

## Editorial

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# Ranking E-Government by Delivery of Citizen Services

There are several highly regarded national evaluations of e-Government prepared each year. Most, if not all of the criteria however, are based on physical infrastructure for their rankings. While it is undeniable that access to communications infrastructure and services, both wireline and wireless, are essential to delivery of all electronic services, far less attention has been focused on the range of e-services that are being provided by governments around the world to citizens, enterprises, and between government units.

The Global E-Government 2007 ranking system designed by Prof. Darrell M. West of Brown University is based on an assessment of 1,687 national government websites in 198 countries. This methodology is intended to “obtain a full sense of what electronic services are presently available in countries around the world,” according to Prof. West and his project team. His student team, by the way, is fluent in 10 major languages so were competent to provide more than a cursory review of the websites examined. The results of this ranking system are presented as the In-Focus section of this I-Ways.

The scope of the survey includes websites sponsored by the executive, legislative and judicial branches of governments responsible for health, human services, taxation, education, economic development, foreign affairs, transportation, military, tourism, business regulation and numerous others. The prism the evaluation applies, however, is somewhat unusual. This is whether online access is available to citizens and companies as well as other forms of service delivery. Features such as: number of online services accessible, online publications, audio and video clips, non-native languages or language translation, premium fees, user payments, disability access, privacy policy and security features, digital signatures, credit card allowed, e-mail address, comment form, and personal digital assistant access (PDA).

This is a valuable addition to research contributing to more effective measurement of e-Government effectiveness.

Russell Pipe, Editor

## Dedication

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# Meheroo Jussawalla Has Made a Difference



Those who truly embrace a global perspective in economics and communications, sharing their knowledge and experience with educators, government officials, business leaders, journalists, and the wider civil society, are few indeed. Dr. Meheroo Jussawalla has personally experienced the hardships of immigrating from Asia to the US, building a life that has generously benefited those who know her and the East-West Center in Honolulu where she contributed so much wisdom and leadership for 30 years.

Through initiatives inspired and guided by Jussawalla, the outreach of the Center to Japan, China, Sri

Lanka, Vietnam and of course India, well before today's advanced channels for cooperation were established, it was successfully achieving human and institutional "bridge-building." An example of this is the

important role she had in the formation of the TIDE 2000 project, sponsored by the Ministry of Foreign Affairs of Japan. Telecommunications Inter-Dependent Economies (TIDE) in the year 2000 and beyond, sought to extend cooperation and understanding leaders in developing countries of the great changes technology had for their nation's development and betterment.

A longtime colleague and advisor to I-Ways and its earlier title Transnational Data Report, Meheroo has and continues to be an inspiration.

She recently published her autobiography "On Six Dollars to America: A Tale of Adventure, Courage, and Reward," (\$13.00 in paperback, Amazon.com), recounting experiences since departing India. This is a scholar's journey to freedom, rewarding the reader with not only a story of one person's perseverance against great odds, but also the realization that others can search out and live their dreams.

Russell Pipe, Editor