

Scope of Study

ASSESSMENT OF CONNECTICUT'S IMPLEMENTATION OF E-GOVERNMENT

According to the Center for Technology in Government, “e-government is the use of information technology to support government operations, engage citizens, and provide government services.”¹ Based on this definition, the center identifies four broad areas that e-government should encompass, including:

- *E-services*: the electronic delivery of government information, programs, and services over the Internet and other technologies;
- *E-democracy*: the use of electronic communications to increase or enhance citizen participation in the public decision-making process;
- *E-commerce*: the ability to conduct electronic transactions for goods and services such as citizens paying taxes and utility bills, renewing motor vehicle registrations, and paying for recreation programs; and businesses applying for permits and licenses; and
- *E-management*: the use of information technology to improve government management, from streamlining certain processes to maintaining electronic records.²

Prior to the development of e-government, most interactions between citizens or businesses and a government agency required contact through the mail or a visit to the government office. Implementation of existing and emerging technologies provides extensive opportunities for: better and more efficient and cost-effective delivery of government services to citizens; more convenient transactions for business and industry; increased transparency of and access to information; and more efficient and cost-effective government management.

AREA OF FOCUS

The study will evaluate Connecticut's efforts at implementing e-government at the state level. In particular, the study will:

- examine the organizational structure for implementing e-government initiatives relative to other states;
- provide a status report on e-government activities among Connecticut state agencies;;
- identify best practices and model states that have enhanced the ability of citizens and businesses to access government resources and services through development of e-government, including those that achieve cost-savings; and,

¹ Sharon Dawes, *The Future of E-Government*, Center for Technology in Government University of Albany, State University of New York, 2007. http://www.ctg.albany.edu/publications/reports/future_of_egov (April 2010).

² Ibid.

- evaluate various financing mechanisms to enhance the ability of citizens and businesses to conduct transactions online, while potentially raising revenue for the state.

AREAS OF ANALYSIS

1. Describe Connecticut's current statutory requirements, organizational structure, and actual operations to support e-government activities.
 - a. Identify the existing financial and staffing resources dedicated to the promotion and implementation of e-government in Connecticut.
 - b. Assess state agency, including the Department of Informational Technology (DOIT), responsibility for planning and implementing e-government solutions.
 - c. Evaluate the interactions and collaborations among state agencies in order to advance e-government efforts and identify barriers to achieving interoperability.
 - d. Compare Connecticut to other states considered leaders in e-government.
2. Evaluate Connecticut's e-government functionality, based on identified best practices, from the perspectives of:
 - a. citizens;
 - b. businesses; and
 - c. other government entities.
3. Examine state websites to:
 - a. classify the types of e-government features currently available;
 - b. identify those features that are unavailable; and
 - c. prioritize implementation of new and expanded features.

AREA NOT UNDER REVIEW

The study will not evaluate hardware issues, such as the consolidation of data centers. An evaluation of the Connecticut Educational Network also would not be included as part of this review.