Obstacles and challenges of electronic government establishment in virtual age

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Abstract: Knowledge age or information age which one of its physical symbols is internet, is improving increasingly. Virtual revolution that is the result of virtual age, effects on all affairs related to civilized man tomorrow, and this effect is more than third wave effects that can provide large changes, so far. Electronic government which is the result of virtual age revolution unlike common approach in many developing countries, is not giving computer and put it on government official and managers or staffs desk, bat also, electronic government concluding of using information and communications technology to change government and governance pluses through making it be more accessible, efficient and responsive. Electronic government improves people condition of access to useful information about their life and providing government services, and represents new opportunities for cooperation in political processes. E-Government implementation entails basic and fundamental changes in government and even society. Following challenges of electronic government can be classified in three groups: management challenges, human force challenges and challenges that are derived from new technologies which are related to improvement and development of required infrastructures to enjoy of technologies and communicative instruments. In this article, we have verified definitions and conceptions of E-Government as far as possible, we have tried to discuss about requirements and challenges of E-Government in implementation.

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Introduction:

One of the most important subjects in information age is E-Government problem. E-Government means to provide situations in which governments can present their services, as boarding and in all days of week to citizens. In recent years, this subject seriously is placed in government agenda, and intelligent status men have mobilized their forces toward realization of such situation, and they want to reform social, economic and political processes with helping of new technology of information and communication and represent services to citizens with more efficiently methods. In fact, application and improvement of E-Government is often toward doing changes in government processes, such as: decentralization, performance improvement and effectiveness. Basically, there is no single definition about E-Government, and this problem is result of dynamic and changeable nature of technology. Nowadays, using of information and communication is defined as E-Government in order to performance improvement, effectiveness, information transparency, money and information compared exchanges are predicated within government, between government and its functional organizations, between government and citizens, between government and private section. One of the most important opportunities which put in front of us new technologies of information and communication, is using of this technology for government architecture reengineering, and making it to be more accessible, efficient and responsive. Application of this innovation in social affairs administration process causes to emerge affect that is called E-Government. Nowadays, different factors, all together, make governments to experience new form of society administration. Individual expectations increasingly are changing about services and productions and also manner and quality of its presentation, and government should response to this requirements and expectations. They want to increase work hours of state institutions, and whenever they want, they can do their works, do not wait in lines, receive services with better quality, access to cheaper productions and services and some of like those which now, E-Government is the most responsive of government forms for these expectations.

Governments also compete with each other for absorption of investment, talent workers, Tourists and so on. For this purpose, they need new facilities that electronic government provides these facilities. E-Government provides many proper opportunities for services quality to citizens. Citizens are able to receive their special services in few minutes or hours in stead of few days or weeks.

Virtual age

The first human invention has been fire that had been known almost four millions years before Christ. 2500 years later, human succeeded its second invention that was instrument and the distance between two inventions show primary human that was primitive. Thereafter, the newer inventions are created which was proportional with human growth and civilization, then the context of basic change provides, namely the first wave, and agricultural society was formed. In years before Christ world population was low, and even 1000 years after Christ amounted to 300 millions. The first change in human society which known as first wave or agricultural society or element, had began, before Christ and its life has been 30000 years. The aim of this

wave has been food and subsistence problems solving of human at that time.

After first wave creation and passing of almost 3000 years after that, the other waves, began that was industrial revolution. The aim of second wave namely industry element, has been instruments and materials production. In first wave that work force depended on individual arms, did not cope with difficulties and new needed created in society, which required fundamental changes. Second wave life which spent successful era was 500 year and its era has been spent theoretically. Nevertheless, unfortunately, many countries which have not been able to pass successful development during industrial revolution, still are in this industrial age, and deal with their problems through application and development of industry. In second wave human obtained wonderful successes and important inventions are placed in human service in this age and caused to become better culture, economy, hygiene and education status than agricultural society. In the last 100 years of third wave and specially, since 1900 A.D, and after that, inventions caused wide changes in jobs and jobs related to agriculture which almost included 90 percent of total available jobs in that time, and changed them so that, in some countries like Iran, a number of jobs related to agriculture have a mounted to 17 percent and in developed countries from 4 to 7 percent.

