



more in the long term when they set up the E-Tazkera system with these factors already factored in.

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## **APPENDIX 1: QUESTIONNAIRE**

### **RESEARCH PROJECT**

**E-GOVERNMENT SERVICES IMPLEMENTATION BARRIERS in  
AFGHANISTAN: HIGH AVAILABILITY of E-TAZKERA SYSTEMS in  
AFGHANISTAN**

**ELECTRONIC ENGINEERING MASTER STUDY PROGRAM  
DEPARTMENT OF ELECTRONIC ENGINEERING AND INFORMATION  
TECHNOLOGY**

**FACULTY OF ENGINEERING  
UNIVERSITY GADJAH MADA**

**AUGUST 2022**

Please take the time to answer the following questions so that we can properly operate the system. Evaluate the system with as much precision as you can. The information you provide in this activity is being collected purely for academic study and will not be used for any other reason. This information will always be kept private.

“Hi, I am Azhar Amin. I am a Master researcher on Indonesia's Universitas Gadjah Mada. This 15-minutes survey is for E-government services implementation barriers in Afghanistan: high availability of E-Tazkera systems in Afghanistan. It aims to assess your experience with the high availability of E-Tazkera systems in Afghanistan. The result will

be used as an evaluation tool for the E-Tazkera system.

## **SECTION 1. Failure Characteristics**

1. Why do you think there should be e-Services by the Government of Afghanistan to the citizens?

.....  
.....

2. The Government of Afghanistan provides how Many e-Service(s)? Please write down their names.

.....  
.....

3. Are there barriers to implementing Governmental e-Services in Afghanistan? Please write down those barriers.

.....  
.....

4. Has the E-Tazkera System failed in the last year?

.....  
.....

5. What was the measured availability of this system over the past year (over a hundred %)?

.....

.....

6.What was the longest downtime of the E-Tazkera system in the last two years?

.....

.....

7. What is the most common cause of failure of the E-Tazkera system?

.....

.....

.....

8. Does the E-Tazkera system vendor actively support the system?

.....

.....

.....

9. What should the Board (Owners) do to improve the E-Tazkera system availability?

.....

.....

10. What do you propose to achieve the highest possible availability (over 99.99%) for the E-Tazkera system?

## **SECTION 2: Measurement of E-Tazkera Systems Qualities That Influence High Availability**

In this section, please tick ☒ the current E-Tazkera system high availability being

assessed. (1 Represents the Best Level, and 5 Represents the Worst Level)

## Perspective

### 1- System Information Aspects

**Availability of documentation for the E-Tazkera system.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Quality of technical support from the vendor of the E-Tazkera system.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Effectiveness of training provided by the service provider or vender.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Online documentation, forums, and customer service.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Strict security rules, policies and privacy laws.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Citizens' participation in governmental decision-making process.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

### 2- Technology Aspects

**Control of the Software changes.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The complexity of the Software Configuration**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The complexity of Server and Network Hardware**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of software configuration and program changes**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of hardware configuration changes**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of Power systems failure**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of failure of Local Area Network Links**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of failure of Wide Area Network Links**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Quality of WAN expert support available**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Problems caused by software configurations**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The frequency of failure of the software**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

### **3- Management Processes Aspects**

**Appropriateness of system operation procedures**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Completeness and documentation of the processes**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The process is easier for citizens /government to use the E-Tazkera system.**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Maintenance Schedules in Place for Hardware**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Maintenance Schedules in Place for Software**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Effectiveness of Systems Monitoring Reports**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Re-engineering the administrative process and procedure**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

#### **4- Objectives & Values Aspects**

**The commitment of senior management to the E-Tazkera system's availability**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Financial Investment for E-Tazkera system availability**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Investment in high-quality E-Tazkera system staff**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Communication about the importance of the E-Tazkera system to business**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Effective leadership support and commitment to senior officials**



Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The common goals and objectives of the E-Tazkera system**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

## **5- Staffing & Skills Aspects**

**Knowledge of the technology environment**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Experience with OS, Applications, and Infrastructure**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Business process knowledge**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Change management capabilities**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Data analytics and troubleshooting experience**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Certification levels of the administrators**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Vendor-driven training for the E-Tazkera system**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Level of expertise of administrators**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Level of technical education for the administrator**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Level of Administrators' Skills**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Frequency of Configuration Errors causing Failure**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**The severity of Configuration Errors causing Failures**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

## 6- Management Aspects

**E-Tazkera system structure**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Enforcing regular E-Tazkera system health reporting**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Management Controls of Changes to Operating**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Active Service Level Agreements with vendors**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Availability management for E-Tazkera system standards**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Dependence on External Experts**

