



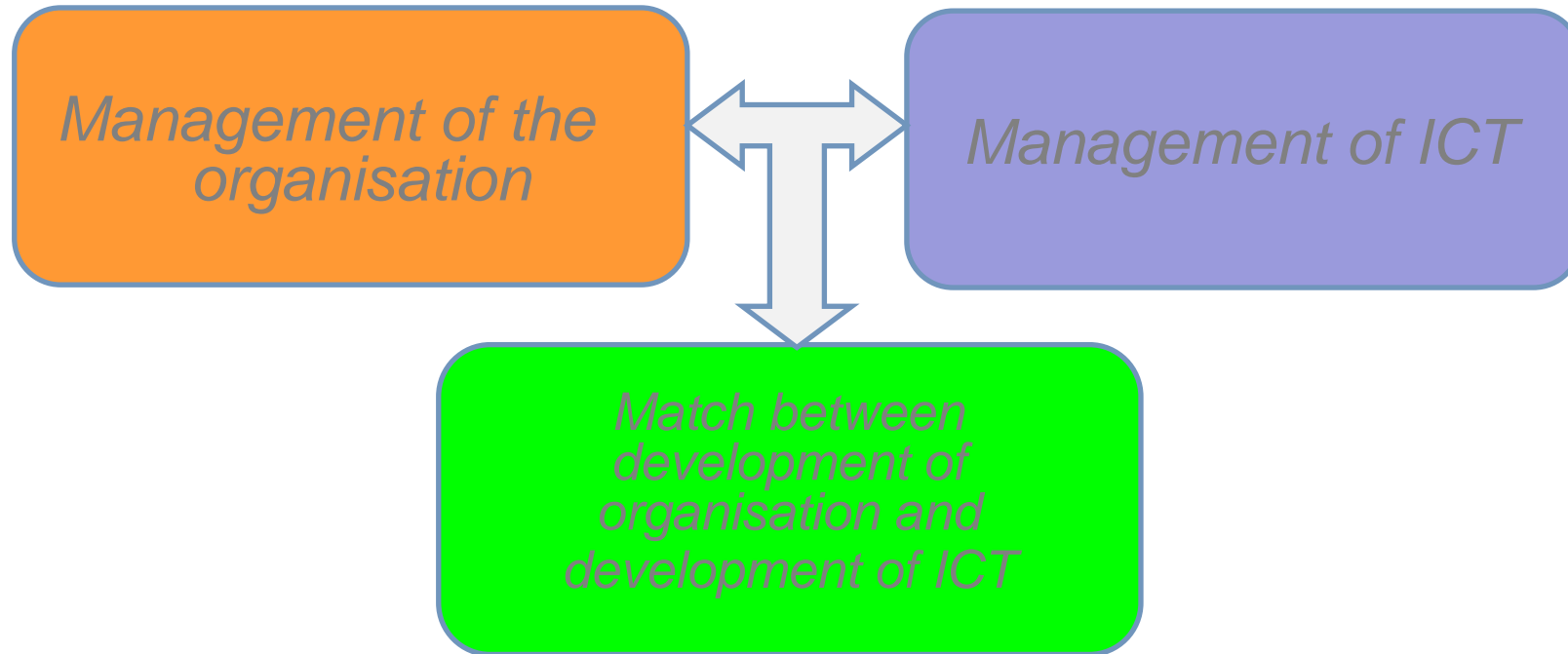
# E-Government: creating opportunities and/or new problems ?

Elke Boudry, Sarah Janssens, Sabine Rotthier, Filip De Rynck



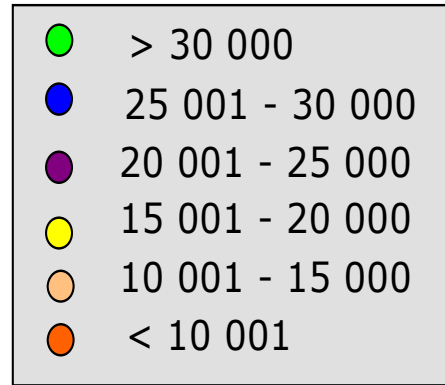
in samenwerking met





Data from 29 Flemish municipalities  
(8000 – 35.000 inhabitants)

