Abstract

E-government services are essential for successful interaction between the government, authorities, individuals, organizations, and others in every country. Afghanistan has made enormous progress in ICT in an ongoing decade. However, the country is still struggling with e-government implementation. To implement e-government services, it is necessary to know possible barriers and obstacles that can influence the implementation process. The E-government in Afghanistan was a noteworthy development for setting up a framework for developing electronic government in Afghanistan.

Further, the National Statistics and Information Authority (NSIA), originally known as the Central Statistics Organization, was founded as an independent authority within the Afghan government to manage statistical information across the country. In addition, the E-Tazkera department is part of NSIA. NSIA continues to implement and rely on a computer-based information system for E-Tazkera, a biometric-based electronic national identity system. In this way, the service providers install high-end computing technology in hardware, software, and network infrastructure imported from more developed nations. Various issues affect the success of these systems. The Design-Reality Gap model is used in this study to investigate and evaluate the dimensions affecting E-Tazkera system availability in Afghanistan. The objective was to lay the foundation for improving E-Tazkera system availability through proper mitigations. A qualitative study was conducted on information technology managers at E-Tazkera departments. It was apparent that various dimensions of the model are responsible for degraded availability. The study's findings indicate that corporate technology, staff skills, management & structures, and objectives & values present the most robust challenges.

Keywords: High Availability Systems, E-government services, Information system, implementation Design-Reality Gap Model, E-Tazkera system