

面向 21 世纪电子政务专业核心课程系列教材
全国高等院校电子政务联编教材

电子政务英语

E-Government English

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内 容 简 介

本书结合电子政务教学和研究的实际需要,从国际权威机构、知名媒体和专业网站等精选 22 篇有较强代表性的电子政务专业文章,均具有比较强的新颖性、前瞻性和实用性,能概括地反映出当今电子政务发展的方方面面。全书分成基础篇、实施篇、发展篇、技术篇和综合篇共 5 篇,内容涉及电子政务发展的主要领域。全书注重通过英语阅读提高读者学习和钻研电子政务专业知识的能力,通过课堂教学或个人自学等方式,让读者能对国际电子政务的新理论、新发展和新趋势有一个较为全面的理解与把握,激发学习电子政务的热情和兴趣,进一步拓宽电子政务的专业视野和研究视角。

本书适合电子政务专本科专业教学及相关专业研究生学习,也适合个人自学之用,对有志于从事电子政务研究的读者同样会有较大的参考价值。

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前 言

从国际范围来看,电子政务(E-Government)虽然发展时间不长,但发展速度极为迅速,发展势头也十分强劲。世界各国政府都在把加快电子政务的发展与应用作为提高政府效率、改善政府服务、转变政府职能、促进政府改革的重要手段,进而使其在促进本国经济与社会发展、提升本国综合国力等方面发挥更为重要的作用。可以肯定,在今后比较长的一段时期内,电子政务将作为全球性的一种浪潮,成为世界各国政府改革与发展的主旋律。

毋庸置疑,作为世界最大的发展中国家之一,中国各级政府同样十分重视电子政务在我国的应用与发展。经过多年的实践与探索,我国的电子政务已取得了重要而又可喜的进展,为下一阶段全面、深入、多层次、多角度的发展打下了坚实的基础。但是,我们在看到成绩的同时,不能不看到前进中的问题与困难。如何学习、吸收和借鉴国际先进的经验和成功的做法,对我国电子政务健康、有序、快速发展有着十分重要的意义。

与国际先进水平相比,我国的电子政务发展无论是在理论研究还是在实践应用等方面都存在着不可低估的差距。对电子政务的学习研究者、开发实施者以及管理运营者来说,学习和研究国际电子政务发展领域的最新成果和进展十分重要。本书正是基于这样一个目的而编写的,主要是为了让读者通过研读与电子政务相关的英语课文,逐步培养和提高学习与研究电子政务的能力,激发学习与研究电子政务的热情和兴趣,进一步拓宽电子政务的专业视野和研究视角。

本书结合电子政务教学和研究的实际需要,从国际权威机构、知名媒体和专业网站等选取了22篇有较强代表性的电子政务专业文章,供读者阅读、分析和研究。所选文章具有比较强的新颖性、前瞻性和实用性,能概括地反映出当今电子政务发展的方方面面。全书分成基础篇、实施篇、发展篇、技术篇和综合篇共5篇,内容涉及电子政务发展的主要领域。全书注重通过英语阅读提高读者学习和钻研电子政务专业知识的能力,通过课堂教学或个人自学等方式,让读者能对国际电子政务的新理论、新发展和新趋势有一个较为全面的理解与把握。

本书是集体合作的结晶,由姚国章、陈立梅、林萍和张震共同编写而成,各自承担不同环节的编写任务。邱克荣和黄鹏承担了校阅和审订工作,李丽华、赵小燕、李本玲、刘海兴、林惠容等也参与了相关的工作。

由于编者水平和能力的限制,加上电子政务领域本身发展的快速性和不成熟性并存,书中必定存在不少缺点,敬请读者批评指正。

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Part Bases

第一篇 基础篇

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- 📁 Some Basic Concepts of E-Government
- 📁 E-Government, the Internet, and Public Service
- 📁 The Characteristics of E-Government
- 📁 The Attitudes of Internet Users toward E-Government

Unit1 The Role of Government in the Information Society



Text

E-Government programs are essentially information-driven and transactional, i.e. the citizen often may have to reply to a particular transaction and provide information about oneself or one's organizations. For example, going online to register a copyright requires the filling out of a form of precise information and then arranging to pay a fee, either through use of one's credit card online or printing the form and sending it to the requisite government department. But, like most transactions between the citizen and the government, these are mostly low-level. All the examples above illustrate that the citizen or group is benefiting in some way but the transactions are driven and controlled by the government agencies. There are few mechanisms for significant input of the citizen to the government. Many governments are tentatively moving towards online consultations. But such a move, to come to fruition and to be of benefit to both the citizen and the government department, will be mainly reliant on the dissemination of information by the government.