Very high ☐ 1 High ☐ 2 Medium ☐ 3 Low ☐ 4 Very low ☐ 5

**Management Control for E-Tazkera System Backup and recovery**



Very high  High  Medium  Low  Very low

## 7- Other Aspects

### Quality of IT Infrastructure

Very high  High  Medium  Low  Very low

### Environment setup for the system

Very high  High  Medium  Low  Very low

### Users' expectations of the E-Tazkera system

Very high  High  Medium  Low  Very low

### Availability of Finances for E-Tazkera System Maintenance and Vendor Support

Very high  High  Medium  Low  Very low

### Internal IT audit and control

Very high  High  Medium  Low  Very low



## APPENDIX 2: Respons

	E	F	G	H	I	J	K	L	M	N
1	1- System Informati	1- System Informati	1- System Informati	1- System Informati	1- System Informati	1- System Informati	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe
2	Low	Midium	Very Low	High	Low	Very Low	High	Midium	Low	High
3	Low	Very High	Very Low	Low	Low	Very Low	Very High	Midium	Midium	Midium
4	High	Very High	Midium	High	Low	Midium	Midium	Very High	High	High
5	Very High	High	Very High	High	Midium	Low	Very High	High	Very High	Midium
6	Very Low	High	Low	Very High	Midium	Low	Midium	High	High	Very High
7	Very Low	Low	Low	Midium	Very High	Very Low	Midium	Midium	Midium	Midium
8	Low	High	High	Midium	Very Low	Very High	Low	High	Low	High
9	Midium	Very Low	Low	Very Low	High	High	Very Low	Low	Very Low	Low
10	Midium	Low	Low	Very High	Midium	Midium	High	High	High	High
11	Low	Low	Low	Very Low	Very Low	Very Low	Low	Very Low	Midium	Very Low
12	Very Low	Low	Very Low	Low	Low	Very Low	Low	Very Low	Low	Low
13	Midium	Low	Low	Very Low	Very Low	Very Low	Very Low	Very Low	Midium	Low
14	Midium	Midium	Midium	Midium	Midium	Midium	Midium	Midium	Low	Midium
15	Low	Low	Low	Midium	Low	Very Low	Low	Very Low	Low	Low
16	Midium	High	Midium	Midium	Midium	Very Low	Midium	Low	Low	Midium
17	Low	Low	Low	Midium	Very Low	Very Low	Midium	Midium	Midium	Midium
18	Midium	Low	Very Low	Low	Very Low	Very Low	Midium	Low	Very Low	Very Low
19	Midium	Midium	Midium	Midium	Midium	Midium	Midium	Midium	Midium	Midium
20	Midium	Midium	High	Midium	Low	Midium	Midium	Midium	Midium	High
21	Low	Very Low	Midium	High	High	Very Low	Low	Midium	Midium	Midium
22	Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High

Form Responses 1



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	O	P	Q	R	S	T	V	W	X
1	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe	2- Technology Aspe	3- Management Pr	3- Management Pr	3- Management P
2	Very High	Very Low	Very Low	Very Low	Medium	Medium	Very High	Medium	Very Low
3	Low	High	Medium	Medium	Medium	Low	High	Very High	Low
4	High	Medium	High	Medium	High	Medium	High	High	Very High
5	High	Medium	Medium	High	Medium	High	Low	Very High	High
6	Very High	Medium	Very Low	Medium	Low	High	Medium	High	Very High
7	Very High	Medium	Medium	Medium	Medium	High	High	High	Low
8	Low	Very High	Medium	Medium	High	Very High	Very High	Medium	High
9	Very Low	Low	Very Low	Very Low	Very Low	Very Low	Very Low	Low	Very Low
10	Medium	Medium	Medium	High	Low	Low	Low	Very High	Very High
11	Medium	Low	Very High	Very High	Very High	Low	Very Low	Very Low	Medium
12	Very Low	Low	Very Low	Low	Very Low	Low	Very Low	Very Low	Low
13	Low	Very High	Very High	Medium	Low	Low	Very Low	High	Medium
14	Medium	Low	Low	Medium	Low	Medium	Medium	Medium	High
15	Low	Very Low	Very Low	Low	Very Low	Low	Low	Low	Low
16	Medium	High	Medium	High	Medium	High	High	Medium	High
17	Medium	Low	Low	Low	Low	Low	Low	Medium	High
18	Low	Medium	Medium	Medium	Low	Very Low	Low	Medium	Medium
19	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
20	Low	Medium	Medium	Medium	Medium	Medium	Very High	Medium	Low
21	Medium	Medium	Medium	Medium	High	Very Low	Low	High	High
22	Very High	Very High	Very High	Very High	Very High	High	High	High	High