However, important invention such as: steamer, railway, airplane electricity, radio, television, plastic, transistor and the other ten inventions make a bed with providing civil organization and institution and teaching institution, so that human can access to second wave objectives that was instrument preparation, and solve first wave problems. In second wave can be seen new requirements that solving them was not possible with previous view. After computer invention and the speed of communications and telecommunications development, human felt the need to new change, and that need was access to knowledge and information. The aim of third wave has been access to knowledge and information with using of information technology instruments such as: computer, different local and global networks and internet with development of needful software and hardware in information age. Third wave life which called knowledge or information society is about 50 years.

As is seen, requirements of changes has been targeted from stage to next stage and wave to next wave, and its longevity has depended on the rate of achieving to wave objectives. For example, the existence of third wave was because of industry development in second wave that was necessary to transfer more information from point to another point, and human has had more need to knowledge. Then, distribution and applying information based on this change, and internet and computer were applied in this context that improvement in this regard still continues. Regarding to importance and high speed of third wave development, some scientists thought this basic change will be viable for long years. But fast growth of technology such as: information technology, NANO technology, biotechnology, human ability to absolute mastery on atom caused this stage to be improved quickly and new expectation forms.

When Tofler in third wave book posed information and knowledge age as new wave, in the peak power time of industry age and called it basic change of world, no one thought about electronic government, E-Teaching, E-Commercial, E-Banking and millions new job in this context. But time showed that new technology is doing. certainly, knowledge or information age that one of its physical symbols is internet, and it is improving increasingly and hidden potential in it has not been yet accessible for human and are not used from available things optimally (Sarfarazi, Memarzade, 1385, page 25)

With a little care in internet ability, we know that this phenomenon singly will be able to conduct world toward stability and appropriate just, as distribution and applying information that society material and spiritual values are hidden in them. Changes of new technology, on the other hand, are so much that human can not diagnose hidden potential in internet and available appropriate facilities in human's hand, and because of this, despite these appropriate facilities, global society have not good situations of economic, welfare.

Many people who have not known third wave or do not believe in third theory, hearing of fourth wave and virtual age acceptation are difficult for them. But at present, whether accept or not, the fact is that we live in information society and human knowledge age, and quality and quantity development of his new wave guides us toward new view which called next wave or virtual age.

Virtual revolution that is the result of virtual age influences all affairs related to civilized human tomorrow. This effect will be thousands of time more than third wave effects that can provide large change.

Fourth wave, in fact, is the developed generation of knowledge and information age, and the other human main problem has been solved in the context of subsistence secure, instruments providing and access to information and knowledge, and requirement of larger change has created in society. In the beginning of fourth wave, human will begin new society and new age that most affairs will be figurative and this new age is known as virtual age.

In virtual age, most affairs of human are workable non-physical for example, for buying of remote stores and even the other countries, the physical presence of seller or buyer it is not necessary in fixed location, For learning knowledge, won't need to go to school or universities like present universities, a professor, at the same time, can teach virtually to student's home and tens other country and place. This presence will be so natural that student perceives professor presence at his/her home and fantasy and real feel is created in student. Physical money won't exist, special cameras are appointed to photometric system that recognizes individual cornea then won't need to have Identity Cart or credit cart, and automatically many routine problems of present human are done. Virtual trade will be flourished and possibility supply of goods will be possible at any time and any where.

Mass production will be restricted, and production of non-physical goods will be increased, dramatically.

The most important non-physical merchandises are: sales of information, music and movie that now the large part of some countries income, are from these non-physical goods. In virtual age, all affairs are proposed in these days with **"e"** prefix will have virtual suffix. For example, virtual banking will be replaced to E-banking, virtual money in stead of E-money, virtual business in stead of E-Business, virtual teaching in stead of E-Teaching and finally virtual government in stead of E-Government which has proposed in third wave.

Thousands new virtual jobs will be replaced to traditional and E-Jobs, and a number of required jobs will be more than population on earth. Primary result of this change is individualism and dictatorship that will be deleted from societies and team work and collective thinking is replaced to that through media like web will be organized. Administration of virtual societies will be based on center-knowledge, and education in during life will be discussed as a primary requirement of human. Almost, all affairs of present societies administration will change, and new world is replaced to present world, in which the possibility of accomplishing just and having more welfare are provided for all of people.