Offline the government uses a host of medias, television ads, newspaper ads, commercials in movie houses, magazines, and periodicals to disseminate information about government programs. This could range from enjoining your people to joining the military, the dangers of smoking, or the promotion of one's own city, state or province, or country for people to come and visit.

We are awash in this type of information, as governments are almost as aggressive about promoting their programs as the private sector is about advertising their products. Each of these groups in society is effective in marketing the information they hold but still represent a low-level means of the active dissemination of information for practical implementation for applications. Many software companies in the past decade have become aware of this deficiency, which has resulted in specific software applications, from knowledge-sharing capabilities to summarizing papers, to the distillation of information down to understandable and usable forms.

The development and growth of the information society, and the potentialities it holds to improve all sectors of society, are now bringing new challenges to governments. What is needed is movement to the next stage of information development. This will entail bringing the public sector further into the information society, by which governments become active participants in the process of building the information society in their respective countries. Governments could become facilitators of their vast information holdings. Departments and agencies could become partners with many groups in society in using information to better forward not just their

economies but social conditions in their countries.

Many governments now have aggressive and active programs to bridge the digital divide in their countries, working to ensure an even playing field in accessing their Internet. Programs exist to enable citizens to access the Internet in a variety of places, offer training to make people IT literate, grants to ensure poorer people have the same capacities as the more affluent or economically secure in our society. The next stage will be programs for governments to be partners with the overall public in building the information society. This is a major challenge to government given the scope of resources and commitment it will take to undergo such transformation. But this creation of a new information society does not simply entail governments changing the way they package and disseminate information to the citizen. The first change will be within public sector administrations that will need to develop information societies in their own organizations.



Words and Expressions

transactional [træn'zækʃən]	adj.	可操作的, 可处理的
register ['redʒɪstə]	vt.	记录, 登记, 注册
copyright ['kɒpraɪt]	n.	版权, 著作权
precise [pri'saɪs]	adj.	精确的, 准确的
requisite ['rekwɪzɪt]	adj.	必不可少的, 必备的
illustrate ['ɪləstreɪt]	vt.	举例说明, 阐明
mechanism ['mekənɪzəm]	n.	机构, 机制
significant [sɪg'nɪfɪkənt]	adj.	重大的, 重要的, 有意义的
tentatively ['tentətɪvli]	adv.	试验性地, 暂时地
consultation [ˌkɒnsəl'teɪʃən]	n.	咨询, 磋商, 请教
fruition [fru(:)'ɪʃən]	n.	结果实, 成就, 实现
commercial [kə'mɜːʃəl]	n.	商业宣传
periodical [ˌpiəri'ɒdɪkəl]	n.	期刊, 杂志
	adj.	周期的, 定期的
promotion [prə'məʊʃən]	n.	促进, 提升, 提拔, 晋升
awash [ə'wɒʃ]	adj.	与水面齐平的, 被浪冲打的
advertise ['ædvətaɪz]	v.	做广告, 登广告
effective [ɪ'fektɪv]	adj.	有效的, 给人深刻印象
represent [ˌrɪ:prɪ'zent]	vt.	表现, 描绘
deficiency [dɪ'fɪʃənsɪ]	n.	缺乏, 不足
distillation [ˌdɪstɪ'leɪʃən]	n.	提取精华
potentiality [pə'tenʃi'ælɪti]	n.	潜力, 可能性
entail [ɪn'teɪl]	vt.	使必需, 使蒙受, 使承担
respective [rɪs'pektɪv]	adj.	分别的, 各自的
facilitator [fə'sɪlɪteɪtə]	n.	服务机构, 便利器
forward ['fɔ:wəd]	adv.	向前地, 向将来

bridge [brɪdʒ]	vt.	弥合, 架桥, 渡过
even ['i:vən]	adj.	公平的, 平等的
literate ['lɪtərɪt]	adj.	有文化的, 有阅读和写作能力的
grant [grɑ:nt]	n.	赐予之物(尤其指由政府授予的金钱等)
commitment [kə'mɪtmənt]	n.	委托事项, 许诺, 承担义务
undergo [ˌʌndə'ɡəʊ]	vt.	遭受, 忍受



