Information communication technologies (ICTs) are recognised to be great catalysers for development and if well appropriated can accelerate the achievement of the Millennium Development Goals (MDG’s) in today’s technology-driven globalize world where knowledge management is rapidly becoming the centrefold of the emerging development paradigm.

A general anatomy of service industry discloses that there are many best management practices in the public and private sectors with the application of information technology. They are respectively dealing with the commercial situation and serving the various stakeholders with a sophisticated network of information technology. Ultimately, both the public and private sectors can improve their performance and add value to their services in order to meet those challenges in the industry.

The advent of ICT should be able to provide the Government administrative systems and all the stakeholders with the opportunity to better exchange information between them and to obtain within the shortest possible time, reliable data for efficient decision making in the public service system. At the same time, the system should be able to contribute to their national economies.

In conclusion, the introduction and use of ICTs in Public Administration, health, education and other utility services may help the process of transparency, but only if it is accompanied by a great simplification of language and administrative practices and if it is able to give important information with concision.

A casebook on e-Governance systems focusing adoption, diffusion and evaluation of various success cases around the globe would stand as a landmark in the arena of grass roots e-governance. This casebook will not only act as a guide for the practitioners, but also act as a white book to design and operate appropriate e-Government action plans in local, national, regional and global context.

This casebook will find its usefulness to development practitioners, researchers, policy initiators, academics and individuals as a valuable knowledge content for gaining knowledge to establish grass roots e-governance systems.

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