In virtual age, fundamental changes will be made in human behavior and some bad characteristics like: lying, lie scam, murder, loot, assault of rights of others and some of that will be deleted, because all of human affairs are apparent in society, and It will be possible to observe all human affairs and people in virtual world, will have opportunities for knowing world& physiology of human existence better, and will be trained better, and because of theoretical viewpoint, there are not economic problems and providing of information, knowledge and work instruments in virtual age, regarding to religious and spiritual issues will be increased (Sarfarazi, Gorbani, 1384, page 177).

E-Government: Conceptual definition

E-Government against approach which is seen in many developing countries specially middle-east includes: giving computer to governmental officials and staffs, making old scientific methods automatic or merely presentation of information, institutions and ministries on website. In simple word " information and communication technology" is not computer, internet, software, data base, mobile communication devices and like that. All of these are manifestations and visual symbols of this technology. This conception of "information and communication technology" entails fabulous chaos in management and its approach. E-Government is consists of using information and communication technology to change government and governance process through making it be more accessible, efficient and responsive. According to other definition, E-Government means to take advantage of information power and information technologies to create new construction of government which is consonant with network and information society. Accordingly, E-Government concludes improvement and applying of digital or information infrastructure. Therefore, E-Government concludes following items:

1. Providing more accessible of situations to government information.
2. Cooperation improvement through giving ability to all of people to cooperate with government officials by network interaction communications.
3. Making responsive by making clear its activities.
4. Providing development opportunities in underserved rural areas.

In fact, E-Government uses technology to reform through amplification, transparency, deletion of space and the other breaks and empowering of people to cooperate in political process which effects on their life. To access to strategic plan of E-Government are seen main activities that each main program has a few sub-program for example, for main program of virtual government network, sub-program concludes: network management, law and regulation, security, content (information production on time and presents it to decision and decision-making system of macro-management of country). In order to doing effective affair division of each main or secondary activities, it is considered several ministry as a responsible machinery and in program of virtual government network, president is responsible machinery because of its widths and its cooperator device is all of devices. Nevertheless, E-Government itself is not solution key. Although E-Government can facilitate change and create new and more efficient administrative processes, won't solve corruption and inefficient problems entirely, and won't be able to overcome all barriers of civil participation. In addition, E-Government does not occur in result of buying more computers or creation of websites by government. Although, service presentation or transfer can be more efficient and cheaper than other channels through online, won't cause to economize in costs and services improvement, automatically. E-Government is process which requires planning, sustainable opening sources and political administration.

Applying communications and information technology are capable of changing citizen interaction way with government and among governments. E-Government improves people accessible situations to useful information in the case of their life and government services presentation, and presents new opportunities for participating people in political process. But this is occurred in situation which E-Government finally leads to E-Governance, and applying of computers and automate complex ways do not lead to create more efficiency in government or civil cooperation improvement. Governmental sector has the most important role in deleting digital break in national level. So, government agencies can encourage other sections to move in this way, by becoming pioneer in applying communication and information technology. Should be considered that the most important section in competition of E-Government is not electronic world, but also in this context, "Government" has the most important role. According

to this, E-Government should be considered as complementary and replacement of services governmental system administrative (Danziger K, Andersen, 2002)

Emersion and Formation of E-Government

History of modern human life is innovation story based on technology. Telephone, radio, television, computer and … are the most important technologies which cause changes in humans life in addition to passing development and communication stages. Most of these changes now can be observed in scope of communication and information technology. Large changes are occurring throughout the world in the context of communication and information technology. The changes which transform human life base, working procedure, learning methods, working processes and human interactions establishment, But certainly can be said that range and intensity of these changes have not been equal to governments instruction at any section. Then, nowadays, new form of government process has been emerged that called Electronic Government. For this reason, Gartner research group forecasts E-Government changes government structure, completely and this change is the widest change of all changes occurred in 20th century. Effect of new communication and information technology on administration methods of government affairs began since the early 20th century and with penetration of telephone technology in government structure. Although its context and origins can be related to 18th century and telegraph phenomenon, enjoyed from Morse alphabet to communications establishment. Then, in years of 70 A.D decade, computer improvement and its application caused to flourish its applications in government structure and main mutation began to making government digital at that time. Although, this era had slow motion in the beginning, since early 1980 A.D decade had more acceleration and growth. As during 20 years ago, one of the main processes in E-Government improvement have been considerable price reduction of computer hard wares and more important than it, have been global standards establishment for hard wares development. Beside computer development and application should not be neglected simply from internet emersion and its different applications in different scopes. This phenomenon which called Arpanet initially and emerged in 1960 decade, is placed in short relation in this period. As now plays unreasonable role of information sharing and services presentation. In the first annually report "United State Electronic Business Work Group" in 1999 have been declared: "while in 1995 just ten millions persons used internet, this number has amounted to more than 140 millions in 1998". This report also declares that in first decade of this century more than 1 million persons use internet throughout the world, and government won't has other choice except thinking of E-Government as an internal and external service channel in all levels (Aldrich, 2002).

