of e-government target and, inter alias:

1. Benefits for citizens:

- Non-compliance with the place and time when the transaction- governmental organizations

- Freedom to choose how to communicate with the government (Internet, email, phone,...)
- The safe and easy access to government services
- Speed of delivery of transactions and the provision of effort and cost

2. Benefits of the State:

- Fast Cash movement across the payment of fees electronically, easy and secure
- reduce the cost of publications and forms, and forms
- Improving the image of the country and invest all wealth in an excellent manner
- Encourage investment and tourism

3. benefits for the institutions:

- supply chain integration with government systems
- Fast electronic statement on manpower
- Take advantage of business-efficiency projects (import and export)
- Configure the databases for all their competence and benefit from
- The possibility of implementing the annual plans meticulously and less time online. [1,2]

4. Department of e_ government:

Be useful to divide the e-government into several sections so that the regulatory, each section is responsible for a range of functions related with each other Watch each in, whole organizational structure of the e-government.[7-8]

♣ *Electronic Services:*

The general government services, which usually requires a citizen or SSH to the Constituent Request from the government, including, for example, renew a passport, license, Foundation, and others. Are usually those services group within the service packages Reflect the need of the citizen or institution and not the government, offer.

♣ *Electronic commerce:*

Its commercial operations a government electronically, such as Offers buying and selling, electronic reverse auctions, supply operations payment electronically and sell advertising on electronic government positions.[8-1-4]

♣ *Electronic management:*

This section includes the training of public sector employees; create the conditions Enterprise within the Government to accept the change-mail, and automation of the inner workings of government and public sector institutions. [8-1-4]

♣ *E-Democracy*

This section of the e-government will be responsible for the production of programs and regulations that help citizens to participate effectively through the provision of Proposals and conduct of the popular electronic access to the

publication of the minutes Meetings of the executive government to citizens[1,5].

5- Experiences of some countries and states " Review of Existing Literature and Value Assessment Frameworks"

1. The experience of Dubai Municipality, Dubai Municipality is one of the largest institutions of the city in terms of employment used by the volume of services provided by the enterprise and business is carried out. The launching of e-government project in this municipality as part of a wave of change and to develop a comprehensive development of infrastructure for information and communication technology, according to a clear and comprehensive through the formulation of specific goals for its project, including targets near-term until 2003 and has been building infrastructure, technical and network communications and information and building databases and long-term goals until 2005 was to provide a larger number of electronic services and complete transactions through it until it reached 80% of the companies with the assistance of advisory services and technical. [8]

2. The experience of Muscat Municipality, which is one of the oldest municipalities in the region where the establishment of the first municipal council of the city of Muscat in 1939, and worked in this municipality of about 4500 employees and carries out many, where he developed The overall vision and strategy "*every citizen or resident, whatever the degree of education or culture, he could of any place or time that is to rid his dealings with the Muscat Municipality and the technology that suits him best and safely*" [5,8]

3. Experience Oman this city with a long history and the number of administrative regions 20 regions major geographically distributed has initiated a plan where that 85% of the computing circuits connected via the network and the vision is to reduce the cost of government measures and to facilitate delivery and increase the efficiency of government work by interacting with citizens and businesses [4,8]

4. Experience Finland in the field of e-government and one of the more European countries and a population of about 5.1 million people, where 444 city and town and works in the municipality more than 43 thousand employees and was visible through the launch window e-government consolidated through the establishment of service center unified within 24 hours,7days a week. [4,6]

6. The way for e-government in developing countries :

The motivation for the preparation of this project is the desire to view the lessons learned from applications of e-Government Developing countries to increase the success of the P Ñ future projects there .

The research of the "road to e-government" The following are some common issues and problems in the establishment and regulation of electronic

government, and proposes some Options that can be done through addressing those problems.

