

# **Building an E-Business Framework for a Natural Resources Agency – A Case Study of the Victorian Department of Natural Resources and Environment e-Business Developments**

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**Key words:** E-Business, E-Business framework, electronic service delivery, government service delivery, government process change, natural resources.

## **ABSTRACT**

Increasingly E-Business service delivery options are being demanded from government as in the private sector. Operating within an increasingly electronic world, government services are expected to have electronic delivery options. While many E-Business activities in the private sector use a vertical model that is build around supply chains, government activities are more often related to complex industry based systems.

The Victorian Department of Natural Resources and Environment, a diverse organisation that has programs covering the fields of energy, mining, fisheries, agriculture, parks, flora and fauna, forests, land, water and aboriginal affairs, has been working for a number of years in developing electronic service delivery options for a range of its activities. This paper explores how it developed an E-business framework over time. This began with the introduction of systems to support internal business operations for procurement, with parallel developments in other areas of the Department of a range of relatively simple service related delivery systems. As E-business became part of normal business expectations systems have become increasingly more complex leading to the development of more challenging E-business concepts such as the Land Exchange and Virtual Victoria that recognise the complexity of industry based activities.

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