Fundamental steps of Electronic Government

Multiple factors provide the context of this affair that all of them do not derive from growth of technology and becoming more complicated of human. Governments for answering to this complexity, obligate to proceed establishment of E-Government:

- Growth of special information technology.
- Investment of economic agencies in information technology section and adaptation of that with its requirements.
- Growth of using internet and people accustom for using it.
- Resulted pressures from competition.
- Becoming global.
- Change in citizens wills and expectations (Sarfarazi, Memarzade, 1385, page18)

This technology now, according to scientist ideas of this field, is growing with increasing rate and as a geometric progression. Information technology is symbol of present age. For example, according to expectations in this context, computers computational power in 18 months is twice growth of a network to the second power users of that network or averagely, says information path (Networks) become three time , every 12 months. As known of above examples, growth rate of information technology is very high and this affair has surprising effects on all phenomena like government and state organization, and economic agencies have done macro investments in information context. Public section also obligates to invest in this context, for responding to present qualification and reducing break between governmental and public section. For example, United State association investment in context of information has amounted from below 10% in previous years to 50% rate, at present. Because of investments in this context, bank exchanges cost has been reduced to 30% rate of bank exchanges cost. Between 95 to 98A.D, derived production from information technology has composited 80% of United State national total gross production that at 35% rate has been effective in national economic true growth of that country. During Christmas sales 1999, sellers who sell their productions through internet, had sales equal to 1.3 billions dollars that this rate had been 4 times of their sales in 1998. It is predicted that in 2003, about 1.6 billions dollars will be coasted in the context of E-Government in United State. Also it is predicted that to 2006, United State government will receive continuously 15% of fees, tolls, taxes and about 14000 cases of government duties and services will be presented to people and economic agencies. About growth use of internet, we point to example of Virginia State. In this state, 76.8% of citizens access to internet from their home or work place. 38% of them use internet and E-mail daily that this affair shows growth use of internet and its generalization. Individual expectation also increasingly is changing about services, productions and manners and quality of its presentation, and government also should be response to these expectations and requirements. People want to increase work hours of state institutions and whenever they want, they can do their works, do not wait in lines, receive services with

high quality and deliver cheaper productions and services to them. In such cases, E-Government can be relatively response to expectations. Governments for absorbing fund, jobs and occupation, Tourists and so on, compete with each other, that E-Government provides these facilities (Drim, 2001).

Becoming global also makes governments to establish E-Government in order to sale goods and their services and also culture issuance and introduce themselves to other nations. Total rate of coordination government with internet dramatically is slower than rate which private section fits itself with internet, through it. Improvement and complexity state operations are one of the main reasons of E-Government development relative slowness. Many state organizations provide services which are related to major section of country population. Besides, many presented services are sensitive, politically and socially, by state organizations such as education, and also different organization levels are involvement in state services presentation which is responsive in higher levels. Such organizations like law enforcement agencies can not even stop their work toward E-Government structures establishment for a short time. By the way, inequality access to internet is context of serious political concern. Consequently, because governments can not choose their customers, so should provide their services equally for all citizens. Nowadays, even in countries that have widespread access to internet, only half of the population connect to internet at their home. They are not able to become totally electronic organizations until most section of society population access to internet. According to this, E-Government establishment specially in developing countries, deep communications with policies make people access improvement to internet. There are basic differences between motivations and following barriers state institutions and private sector actors. For a private company which encounters internet improvement competition of other companies, denying internet is not an attractive choice. While state institutions which encounters monopoly customers, never are responsible for improved competition with internet. Of course, public section actors like some airplanes and railways companies encounter with direct commercial competitions are exceptional from this general principle of state institutions slow motion toward enjoying of internet services. The reason of this affair is that associations in order to counter with their competitors, have to use internet and finally, cultural and organization factors effect on government slow motion toward becoming electronic. State institutions pyramidal structure has less adaption with internet than flexible and horizontal structure existing in associations of private sections. Increasing of transparency and replication which is traditional transfer inherent requirements of electronic organization, show itself dangerous because of legal reasons such as security problems or potential dangers for governmental organizations structure by state institutions. Of course, related claim of competition between offices or governmental different levels has been improved to increase accountability about related plan of electronic government. Although, above reasons are equally valid to developed countries and developing countries, there is no doubt that the developing countries encounter with the other wide problems in the way of moving toward becoming electronic like: lack of communicative infrastructures, computer weak knowledge, lack of awareness about internet potential and cumbrous precept which limit using of internet. Although, internet application and generally, information and communication technologies impose high costs upon their funds in public management for this section. Although, there are some problems against governments for use of internet in the presentation of their services, E-Government has been exchanged to a developing phenomenon such an electronic commerce. It is expected that this process develops as that in other areas of the world with the same speed and to the same reasons that electronic commerce transmit from the united states to other developed countries and then developing ones. This affair is seemed a reasonable expectance (TAXLOR, 2005).

