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# Back-end Challenges of Electronic Government

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Electronic government –e-government- is a multidisciplinary project that is complex in nature. Many countries since the beginning of the Internet revolution have adopted e-government as a step toward enhancing the delivery of public services to citizens by what is called e-services. A typical request for a service is initiated and passes through the e-service portal or the front office which can be defined as initiative aimed at making doing business with government easier by providing online access to a range of services. The service request will be fulfilled by the back-office which can be defined as “the internal operations of an organization that support core processes and are not accessible or visible to the general public” (UNeGov.net).

While a little attention in literature has been given to e-government challenges (front office and back-office challenges). The focus so far has been made to describe the benefits and advantages of e-government. Unfortunately, there is a few e-services provided by most of governmental organizations or ministries in many countries because of the both types of challenges mentioned earlier. This research is aims to give some benefits may be gain by the government and public by utilizing the technology and facilitating the daily governmental transactions. Some of the benefits will be discussed are automation, cost reduction, enhancing governmental organizations efficiency, assisting a government’s economic policy, and helping our environment by reducing air and noise pollutions

Moreover, it aims to review the e-government challenges and issues in details and try to provide solutions and recommendations for those challenges. The research is covering the front office or front-end challenges like user prospective, technical prospective, organizational prospective, knowledge prospective and cultural and political prospective. On the other hand, some of the back-office challenges will be covered are e-government design and development,

users or targeted users, public organizations and citizen readiness to use and implement the e-governments technologies, Technology change and finally security and infrastructure.

This study is expected to help public organizations finding a comprehensive analysis of the e-government challenges and proposed solutions. It will address the organizations' changes influenced by the challenges. It will explore, explain and identify some of advantages and disadvantages for the e-government. It will be as a guide line for the public organizations' decision makers or top management to take the appropriate decision on the computerizing the services for the public. Also, as number of electronic services provided by government are increasing and as the number of electronic government users - public organizations and citizens – are increasing, new benefits and advantages might be discovered and need to be explained. On the other hand, new issues, risks and challenges needs to be explained, administrated and controlled. This research and future researches to address the e-government challenges, propose solutions and recommend actions are strongly required to achieve best performance of the e-government. On the other hand, new studies needs to be published to encourage the governments, business and citizens to utilize the internet, Information Technology (IT), Information and Communication Technologies (ICT s), and other web-based telecommunication technologies to use and implement efficient and effective public services through e-government