Notes

- (1) information-driven : 信息驱动的
- (2) credit card: a card provided by a business firm allowing the holder to obtain goods and services without payment of cash, the cost being charged to his account and paid later ,信用卡
- (3) But such a move, to come to fruition and to be of benefit to both the citizen and the government department, will be mainly reliant on the dissemination of information by the government.
但是政府的在线咨询如果要富有成效并能够使公民和相关的政府部门都受益, 则在很大程度上依赖于政府信息的传播。
- (4) reliant on : 依靠, 依赖
- (5) a host of : 大量, 许多
- (6) We are awash in this type of information, as governments are almost as aggressive about promoting their programs as the private sector is about advertising their products.
若政府就像私营公司推广它的产品一样宣传他们的计划, 我们就能充分接触到这类信息。



Questions

- (1) What are the possible means that government can apply in dissemination of government information?
- (2) Compared with offline government, what are the advantages of e-Government in disseminating information?
- (3) What is the relationship between the government and the public in building the information society ?
- (4) What should the government do to ensure the even chance of the people to access Internet no matter they are poor or rich?



Exercises

1 . Translate the following into Chinese

- (1) In this information-driven knowledge based economy, changes are not incremental but

discontinuous, rapid and abrupt.

- (2) For public service to remain relevant in this new environment, knowledge is critical and speed is of essence.
- (3) The Internet presents the possibility of reengineering government services to better serve the public.
- (4) No matter how sophisticated our e-services are, it would defeat the purpose of providing these services if a large segments of our population are unable to access them.
- (5) All government offices, where appropriate, should also provide facilities for the public to access e-service.

2 . Translate the following into English

- (1) 一般情况下，政府可以使用一系列的媒介如电视广告、报纸广告、电影院中的商业宣传、期刊杂志来发布关于政府规划的信息。
- (2) 在线注册版权须要先填写详细的表格然后安排付费。
- (3) 政府在建立信息社会的过程中应该成为全体公众的合作伙伴。
- (4) 公众和政府间开展的交易绝大多数处于较低的水平。
- (5) 很多政府都尝试使用在线咨询这一形式，但该形式的成功很大程度上依赖于政府对相关信息的传播。



Reference

You can see the full text “THE INFORMATION SOCIETY: THE ROLE OF INFORMATION IN THE EMERGING GLOBAL E-GOVERNMENT, E-GOVERNANCE AND E-DEMOCRACY ENVIRONMENTS” from <http://www.electronicgov.net/>.



Translation

政府在信息社会中的角色

“电子政务计划”从本质上讲是信息驱动的而且是事务处理型的，也就是说，公民经常会对某一特定的事务做出反应，提供有关自己或某个组织的信息。例如，在线注册版权就须要先填写详细信息的表格然后安排付费，可以采用在线信用卡付费或打印并邮寄表格给特定政府部门再付费两种方式。但是，像这样的在公众和政府间开展的业务处理绝大多数还处于较低的水平。上述例子表明公众或组织虽然在一定程度上从以上业务处理中受益，但这些业务处理仍由政府机构驱动和控制的。目前几乎没有有效的机制来保证公民把重要的信息输入到政府中去。很多政府部门都在尝试使用在线咨询这一形式，但是这种做法要富有成效并能够使公民和相关的政府部门都受益，则主要有赖于政府能够广为传播相关的信息。

在离线（不上网）的情况下，政府可以利用一系列的媒介如电视广告、报纸广告、电影院中的商业宣传、期刊杂志来发布政府项目的相关信息。这些信息可以从取悦公众的信息到应征入伍，吸烟的危害，加强对自己城市、州、省或国家的宣传以吸引更多的游客来观光游览等各种信息。

