

## TABLE OF CONTENTS

<b>1. INTRODUCTION.....</b>	<b>4</b>
<b>1.1. What is e-Government.....</b>	<b>4</b>
<b>1.2. Making it Happen.....</b>	<b>5</b>
<b>1.3. Extensive Consultations .....</b>	<b>6</b>
<b>2. DELIVERING MEASURABLE IT VALUE .....</b>	<b>7</b>
<b>3. KEY IT FOCUS AREAS.....</b>	<b>8</b>
<b>4. WHAT SUSTAINS THE IT FOCUS AREAS .....</b>	<b>10</b>
<b>4.1. Crucial IT Skills .....</b>	<b>10</b>
<b>4.2. IT Research Programme .....</b>	<b>12</b>
<b>4.3. Co-ordination and Monitoring .....</b>	<b>12</b>
<b>5. POLICY RECOMMENDATIONS.....</b>	<b>16</b>
<b>Target Date - 2003.....</b>	<b>16</b>
<b>5.1. Achieving Interoperability.....</b>	<b>16</b>
<b>5.2. IT Security.....</b>	<b>19</b>
<b>5.3. Bringing Economies of Scale .....</b>	<b>23</b>
<b>5.4. Eliminating Duplications .....</b>	<b>24</b>