

E-GOVERNMENT SURVEY

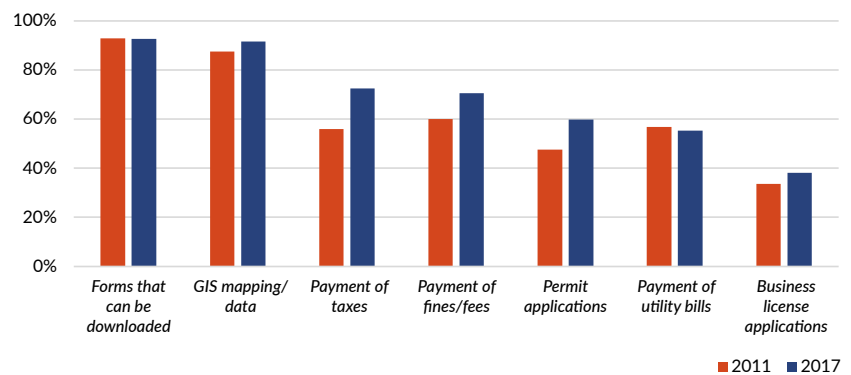
INTRODUCTION

The International City/County Management Association, in partnership with OnBase by Hyland, conducted a 2017 survey to assess the information technology and e-government solutions being used by local governments. This survey was the latest in a series of ICMA e-government surveys; the previous version was conducted in 2011. The 2017 survey was sent to municipalities with at least 75,000 residents and counties with at least 50,000 residents.

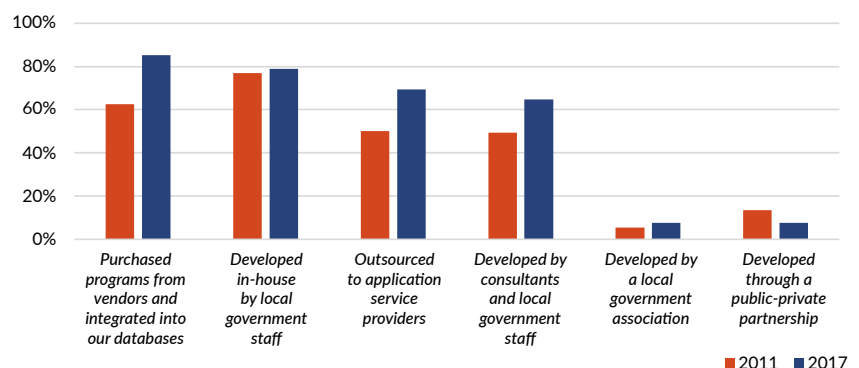
SURVEY HIGHLIGHTS

- Between 2011 and 2017, local governments continued to expand the array of services available online for their residents, including payment of taxes and completion of permit applications.
- Downloadable forms and GIS mapping/data remain the most popular services available electronically for residents.
- Outsourcing to Application Service Providers and purchasing programs from vendors became more popular online service delivery strategies between 2011 and 2017.
- Local government associations and public-private partnerships remained infrequently utilized resources for online service delivery.
- In-house IT departments are the most popular structure for managing local government information technology projects and activities.
- Local governments view a lack of financial resources as their top barrier to implementing e-government solutions.

Services Available Electronically for Residents



Ways Local Governments Provide Online Services



Percent Ranked as a Top Five Barrier to E-Government Initiatives

