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Abstract

In this era of global competitiveness, countries are encouraged to provide services through Information and Communication Technologies (ICT) in order to provide better services to their citizens. Government agencies have to promote citizens' empowerment, improve service delivery, strengthen accountability, increase transparency, thereby improve governance efficiency. Many countries have been providing services to the extent possible to their citizens using currently available techniques, but there is lack of uniform architecture and maturity

models. So it is difficult to evaluate the eGovernance applications while in development and implementation. It needs to analyse the international best practices currently available and the eGovernance Maturity Models for integrating assessment of technological, operational, organizational, human capital capabilities. This paper proposes to integrate security, availability and reliability issues into the eGovernance maturity model.

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Computer Science

Index Terms

Software Engineering

Keywords

Egovernance Security Availability And Reliability Maturity Model Egmm Sixsigma