Structure of Electronic Government

Generally, there are two main parts in the structure of the electronic government: the behind kiosk sector and the forth kiosk sector. In the behind kiosk sector, services and in formation for Presentation are prepared and accreted.

In this part, only Government presents and one of the electronic government forms means form (state with state) is in this part. Communication and relation between offices and different departments is defined in the behind kiosk sector. In the forth kiosk sector, it is presented prepared services and information in the behind kiosk department. In this part, government is presenter and citizens and commerce part are receivers of services. So, the two forms "state with citizens and state with commerce sector" are in this part. Each of these two parts has its own relevant structure and finally, they connect to each other by using communicative channels between government and customers. These channels can consist of: personal computers, kiosks, telephone centers, mobile, digital television ad other available public sites. In the figure 2 has been showed the general structure of the electronic government. As seen in the figure 2, communicative standards, internet and government are connected and cooperated with definition. Such affair is accomplished in the reciprocal operable ability. By cooperating of the internal sector of government security, systems and networks are provided for the control of information and communication and also for preparation of the implement of identity recognition. In this part, as represented in figure 2, it is ensured the security and certainty of communications and connections,

Citizens and commerce sector can connect with government by different ways like kiosk and PCs. This is here that communal access to services and information government are provided. The implementation of electronic government is pensionable of substantial and plenty in government and even in society, why that with implementation of the E-Government projection, the government structure

and its connections changes. For the successful performance of the electronic government, always it must been considered characteristics for that.
These properties are:

1- The existence of a single entrance.
2- The existence of reciprocal operable ability.
3- The existence of certainty confidence.
4- The accessibility and communal participation.

The first step in codification of electronic Government strategy is its definition. It means that politicians should now that what exactly they attend to achieve. Electronic Government has high capacity for creation of electronic connection between Government and citizens, Government with privacy sector and different inside component of Government. Each government by attention to own particular condition can defined authority dominion and extension of this phenomenon in term of codification of its savory electronic government strategy (TORRESL, DSNA, 2005).

After this process, it must be proceeded respect to the strategy codification. This strategy is important since it has conducted the further engineering practical programs of processes and procedures as sort that is in direction of electronic government and it supports that, and also it determines the first steps of progress. This strategy must include of following stages:

1- Definition of electronic government structure and its key ingredients and factors.
2- Determination of customers and users of electronic government.
3- Delineation of perspective that be perceptible easily and include of expectance conclusions from E-Government.
4- Determination of purposes that be measurable and ponderable.
5- Specification of necessary guidelines for protection from desirable realization of electronic government and the definition of the way that specifies establishment scale for the pitch of electronic government.
6- Definition of process and stages of electronic government pitch.

The aim of the electronic government is the presentation of better services with less cost and more effectiveness, but it can not produce the specific standard for it's other proper ties, because each state can found electronic government system by attention to it's society requirements.

Another effective strategy in the field of electronic government pitch will lead to considerable recoveries in clouding following cases in state:

1- Predigestion of service facility to citizens.
2- Deletion of categories from governmental management (making small government size)
3- Facility of information catch and services by citizens and companies and also organizations dependent on state.
4- Facility of work organizations processes and decrease of costs by combination and deletion of additional and parallel systems.
5- Useful symbols in electronic government.
6- Electronic government symbols are indicant that an electronic government can correlate deportments individuals with each other.

