

EXECUTIVE SUMMARY

Information technology (IT) is an important strategic asset for public or private organisations to improve organisational performance and strategic competitiveness. This paper attempts to analyse the current situation of the Divisional Secretariat (DS) Rattota, identify the issue in customer satisfaction on service delivery, design an e-Government solution to resolve the issue identified, develop a software solution to manage the front office information, implement it as a skills project, train relevant officers in the office and to make necessary arrangement to monitor the system and maintain sustainability. Basically, the existing system was analysed by using an environment analysis tool comely known as the SWOT analysis, which analyses the internal and external environments of the DS. Based on the results of the SWOT analysis, the most important issue or the problem was identified which was the customer dissatisfaction in service delivery by the DS.

The author found an e-government solution for this problem by designing a software application named as “Front Office Information Management System” which collect data at the front office which was also commonly known as Transaction Processing System (TPS). The front office was designed for this purpose at the DS so that TPS was established. The software was developed, tested and implemented in the Lanka Government Network (LGN) server, which was already available at the DS. The data collected at the TPS processed by the system is stored in a Structured Quarry Language, Data Base Management System (DBMS) and the information generated on it is disseminated to relevant parties via Local Area Network (LAN) and Short Message Service (SMS) so that the efficiency and effectiveness of the service delivery is increased. Human Resource (HR) relevant to the system ware trained to use the system smoothly and to maintain the system sustainable.