REFERENCES

Achievement of Market-Friendly Initiatives and Results Program, 2002. *Jordan e-Government BPR Process Documentation Templates*.[Online]

Available at: http://pdf.usaid.gov/pdf_docs/PNACW156.pdf

[Accessed 3 September 2009]

Ahmad H., Francis A,. Zairi M,. 2007. Business process re-engineering: critical success factors in higher education. *Business Process Management Journal,* [Online]. 13(3), pp. 451-469 Available at:

http://www.emeraldinsight.com/Insight/viewPDF.jsp?contentType=Article&Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1570130308.pdf

[Accessed 15 August 2009]

Ambler, S.W., 2005. *Introduction to the Enterprise Unified Process (EUP)*, [Online].

Available at : www.enterpriseunifiedprocess.com

[Accessed 1 September 2009]

BPR on line learning center. *Business process re-engineering* [Online].

Available at : http://www.prosci.com/bpr-homepage.htm

[Accessed 10 August 2009]

City of San Diego, 2009. *Business Process Re-engineering, Annual Fiscal Year 2008 budget.* [Online]. Available at :

http://www.sandiego.gov/fm/annual/pdf/fy09/04v1bpr.pdf

[Accessed 1 September 2009]

Dr Albadvi, A., 2004. *eStrategy for Development Process e-Engineering*.[Online]
Tarbiat Modarres University. Available at:

http://ict.moe.org.ir/_ICT/Documents/Session5%20BPR.pdf

[Accessed 12 August 2009]

Davenport, Tomas (1993). *Process Innovation : Re-engineering work through Information Technology*. Boston : Harvard Business School Press

Gamage, C.D.N.W., 2007. *A Critical Evaluation of the e-Government model implementation in Sri Lanka.* MBA. Moratuwa: University of Moratuwa.

Greenberg, L., 1996. *The Most Common Business Re-engineering Success Factors and Pitfalls*.[Online] (updated 14 October 1996). Available at:
http://earthrenewal.org/bprmist.htm
[Accessed 14 August 2009]

Guha, S., Kettinger, W.J., Teng, T.C., 1993. *Business process Re-engineering: Building a comprehensive Methodology, Information Systems Management*

Globalbelai7, 2008. *Business Process Re-engineering a Value adding tool or a dehumanizing gadget.* .[Online]. Available at:
http://globalbelai7.blogspot.com/2008/09/business-process-reengineering-value.html
[Accessed 1 September 2009]

Hammer, M., Champy. J., (1993). *Re-engineering the Corporation: A Manifesto for Business Revolution.* London : Harper Collins.

Hammer, M., 1990. *Reengineering Work: Don't Automate, Obliterate*.[Online] Harvard Business Review. 1990, July-August. Available at:
http://userpages.umbc.edu/~khoo/re-engr.html
[Accessed 20 July 2009]

Heeks, R., 2008. *e-Government for Development, Success and failure in e-Government projects.* .[Online] Available at: http://www.egov4dev.org/success/definitions.shtml
[Accessed 2 September 2009]

Kai, A. , Consulting approaches to process improvement. [Online].
Available at: http://www.instant-science.net/pub/ac.pdf
[Accessed 16 August 2009]

Kruchten, P., 2004. *The Rational Unified Process, An Introduction*. 3rd ed. Adison Wesley. Pearson Eduction, Inc.

Malhotra, Y., 1998. Business Process Re-design: An Overview. *IEEE Engineering Management Review*, [Online]. 26(3), Available at: http://www.kmbook.com/bpr.htm [Accessed 22 July 2009]

Morgan D., BPR Training - Business Process Re-engineering Consultant, PHS Management Training, [Online]. Available at:
 http://www.training-management.info/BPR.htm
[Accessed 01 November 2009]

O'Brien J., 2002. *Managing Information Technology in the E-Business Enterprise*. 5th ed. New Delhi : Tata McGraw-Hill publishing Company Ltd.

Subramanian M., Larry W., S. Hossien, 1999. Business Process Re-engineering : A Consolidated Methodology, In : Wichita State University Wichita, *Proceedings of The 4th Annual International Conference on Industrial Engineering Theory, Applications and Practice*. San Antonio, Texas, USA. November 17-20, 1999

Thudugala, K., 2007. *Requisite Competencies for Government Chief Information Officers in Sri Lanka*. MBA. Moratuwa: University of Moratuwa.

Thyagarajan V., Khatibi A., 2004, *BPR - A Tool for Managing the Change*.[Online]
Available at: www.krepublishers.com/.../JHE-15-1-057-061-2004-Khatibi.pdf
[Accessed 16 August 2009]

The Saudi e-Government Program – Yesser, 2007. *Business Process Redesign Methodology*.[Online]
Available at: http://www.yesser.gov.sa/english/documents/BPR_Booklet_en.pdf
[Accessed 3 September 2009]

Turban E., Mclean E., Wetherbe J., 2004. *Information Technology for Management : transforming organizations in the Digital Economy*. 4th ed. John Wiley & Sons

United States General Accounting Office, 1997. *Business Process Re-engineering Assessment Guide.*[Online]

Available at: http://www.gao.gov/special.pubs/bprag/bprag.pdf

[Accessed 16 August 2009]

Vaidyanathan, P., *Business Process Reengineering: Key Success Factors.*[Online]

 Available at: http://earthrenewal.org/bprmist.htm

[Accessed 14 August 2009]

Weerawarana, S.M., 2008. *The Software Development Services Approach.* Information and Communication Technology Agency of Sri Lanka.

Zand p., 2001. e-Michigan's Approach to BPR Impact Analysis and e-Government Business Case Development: In: Michigan government, *Michigan e-Government Leadership Summit.* Michigan. November 29, 2001.[Online]

Available at: http://michigan.gov/documents/Session_6_BPR_final_v2_2512_7.pdf

[Accessed 3 September 2009]