E-Governance without Information Technology Governance: Success or Failure?

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ITG is a concept which emerged since 1990 and it is defined as a concept to enhance the effectiveness of IT utilization in order to achieve integration with the overall strategic requirements. The concept eGov came into existence with the advent of government websites in late 1990s and refers to the use of ICT to provide citizens and organisations with more convenient access to the government's services and information.

Although millions of money and other resources have been invested in eGov with the objective of enhancing the lives of citizens, it is questionable whether the expected outcomes have been delivered by those initiatives. A number of researches have been conducted across the world to identify technical aspects in the success of eGov although no proper studies have been conducted in Sri Lanka. In general, practitioners are with the view that the success of any IT application depends on ITG aspects in organization. In line with this background, the overall objective of the study is to explore the impact of ITG in organization in the success of eGov.

Conceptual framework was produced based on eGov delivery framework, focus areas and maturity aspects of ITG. Government organizations which have made efforts/implemented eGov applications in the recent past were purposively selected for the study. Out of the selected organizations, three have rated as 'success' and the rest as 'unsuccessful'. The status of ITG was assessed based on the variables of the COBIT framework. IT maturity was also measured using standard techniques. According to the findings, IT governance approaches in organizations where eGov applications were unsuccessful are at a poor level maturity. The study proves that ITG is vital for success of eGov and this an area where the government needs to consider when promoting eGov in Sri Lanka.

Key words: eGovernance, IT governance, IT strategies, IT management, eGov