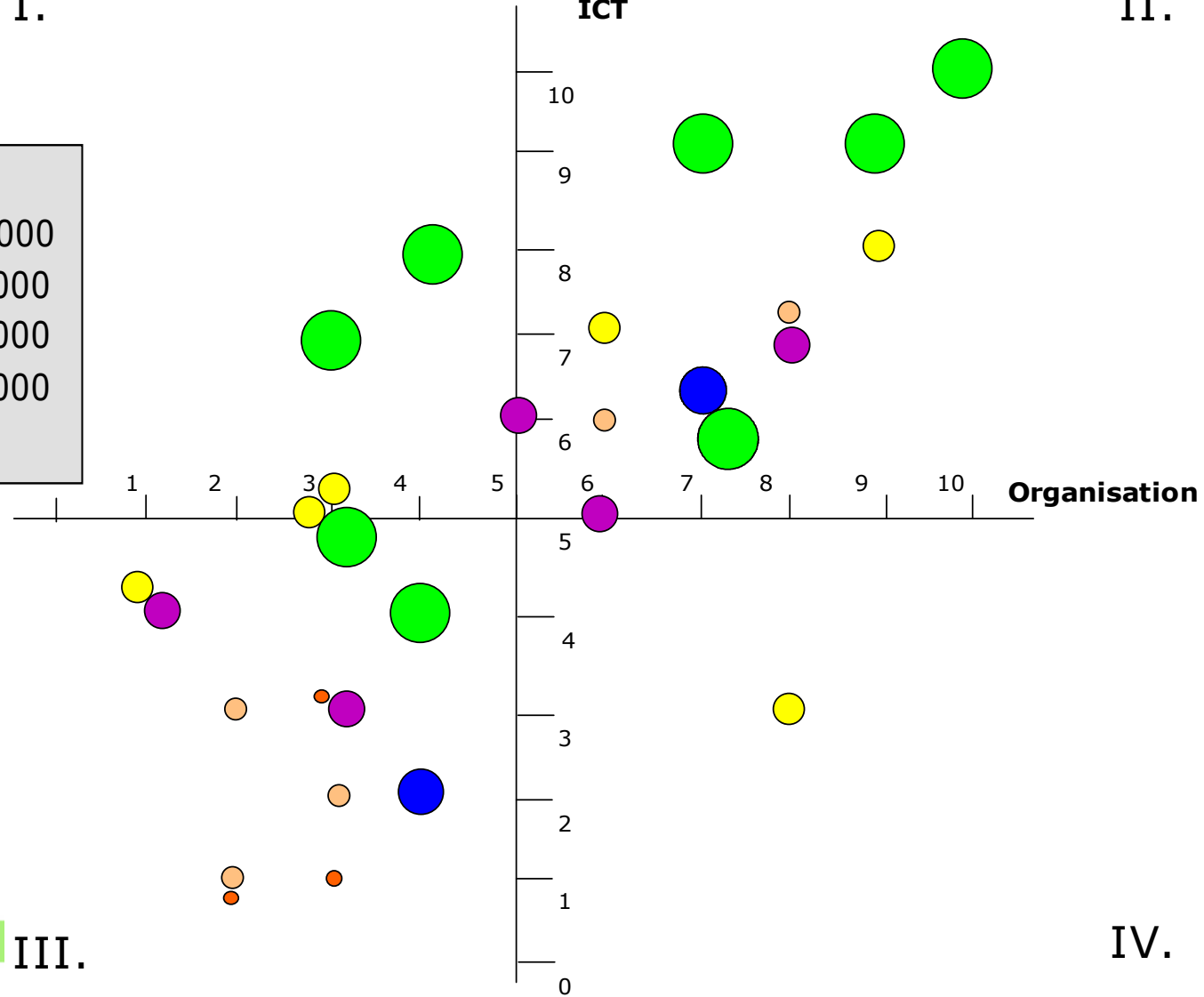




I.

ICT

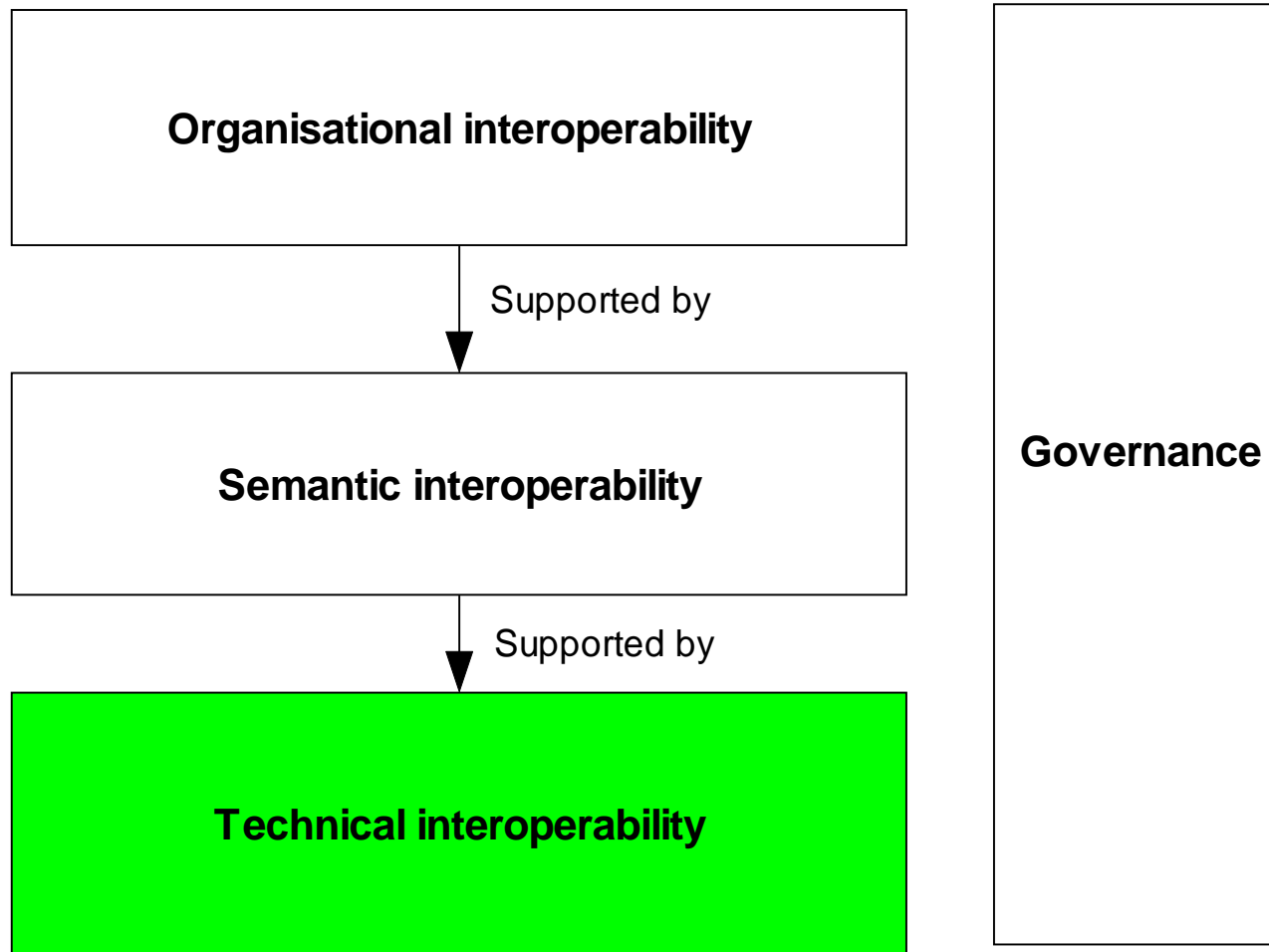
II.



