

# **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**

**Leonie NEWNHAM, Allan STEWART and Bryan KING, Australia**

**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.

## **CONTACT**

Ms Leonie Newnham, MBA, DipEd, BA  
Corporate Services  
Department of Natural Resources & Environment  
Level 3, 240 Victoria Parade  
East Melbourne, 3002  
AUSTRALIA  
Tel. + 61 3 9412 6005  
Fax +61 3 9412 6060  
Mobile: +61 417 551 633  
E-mail: leonie.newnham@nre.vic.gov.au

---

JS25 e-Business

Leonie Newnham, Allan Stewart and Bryan King

Building an E-Business Framework for a Natural Resources Agency – A case study of the Victorian Department of Natural Resources and Environment e-business development

FIG XXII International Congress  
Washington, D.C. USA, April 19-26 2002

Mr. Allan Stewart  
General Manager Corporate Services  
Department of Natural Resources & Environment  
Level 11, 8 Nicholson Street  
East Melbourne, 3002  
AUSTRALIA  
Tel. + 61 3 9637 8241  
Fax: +61 3 9637 8110  
E-mail: allan.stewart@nre.vic.gov.au

Mr Bryan King  
Manager Information Strategy and Technology  
Corporate Services, Department of Natural Resources & Environment  
Level 11, 8 Nicholson Street  
East Melbourne, 3002  
AUSTRALIA  
Tel. +61 3 9637 8241  
Fax: +61 3 9637 8110  
E-mail: bryan.king@nre.vic.gov.au

---

JS25 e-Business

Leonie Newnham, Allan Stewart and Bryan King

Building an E-Business Framework for a Natural Resources Agency – A case study of the Victorian Department of Natural Resources and Environment e-business development

FIG XXII International Congress

Washington, D.C. USA, April 19-26 2002