

## 3. KEY IT FOCUS AREAS

Success of the e-government initiatives is underpinned by the following four primary focus areas:

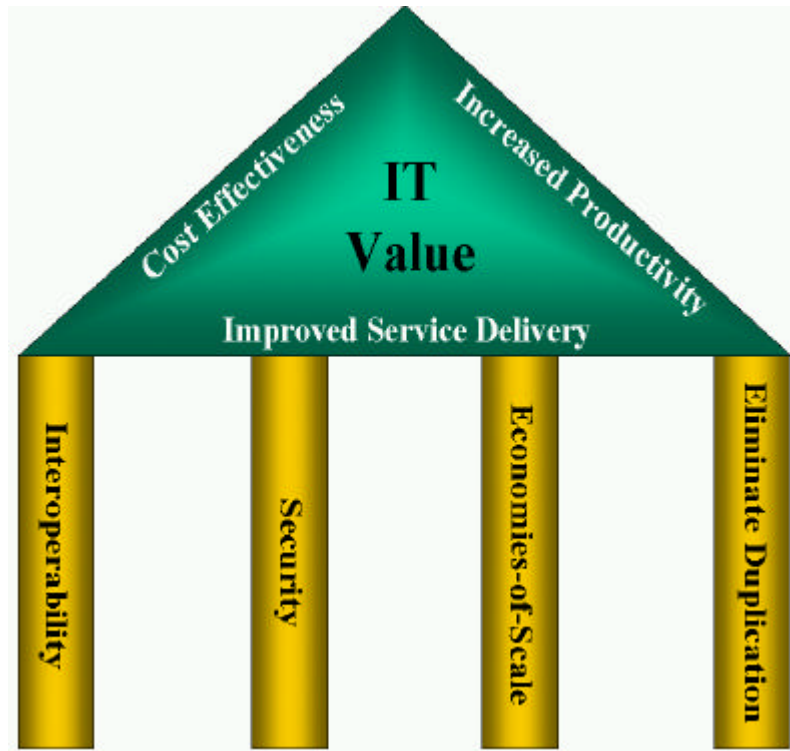
**3.1. Interoperability** – government IT systems (including networks, platforms, applications *and data*) must ‘talk’ to each other, allowing for automatic sharing and exchange of electronic messages and documents, collaborative applications, distributed data processing and report generation, seamless transaction services, ‘whole-of government’ search and queries, integrated IT systems management etc.;

**3.2. IT Security** – government operates in an environment, where both electronic documents/data and IT systems must be protected from unauthorised access, malicious code and denial-of-service attacks;

**3.3. Economies-Of-Scale** – government must leverage its IT buying muscle to encourage compliance with other key IT focus areas. Currently the government’s economic muscle is fragmented, and leads to unnecessary exploitation by some IT vendors. Such an economic muscle must be used to influence the development of local IT industry that is not only limited to selling products made elsewhere. Development of local IT skills that are crucial to e-government initiatives should be encouraged through the government’s IT economic muscle. Also, IT research can be steered towards answering service delivery imperatives through the government’s IT economic power.

**3.4. Eliminate Duplication** – government must abolish unnecessary duplication of similar IT functions, projects and resources (including collection, processing and archiving of the *same* data), as well as practices of ‘re-inventing the wheel’.

The diagram below attempts to illustrate the relationship between the IT value and the key focus areas. It should be noted, that it is not possible to obtain IT value without addressing the primary IT focus areas, while at the same time, developments in the key IT focus areas do not necessarily lead to IT value.



However, these government IT focus areas assume that some minimum resources are readily available to the entire government machinery.