IV.



# Can the municipal services talk to each other ?





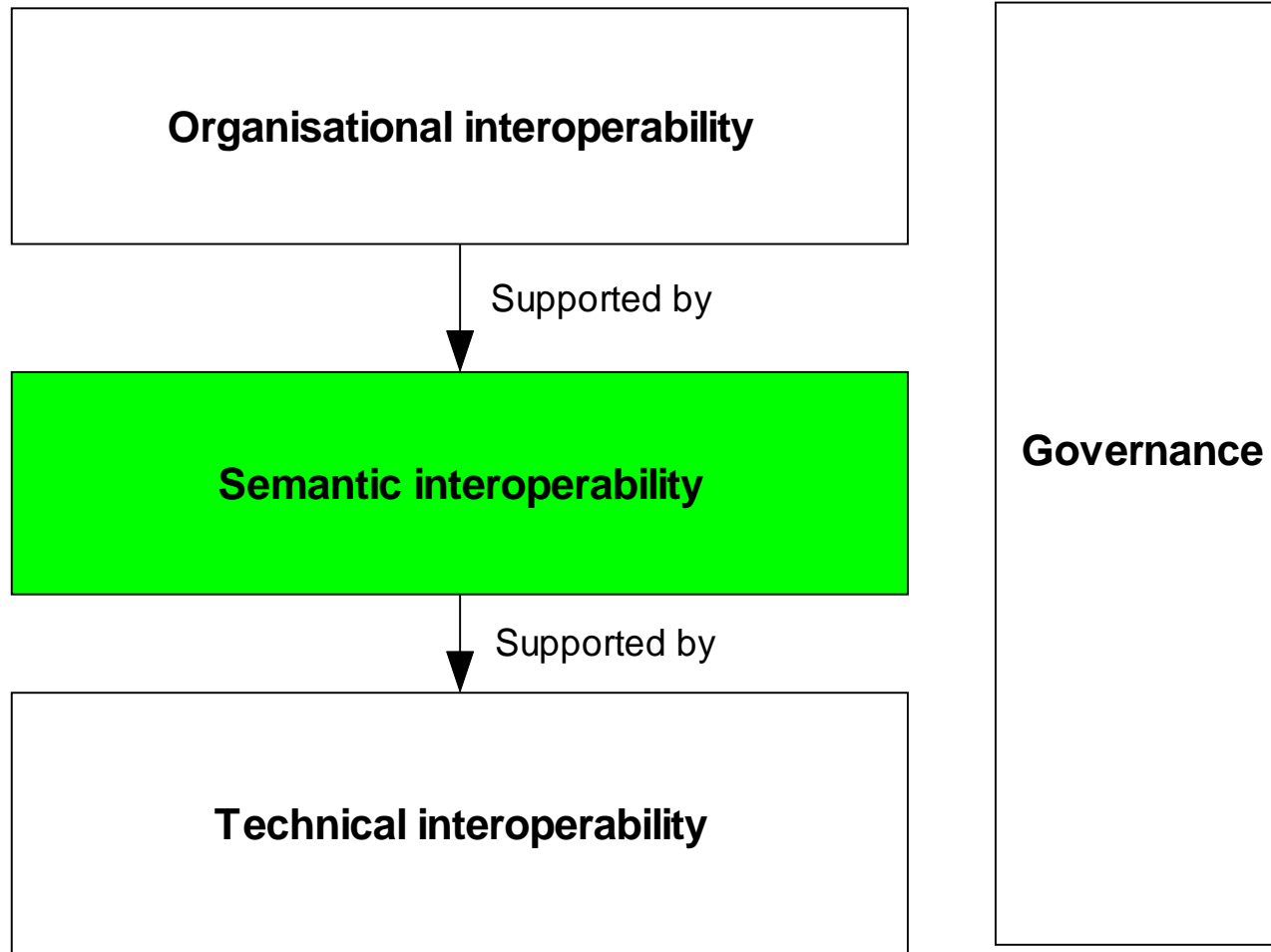
## Infrastructure and applications

- Decentralised budgets = decentralised decisions based on department oriented policy
- Sharp increase of applications in the municipal departments
- Reinforcing the stand alone applications and department – oriented behavior
- Fragmentation of the organisation





Do they understand each other ?





