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Abstract

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countries have tried to implement electronic government (e-government) as the most basic infrastructure for such programs. The term electronic government (e-government) is mainly inferred from the Information and Communications Technology (ICT) usage to modify structures and procedures of government agencies. Acknowledging the necessity of utilizing the new electronic, information, and communication technologies, the movement toward implementation of e-government got the attention of authorities and policy makers.

Public administrations have been very much concerned about the architecture of e-government, especially

Keywords: e-Government; e- Readiness; Diagnosis system

Introduction

The last decade has experienced a revolution In Information and Communication Technologies (ICT). This revolution is not only affecting the daily lives of people but is also changing the concepts of interactions between governments and citizens. These changes, has lead to a transformation of new forms of government named electronic government (e-government). Of course, considering different applications of Information Technology (IT) such as electronic commerce, e-learning, and stories of success and failure, it is inevitable to reach the e-government movement [1].

Moreover, after financial institutions, the public consumers are the second largest market of the Internet applications [2].

E-government is defined as ‘‘utilizing the Internet and the World-Wide-Web for delivering government information and services to citizens’’ [3]. Also, some other structures of IT such as ‘‘database, networking, discussion support, multimedia, automation, tracking and tracing, and personal identification technologies’’ can be included in e-government [4]. Means and Schneider et al. [5] define e-government as the relationships between governments, their customers (such as businesses and citizens), and their suppliers (like businesses and other governmental agencies) by means of electronic technologies.

E-government has the capability to help build better relationships between government and the public by providing interactions smoother, easier, and more efficient.

The traditional model of government is not working any longer. The emerging extensive networks of interacting public, private, and voluntary organizations could not be served using the traditional configurations of single administrations for single services and specific functions. Responding to sophisticated problems of communities and presenting solutions could only be provided through collaboration between government body members, and also with internal as well as external entities, including other governments. In fact, governments have started to realize the vital necessity of modernization in order to

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proper information management as a fundamental part of all productive activity.

Furthermore, the importance of information in economic development demands that a sustainable learning society be established in conjunction with any national economic development plan. The existing e-readiness assessments have largely subsumed the information factor under ICTs and in the process are not appropriate to underscore the importance of information as a critical element in the organizations' or individuals' ability to leverage ICTs in the global information age. The new information rich e-readiness assessment tool is however not expected to be as already pointed out prescriptive but a generic guide to developing instruments that take cognizance of information access. The tool hopefully fills a big void in the existing e-readiness tools with regard to information access. Similarly, the tool