In This research reviews the ten questions believed who have e-governance in various parts of the world it h his name and mission in Understand absorb and planning, managing and measuring e-government successfully. And proposes a there are on government officials in Iraq. to ask themselves these questions and answer ten before any project for e-government. [6]

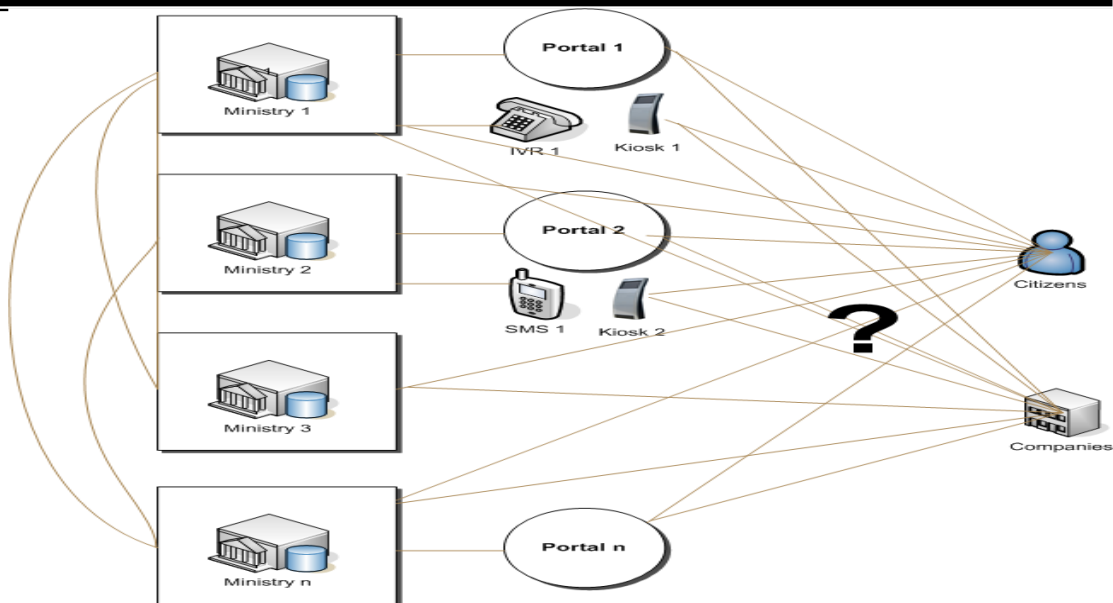
6.1 There are two categories of interested e-government: --

- 1) Governments and their partners who hold the new application and want to get advice and expertise with regard to The preparation of e-governance projects for the first time.
- 2) Governments and their partners who are currently u1576 implementation of e-governance projects who wish to evaluate their methods And the extent of the progress gained by getting, according to the criteria laid down by the road map.

The lessons learned in Thailand and Mexico have the same importance of lessons learned in the leading countries in this area, such as Sweden or the United Kingdom, and perhaps more important, but it is more appropriate for other developing countries.[7]

This research is a practical tool, intended to be used by the Dalai is not useful to practitioners of e-government, and so that Brief. The research does not attempt to raise sensitive issues in e-government, and does not analyze the issues in detail, but rather highlights the ten basic questions should be dealt with by any government that wants to approach e-government. And questions dealing with all stages of the evolution of e-government from the drafting of the vision to develop the administrative structure and through Identify the necessary criteria to measure performance and success. The road map provides advice on the possibility and extent of the involvementof citizens Are in the work of e-Government planning and how to deal with the bureaucracy, which opposes the project and resist its implementation, and the need for to be re programs depending on the technology available. [5,7]

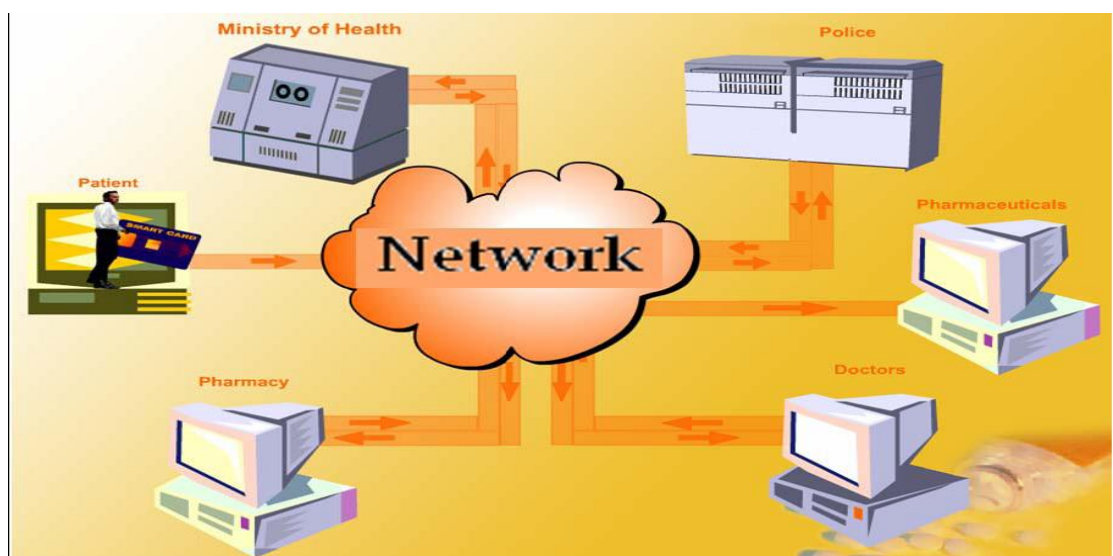
6.2 Main flowchart for portal one -stop government:



