

2. DELIVERING MEASURABLE IT VALUE

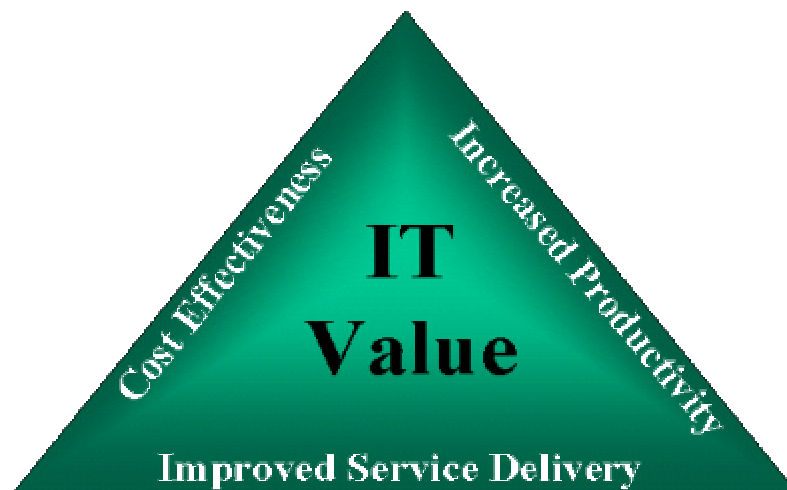
Information technology is a powerful enabler for delivery of services to the public, but the starting point in the e-government drive should always be to identify what the customer wants, and then look how to use IT to achieve this economically and effectively. Hence, it cannot help to acquire IT for its own sake. IT must bring value to government's service delivery initiatives, and government agencies should have a universal understanding of IT value.

In simple terms, the IT value should be regarded as the collective benefits -- both economic and social - which are derived by all stakeholders (citizens, public servants, suppliers, etc) from the usage of equipment, software and/or services. Based on that, IT applications should be valued only if they enable their users to achieve the following benefits:

2.1. Increased Productivity – better output in terms of the quantity *and* quality of traditional results, or the performance of previously impossible tasks;

2.2. Cost effectiveness – due to reduction in time duration, complexity or possible repetition/duplication of tasks;

2.3. Improved Service Delivery – achievement of the *Batho Pele* objectives for offering equal access to government services, more and better information, choice of level/quality of service and guaranteed standards (including privacy), remedies for failures and, ultimately, value for money.



This measurable IT value is in accordance with established economic theories, and should assist government in determining whether or not to invest in any given IT project or IT programme. IT should never be acquired if it does not achieve all aspects as depicted in the equilateral triangle above. However, the IT value must be underpinned by imperative government IT focus areas. Such focus areas must be few, and must be vital to the electronic government initiatives.