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Dec 07, 2002

Three best e-govts: Canada, Singapore, US

Accenture e-government survey picks global top ten.

National governments throughout the world significantly improved their online service delivery this past year, increasing the range and sophistication of eGovernment services for citizens and businesses alike, according to Accenture's third annual global eGovernment study, "Realising the Vision."

As governments progress along the eGovernment path, they also are demonstrating greater understanding of technology's potential to help fully transform the way they operate ? both in terms of service delivery and administrative effectiveness, the report notes.

Leading the way in eGovernment innovation is Canada, which outperformed the other 22 nations studied - for the second straight year the country has held this leadership position on the eGovernment stage. Rounding out the top 10 countries are:

1. Canada
2. Singapore
3. United States
4. Australia
5. Denmark
6. United Kingdom
7. Finland
8. Hong Kong
9. Germany
10. Ireland

The eGovernment study also highlighted several emerging new trends that together help paint a portrait of how governments could better deliver electronic government to businesses and citizens. As governments create new electronic services, they also must successfully resolve considerations involving cross-agency integration, data security, individual privacy, governance structures, national security, global competitiveness and protection of civil liberties.

Creation of uniform privacy practices, digital signature standards and encryption standards for sensitive information are a few of the ways governments are moving forward in this area to pave the way for further eGovernment advances - recognising that real online cost savings occur only by enabling completion of whole transactions.

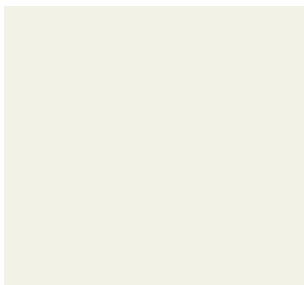
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