Form Responses 1

3- Management Pr	3- Management Pr	3- Management Pr	3- Management Pr	4- Objectives & Va	4- Objectives & Va	4- Objectives & Va	4- Objectives & Va	4- Objectives & Va	4- Objectives & Va
High	Very High	High	Very Low	Low	Very Low	High	Low	Low	Very Low
High	Medium	High	Low	Very High	Medium	Low	High	Medium	Low
High	Very High	High	High	High	Very High	High	Medium	High	High
High	Medium	High	High	Very High	Medium	Very High	Medium	Medium	Medium
Very High	Very High	High	High	Very High	Very High	Very High	High	Very High	High
Medium	Very High	High	Medium	Medium	Low	Medium	Medium	Very High	High
High	High	Very High	High	High	Medium	High	Medium	High	Very High
Low	Low	Low	Medium	Medium	High	Very Low	Very High	Very Low	Very High
Very High	Very High	High	High	High	Medium	Medium	High	Medium	Very High
Very Low	Very Low	Medium	Very High	Very Low	Low	Low	Very Low	Medium	Low
Low	Very Low	Low	Very Low	Low	Very Low	Low	Very Low	Low	Very Low
Low	Low	Very Low	Very High	Very Low	Low	Medium	High	Very High	High
Medium	High	Medium	Medium	Medium	Medium	Medium	High	Medium	High
Low	Very Low	Low	Low	Low	Very Low	Low	Low	Low	Medium
Medium	Medium	High	High	Medium	Medium	Low	Very Low	Very Low	Low
Low	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium	High
High	High	High	High	Medium	High	High	Low	Low	Low
Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
High	Medium	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium
Low	Low	Low	Low	Low	Low	Low	Low	Low	Medium
Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High	Very High





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	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
1	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills	5- Staffing & Skills
2	Very Low	High	Medium	Low	Medium	Low	Very Low	Low	High	Very Low
3	Medium	High	Medium	Low	Very Low	Very Low	Low	Medium	Low	Very Low
4	Very High	High	High	High	High	Medium	High	High	Very High	High
5	High	Very High	Medium	High	Medium	High	Medium	Low	Medium	Very Low
6	Very High	Very High	High	Very High	Very High	High	High	Medium	Low	Medium
7	High	Low	High	Very High	High	Low	Low	Low	Low	High
8	Low	Medium	Medium	Low	Very High	Medium	Very High	Medium	Low	Very Low
9	Low	Very Low	Very High	Medium	Low	Very High	Medium	Very High	Very High	Very High
10	High	High	Medium	High	Low	Medium	High	High	High	Medium
11	Medium	Low	Low	Very Low	Very Low	Very Low	Very Low	Very Low	Very Low	Very Low
12	Very Low	Low	Very Low	Low	Very Low	Low	Very Low	Low	Very Low	Low
13	Low	Medium	Low	Medium	Low	Medium	Low	Medium	Low	Very Low
14	Medium	Medium	Medium	Medium	High	Medium	Medium	Medium	Medium	Medium
15	Low	Very Low	Very Low	Low	Low	Very Low	Low	Low	Low	Very Low
16	Medium	Medium	Medium	Medium	High	Medium	Low	Low	Medium	High
17	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
18	Medium	Medium	Medium	Medium	Medium	Low	Low	Medium	Medium	Very Low
19	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
20	Medium	Medium	Medium	Medium	High	Medium	Medium	Medium	High	Very High
21	Medium	Low	Low	Low	Low	Low	Low	Medium	Medium	Low
22	Very High	Very High	Very High	Very High	High	High	Very High	Very High	Very High	Very High

