

Foreword

The public sector in many Commonwealth countries has undertaken a variety of e-governance and e-government projects to exploit the use of information and communication technology (ICT). While there are significant benefits associated with these large and complex change initiatives, there are also many challenges that will be encountered during the journey towards e-governance and e-government.

This publication, *Information and Communication Technologies for the Public Service: A Small States Focus*, provides the lessons and experiences from a number of Commonwealth small states that have pioneered the electronic delivery of public services. The publication outlines the major concerns associated with e-governance for effective service delivery, including a synopsis of issues, experiences and international efforts in these countries. It also recommends steps that can be taken to move the deployment of e-governance forward.

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