(Diagram 1 state portal one-stop government)

Above diagrams state as all ministries contact with there via internet network and portal to management send to used citizens and company or another him.

And below form the Ministry of Health hypothetically, that managed to enter the mail starting the patient to went and then treated by doctors and method of dispensing and management of stores and via an electronic network is dealing with all cases and if applied the electronic management in a hospital is applied in the rest of the hospitals and integrated with each other through the single gateway to services of this ministry and then collect all the gates together in a single location to provide integrated services to citizens through that gate and this is required.[6,8]



(Diagram 2 state portal one ministry of health portal)

7. Ten Questions should officials in e-government to answer:

7.1 Why e-government?

If e-government were not part of a wider program of reform: reform the functioning of government offices Of their responsibilities and the way management of information and functions of the Interior and the way to provide services to citizens and business men, they will not Yield the desired benefits after the efforts and funds for the foundation. They should use the "e-government" to re-Reflect on the role played by the government, taken as a tool to trigger economic development and the exercise of governmental administration wisely.

And e-government is not easy nor simple T are a few costs. You should, before making the effort and spend resources and take Political decision to implement e-government and, above all, a good understanding of the basic justifications for applying the concept of e-government and not to yield to pursue the (fashion) is underway

Computers are not the reform

Should use the concept of e-government and information technology and communication as elements of a broader program aimed at modernizing

Government administration. The simple addition of computers or office automation while maintaining the old procedures and practices Does not develop the work of the government. The attempt to patch up the old procedures to raise the efficiency of sand is futile.

7.2 Do we have a clear vision and specific priorities for e-government?

May indicate the word "e-government" to many things and the variety of plans and sizes, it must be you A clear vision about on e-government.

✓ Select the vision and priorities:

The aim sought by any government is to promote and support the common goals of society and therefore should start when planning the formulation of a broad vision of e-government and to participate in the formation of this vision of all citizens and businessmen And officials and civil society groups and others. Should stem this clear vision of the goals or concerns President of the society.

E-government and many of the justifications and objectives, we cite here

Some examples of what is usually trying to accomplish communities:

- improving the delivery of services to citizens.
- increase the productivity (the efficiency of performance) government departments.
- Supporting the legal system and strengthen the capacities of agencies responsible for law enforcement.

- Development of priority sectors of the economy.
- Improving the standard of living of disadvantaged social groups.
- To promote good governance and the expansion of citizen participation.

✓ **. Shared vision of e-government means a common share in the results.**

The need to involve groups of citizens and organizations, businessmen and government officials and non-Governmental organizations, unions and other officers of the institutions of civil society does not mean waiting for the full consensus of them all And on all the decisions. E-government requires leadership and political courage. But the intention is that the formulation of Vision And identify priorities need to be the views of partners, without relying solely on the views of some senior experts and officials.

In many countries, including developed countries do not trust the citizens in their governments, especially in countries Has a history of dictatorship and political instability and widespread corruption. To ensure the participation of partners and citizens in the efforts E-government, it is important to seek to build confidence in the government. That the lack of confidence may lead to the failure of the Government's implementation Electronic or delayed, which have a profound negative impact. May be different ways to get visuals of the various partners, but the effort to involve a number of outside the government sector in The preparation of a vision of e-government will have enormous benefits.