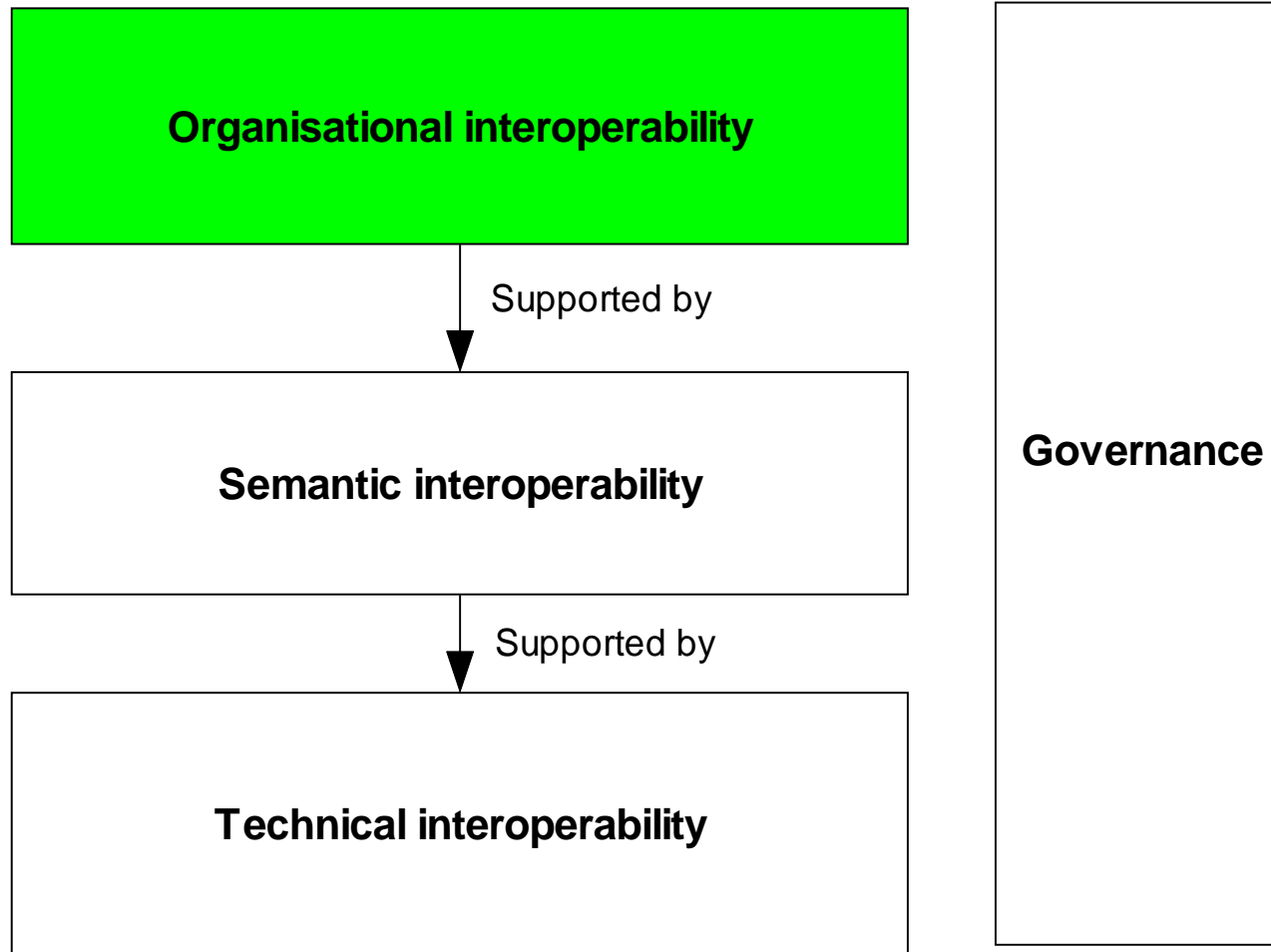
# Data and data management

- Increase of non – compatibility between departments
- Management of (quality of) data as a new problem
- Potential of organisation – wide applications underdeveloped at this moment



