E-Government Capacity Check

Overview of the Capacity Check Tool
Objectives of the e-Government Capacity Check

A diagnostic tool to assess the current and future (desired) e-Government capabilities of an organization.

- **Assess the state of e-Government practices** — tool evaluates current capability against recognized best practices and principles consistent with the Framework for GOL.

- **Brings together all elements of e-Government management practices** — Comprised of 25 criteria grouped into 6 categories that cover the full range of capabilities important to building and achieving an organization’s e-Government goals.

- **Provides key improvement information** — Shows what capabilities need to be in place to improve in each criteria area. Organizations will be in a better position to prioritize the opportunities for improvements in e-government capabilities identified from the assessments, and to develop action plans to pursue high priority areas, such as meeting GOL targets and commitments.

- **Builds upon changes already underway** — to existing e-Government management practices.
Key Elements of the Capacity Check

**e-Strategy**  
*(Where we’re going)*  
Criteria to assess an organization’s capacity to articulate a comprehensive vision for e-government.

**Architecture**  
*(What we’re developing)*  
Criteria to assess an organization’s capacity to develop e-government architectures required for the design of e-government solutions.

**Risk & Program Management**  
*(How we manage)*  
Criteria to assess an organization’s capacity to manage e-government initiatives.

**Organizational Capabilities**  
*(What competencies we need)*  
Criteria to assess an organization’s capacity to develop the human and technical skills and resources required for e-government.

**Value Chain Management**  
*(How we work with partners and clients)*  
Criteria to assess an organization’s capacity to integrate partners and clients within e-government solutions.

**Performance Management**  
*(How we’re doing)*  
Criteria to assess an organization’s capacity to measure the success of e-government.

*E-Government Capacity Check developed by KPMG Consulting LP*
Criteria of the Capacity Check

**e-Strategy**
- e-Vision
- Governance
- Strategies, Plans and Policies
- Resource Commitment

**Architecture**
- Business Model
- Security
- Data
- Application
- Technology
- Network

**Risk & Program Management**
- Risk Management
- Portfolio Management
- Project Management
- Business Transformation

**Organizational Capabilities**
- e-Government Competencies
- e-Government Tools & Techniques
- Organizational Learning

**Value Chain Management**
- Partner Relationships
- Value Chain Integration
- Public Readiness Assessment

**Performance Management**
- Client Satisfaction
- Privacy Compliance
- Benefits Monitoring
- Predictability
- e-Government Maturity Reporting

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The Mechanics of the Tool – How it Works

Current capabilities are assessed based on the six key elements. The assessment is done for each criteria area within each element.

A rating system of “1” to “5” is used. A high rating does not necessarily mean “goodness”, but rather formality or maturity of capability. The ideal rating for any area depends on the needs and goals of the organization.

The organization’s current state, or existing capability, is determined based on the criteria descriptions.

Senior management is aware of the need for funding and limited funding exists to support the e-government Program. Resource requirements have not been identified.

Resource Commitment

Senior management has made the initial funding and resource commitments, but they are inadequate to achieve the objectives stated in the e-vision. Resource requirements have been identified. “as is”

The capability descriptions are based on generally recognized best practices, but have been customized to reflect the Framework for Government On-Line.

Senior management has made adequate funding and resource commitments for the initial investment in e-government.

The capabilities described represent different states or plateaus that the organization may strive to achieve over the next 3 years. The descriptions are incremental.

Future year resource requirements are being identified and addressed in light of new e-opportunities and organizational capabilities. “to be”

Resource commitments for the e-government program are dynamically adjusted based on benefits realization and client satisfaction.

TOPIC

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e-Strategy

“Existing capability

Where the organization may strive to be in the future

Future capability

The organization’s current state, or existing capability, is determined based on the criteria descriptions.