PROGRESS IN IMPLEMENTING E-GOVERNMENT IN BRITAIN:

SUPPORTING EVIDENCE FOR THE NATIONAL AUDIT OFFICE REPORT GOVERNMENT ON THE WEB II

Patrick Dunleavy, Helen Margetts, Simon Bastow, Ruth Callaghan, and Hala Yared

The research reported here was commissioned by the National Audit Office as part of the Government on the Web II report (London: The Stationary Office, 25 April 2002), HC xxx, 2001-2 Session. Additional funding to cover the production and dissemination of Progress in Implementing e-Government in Britain was provided by Deloitte Touche, plc.
LSE Public Policy Group is a consortium of London School of Economics academic staff undertaking applied policy research and consultancy, mainly for government and public sector bodies. It works closely with Enterprise LSE, the School’s consultancy arm.
Contact:  lse-ppg@lse.ac.uk
Web site:  www.lse.ac.uk/ppg/

School of Public Policy

The School of Public Policy, UCL is the research and teaching arm of University College London in the field of public policy. It runs post-graduate courses in public policy, and undertakes research and consultancy in the field.
Contact:  spp@ucl.ac.uk
Web site:  www.ucl.ac.uk/spp/

The research team involved in the Government on the Web II report were:

**Patrick Dunleavy**  Professor of Political Science and Public Policy and Chair, LSE Public Policy Group, London School of Economics and Political Science (LSE)

**Helen Margetts**  Professor of Political Science and Director, School of Public Policy, University College London (UCL)

**Simon Bastow**  Research Fellow, School of Public Policy UCL, and LSE Public Policy Group

**Ruth Callaghan**  Researcher, LSE Public Policy Group

**Hala Yared**  Researcher, School of Public Policy, UCL
REFERENCES

Academic

'Government on the Web', (1999) Report commissioned by the National Audit Office (HC 87)


Margetts H and Dunleavy P, (2002) Cultural Barriers to E-government, Published by the National Audit Office HC 704-III


Central Government

Modernising Government White Paper (March 1999)

Electronic Communications Act 2000

‘E-communications@its.best.uk’ published by Performance and Innovation Unit (September 1999)

‘Wiring It Up’ published by Cabinet Office (PIU) (January 2000)

‘E-government strategy framework for public services in the Information Age’ published by Cabinet Office (April 2000)

‘Citizens First’ published by Cabinet Office (September 2000)

‘E-government services for the 21st century’ published by Cabinet Office (PIU) (September 2000)

‘E-government authentication framework’ published by Cabinet Office (OEE) (December 2000)

‘Ukonline.gov.uk: Connecting you with government information and services’ published by Cabinet Office (February 2001)


‘E-government meta-data framework’ published by Cabinet Office (May 2001)

‘E-communications at work’ published by Cabinet Office (July 2001)

‘Electronic communications at work: what you need to know’ Version 2 published by Cabinet Office (OEE) (July 2001)

‘Electronic Records Management Framework’ published by Cabinet Office (August 2001)


‘E-services development framework’ published by Cabinet Office (December 2001)

**HM Customs and Excise**


‘HM Customs and Excise e-business strategy Version 2’ published by HM Customs and Excise (July 2001)

‘HM Customs and Excise Departmental Investment Strategy’ published by HM Customs and Excise (2001)
Department of Transport, Local Government, and the Regions

‘Modern Local Government in Touch with the People’ published by Department of Environment, Transport and the Regions (July 1998)


DETR e-business strategy’ (October 2000)

‘Delivering Local Government Online: Milestones and Resources for the 2005 target’ published by Department of Environment, Transport and Regions (DETR) (February 2001)

‘Promoting E-government – Best Practice in Local Authorities’ published by Department of Environment, Transport and the Regions (February 2001)

‘Delivering Local Government Online: Guidelines for preparing Implementing Electronic Government statements’ published by Department of Environment, Transport and the Regions (March 2001)


‘Local Targets for Electronic Service Delivery: Central Local Liaison Group’ published by Department of Environment, Transport and the Regions (2001)

‘Strong Local Leadership – Quality Public Services’ published by Department of Transport, Local Government and the Regions (December 2001)

Other


‘Closing the Digital Divide: Information and Communication Technologies in deprived areas’ published by Department of Trade and Industry (February 2000)

‘Business in the Information Age: International Benchmarking Study’ published by DTI in conjunction with UK Online for Business campaign

‘How to decide to use the Internet to deliver government programmes and services’ published by Australian National Audit Office (ANAO) (April 2001)