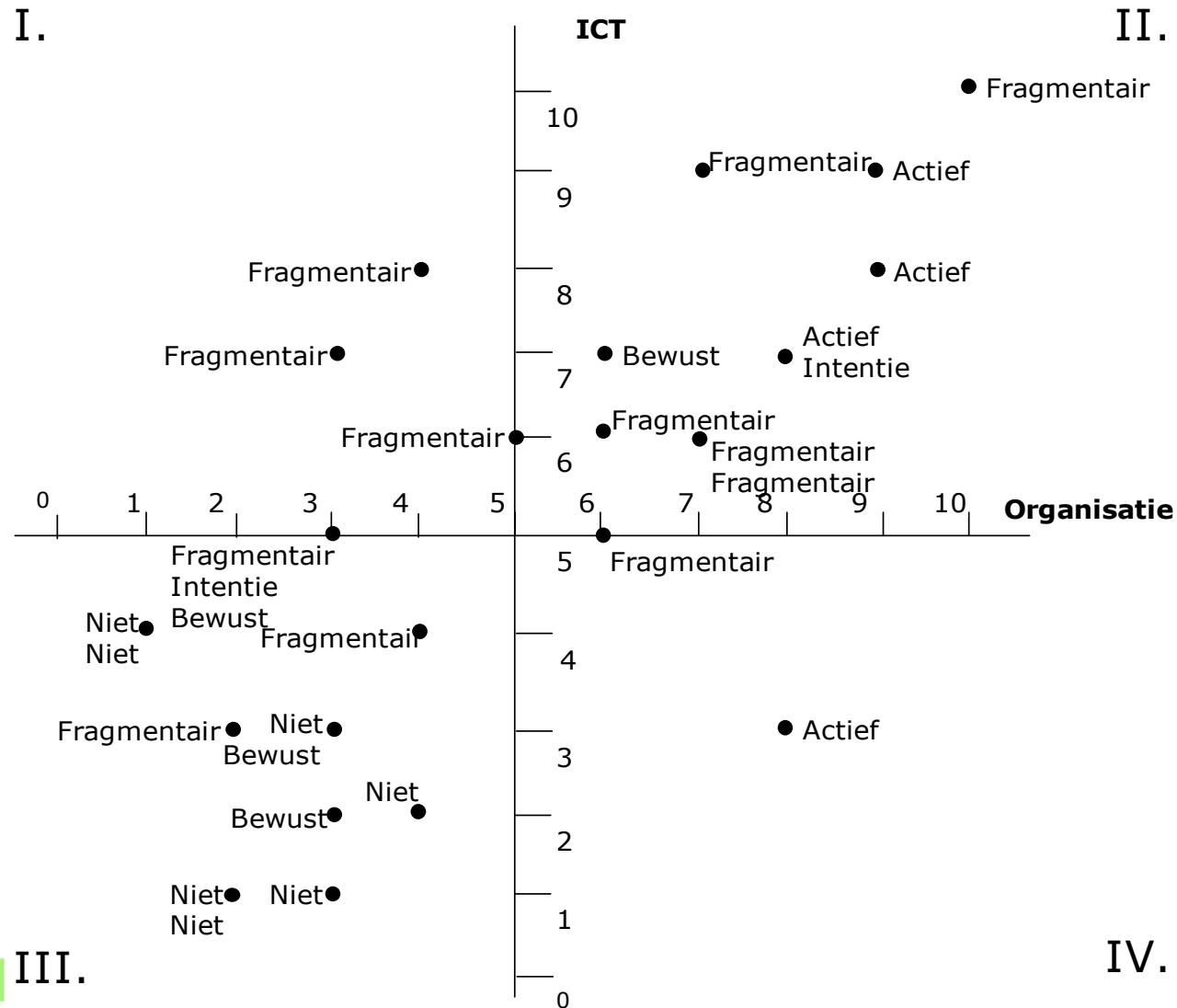


# Is the organisation process oriented ?



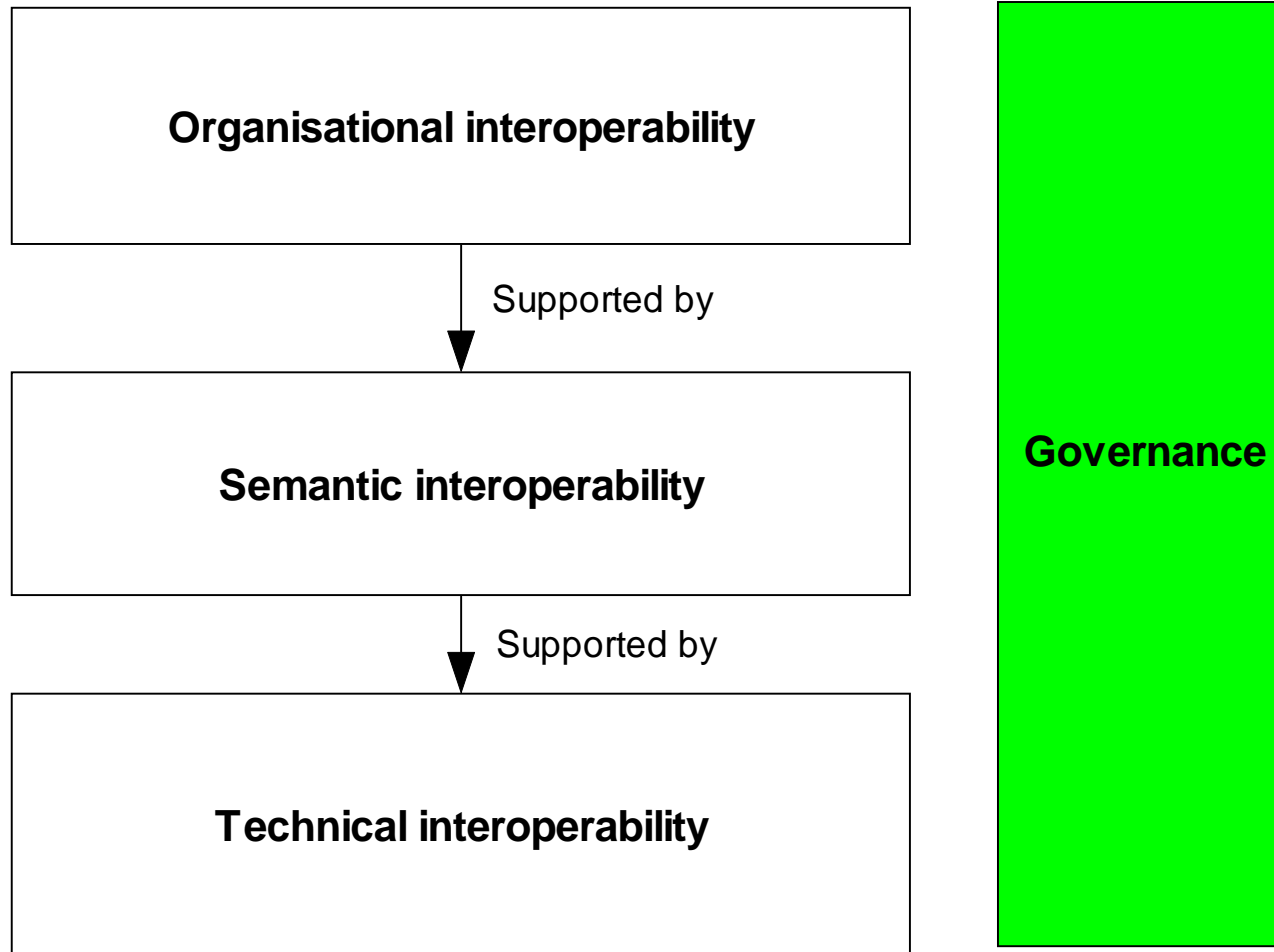


