

UN-ASPA Five Stages of E-Government

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STAGE	UN-ASPA Stage Description	Specific Characteristics / Features To Look For
Stage One	Emerging Web Presence <ul style="list-style-type: none"> Sites serve as a public information source Static information on the government is provided FAQs may be found Contact information is provided 	<input type="checkbox"/> Telephone Numbers <input type="checkbox"/> Postal Address <input type="checkbox"/> Email Address <input type="checkbox"/> Services Offered <input type="checkbox"/> Mandate, Organizational Structure, FAQs, Related RAs
Stage Two	Enhanced Web Presence <ul style="list-style-type: none"> Access to specific information that is regularly updated A central government homepage may act as a portal to other department sites Useful documents may be downloaded or ordered online Search features, e-mail and areas for comments are accessible 	<input type="checkbox"/> Updated in the past 1.5 months <input type="checkbox"/> Forms are available (html, word, sometimes zip, pdf) <input type="checkbox"/> Search function / Site Map <input type="checkbox"/> Message Board / Feedback Form <input type="checkbox"/> Newsletters or Publications / Purchase Information
Stage Three	Interactive Web Presence <ul style="list-style-type: none"> A National government website frequently acts as a portal Users can search specialized databases Forms can be downloaded and/or submitted online Secure sites and passwords begin to emerge 	<input type="checkbox"/> Downloadable Forms (pdf, zip) <input type="checkbox"/> Specialized Databases <input type="checkbox"/> On-Line Forms Submission <input type="checkbox"/> Interactive Elements e.g. Chatroom / Forum / Discussion Board <input type="checkbox"/> User Log-in and Password (internal use or public)
Stage Four	Transactional Web Presence <ul style="list-style-type: none"> Users will be able to conduct complete and secure transactions online The government website will allow users to customize a portal in order to directly access services based on specific needs and priorities Sites will be ultimately secure 	<input type="checkbox"/> Public Use Log-in and Password (NOT exclusive for internal use) <input type="checkbox"/> Secure ¹ <input type="checkbox"/> On-Line Payment <input type="checkbox"/> Confirmation of request (e-mail confirmation / acknowledgment receipt) <input type="checkbox"/> Display of Security and Privacy Policy
Stage Five	Fully Integrated Web Presence <ul style="list-style-type: none"> Country provides all services and links through a single portal No defined demarcation between various agencies and departments All transactional services offered by government will be available online 	<input type="checkbox"/> All Department Information and Services may be accessed through the Department Portal <input type="checkbox"/> Cohesive interface covering all attached agencies, concerned agencies and all services <input type="checkbox"/> Frontline Services are fully-transactional online <input type="checkbox"/> User may Customize his Department Portal page <input type="checkbox"/> Search Engine Encompasses attached websites

¹ Secure = padlock or solid key security icon appears at the bottom of browser; URL starts with https instead of http