若政府能像私营部门为其产品做广告一样，大力地推广他们的规划，我们就能充分地接触到此类信息。社会中的每一个群体在推广其所拥有的信息方面都是富有成效的，但是在将积极传递的信息应用于实践方面仍处于较低的水平。在过去的 10 年里，许多软件公司已经认识到了这种不足，结果导致了某些特定软件的应用，这些软件能够将可分享的知识总结到纸上，或将信息提炼成易于理解和使用的形式。

随着信息社会的发展和成熟，其所拥有的能够给社会所有部门带来全面提升的潜能目前已给政府部门带来新的挑战。现在所需要的就是跨入信息发展的下一个阶段。因此，这就要使公共部门必须进一步融入信息社会，通过这种方法，政府在各自国家的信息化建设过程中成为积极的参与者。政府应该成为其所拥有的大量信息资源的服务机构。政府部门和机构在使用信息方面应与社会上很多集团结成联盟，使得信息不仅对这些国家的经济发展有所贡献，而且还能使社会条件得到改善。

现在许多国家的政府机构都采用了富有进取心和积极的计划来弥合数字鸿沟，努力使公众在接入因特网方面有均等的机会。相应的计划使得公众在许多地方能够上网，提供培训使人们掌握 IT 基础知识，确保在我们的社会中经济条件比较差的人与富人及其经济有保障的人具备同样的能力。下一步是要计划使政府在建立信息社会的过程中成为全体公众的合作伙伴。考虑到现有的资源情况以及即将经历这种转型的承诺，对政府来说这是一项极大的挑战。但是新的信息社会的建立并不是简单地要求政府改变向公民组织和传播信息的方式。最早的变化将会在那些需要自身在组织内部发展信息团体的公共管理部门出现。



Unit2 Some Basic Concepts of E-Government



Text

Definition of e-Government

There is no unique definition for e-Government. However, the most common definition is the following: E-Government, or electronic government, refers to the use of information and communications technologies to improve the efficiency, effectiveness, transparency and accountability of government. E-Government is also a tool to enhance the economic competitiveness of businesses and to empower citizens.

Overview of e-Government

Traditionally, citizens and businesses interacted with government agencies in a government office. With the coming of the information age, it is now possible to deliver governmental services closer to the citizen through the use of personal computer in the home or office, or through the use of kiosks in public spaces.

E-Government strives for a better delivery of government services to citizens, for an improved interaction with business and industry, for citizen empowerment through accessing information, and for a more efficient government management.

As a result, e-Government's direct impact on the economy and society can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

E-Government benefits

The following benefits are recognized as being associated with e-Government applications:

- Better delivery of services and information to businesses and citizens;
- Creating new employment opportunities in public and private sectors;
- Reducing poverty and illiteracy;
- Transparency of government;
- Public sector reform and anticorruption;
- Empowerment through access to information;
- Improving efficiency in government processing;
- Bridging the "digital divide";

- Contributing to a knowledge-based economy.

Classification of e-Government solutions by sector

E-Government solutions are so diversified due to the variety and breadth of government services. In order to better identify and analyze these solutions, it is better to organize them into the following classes:

1. Government-to-Government (G2G)

G2G aims at serving both intra and inter-government agencies within a nation and among nations. It is sometimes suggested that government ought to improve and upgrade their internal systems and procedures before electronically transacting with citizens and business; thus making G2G the backbone of e-Government. Some G2G applications: inter-agency payments, procurement, and standardized forms.

2. Government-to-Business (G2B)

G2B aims at serving the business sector. It usually receives support because it has a direct impact on the private sector and reduces the cost of conducting transactions with the government. Some G2B applications: procurement, taxation, and licensing.

3. Government-to-Citizen (G2C)

G2C aims at serving the citizen. It facilitates citizen interaction with government by enhancing access to public information through the use of websites and/or kiosks, by reducing the time and cost to conduct a transaction, by attenuating the agency-centric nature of some government functions. G2C is perceived to be the primary goal of e-Government. Some governments are currently offering a one-stop shopping site for the citizens. Some G2C applications can be civil registration, health, education, and municipal services.

4. Government-to-Employee (G2E)

G2E aims at serving government employees. It usually based on the use of the Intranet/Internet. Some G2E solution is the implementation of a human resource management system with self service functionalities that allows the employee to apply online for a annual leave, check his total number the balance of his remaining vacation, and review his salary slip among other things.