# Process – oriented ?

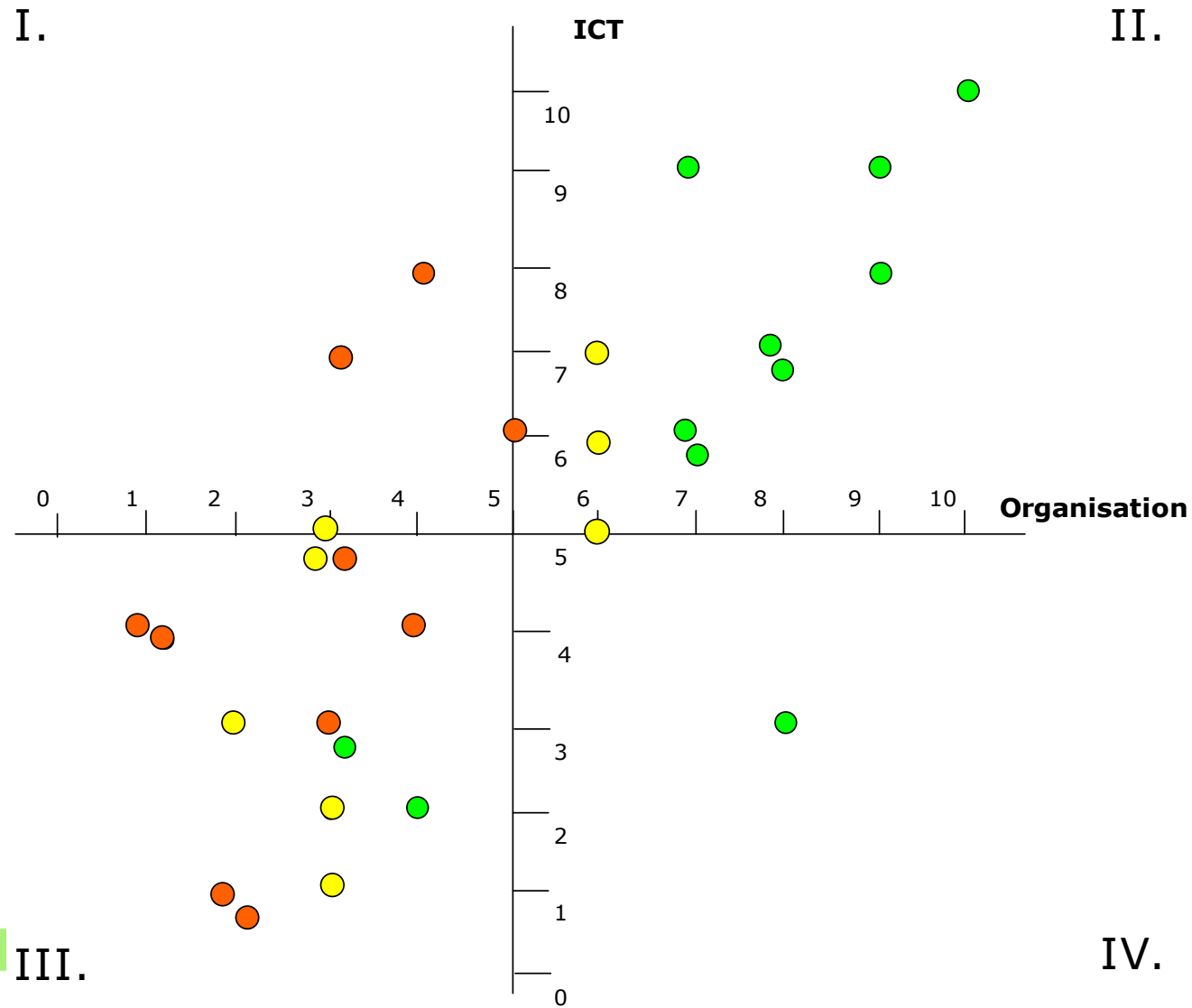
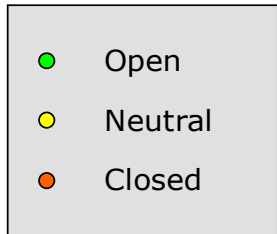




