



E-Government for Good Governance in Developing Countries

Empirical Evidence from the eFez Project

Driss Kettani and Bernard Moulin

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A much-needed practical guide to the effective implementation of e-government systems for good governance in developing countries, based on the lessons learned from the eFez Project in Morocco and other similar projects in developing countries.

Drawing lessons from the eFez Project in Morocco, this volume offers practical supporting material to decision makers in developing countries on information and communication technologies for development (ICT4D), specifically e-government implementation. The book documents the eFez Project experience in all of its aspects, presenting the project's findings and the practical methods developed by the authors (a roadmap, impact assessment framework, design issues, lessons learned and best practices) in their systematic quest to turn eFez's indigenous experimentations and findings into a formal framework for academics, practitioners and decision makers. The volume also reviews, analyzes and synthesizes the findings of other projects to offer a comparative study of the eFez framework and a number of other e-government frameworks from the growing literature.

Readership

This book is of particular interest to politicians and government decision makers, as well as all individuals with a particular interest in development (specifically through ICT4D) and for teachers in the field of e-government, e-governance and ICT4D in general.

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Acknowledgements; Foreword; Chapter I: Global Context; Chapter II: The Two Facets of ICT for Development; Chapter III: E-Government and E-Governance; Chapter IV: Evaluation of Outcomes/Impacts on Good Governance; Chapter V: Adopting a Transformative Approach in E-Government Systems Development; Chapter VI: A Generic Roadmap for ICT4D/E-Government Projects; Chapter VII: The eFez Project Roadmap; Chapter VIII: Technology Enablers for E-Government Systems; Chapter IX: Conclusion; Appendix: A synthetic View of Critical Issues for a Successful ITC4D/E-Government Project; References; Index

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