1- **Communication between state and citizens**: the most important and widespread of usage of Electronic Government is the correspondence of state with citizens and inverse. This correlation is includes of information catch from citizens from the other governmental organizations and presentation of services from state to citizens with electronic method.
2- **Communication among governmental organizations:** In this kind of correlation, organizations that need information in different fields, can access to these information by existent networks and represent their services to citizens faster.
3- **Communication among governmental organizations and private sector:** this kind of correlation was the first one that was developed in this way to crystallize tax payment, catch of statistic and information, facility presentation and the method of different justifications catch of this communication context.
4- **Communication between government and state personnel:** Personnel information of staff, reception of personnel services and the other interchangeable information between governmental organizations and governmental staff set in this framework.

These 4 kinds of usages are the main columns of electronic government and in fact, there is these communications which inform electronic government soul.

Challenges of E-Government Creation:

1.Cultural factors: governments investigation and their first studies for implementing electronic government plan have showed that technology isn't the main problem for creation and development of electronic government, but it is that whether society culture has preparation of many changes acceptation that will be created or not.

These changes will put its primary effects on government personnel. Studies represent that some of the government staffs disagree with speed variations in official system, while some others agree with it and accept it.

For justifying people public also it must convince society that information transmission is secure enough and it is esteemed private individuals sanctum completely. In organizational structure of an electronic government, personnel proceeds management instead of prevent from dangerous and risk in official works.

In such environment, individuals are encouraged to innovation in official works. Also in the developed informational society, citizens and private units confident to the security of electronic government system and perform their most affairs by it, in such space, government also supports innovation (GALLIVAN, 2003)

***2.*Official and organizational factors:** Now, governmental offices haven't organizational correlations and this is for lack of a suitable electronic network among them. Correspondences of these organizations have only habited to management in internal organization area and the relation among different organization can create problems for them. The method of High-Down decision making also is another factor that has provoked to management problems and is exchanged to an open system that innovation is the most important factor in it.

***3.*Sources shortage:** As cited, nowadays, in developed societies like united states, it isn't felt the shortage of technologic sources; but lack of specialist human force is accounted as a significant problem in giving speedy to exchange procedure in electronic government either technical perspective or directorial. By the way, because of being novel and original of this issue, it can say that there isn't any thoroughbred management force for implementing electronic government in society level.

Also there are the other obstacles for creation of electronic government that can imply to some of them briefly:

- Lack of demand feel to existence of electronic government.
- Lack of protection of organizations senior masters.
- Disability in the ridges of private and unclassified information.
- The heavy costs of creation, conservation and development of informing networks and data bases.
- Lack or shortage of information technology specialist forces in some of countries.
- Intercommunicate problems with protection circumstance of personal individual information.
- The circumstance of renewed analysis and engineering of governmental services for using from E-Government.
- The circumstance of all accessibility users for using electronic government.
- Presentation method of all customer needful information.
- The important problem of encountering with individuals who acquaint less with computer.

Requirements and Challenges of Electronic Government performance

Electronic Government implementation is necessitates of potential variations and plenty in government and even in society. Because government structure and its communications change by performing of electronic project and it must be considered properties for it ever for the successful performance of electronic government. These properties are: existence of a single input entrance, existence of reciprocal operable ability, existence of certainty confidence and access possibility and communal participation in some of the management challenges, human, organizational, technical, budget, investment, cultural, legal and juridical forces. In continuance we will explain each category briefly. (Ghazanfary, Ahmadi, 1383, p 63).

- ***Management challenges:*** for implementing of electronic government, it is necessary to create extensive variations in government structure. Therefore, in whole performance levels of government, we need to leaders who comprehend information technology and new functional procedures well, and they control requirement changes operations in different government sets well and manage them. Individuals who undertake conduction responsibility and implementation control of E-Government. They should have necessary abilities either in political basis or in administrative basis.
- ***Challenges of human force***: the use of information technologies and communications in governmental organizations needs to teach individuals of that organization and they should enable to work with devices and new systems easily.

