Unsustainability of e-Government: do we need to take a step back?

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Powerful myths, which based on the image of empowered, omnirational, tech-savvy citizens, created a hype that gave birth to myriads of e-government artifacts that promised to deliver cheaper, faster and more friendly governance. Two decades after this hype we argue that e-government took a wrong approach in designing and developing black-box information systems which aimed at satisfying acute needs without taking into consideration jural, technical and political aspects of their environment. We illustrate e-government unsustainability on cases from Slovenia, Austrian and the European Union and provide suggestions for a refreshed approach for R&D towards IT-enabled future government.