

Case Study: E-Governance of Tourism Sector

You are a consultant hired by the Ministry of Tourism (MoT) in an EU country. The ministry is responsible for regulating, promoting, and developing the tourism sector in the country. The MoT serves various stakeholders, such as tourists, tour operators, hotels, private landlords, restaurants, museums, etc.

The ministry is facing several challenges in its current governance model. The ministry relies on complex, paper-based, and numerous processes for providing services and information to the citizens (G2C) and businesses (G2B). These processes are inefficient, time-consuming, and costly. The ministry also lacks visibility and coordination among its departments and units. The ministry has no centralized database or information system to store and share data. The ministry uses some standalone software applications for accounting, payroll, and human resources, but these applications are not integrated with each other or with the core governance processes.

The ministry wants to introduce e-solutions in G2C (Governance to Citizens) and G2B (Governance to Business) areas, modernize its operation, and increase efficiency in governing the tourism sector. The ministry believes this will improve the quality, accessibility, and transparency of its services and information. The ministry also wants to improve internal communication and procedures with the government and other ministries.

The primary objectives of this modernization initiative are as follows:

1. **Digital Transformation of G2C and G2B Services:** The ministry aims to introduce e-solutions that streamline and digitize G2C and B2B services, making them more accessible and efficient for citizens and businesses. This includes online applications for permits, tourist traffic and accommodation capacities, tourism information portals, and digital payment options.
2. **Internal Communication Enhancement:** The ministry recognizes the need to improve internal communication and collaboration. It seeks to establish an integrated information system that connects all relevant government entities and ministries, enabling seamless data exchange and efficient decision-making.
3. **Efficiency and Effectiveness:** By modernizing its operations, the ministry intends to enhance its efficiency in governing the tourism sector. This includes better monitoring of tourism-related data, faster response to citizen inquiries, and improved policy formulation and implementation.

The ministry has asked you to design and propose an information system supporting this e-governance initiative.