

**A CRITICAL EVALUATION OF THE
E-GOVERNMENT MODEL IMPLEMENTATION
IN SRI LANKA**

MASTER OF BUSINESS ADMINISTRATION

IN



INFORMATION TECHNOLOGY

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IN SRI LANKA**

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

Department of Computer Science & Engineering

University of Moratuwa

December 2007

DECLARATION

“I certify that this thesis does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any university to the best of my knowledge and belief it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations”

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To the best of my knowledge, the above particulars are correct.

.....

Supervisor

(Dr. Shahani Weerawarana)

ABSTRACT

For a successful e-government implementation, having a well-organized e-government model is a must for any country. It cannot be a model, which can be copied straight from a different country. It should significantly impact all sectors of the country's economy and its society and should be moulded according to the unique characteristics of the country.

This research will critically evaluate the e-government model, adopted by the ICT Agency of Sri Lanka with its *e-Sri Lanka Re-Engineering Government* programme. It will evaluate its strengths and weaknesses by analysing factors that influence e-government projects currently being implemented. Based on this factor analysis, appropriate recommendations will be proposed to enhance and strengthen the Sri Lankan e-government model by considering all social/cultural/economical/technical aspects pertaining to Sri Lanka.



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ABBREVIATIONS

B2B	Business-to-Business
B2C	Business-to-Consumer
BMD	Birth Marriage Death
BOP	Bottom Of the Pyramid
BPR	Business Process Re-engineering
CIO	Chief Innovation Officer
G2B	Government-to-Business
G2G	Government-to-Government
G2C	Government-to-Consumer
G2E	Government-to-Employee
GIC	Government Information Center
GIF	Government Interoperability Framework
ICT	Information and Communication Technology
ICTA	ICT Agency of Moratuwa, Sri Lanka.
IS	Information Systems
LAN	Local Area Network
LGN	Lanka Government Network
NCS	National Computer Systems
NEA	Nationwide Enterprise Architecture
PSC	Project Steering Committee
ROI	Return On Investment
UNCITRAL	United Nations Commission on International Trade Law
VPN	Virtual Private Network
WAN	Wide Area Network