Otherwise, they will return to their previous work patterns. Also the reservation of technology infrastructure needs to existence of skillful individuals in Information technology field. So, governmental sector with private sector participation must catch individuals who have specialty and essential proficiency in the information technology field.

Organization challenges: in this field can mention to following cases: _ lake of necessary specialty levels among managers of governmental departments: the managers of governmental departments are not trained in the field of using information and communication technology as well as the managers of private departments, and beside as is observed other thought methods, weren't flexible in governmental departments and they have not adaptability with E-Government project implementation. As result, it is necessary following cases: _ corporation creation between governmental department and private department in information and services presentation – management of guideline development to use internet in governmental organizations _ Online information representation and creation of accessibility to information and services (Sarfarazi, Memarzadeh, 1385, P20).

Technical challenges: all countries which implement E-Government, face with problem of necessary substructures development to use technologies and electronic and communication instruments. Also we need to analyze operating and active methods until we can set them to public access with the syntax. So, it must be replaced new and standard functional procedures in stead of inefficient

procedures. On the other hand it must be considered following cases: 1- Making accrete of traditional systems 2- Recreating classic functional procedures 3- Development of required substructures 4- Creation of corporation ability among systems of different state organizations with the purpose of optimal information and services presentation 5- Websites management. (Derakar,1378, P68, 99, 100).

Conclusion

By beginning of 4th wave, Human will begin new society and modern age that the most of that society affairs will be virtual, this modern age is named virtual age. In virtual age, most affaires are performable as unphysical, for example, parching from remote stores and even in other countries, it isn't need physical presence of seller and buyer in a steady place. In virtual age, potential changes on human behavior will create. Electronic Government can be a result of changes in the same beliefs and paradigms. Electronic Government in contrast of beliefs in developing countries, only it isn't having computer in thepersonnel and management workroom, and also computer, Internet, Hardware, database and communication devices are appearances and superficial symbols of this technology, in fact, electronic Government means exploiting from information power and informational technologies for creation of new structure of government that is consonant with network and information society. Electronic Government uses technology for modifications implementation through amplification and elucidation, interval deletion and other cracks and strengthening individuals for corporation in political process that affect on their life. Using of computers and automating complicated Procedures can't lead to more government Performance or civil corporation recovery. Governmental department undertakes the most important role in removing Digital crack in national level. Therefore, governmental devices can encourage other sectors to move in this orientation by pioneering in employing communication and information technology. It must be considered that the most important sector in E-Government combination is not electronic word. But government has the most important role in this field. Base on this, electronic Government must be known as a replacement and supplement of the system office of government services. Definition and recognition of electronic Government is the first important step in strategy codification in direction of its pitch. It means that politicians must know that what they tend to achieve, exactly. Electronic Government has high capacities for creation of electronic communications between government and citizens, government with private sector and different internal government component. Each government, with regarding to its special condition, can define influence scope and extension of this phenomenon as strategy codification of electronic Government. After this stage, it must be proceeded respect to the strategy codification. This strategy is important since it leads engineering practical programs of renewed processes and procedures so that be in direction of electronic Government and protects it, and also it specifies the first movement steps. Electronic Government implementing needs fundamental and basal reparations in government and even in society. The main point in implementing of electronic Government for all countries and development of needful substructures is exploiting technology and electronic and communicative devices. Also, it needs we analyze and recreate current effective end operational methods until we can set services and governmental information in the best way. This new form of official government exchanges citizens from inactive consumers of government services to active actors that they can opine about kind of services which need them. Electronic Government helps considerable to the processes recovery of services presentation in governmental department, services presentation to citizens, more responsibility of governmental organizations, information lightning, interval decrease between people and governments, effectiveness corporation of citizens in general policy set process, social Justice extension through equal opportunities of individuals in direction of access to information and so on.

Figure l: general structure of electronic Government

<table>
<tr><td rowspan="2">accessibility</td><td>Citizens and Intercourse sector</td><td></td></tr>
<tr><td>Mobile. Digital TVs, PC telephone center Kiosks</td><td rowspan="5">Back of kiosk</td></tr>
<tr><td>Input Entrance</td><td>Input Entrance</td></tr>
<tr><td>Security and certainty</td><td>Security networks and systems</td></tr>
<tr><td rowspan="2">Operable ability</td><td>Communicative Standards</td></tr>
<tr><td>Governments (Strants , Extrants)</td></tr>
</table>

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