



Understanding Citizen Needs

Globalization, demographic change and the growing influence of technology are reshaping the world at breathtaking speed. Together, these forces are causing institutions, businesses and governments to renew themselves in order to deliver their mandates, and remain competitive and relevant in a changing world. Governments are responding by reassessing their role in society, their priorities and the allocation of their resources. By placing citizens and businesses at the centre of activity, governments are organizing processes and services around their needs and expectations. Governments are embracing a vision of electronic service delivery that will offer the citizens services at the right time and place, and enable individuals and businesses to interact securely with government in a convenient, accessible way. Characterized as citizen-centric government, this vision recognizes the different ways that people interact with their government:

- As taxpayers who expect value and results;
- As clients who expect accessible, quality services; and
- As citizens who participate in the democratic process.

Accessibility and Efficiency

As the impact and influence of Single-Window strategies grow, and along with them the requirement to support multi-channel service delivery, it affords governments the opportunity to facilitate two primary objectives of government service delivery, “**Accessibility**” and “**Efficiency**”. Both of these objectives run deeply and broadly throughout the service delivery function, regardless of delivery mechanism or agency. They are simple in their focus but can be complex in their implementation and impact. The public’s expectation is one of “no wrong window on government”.

Single Window Experience

CGI’s experience in the area of government service delivery, or what we have termed **g-Commerce[®]**, has been at the forefront of the industry. Our experience has been in integrating not only traditional over-the-counter government service delivery and the new electronic service delivery channels, but also “front office” and “back office” functionality across multiple departments thus providing

single-window access for the citizen regardless of channel. CGI's approach has resulted in the deployment of proven, scalable solutions providing a functional and technical architecture that enables One-Window, multi-channeled access. It is also adaptive to enable either a "consolidated service delivery agency model", or a "distributed service delivery standards model".

**Reinventing
Government**

Analysts say that over the next five to six years, governments will gradually build to a sophisticated level of online government whereby legislative mandates will drive the organizational reinvention necessary to synchronize governments' processes and jurisdictions with their e-government strategies.

**More Efficient
Service Delivery
at Less Cost to
Taxpayers**

Forrester Research predicts that in the U.S., federal, state, and local governments will combine to collect \$602 billion online in 2006. Income tax and employer payment collections from small businesses at the federal level will constitute the bulk of e-Government collections. Governments at all levels will receive 333 million online submissions by 2006. State governments will receive the most – 137 million in 2006 -- fueled by online business reporting. By 2006, authorities will roll out almost 14,000 total eGovernment applications nationwide. The majority of these services will come from the nation's 35,000 cities and towns.

**g-Commerce
Market
Heats Up**

Gartner Research predicts that U.S. governments over the next five years will spend more than \$19 billion US. In Canada, the figure looms in the vicinity of \$2 billion US. Globally, Europe, Asia and third world nations each will spend at least as much as the U.S. bringing the global market to approximately \$150 billion US.

**Credible
Partners Make
the Difference**

With governments mandating deadlines for providing e-commerce services, governments are recognizing that they will need to find credible partners to realize these mandates. CGI is well positioned to form partnerships with governments around the world.