

Glossary: Key working definitions and terms

The OECD Digital Government Performance Survey 2014 explores a number of new areas; hence, the methodology and these working definitions are not exhaustive and remain to be consolidated.

The point of departure for this survey will initially be any existing international and national definitions. In addition, the definitions below might provide guidance understanding how the terms are intended for the purpose of this questionnaire:

- **Business case:** A tool to assess and present the value proposition of an ICT project. This implies assessing the value for money comparing project costs and benefits. The use of business cases is considered essential, for example in IT project management frameworks such as Prince2.
- **Cost savings:** Cost savings could cover reduced procurement costs, reduced operational costs, and time savings from the public administration or users of public services measured by the estimated value of this time.
- **Central government:** The central government consists of the institutional units making up the central government plus those NPIs (non-profit institutions) that are controlled and mainly financed by central government. The political authority of central government extends over the entire economy. Central government has therefore the authority to impose taxes on all residents and non-resident units engaged in economic activities within the country.
- **Digital Government:** Digital government refers to the use of digital technologies, as an integrated part of modernisation strategies, to create public value. It relies on a digital government ecosystem comprised of government actors, non-governmental organisations, businesses, citizens' associations and individuals which support the production and access of data, services and content through interactions with the government.
- **E-Government:** E-Government refers to the use by the governments of information and communication technologies (ICT), and particularly the Internet, as a tool to achieve better government.
- **Funding:** Provision of financing or other allocation of resources, including for example through seconded staff.

- **ICT project:** An investment project where the use of ICT is an essential component without which the project would not be implemented. The ICT component can reflect new development or considerable adjustment of existing solutions.
- **ICT project costs:** The total costs cover both *capital costs* and *operating costs* throughout the entire project cycle, including also costs incurred for salaries to internal public servants.
- **Public service:** A public service has a single service outcome, a single service ownership, and a primary end user group. It is characterised by the intent to add value to society.
- **Public value:** Public value refers to different dimensions that may vary according to the perspective or the actors, including the following :
 - 1) goods or services that satisfy the desires of citizens and clients;
 - 2) production choices that meet citizen expectations of justice, fairness, efficiency and effectiveness;
 - 3) properly ordered and productive public institutions that reflect citizens' desires and preferences;
 - 4) fairness and efficiency of distribution;
 - 5) legitimate use of resource to accomplish public purposes; and
 - 6) innovation and adaptability to changing preferences and demands.
- **Time savings:** Time savings can be the result implementing productivity enhancing ICT projects. Time can be saved for example by the elimination, reduction or automation of service delivery or administrative processes. Time savings within the public administration is measured in full time equivalents (FTEs) annually and can be attributed a financial value. Time savings for citizens and businesses are measured in hours annually, and can equally be attributed a financial value.
- **Transaction:** An exchange of information, services, goods or money between a public sector authority and an individual or legal entity.
- **Transaction costs:** The specific costs of delivering a transaction. Studies show that transaction costs vary across channels which is why governments seek to prioritise the most cost-effective service delivery channels. For the purposes of this survey, we look at transaction costs per specific service.