

Preface

Commonwealth countries have had a wide range of experiences in their attempts to adopt e-government and face many options as they decide how to go forward. How they deal with these choices depends on their approaches to **benchmarking** (comparison with other projects), **best practices** (identifying the best alternatives) and **technology transfer** (proper training). Because e-government and e-governance are developing fields, rather than co-modified products, there is no one right way to do things, and there is no single goal towards which to strive. That is why the Commonwealth tradition of mobilising support and building consensus continues to be the most effective basis for moving forward with e-government.

This book describes the experiences of two small Commonwealth countries, Malta and Cyprus, which have pioneered the electronic delivery of public services, and the lessons that can be learned from their initiatives. It outlines the major concerns associated with e-governance, presenting a synopsis of the issues faced by Malta and Cyprus, and recommends steps that can be taken to advance e-governance.

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