Form Responses 1

	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC
5- Staffing & Skills	6- Management As	6- Management As	6- Management As	6- Management As	6- Management As	6- Management As	6- Management As	6- Management As	6- Management As	7- Other Aspects
1	Very Low	Very Low	Very Low	High	Very Low	Medium	Medium	Low	Very Low	Medium
2	Low	Low	Very Low	High	Medium	Low	Very Low	Low	Very Low	Very High
3	High	High	Very High	Medium	Very High	High	Very High	Very High	Very High	High
4	Medium	Medium	Medium	Very High	Medium	Medium	High	Medium	Medium	Medium
5	Very High	Medium	Medium	High	Very High	High	High	High	Medium	High
6	Medium	High	Medium	High	High	Very High	Medium	Medium	Medium	Medium
7	Low	Very Low	Very Low	Low	Low	Medium	Very High	High	Very Low	Very Low
8	Very Low	Very High	High	Very Low	Medium	Very Low	Low	Very Low	High	Low
9	Low	Very High	High	High	High	Medium	Medium	High	High	High
10	Very Low	Very High	Low	Medium	Low	Low	Low	Low	Low	Very High
11	Very Low	Very Low	Low	Very Low	Low	Very Low	Low	Very Low	Low	Very Low
12	Very Low	Low	Very Low	Low	Very Low	Very Low	Very Low	Low	Low	Low
13	Medium	High	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
14	Very Low	Medium	Low	Low	Low	Very Low	Low	Low	Low	Low
15	Low	Medium	Medium	High	Low	Low	Very Low	Very Low	Low	Medium
16	Medium	High	Medium	Medium	High	High	Low	Very Low	Very Low	High
17	Very Low	Very Low	Low	Medium	High	Very High	High	Medium	Low	Low
18	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
19	High	Medium	Medium	Medium	Low	Very Low	Low	Medium	High	Medium
20	Low	Very High	Low	Low	Low	Low	High	High	High	Low
21	Very High	Very High	Very High	Very High	Very High	Very High	Very High	High	High	High

Form Responses 1



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BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM
7- Other Aspects	Other Aspects	Other Aspects	Other Aspects	Why do you think there are barriers against e-Services?	How many e-Services do you think, there are barriers against e-Services?	Do you think, there are barriers against e-Services?	Has the E-Tazkera System been implemented?	What was the measure taken to overcome the barriers?	What was the longest time taken to overcome the barriers?
Low	Very Low	High	Medium	Getting services in efficiency	E-Tazkera, Asan Khedmat, and E-passport	yes it was failed many times	yes it was failed many times	72% almost 3 months	
Very Low	High	High	Medium	To improve quality of services	Asan Khedmat and E-Tazkera	almost failed same like	almost failed same like	70% more than 3 months	
Very High	Very High	High	High	الخدمات الإلكترونية، الحكومة الإلكترونية، الخدمات الإلكترونية	yes there is like lack of staff skill, financial issue, infrastructure issue and lack of education				
High	Very High	High	High	To build citizens trust	E-passport, e-Tazkera, e-education				
High	High	Very High	Very High	Obtaining services in efficiency	Asan Khedmat, E-Tazkera, E-passport, E-banking	Yes, most of the time, it was failed many times	Yes, most of the time, it was failed many times	78% 1 month	
Medium	High	High	Very High	to raise service standards	Asan Khedmat, E-passport, E-Tazkera, e-banking	Not all the time but so far	Not all the time but so far	64% maybe almost 3 months	
Very Low	Low	Low	Very High	To promote the use of e-services	e-passport, e-Tazkera, e-banking	form my own experience	form my own experience	65% i don not remember the time	
Medium	Medium	Medium	Low	one channel services	e-passport, e-Tazkera, e-banking	yes it was failed long time	yes it was failed long time	70% For 3 months it was failed	
Low	Medium	Medium	Medium	Getting services in efficiency	e-Tazkera, e-banking, e-passport	yes some time failed	yes some time failed	maybe 70% 3 months	
Very High	Very High	Very High	Very High	To improve quality of services	Asan Khedmat, e-Tazkera, e-banking	yes more times	yes more times	68% almost 4 months	
Low	Very Low	Low	Very Low	To promote the use of e-services	e-Tazkera, e-banking, e-passport	yes failed many time	yes failed many time	74% maybe 3 months	
Medium	Very Low	Low	Low	Obtaining services in efficiency	e-Tazkera, e-banking, e-passport	yes because this system is not good	yes because this system is not good	look at the political situation in last six months during the war	
High	Very High	High	Medium	Obtaining services in efficiency	e-Tazkera, e-banking, e-passport	yes almost equal the average	yes almost equal the average	50% three months	
Medium	Medium	Low	Low	to improve quality of services	e-Tazkera, e-banking, e-passport	yes failed more than average	yes failed more than average	45% 6 months	
Medium	Medium	Low	Very Low	getting services in efficiency	e-Tazkera, e-banking, e-passport	yes some time	yes some time	70% more than 3 months	
High	Very Low	Very Low	Medium	Improved internal productivity	e-Tazkera, e-banking, e-passport	it was stopped by technical issues	it was stopped by technical issues	70% About 4 months	
Low	High	High	Medium	better collaboration between government and private sector	e-Tazkera, e-banking, e-passport	Some time due to technical issues	Some time due to technical issues	80% few months because of the war	
Medium	Medium	Medium	Medium	Inclusive Governance	e-Tazkera, e-banking, e-passport	yes many time was done	yes many time was done	72% around three months during the war	
Medium	Medium	Medium	Medium	e-Services in terms of security	e-Tazkera, e-banking, e-passport	yes it was	yes it was	almost 70% more than three months	
High	High	Low	Low	It's the basic rights of citizens	e-Tazkera, e-banking, e-passport	Internet - education - health - etc.	Internet - education - health - etc.	50% NA	
High	High	Very High	Very High	The demand of the private sector	E-Tazkera System, Private barriers against e-Services	more then 70 %	more then 70 %	About 3 to 5 months	