Classification of e-Government according to their stages of development

E-Government has evolved through four stages: presence, interaction, transaction and transformation as below.

1. Presence

The first stage is presence. It is easy and cheap to implement, as it is the most basic level of

entry for e-Government. A typical example is a web site that lists information on the agency, such as hours of operations, address, phone numbers, and contact persons. It has no interaction capabilities. It could be compared to an electronic brochure presenting passive information.

2. Interaction

The second stage is interaction. It helps the citizen avoid a trip to the government office or even make a phone call by providing him with the needed information and the electronic forms that can be filled electronically or printed and then sent by mail.

3. Transaction

The third stage is transaction. It automates government functions and has more streamline capabilities. This stage is more complex and more expensive to implement. It is somehow a self-service operation that allows the citizen to conduct tasks such as completing electronically a license renewal or paying taxes. The activity involved in this stage is usually one way either to government or to client depending on the activity.

4. Transformation

The fourth stage is transformation. It is the most difficult to implement due to technical, fiscal and administrative constraints. It uses workflow and collaborative tools to streamline information in both direction to and from federal agencies and citizens. It removes barriers and promotes customer-oriented solutions. This stage has a major impact in the way current governmental agencies are organized; it will transform the existing structure, laws, and procedures and pave the way for a new virtual organization.

Promoting e-Government towards an information society

E-Government applications are used to offer greater convenience to the citizen and the business society by providing more governmental transparency. E-Government solutions have been successfully used in a number of countries in the world to fight corruption, introduce administrative reform, and contribute to revenue growth and /or cost reduction. The efforts of the government should be geared towards creating an enabling framework and political will to improve connectivity and enhance efficiency of private and public services (including rural areas). Hence, developing countries should adopt e-Government solutions as a means to develop the Information Society.

A list of the most accepted solutions has been prepared for developing Governments to choose from based on their priorities.

1. Government-to-Citizen

Income taxes, job search services, social security, personal documents, car registration, application for building permission, declaration to the police, public libraries, certificates enrolment into higher education, announcement of moving, health related services, and

employment services.

2. Government-to-Business

Government interactions with businesses could be grouped into three main functions as shown in table 2.1.

Table 2.1 G2B interactions with the business sector

Administration	Trade	Marketing
-Regulations -Taxes (Corporation tax VAT) -License renewal -Business registration -Social contribution for employees -Submission of data -Environment-related permit	-Government procurement -Import/Export Customs -Regulations	-Trade and investment promotion -Alliances with other countries

3. Government-to-Government

Linking government network authorities together, and budget preparation and control.

4. Government-to-Employee

Human Resources Management, financial back office and property management.



Words and Expressions

definition [ˌdefɪˈnɪʃən]	n.	定义, 解说
transparency [trænsˈpæərənsi]	n.	透明, 透明度
accountability [əˌkaʊntəˈbɪlɪti]	n.	有责任, 有义务, 可说明性
interact [ˌɪntərˈækt]	vi.	互相作用, 互相影响
deliver [dɪˈlɪvə]	vt.	递送, 陈述, 释放, 发表(一篇演说等), 交付
governmental [ˌɡʌvənˈmentl]	adj.	政府的
kiosk [ˈkiːɔsk]	n.	(公共) 信息亭
convenience [kənˈviːnjəns]	n.	便利, 方便, 有益
corruption [kəˈrʌpʃən]	n.	腐败, 贪污, 堕落
revenue [ˈrevɪnjuː]	n.	收入, 国家的收入, 税收
poverty [ˈpɒvəti]	n.	贫穷, 贫困
illiteracy [ɪˈlɪtərəsi]	n.	文盲
diversified [daɪˈvəːsɪfaɪd]	adj.	多变化的, 各种的
backbone [ˈbækbəʊn]	n.	主力, 骨干
upgrade [ˈʌpgreɪd]	vt.	使升级, 提升, 改良品种
procurement [prəˈkjuəmənt]	n.	获得, 取得
standardized [ˈstændəˌdaɪzd]	adj.	标准的, 定型的