✓ **Making the goal of citizen Vision:**

The purpose is to meet e-government needs of citizens and improve their standard of living. One of the lessons that should be Benefit from them in the modus operandi of the private sector is that the government is working hard to demand satisfaction of citizens as consumers For their services. This means that the vision of e-government calls for greater amount of information and services and procedures better without discrimination between citizens and businessmen. When the projects seek to develop e-government internal procedures should be the ultimate goal is to serve citizens better. This means attention to the roles Different by the citizens they are parents, taxpayers, staff, students, investors, or anything else.

✓ **Publication and dissemination of the vision:**

After the formulation of the vision of e-government, it is very important that the Leaders in Government and the private sector circulate As well as highlighting the key objectives in order to absorb all sectors of government and citizens. Must be prepared Media strategy to ensure people's understanding of this vision and the changes that will occur as well as the benefits that accrue to them.

✓ **Corruption:**

When the initial is to increase transparency, accountability and credibility (in the laws and procedures), the e-Government Become a good weapon to confront corruption.

However, applying the concept of e-government is not a guarantee for the eradication of corruption, corrupt officials "*who have mastered the work Technology can find them new opportunities for corruption*". In such circumstances, "*the Government provides electronic leap to a new generation of corrupt officials, youth and the most familiar Technology*". One of the issues that are sensitive from the first moment is the extent of the fight against corruption to be part of a vision E-Government. Should be carried out every society answer the question himself. In countries that pay much attention to corruption As in many developing countries, consideration should be given to this issue when discussing the priorities in the vision E-government. If the answer is yes, it will be important to take a decision about the form of corruption that should be on the program E-government control and how to implement that program.

✓ **Should the objectives of e-government radio station in the fight against corruption?**

If guaranteed issue of fighting corruption in the vision question is: *When is advertising to the citizens?* If so Declaration as an essential part in the agenda of e-government, that help people and gain their support for the Government electronic, but might lie the risk of early announcement, where officials may exercise pressure on their colleagues spoilers, Righteous intimidation and confusion do not achieve the desired results of the fight against corruption.

7.3 What kind of electronic government, which can be applied?

Since each community has its own needs and priorities will not find one example of the type of e-government or the global norm which works for all communities. This is because the willingness of each community and each country to implement e-government depends on the goals the specific sectors that have priority as it also depends on the resources available at a given time (which depends Also on the budget or foreign aid donors And so on).

Different level of infrastructure or legal framework or human capital required for the application of e-government with a sense of the goals set by society. If the requirements are different, how is assessing the readiness of the application of E-government? The extent of readiness to implement e-government system is not an issue for the government alone...

✓ **Starts preparing for the application of political will:**

Although the conditions of the e-government depends on the objectives that were drawn but the political will is one of the requirements Fundamental for any (or all) the goals of e-government. Should be on the political leadership in this area not only to speak only to support e-government initiatives, but also in deed. Must build political support within the state and push for Change and provision of resources and build the project.

✓ **The extent of readiness for e-government information policies as well:**

The second most important in the readiness is the extent of State's willingness to exchange information with citizens and between their organs of government organizations and her mother at various levels.

✓ **Other key factors to the extent of e-government readiness:**

Although the willingness depends on the priorities of e-government but there are some factors that must be taken Into account:

•**The communications infrastructure:**

Although the communications equipment and computers are not the focus, but attention must be paid in any plan E-government. The level of providing the communications infrastructure required for the establishment of e-government over and comprehensive objectives of the project.

•**Human capital in the State:**

Is essential to have a sufficient number of skilled workers and those who are familiar with information technology and communications (including Managers with experience in procurement, valuation and application of the solutions provided by information technology and communications). Should not be, but not everything can be delegated to the private sector and must be resolved administrative issues as developed systems and procedures New jobs.

•**Budgetary resources: available and expected:**

Must be stressed on the need to secure the resources required (or ensure the possibility of providing) to achieve the goals of e-Government , With the importance of controlling the financial resources, whether centralized or decentralized, unified in one hand and one or spread over several Departments.

•**climate in Electronic Commerce:**

The environment of the cruise area of electronic commerce, including the legal framework and the security and integrity of information is a significant Criteria in evaluating the readiness for e-government. There is a need to provide protections to undertake legal reforms to ensure Privacy, safety and the granting of legal consideration of transactions and electronic signatures

• **The extent to accept the officials to change:**

The faces of the factor readiness to accept mail and e-government lies in the attitudes and behavior of administrative leadership in the State. And the tendency or resistance to change. And the level of enthusiasm in the development of new policies and procedures. All of these behaviors positively or negatively affect the speed and ease of implementation of e-government.