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BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT
Has the E-Tazkera System been implemented?	What was the measure taken to overcome the barriers?	What was the longest time taken to overcome the barriers?	What is the most common barrier?	Does the E-Tazkera System improve the quality of services?	What should the Board of Directors do to improve the system?	What do you propose to improve the system?	Score		
it was stopped by technical issues	70%	About 4 months	Network Outages, Power outages	The try to improve the system	They should hire the technical experts	Improve the knowledge about system and importance of system, Inaccurate estimates of network			
Some time due to technical issues	80%	few months because of the war	Network Outages, Power outages	yes the support but not really like	Bring knowledgeable people to use Network and Device Monitoring Software, implement a Change Control Programme, Increase the staff and awareness	Introduce a change management program, implement Automated Incident Response Methodology, Apply better management practices, Invest in ICTs at par with other areas of the organization			
yes many time was done	72%	around three months	Database Changes, Firewall issues	not too much	Reduce risk, track and manage changes	introduce a change management program, implement Automated Incident Response Methodology, Apply better management practices, Invest in ICTs at par with other areas of the organization			
yes it was	almost 70%	more than three months	Network Outages, Power outages	yes but not really like	train their staff and awareness	Apply better management practices, Invest in ICTs at par with other areas of the organization			
Yes	50%	NA	Government collapsed	No	Citizen awareness	NA			
yes	more then 70 %	About 3 to 5 months	Human error, Power outages	yes	they should hire experienced people	Public awareness, enough budget, experts, and more powerful thing is physically and logically			
Yes	40%	2 days	Human error, Power outages	No	To improve internet speed	To improve our E-Tazkera our government must be improve electricity and internet services.			
No it go very successful	99%	Less than one hour	Virus and Malware, Backup failures	Yes	Good management	Good service			
yes many times was failed	70%	around three to four months	Database Changes, Firewall issues	yes what on their hand	Always consider scalability	Install a dependable automatic failover standby power generator. Purchase the appropriate capacity			
yes it was	around 70% to 72%	maybe more than three months	Backup failures, Data loss	yes but still face with	make use of network vendors	vendors will be more accessible to customers. vendors can access online and offline documents			
yes many time	78%	almost 3 and half months	Database Changes, Firewall issues	yes	monitor availability and automatic failover standby generator	acquire UPS capacity, purchase well-documented software			
yes failed	around 70%	3 months or more	Disk / Controller / Capacity	some how they support	set up a robust internal monitoring system	Improve processes, apply software-change procedures, keep vendor changes understandable			
yes too much	75% percent	2 to 4 months maybe	Backup failures, Network outages	yes but not serious	monitor availability	Transformation, Increase system and quality investments, educate managers and owners about the importance of the system			
yes it is	74%	not really sure but it was	Network Outages, Power outages	maybe	time to time audit the system	switch to a better supplier, deploy sustainable systems without unusual skills. vendor or quality			
yes	76 percent maybe	long time like 2 or 3 months	Network Outages, Power outages	yes	apply better management	establish processes and controls, pay extra to keep administrators' abilities, and hire administrators			
i think many time	i think between 70 to 80%	not really sure but it was	Backup failures, Network outages	not sure but for what	always take care of the system	the vendor most focus on the structure which mean every province has their own server to a			
it was for sure	do not know the exact	approximately 2 to 4 months	Network Outages, Power outages	yes	monitor system availability	the high authority will stable the internet and electricity and also focus in security			
some time	60%	5 hours	Cybersecurity threats	Not much	Financial investment	Requirement, staff quality and high management			
yes many time was failed	72 percent	around 2 to 3 months	Backup failures, Network outages	not at all they do not	why should use network	for what extent i know that to achieve high availability we need to purchase the appropriate capacity			
alot of time failed	maybe 72 percent or more	it was 3 months or more	Network Outages, Power outages	not really	must improve the management	there should be set up a robust internal auditing system and set up efficient procedures and			

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