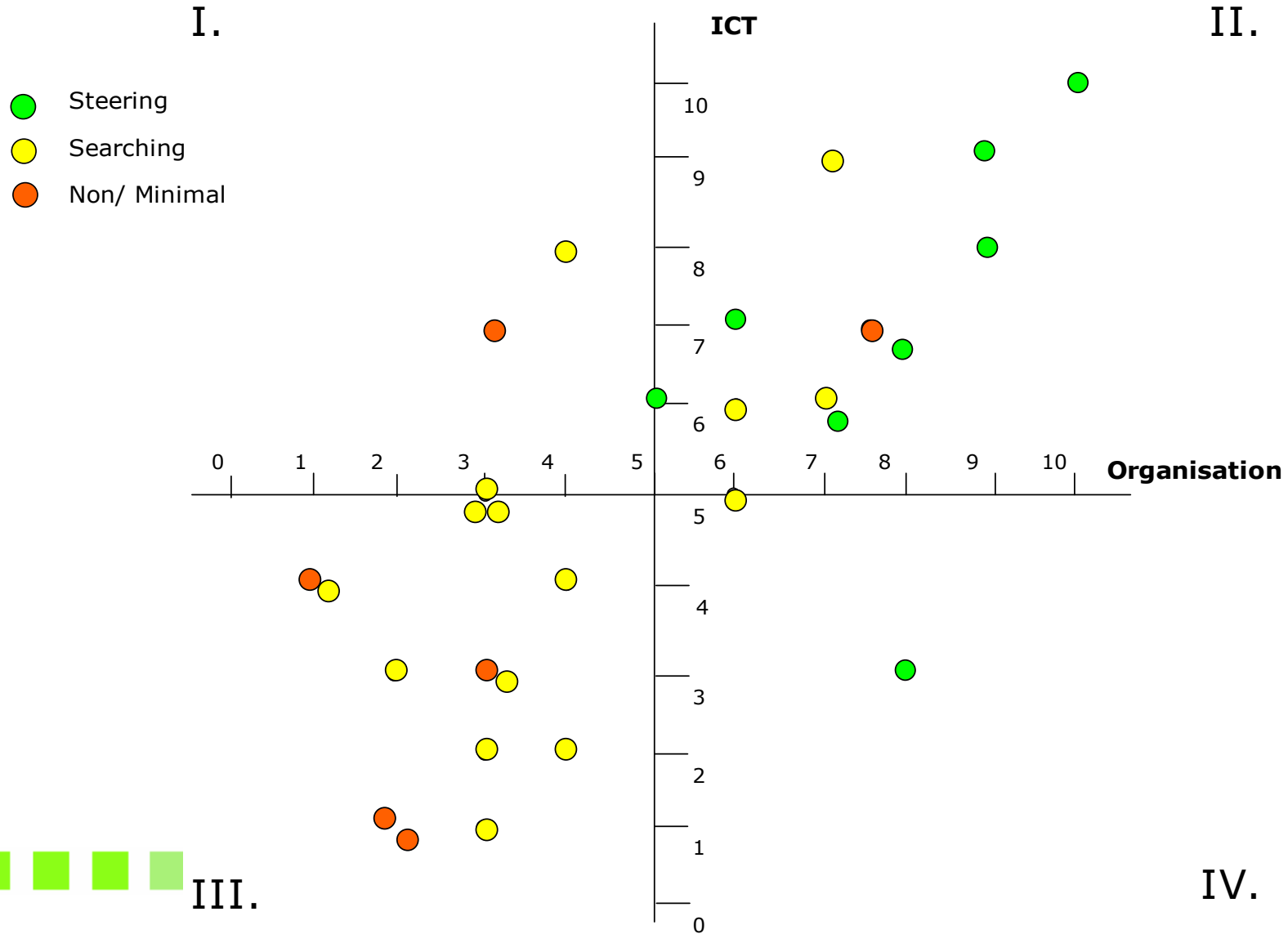
# Governance: capacities of the organisation ?



# Organisational culture



# Role of management teams



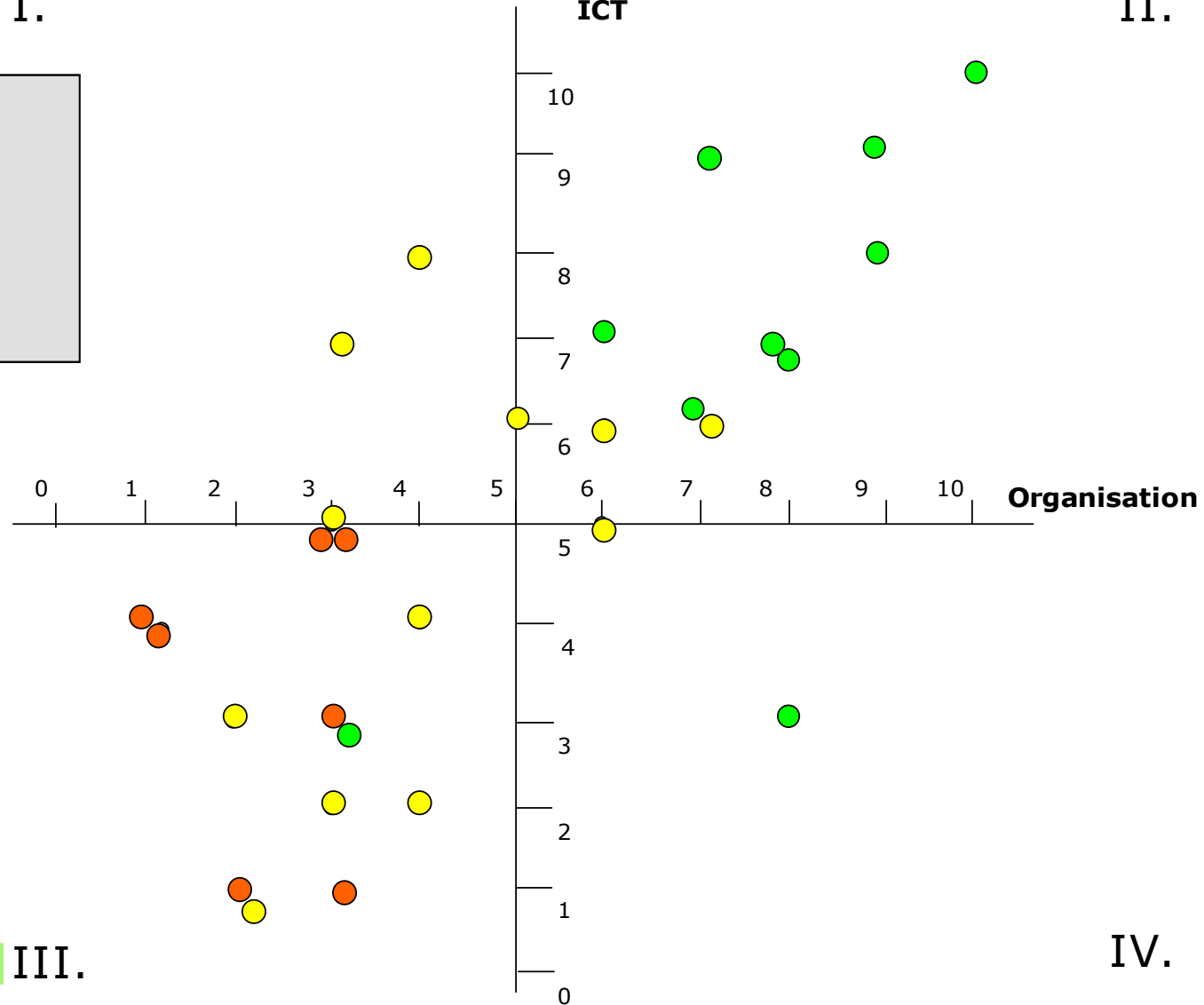
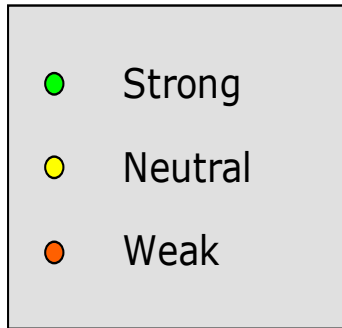
# Type of managerial leadership