7.4 Is there sufficient political will to lead the efforts of e-government?

Political will is needed to implement any project in the e-government. Without the availability of effective political leadership and sustained will not be provision of resources financial and coordination between the various organs of government or departments will not be a change in policy and will not the provision of human endeavor required to plan and implement e-government. And make sure the political will of senior officials when designing Decision-makers to carry out their duties by addressing the leadership of the opposition and work to overcome obstacles

✓ **Searches for leaders:**

Of the viability of e-government political will, behind every successful project management is standing piercing eyes, Struggling for change even in difficult times, that is the right leader who has the powers, does not hesitate for fear of Risks and always wanted to provide financial support for the program to make time and professing its support for e-government and defends Them.

✓ **Expect always find opposition and obstacles:**

E-government programs face many challenges and like any other applications of information technology and communications will be located where seen a lot of errors and new developments in technology that will emerge during the implementation of the project. And require complex programs and multi-government software is complex and multi-course, the virus infected email. And will resist some Bureaucracies within the State of any changes in procedures and might oppose the increased transparency provided by the Government Electronics.

In this thicket of problems will not be continued progress in e-government only if the administrative leadership to Convinced that the benefits outweigh the expected cost and risk, and therefore must be on the leading administrators in this area to defend The idea and make every effort to get political support from the head of state. This means as well as protection management E-government to become a trophy distributed their posts (intercessions) for non-qualified

✓ **Encouraged political leaders:**

✓ **Always remember that the political will to dynamic:**

✓ **Leadership development:**

7.5 Do you choose the best e-governance projects?

Very important to choose the appropriate project for e-government projects, especially the first. The project may prove the first successful starting point for all future efforts and causes the political momentum necessary to make coming up with the idea of the necessary government Electronic forward. The success of the small may be example for others. And like any other reform efforts, it is important to show success early and not spend a lot of time in the preparation of visual And strategies and action plans. Select some concrete problems then s blood solutions that contribute to the e-government, quickly (within a year or less and then not).

7.6 How do we prepare plans for e-government and how to manage it?

Effective management of the utmost importance to the success of e-government to relate to all state projects, and business sector , Where in a position to complete the project on time and within budget allocated and can effectively coordinate and supervise The various departments in the e-government .Before going ahead with the project of e-government set up the structure of the Administrative and regulatory framework at the national and local (district / provincial / Directorate) and at the project level as well.

E-government projects require a significant commitment in terms of resources, planning and personnel matters .It is difficult to Management of those resources without specifying the working group, which oversees the process of e-government from the beginning to the end.

Then should not be e-Government activities are permitted laws to ensure long-term stability should also be To provide these groups with adequate budgets and human resources and administrative support to the implementation of its tasks.

✓ **Set up a work plan to implement e-governance projects of priority:**

Not enough merely to formulate the vision and setting priorities. They need to be a detailed work plan will help guide departments and officials on the implementation of electronic government. It should be the action plan focuses on six key elements of at least:

- Develop applications and open standards and the local language of common manuals and training materials and education for workers and beneficiaries

- **Capacity-building:** You should implement training programs and workforce development at all levels.

- **Communicate:** You must provide departments and relevant institutions, telecommunications networks and the Internet.

- **To provide a legal framework supports the objectives and policies. :** Cyber Laws

- **Citizen Participation:** There is a need to provide multiple channels and appropriate to facilitate communication between the e-Government And citizens and the price is within their financial reach.
- **Capital:** You must specify the business plans of e-government sources of revenue such as user fees And contributions or budgets, which helps in achieving fiscal balance.

7.7 How to overcome internal resistance?

May object to the employees of the State e-governance projects may be a problem is more acute in countries where human resources and less vibrant economy is less stable and job opportunities are limited.