transaction [træn'zækʃən]	n.	办理, 处理, 交易, 事务, 处理事务
conduct ['kɒndʌkt, -dəkt]	v.	引导, 管理, 为人, 传导
taxation [tæk'seɪʃən]	n.	课税, 征税, 抽税, 税款, 估定的税额
facilitate [fə'sɪlɪteɪt]	vt.	(不以人作主语的)使容易, 使便利, 促进
municipal [mju(:)'nɪsɪpəl]	adj.	市政的, 市立的, 地方性的, 地方自治的
employee [ˌemplɔɪ'i:, ɪm'plɔɪi]	n.	职工, 雇员, 店员
evolve [i'vɒlv]	v.	(使)发展, (使)进展, (使)进化
entry ['entri]	n.	登录, 条目, 进入, 入口
typical ['tɪpɪkəl]	adj.	典型的, 象征性的
avoid [ə'vɔɪd]	vt.	避免, 消除
automate ['ɔ:təmeɪt]	v.	使自动化, 自动操作
license ['laɪsəns]	n.	许可(证), 执照
fiscal ['fɪskəl]	adj.	财政的, 国库的, 会计的
administrative [əd'mɪnɪstrətɪv]	adj.	管理的, 行政的
constraint [kən'streɪnt]	n.	约束, 强制, 局促
framework ['freɪmwɜ:k]	n.	构架, 框架, 结构
adopt [ə'dɒpt]	vt.	采用, 收养
permission [pə(:)'mɪʃən]	n.	许可, 允许
declaration [ˌdeklə'reɪʃən]	n.	宣布, 宣言, 声明
enrolment [ɪn'rəʊlmənt]	n.	登记, 入学
certificate [sə'tɪfɪkət]	n.	证书, 证明书
	vt.	发给证明书, 以证书形式授权给
registration [ˌredʒɪs'treɪʃən]	n.	注册, 报到, 登记
enterprise ['entəpraɪz]	n.	企业, 事业
property ['prɒpəti]	n.	财产, 所有物, 所有权



Notes

- (1) as a result : 结果是
- (2) be associated with : 与.....相关联
- (3) composed of : 由.....组成
- (4) take into consideration : 考虑到



Questions

- (1) What are the benefits of E-Government?
- (2) What is the classification of E-Government?
- (3) What is the classification of E-Government according to their stage of development?
- (4) What are the three organizational structures adopted by most developing countries?
- (5) According to the author, how to promote E-Government towards an information society?



Exercises

1 . Translate the following into Chinese

- (1) ICTs should be accessible through a wide diffusion of telephony and/or mobile lines especially in rural areas and by lowering access hurdles.
- (2) Public-Private Partnership (PPP) is becoming a popular method of implementing e-Government projects and developing the ICTs industry.
- (3) E-Government , e-health , or any other e-business initiatives should be accompanied by redesigning business processes , introducing quality and audit control mechanism , implementing an e-procurement system , and acquiring technical and project management skills.
- (4) The private sector and more specifically SME are a major source for job creation.
- (5) A suggested approach would be to use local NGOs and international organizations for coordination and technical assistance.

2 . Translate the following into English

- (1) 信息时代的到来，使得公民可以通过在家中或者办公室使用个人电脑来更快捷地传递政府服务。
- (2) 电子政务将有利于减少腐败、增加政府透明度、提供更大便利、收入增长和成本降低。
- (3) 电子政务的演进包括了 4 个阶段：出现、交互、政务处理和转型。
- (4) 各国都把电子政务作为发展信息社会的一个手段。
- (5) 由于政府服务的多样性和广泛性，电子政务解决方案也是多样的。



Reference

You can see the full text “PROMOTING E-GOVERNMENT APPLICATIONS TOWARDS AN INFORMATION SOCIETY IN ESCWA MEMBER COUNTRIES”, which was published by ECONOMIC AND SOCIAL COMMISSION FOR WESTERN ASIA in Beirut during 4-6 February 2003, from <http://www.escwa.org.lb/wsis/conference/documents/08-e-government.pdf>.



Translation

电子政务的基本概念

电子政务的定义

电子政务没有统一标准的定义，但通用的定义是：电子政务，或者说电子政府，指的是通过使用信息通信技术来改善政府的效率、效力、透明度和责任性。电子政务同样是提