I.

ICT

II.

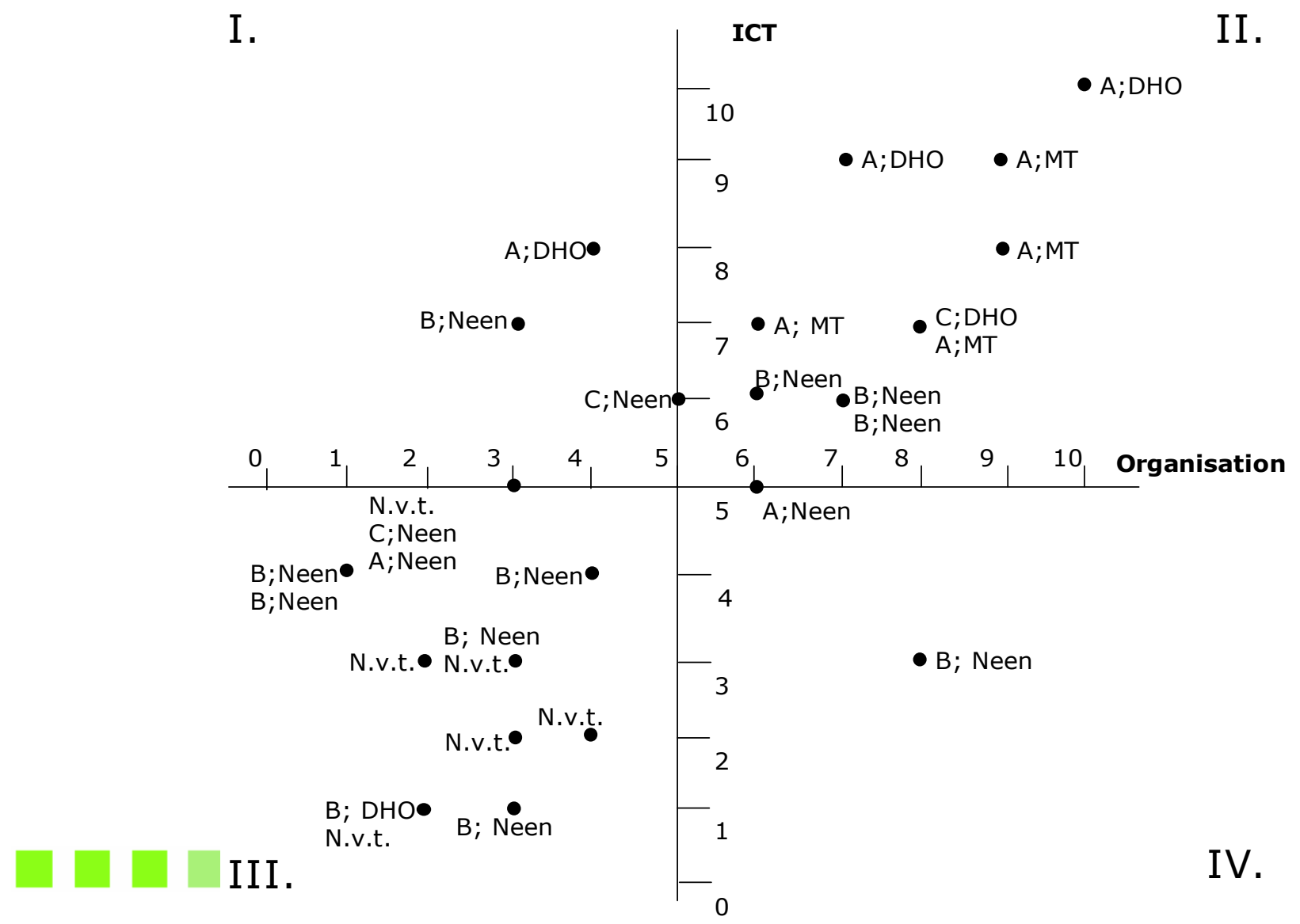


IV.





# The position of the professionals





ICT as a powerful incentive for the creation of a group of islands in the organisation

and / or

ICT as a powerful management tool for organisational and organisation – wide innovation ?