- ✓ * **The first step in addressing this problem to be defended to understand the reasons to resist the workers in the state. There may be several Reasons, including:**
- ✓ fear of technology that makes them look retarded, and then exposed to dispense with their services
- ✓ Fear of losing their power and prestige they have acquired for themselves in the existing system .
- ✓ Lack of knowledge of technology and fear that make them seem to others if they use them in a manner
Incorrect "Some call it a shock, technical or scientific."
- ✓ Fear that the technology, including further work such as the need for their answer e-mail .
- ✓ Belief that they will not profit from the adoption of new technology and they will not lose anything if you did not.
- ✓ Some believe that the transactions are made through electronic devices would reduce their access to Bribes or perks irregularly.
- ✓ **Explain to employees the goals of the project with the assumption that they are not enemies of reform:**

Explain to touch the new nature of their work, it is absolutely necessary to deal with their expectations and to answer them in an appropriate manner during All stages until it became clear e-government project little by little.

7.8 How do we measure the achievements and failures?

As the e-government requires spending large sums of money and human resources, information and political commitments, the accounting

and accountability on how to dispose of those resources must be achieved in one way or the other. In the country, Alan illiterate or industrial Both were democratic or dictatorship, the policy makers and departments responsible for the application of e-government,

Required to clarify how to spend those funds and what policies are prepared and the public services they provide, as soon as To start e-government in their activities

7.8.1 Performance is the foundation :

The success of e-government project is measured by achieving the objectives: quality of services provided, to facilitate access to Information, increase opportunities for citizens to access to the officials. There should be criteria for judging the development and the level of performance and promotion of the principles of accounting and accountability.

7.8.2 Set up standards of performance

The institutions responsible for the management of e-government project to determine standards of performance. Criteria that can be classified. Measured by the performance of e-government in two sections:

A) Measures of the extent of e-government in the state .

B) measures of the impact of e-government applications.

The following are some general measures that are used for two groups:

1) criteria for measuring the performance of the government:

- volume of transactions carried out electronically .
- The time required to respond to queries .
- The time period in which to continue operations without problems

Since the start of e-government services.

- The number or percentage of public services provided electronically.
- Number of new services provided electronically .
- Percentage of the geographic scope covered by a particular service.

2) Criteria for measuring the impact of e-government:

- The number or percentage of the provinces or municipalities that .
Receive the information or services electronically
- Increase the ease or efficiency in the provision of information or
Services (such as reducing the number of days required to
provide services).
- The time required to complete the procurement, services, information
(from the standpoint of the government, and business ,And
Citizens)
- Reduce the cost to citizens .
- Reduce the cost to the government .

Creating a website on the Internet does not necessarily mean that the activity of e-government: Often thought that the preparation site on the Internet

substitute for pressing a pile of electronic. This is because the mere presence does not guarantee Used by the intended benefit from it.

It is easy to think the benefit of what they offer their services electronically simply because they created a website. This may be True in societies that use the Internet at rates high e, and even in this case it applies only to some sites . In countries where access to the Internet expensive for ordinary people or not widely available there is no Encourage sites to find general or the assumption that these sites offer services just because they exist on the Internet

7.9 How the relationship with the private sector?

State alone can not do the application of e-government. The privet sector important role to play since the inception of Vision the process of planning through implementation, monitoring and to the calendar. The presence of the private sector not merely for "paying taxes and responsibilities towards the state."

✓ Deal with the private sector as a partner:

Companies are not just a source of taxes and telecommunication services, information or functions. In developing countries and developed countries alike require the electronic government project from the private sector experience was resources and contribute to the opinion. In

Companies able to provide very useful lessons in relation to customer service and responsiveness to customer needs and adapt to the. Do not look to the private sector as a "funded" position. Find the private sector, but an essential partner in the government Electronics .

7.10 How to improve e-government citizen participation in public affairs?

Learning at work

All of the major developing countries when we talk about e-government and participation of citizens. Since all countries, including Progress continues to learn and seek to encourage the participation of citizens and to seek ways in the organization and management.

