

Appendix C

The IDeA/ODPM ‘Building Blocks’ for Local E-Government

Interactions	Access channels	Trust & connections	Enablers	Core systems	People
Providing information	One stop shops	Joining up	GIS	Customer/property /land databases	Marketing/ take-up
Providing access to networks	Contact centres	Broadband	CRM	Procurement	Understanding customers
Consultation	Specialist portals	Building trust	Knowledge management	Financial info. system	Leadership
Application for services	Local service websites portals	Government gateway	tranet/ intranet	Office systems	Change management
Paying for goods/ services	Home visits supported	Security	Mobile technology	Human resources & p	Programme/ Project mangt.
Booking venues, resources etc.	Digital TV	Smart cards	Telemetry	Asset management	e-skills
Providing grants/ benefits	Local councillors	Encryption & digital si	Document imaging	Income collection	e-learning
Procurement	Intermediaries	Legal framework			
Collecting revenue					
Regulation					