The participation of citizens is an important element in many stages of the process of e-government from the stage of defining a vision Society and to identify priorities in e-government and to the stage of application and management of e-governance projects Available to the public which includes the private sector and other institutions of society as well as individuals to participate in the affairs of E-Government in many different ways:

- (A) Show to express his vision on plans for e-government .
- (B) Retrieval of information (well information from government sites on the Internet) or provided any (Through general surveys or e-mail).
- (C) Participation in public dialogue with the government or dialogues.
Between citizens, organized by the government

References

- [1] الطائي، أ.م.د.علي حسون، "الحكومة الالكترونية وامكانيات تطبيقها في العراق مع القاء الضوء على تجارب [1] بعض الدول"، جامعة بغداد /كلية الادارة والاقتصاد، الندوة الثامنة عشرة من سلسلة الندوات التي يقيمها مكتب الاستشارات قع بلدية دبي [3] مجلة اتحاد المصارف العربية، حزيران 2004، الصفحة (45,44.43.42)، عمان، الاردن [2] <http://www.dm.gov.ae> مو على شبكة الانترنت
- [4] Hayder H. Safi Al-jebory "Design and Implementation of an Integrated Development Environment for An Electronic Government"، 2006 .
- [5] RICHARD HEEKS ،” Understanding e-Governance for development “،Institute for Development Policy and Management,2001.
- [6] EzGov FlexFoundation, ”E-government:Privacy,Security and Accessibility” White paper ,available at www.ezgov.com ,2001
- [7] Eleftheriou .Paraskevi ;Maglara Eleni ,”Toward one-stop Government for local Authorities “ ، Municipal Technology Company of Amaraussion , maglara@maraussi2004.gr ,2002 .
- [8] LINDA De. CONTI ,” Planning and Creating a Government Web Site: *Learning from the Experience of US States* “،Institute for Development Policy and Management ,internet paper , 1998 . http://www.man.ac.uk/idpm/idpm_dp.htm#isps_wp

"دراسة تحليلية وحلول منطقية لتطبيق مشروع الحكومة الالكترونية في العراق , رؤية شاملة "

حيدر حسن صافي الجبوري
الجامعة المستنصرية / كلية التربية الاساسية

الخلاصة

لقد بدأ الكثير من الدول في تبني مفهوم الحكومة الالكترونية حيث نجد ان غالبية الأقاليم والمناطق في جميع أنحاء العالم سواء في البلدان المتقدمة أو النامية ، على مستوى الحكومة المركزية أو الإدارة المحلية ، نجدها تعرض معلومات في غاية الأهمية على شبكات الانترنت وأصبحت كثيرًا من المعاملات الحكومية والتجارية تتم عبر شبكة الانترنت ، كما أتاحت هذه الشبكة للحكومة ومواطنيها فرصًا للتواصل بعيدًا عن الإجراءات البروقراطية العقيمة. وربما نشأ هذا الحماس في التعامل الإلكتروني ، من الاعتقاد بأن التكنولوجيا في مقدورها تبديل الصورة السلبية للحكومات . ففي كثير من أنحاء العالم ينظر المواطنون إلى حكوماتهم بأنها تبدد المال العام وأنها لا تأبه باحتياجاتهم الضرورية . فالغالب في أوساط المواطنين وبين رجال الأعمال هو انعدام الثقة في الحكومات. والحكومة الالكترونية هي النسخة الافتراضية عن الحكومة المادية ولكن في الفضاء الالكتروني وبتعبير ايسر فان الحكومة الالكترونية تشمل تقديم خدمات القطاع العام بوسائل تكنولوجيا متقدمة ومنها شبكة الانترنت . وتهدف الحكومة الالكترونية الى تخفيض كلفة التشغيل والادارة في القطاع العام بالاضافة الى رفع مستوى الانتاجية الفردية والجماعية داخل الحكومة الى جانب تسهيل معاملات المواطنين ومؤسسات القطاع الخاص . ولنجاح الحكومة الالكترونية يتطلب تغييرا في طريقة اداء الحكومة والتعامل مع المعلومات وكيفية التعامل مع المواطنين . ويهتم البحث في كيفية رسم طريق الى النجاح في بناء الحكومة الالكترونية وطرح الاسئلة المهمة التي يفترض الاجابة عليها قبل الشروع بمشروع الحكومة الالكترونية ووضع خطة عمل مبنية على دراسات وتحليل للتجارب الدولية والعربية التي سبقتنا في هذا المجال وكيفية تطبيق بوابة الخدمات الموحدة اذا ما اعتمدت هذه الخطوات ويعتبر الرؤية الشاملة لتطبيق الحكومة الالكترونية وفق معايير مطابقة للواقع العراقي ومحاكات لظروف الادارات في مؤسسات القطاع العام والخاص في بلدنا واتمنى ان يكون "خطة عمل وانطلاقة على طريق تطبيق مشروع الحكومة الالكترونية المتكامل " .